



Innovation that excites

NISSAN BULLETIN

2016 Frontier Starter Motor Wire Harness Voluntary Safety Recall Campaign

Reference: PC440
Date: April 13, 2016

UPDATE April 13, 2016

The announcement from March 31, 2016 has been revised to include:

- Campaign repair bulletin, **NTB16-041**, has been developed and is now available on NNAnet, ASIST, and Dealer360.
- Component replacement claims information is now available in the Campaign TSB
- **Please discard earlier versions of this announcement.**

A STOP SALE CONDITION IS IN EFFECT.

Potentially Affected Models/Years:	Remaining Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2016 Frontier (D40)	~1,680	808	March 14, 2016
			Retailed Vehicles Activation date:
			March 31, 2016

******* Campaign Summary*******

On March 14, 2016, Nissan announced a Dealer Inventory Inspection for certain 2016 Nissan Frontier vehicles equipped with 4.0L engines.

Nissan is now conducting a Voluntary Safety Recall on approximately 1,680 Nissan Frontier (D40) vehicles produced at the Canton, Mississippi plant between from February 29 through March 7, 2016 and sold in the U.S. and Canada to inspect the starter motor wire harness orientation and reposition it, if needed.

On the subject vehicles, the starter motor wire harness may have been installed in an incorrect position, whereby the starter harness terminal may contact the starter heat shield, which could cause an electrical short to occur. This short could potentially cause a thermal incident.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the remedy is performed.

******* What Dealers Should Do *******

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **PC440.**
 - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information

2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. If the vehicle is affected by this Voluntary Recall Campaign, dealers are asked to inspect the starter motor wire harness position and reposition it, if necessary.
 - If the starter motor wiring harness is positioned correctly or can be repositioned, and there are no signs of electrical arching/damage to the wire harness or starter, the vehicle may be immediately released for sale or to the customer.
 - If the starter motor wire harness is damaged, the harness, starter motor and heat shield will need to be replaced. If the heat shield is undamaged, it may be reused.
- **If a retailed vehicle affected by this campaign requires parts replacement**
 - Dealers are authorized to provide a rental to the customer until parts are received

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)

4. Upon completion of the inspection, and if necessary repair, the dealer should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM, and release the vehicle.

***** **Release Schedule** *****

Parts	<ul style="list-style-type: none"> • Parts are not needed for this activity unless evidence of starter motor wire harness damage is found <ul style="list-style-type: none"> ➤ If the starter motor wire harness is damaged, replacement parts are currently on restriction and may be ordered using the new DCS restricted campaign parts ordering tool. Please refer to NPSB 16-526 for specific ordering instructions. <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="background-color: black; color: white;">Part</th> <th style="background-color: black; color: white;">Part Number</th> <th style="background-color: black; color: white;">Restricted</th> </tr> </thead> <tbody> <tr> <td>Wiring Harness</td> <td>24077-9BF0A</td> <td style="text-align: center; color: red;">Yes</td> </tr> <tr> <td>Starter Motor (new vehicle)</td> <td>23300-EA20A</td> <td style="text-align: center; color: red;">Yes</td> </tr> <tr> <td>Heat Shield (Starter Motor Cover)</td> <td>23301-EA200</td> <td style="text-align: center; color: red;">Yes</td> </tr> <tr> <td>Starter Motor (retailed vehicle)</td> <td>2330M-EA20ARW</td> <td style="text-align: center;">No</td> </tr> <tr> <td>Nut</td> <td>01221-00381</td> <td style="text-align: center;">No</td> </tr> </tbody> </table> • Parts replaced under this campaign activity may be collected. Follow the attached inspection procedure prior to determining the necessity of replacing any parts. • Pursuant to APRM policy 2.33.13, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified. 	Part	Part Number	Restricted	Wiring Harness	24077-9BF0A	Yes	Starter Motor (new vehicle)	23300-EA20A	Yes	Heat Shield (Starter Motor Cover)	23301-EA200	Yes	Starter Motor (retailed vehicle)	2330M-EA20ARW	No	Nut	01221-00381	No
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Repair	<ul style="list-style-type: none"> • NTB16-041 • Please discard earlier versions of this dealer announcement 																		
Owner Notification	<ul style="list-style-type: none"> • Nissan began notifying all owners of potentially affected vehicles on April 12, 2016 via U.S. Mail. 																		

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for repair completion.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall? Does the government know about this?

A. Yes, this is a voluntary safety recall. Nissan has informed the National Highway Traffic Safety Administration.

Q. What is the reason for this starter motor wire harness recall notification?

A. On the subject vehicles, the starter motor wire harness may have been installed in an incorrect position, whereby the starter harness terminal may contact the starter heat shield, which could cause an electrical short to occur. This electrical short could potentially cause a fire and risk of injury.

Q. What is the possible effect of the condition?

A. Left unrepaired, the starter motor wire harness may develop an electrical short and could potentially cause a fire and risk of injury.

Q. What will be the corrective action?

A. Nissan dealers will inspect the starter motor wire harness position and reposition it, if necessary.

Q. How long will the corrective action take?

A. The repair will take less than one hour. However, your dealer may require your vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

A. Nissan began notifying all owners of potentially affected vehicles on April 12, 2016 via U.S. Mail.

Q. Are parts readily available?

A. Parts are only required if starter motor wire harness damage is found. Parts are available for order.

Q. Is my vehicle safe to drive?

A. Owner's may continue to driver their vehicle at their discretion. Nissan recommends owners contact their dealer immediately to make an appointment to have their vehicle inspected.

Q. Will a rental vehicle be provided while the dealer is waiting for parts to repair a customer's vehicle?

A. At customer's request, dealers are authorized to provide a rental as part of the campaign when replacement parts are required.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for this repair?

A. No, the repair will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the voluntary safety recall campaign. **For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. 2016 Nissan Frontier (D40) vehicles are involved.

Q. How many vehicles are involved in the campaign expansion?

A. The North American market is affected as follows:

Region	Frontier
USA	1,543
Canada	126
Puerto Rico	8
Guam	2
Saipan	1
Total	1,680

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016 Nissan Frontier	February 29, 2016 through March 7, 2016 - Canton, MS Plant