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# SERVICE CAMPAIGN BULLETIN

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Reference:

NTB12-111

Date:

December 6, 2012

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## VOLUNTARY SERVICE CAMPAIGN 2012 NV HEATED SEAT

**CAMPAIGN I.D.:** PC175

**APPLIED VEHICLE:** 2012 NV Passenger (F80)

**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting a Voluntary Service Campaign on certain Model Year 2012 Nissan NV Passenger vehicles to address a heated seat functionality issue. On some of the affected vehicles, the heated seat function may not warm the seats up to the correct specification. To remedy this issue, the wiring will be rerouted at no charge for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC175 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

## SERVICE PROCEDURE

### Terminal Pin Repositioning

**IMPORTANT:** Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an airbag.

**NOTE:** Check Service COMM to confirm the vehicle you are working on requires terminal pin repositioning (Campaign ID: PC175).

#### NOTES:

- Turn the ignition switch OFF before starting repairs.
  - The photos for this procedure are of the driver seat wiring connector. The passenger front seat wiring connector is the same (see page 7).
  - Only the male terminal pins of each wiring connector assembly need to be repositioned.
  - Make sure to reposition the male terminal pins in the wiring connectors of both seats.
1. Unfasten the harness clip from the bracket, and then disconnect the connector (see Figure 1).
    - Figure 1 shows the driver seat connector. The passenger seat connector is in a similar location under the passenger seat.
    - Driver seat connector number (with male terminal pins): B213.
    - Passenger seat connector number (with male terminal pins): B302.

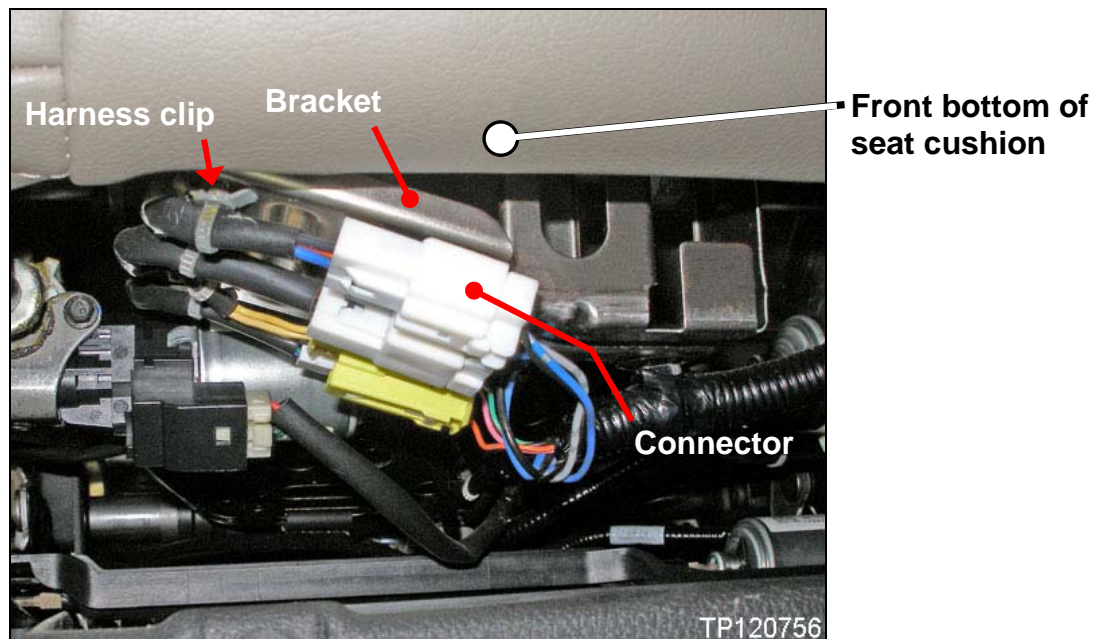


Figure 1

2. Using a suitable tool, push the top lock tab inward until it disengages.

- Either of the following essential tools is recommended for connector disassembly:  
J-38751-3 or J-48817-1.



Figure 2

3. Push both side lock tabs inward until they disengage.

- A “snap” or “click” will be heard when the tabs disengage.



Figure 3

4. Remove the black terminal retainer.



Figure 4

5. Remove all three terminal pins.

- Push down on the terminal pin retainer clip, and then remove the pin by pulling on its related wire.

**Push down on these clips**

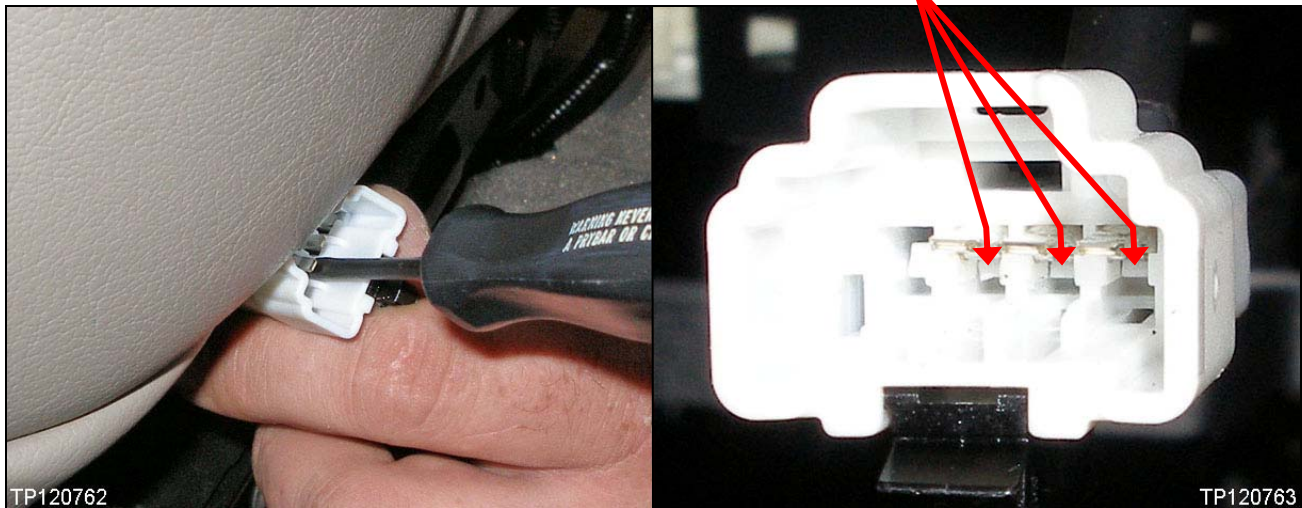


Figure 5

6. Reposition all three wires where shown in Figure 7.

- A “snap” or “click” will be heard when the pins set in position.
- Push and pull on each wire to make sure they are securely positioned.

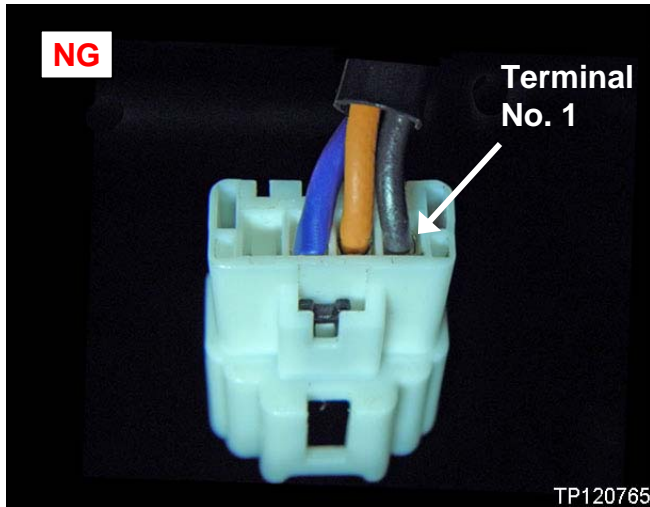


Figure 6

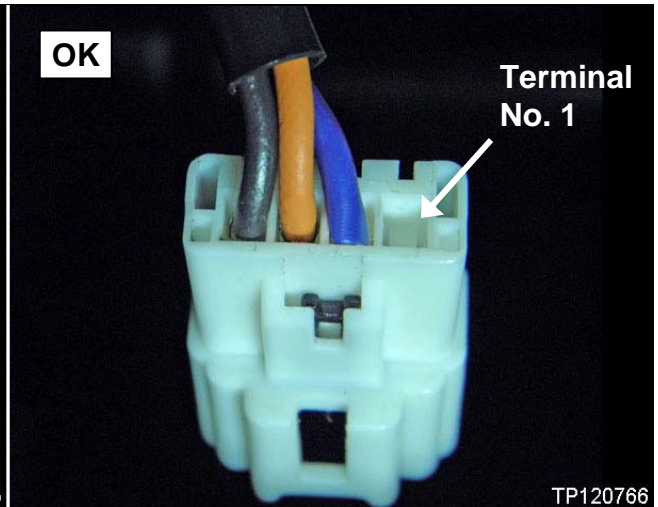


Figure 7

7. Reinstall the black terminal retainer by snapping it in place.

- Push and pull on the wires to make sure both the terminal pins and the black terminal retainer are securely positioned.

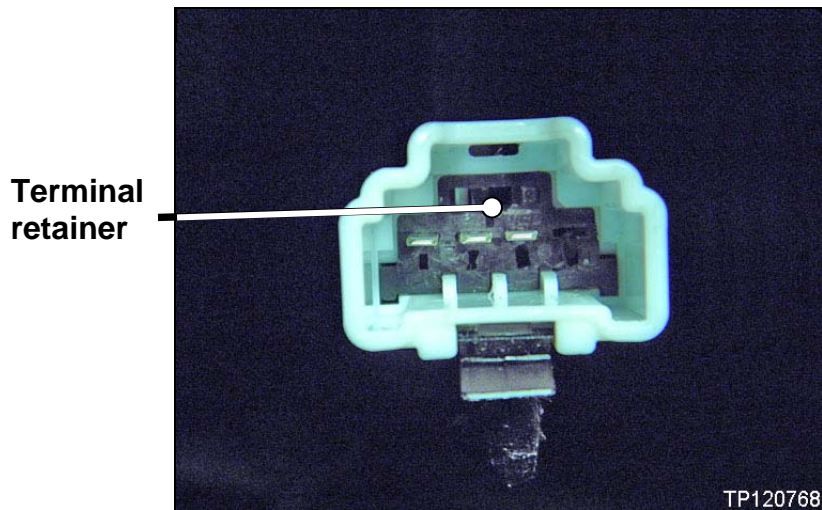


Figure 8

8. Reconnect the connector, and then secure it and the harness clip to the bracket.

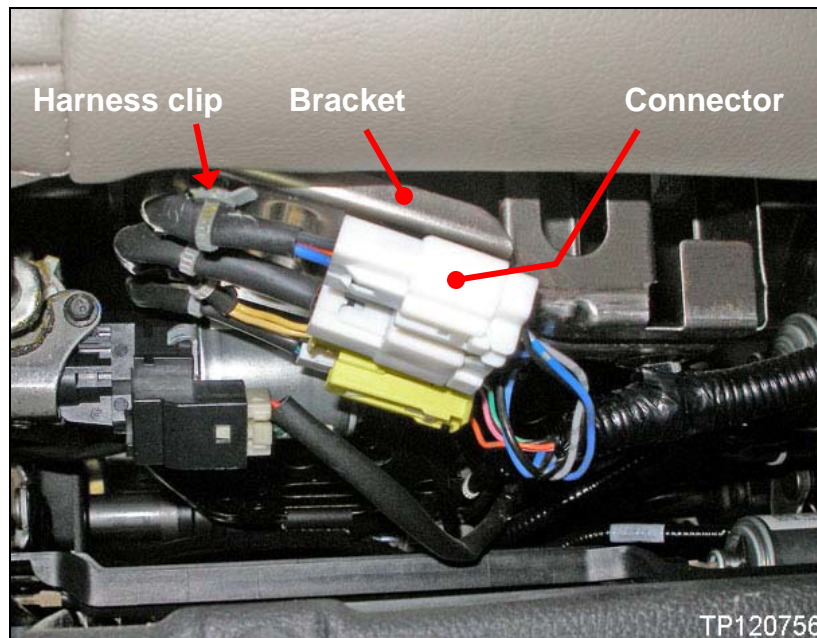
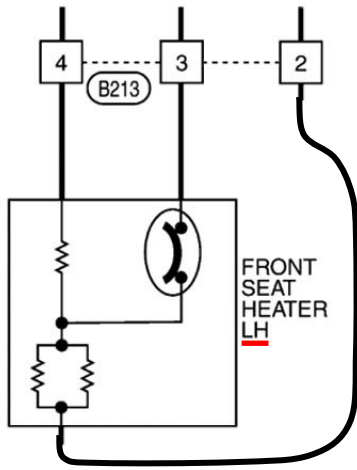


Figure 9

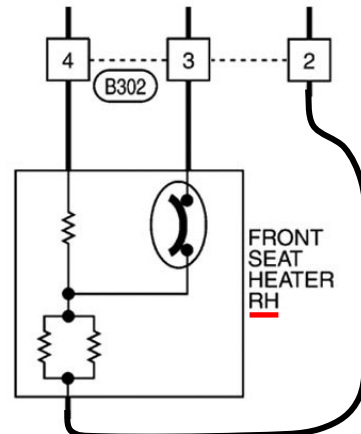
9. Verify low and high heated seat temp settings work properly.

# Wiring Diagrams



Driver side

TP120754

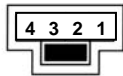


Passenger side

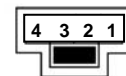
TP120755

Figure 10

Connector No.	B213
Connector Name	WIRE TO WIRE
Connector Color	WHITE



Connector No.	B302
Connector Name	WIRE TO WIRE
Connector Color	WHITE



Terminal No.	Color of Wire
1	EMPTY
2	L
3	OR
4	B

Driver side

Terminal No.	Color of Wire
1	EMPTY
2	L
3	OR
4	B

Passenger side

TP120769

Figure 11

**CLAIMS INFORMATION**

**Submit a Campaign (CM) line claim using the following claims coding:**

**“CM” I.D.: PC175**

<b>CAMPAIGN ID #</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PC175	Reposition seat heater harness wiring - driver and passenger seats	PC1750	0.5 hrs

## **OWNER'S LETTER (example of typical owner's letter)**

Dear NV Passenger Van Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding your 2012 NV Passenger Van.

### **REASON FOR SERVICE CAMPAIGN**

On some 2012 NV Passenger Van vehicles, the driver and passenger heated seats may not warm up to the desired setting when the function is activated. The seats do not overheat, this is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards.

### **WHAT NISSAN WILL DO**

To assure your continued satisfaction and confidence in your vehicle, your Nissan Commercial Vehicles dealer will re-position the circuit wires on the seat heater harness connectors at **no charge to you for parts or labor**. The service should take less than an hour to complete, but your dealer may require your vehicle for a longer period of time based upon their work schedule.

### **WHAT YOU SHOULD DO**

Only certified Nissan Commercial Vehicles dealers are authorized to perform the repairs needed, therefore it is important that you schedule an appointment accordingly at your earliest convenience. Nissan Commercial Vehicles dealer locations may be found at [www.NissanCommercialVehicles.com](http://www.NissanCommercialVehicles.com). **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your dealer.

If the dealer fails, or is unable to complete the service free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan vehicle.