



**July 24, 2024**

**DEPARTMENT OF TRADE AND INDUSTRY**

Trade & Industry Building  
361 Sen. Gil J. Puyat Ave.,  
1200 Makati City, Philippines

**Attention: Atty. Amanda Marie F. Nograles**  
Undersecretary  
Consumer Affairs and Legal Services Group

**Atty. Cherryl G. Carbonnell**  
Officer-in-Charge Director  
Consumer Affairs and Advocacy Bureau

DEPARTMENT OF TRADE AND INDUSTRY	
CPAB	
RECEIVED BY:	<i>[Signature]</i>
DATE:	8/08/2024
TIME:	12:35 PM

EX348103

Dear Madam:

**NISSAN PHILIPPINES, INC.** ("NPI"), writes to inform formally the Department of Industry regarding on-going Recalls and Service Campaigns implemented by NPI.

For your reference, please find below a brief explanation of the columns:

- a. **Service Campaign Name** – Name of specific recall or service campaign
- b. **Model Name** – Nissan models covered by the specific recall or service campaign
- c. **Production Start** – Production cut-in year or year-month for affected vehicles
- d. **Production End** – Production cut-off year or year-month for affected vehicles
- e. **Vehicles Included** – Quantity of affected vehicles subject to the recall or service campaign
- f. **Symptom / Cause** – Possible symptoms that may occur on the affected vehicles if not repaired and identified cause of failure
- g. **Field Fix / Countermeasure** – Repair method
- h. **Repair Duration** – Estimated time required to perform the repair

NISSAN PHILIPPINES, INC.  
9<sup>th</sup> Floor Ecoprime, 32nd Street cor. 9th Ave.  
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Notification of On-going Nissan Recalls and Service Campaigns

SERVICE CAMPAIGN NAME	Model Name	Production Start	Production End	Vehicles Include	Symptom / Cause	Field Fix / Countermeasure	Repair Duration
Takata Airbag Recall Campaign	Frontier	2006	2008	4,653	Airbag current design may cause the inflator to rupture. This may cause possible shrapnels upon airbag deployment that may hit passenger / driver upon collision	Airbag inflator and module replacement	0.5hrs to 1.5hrs
	Navara	2017	2014	26,355			
	Teana	2006	2007	151			
	Grand Livina	2008	2014	1,836			
	X-Trail	2003	2014	10,336			
	Patrol	2003	2017	3,263			
Fuel Tank Service Campaign	Altima	2013 Sep	2014 Aug	41	Some affected vehicles could contain fuel tank with out of specs dimension.	Plate Lock and/or Packing - Fuel Gauge Replacement.	1hr
Hood Latch Service Campaign	Altima	2013 Sep	2014 Aug	188	Secondary hood latch may bind and remain in unlatched position when the hood is closed.	Secondary hood latch replacement	1hr
Backdoor Stay Recall Campaign	X-Trail	2014 Aug	2015 Dec	1,262	Outer cylinder of the back door stay does not conform with Nissan's anti-corrosion standard. This may cause the rear door to be in close position	Back Door Stay replacement.	1hr
ECM Reprogramming Service Campaign	X-Trail	2016 Apr	2018 Apr	325	Previous software does not conform with emission standard.	Patch update to ECM Software	0.5hrs
Brake Switch Service Campaign	Terra	2018 May	2018 Jun	220	Customer may experience engine won't start and transmission won't shift due to brake switch failure.	Brake switch replacement depending on lot number	1hr
Ignition Switch Recall Campaign	Sylphy	2017 Apr	2017 Jul	38	Overtime, internal components of ignition switch can wear causing reduced in durability- when combined with excessive vibrations when passing humps and potholes may cause the key to turn	Ignition Switch replacement depending on lot number.	0.5hrs
	Navara	2017 Apr	2017 Jul	1,788			0.5hrs
	Urvan	2016 Dec	2017 Sep	2,854			0.5hrs
	Patrol	2016 Dec	2017 Sep	24			0.5hrs
Forward Emergency Braking (FEB) Service Campaign	X-Trail	2017 Jul	2018 Jun	200	Previous software causes unintended activation of Forward Emergency Braking	Patch update to FEB Software	0.5hrs

SERVICE CAMPAIGN NAME	Model Name	Production Start	Production End	Vehicles Include	Symptom / Cause	Field Fix / Countermeasure	Repair Duration
Fuel Pump Assembly Recall Campaign	Patrol	2019 Oct	2019 Dec	72	The investigation revealed that some impellers installed in the pump assembly is out of specs. These impellers may results to possible stock up during pump operation and may prevent fuel from flowing properly. Once the continuous fuel supply is affected, the vehicle may experience engine stalling during operation.	Fuel Pump and packing gauge replacement	1hr
AT Torque Converter Service Campaign	Urvan	2017 Sep	2019 Oct	2,331	The lockup hub fixing rivet inside the torque converter may come off. When the damaged rivet piece gets caught in the lockup clutch, the A/T oil strainer will be dogged and may cause the oil pressure to drop which will cause the transmission to be unable to engage forward clutch. This causes the vehicle to be impossible to drive.	Torque converter or Automatic Transmission replacement depending on the technical evaluation result	2.5hrs to 3hrs
Intelligent Emergency Braking (IEB) Service Campaign	Navara	2020 Nov	2021 Aug	4,346	The Intelligent Emergency Braking (IEB) system of the D23 may activate unnecessarily & unintended, in some unique road environments and situations.	Patch update to IEB Software	0.5hrs
Auxilliary Fan Service Campaign	Juke	2015 Dec	2019 Jun	6,130	Engine stalling due to carbon brush expansion in the auxilliary fan assembly	Auxiliary Fan Assembly replacement	1hr
AIVI Reprogramming Service Campaign	Navara	2021 Nov	2022 Mar	1,541	AIVI software file system error related to the metadata. This may cause AIVI Rebooting (Cyclic reboot or reboot loop) upon ignition on affected vehicles	Patch update to AIVI Software	0.5hrs
Owner's Manual Service Campaign	Navara	2021 Aug	2021 Nov	4,985	The incorrect pages of the owner's manual described the safety features and maintenance item of a Terra model instead of the Navara model.	Owner's manual replacement	0.5hrs
AC Compressor Service Campaign	Kicks	2022 May	2023 Feb	2,255	Software and a component part of the compressor causes AC cooling issues in some of the Kicks e-power vehicles.	Aircon compressor replacement	1.5hrs
VCM Reprogramming Recall Campaign	Leaf	2019 Nov	2022 Oct	35	If certain operations are performed in a specific sequence after deactivating the cruise control (including intelligent cruise control) - the vehicle may continue to accelerate unless the brake is applied or may not slow down as expected after the accelerator pedal is released.	Patch update to the VCM software	0.5hrs

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**NISSAN PHILIPPINES, INC.** ("NPI"), have communicated the recall or service campaign(s) to affected customers thru our authorized Nissan dealerships through direct mail, SMS, or e-mail. Customers can also check whether their vehicle is covered by any of the on-going Service Campaign by encoding the unique Vehicle Identification Number (VIN) in our website at <https://www.nissan.ph/service/customer-support/warranty-campaign.html>. Lastly, customers can reach out to our Nissan Customer Assistance Center hotline (+02) 8403-6593 or 0927-600-9557 to get more information regarding Nissan Recall or Service Campaigns, and/or schedule their repair appointment.

Thank you.

Very truly yours,

**NISSAN PHILIPPINES, INC.**

By:



**EDDIELYN L. QUIAZON**

*Sr. General Manager*

Total Customer Satisfaction, SCM and Purchasing



**ATTY. RHYS ALEXEI MURILLO**

*General Manager*

Compliance and Legal Affairs

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