

FINAL

Subject: **2012 NV Cargo Van Rear Door Check Link
Voluntary Service Campaign**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

******* Service Campaign Announcement *******

Nissan is conducting a Voluntary Service Campaign on certain MY12 NV Cargo Van vehicles to replace the rear cargo door check links. After unlatching, the check links (a convenience feature used to prevent the rear cargo doors from opening to a wide open position) may not re-engage as designed causing the doors to open to the wide open position again the next time they are opened.

******* Parts Information *******

This campaign affects about 13,500 vehicles in the U.S., of which approximately **1,100** are currently in dealer inventory.

To ensure adequate parts availability throughout the campaign, Nissan has developed an automatic parts shipment plan and placed the parts listed below on restriction until further notice. The initial parts allocation will cover affected vehicles in dealer inventory as well as sufficient supply to support a percentage of retailed units. Dealers should receive an initial parts shipment no later than Saturday, December 8, 2012.

The part listed below is on restriction until further notice. Contact your Commercial After-sales Manager (CAM) for further direction in the event additional parts are needed. Nissan will provide a campaign parts update each week until automatic shipments are terminated and the restriction is lifted.

Part Number	Description	Restriction
90470-1PA9A	Rear Door Check Link Kit	Yes

<u>CAM</u>	<u>Cell #</u>	<u>Territory</u>
Bob Metcalf	(615) 210-1597	National
Phil Ponicsan	(615) 210-9906	Northwest
Vince Jones	(615) 218-3401	Southwest
David Aldred	(615) 457-7238	Central
Mike Sweet	(615) 218-2225	Northeast
Mark Colvin	(615) 335-0001	Mid-Atlantic
Jeff Collins	(615) 495-2689	Southeast

******* Vehicle Identification *******

MY 2012 Nissan NV Cargo Van vehicles subject to this voluntary service campaign can be identified through two methods:

- **Service Comm** – Beginning December 7, 2012, Dealer service departments can complete an inquiry on Service Comm – Campaign I.D. **PC176** to determine an affected vehicle.
- **VIN List** – as a courtesy, posted with this announcement is a list of affected VINs by region, district and assigned service dealer.

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***** Dealer's Responsibility *****

It is the dealer's responsibility to check Service Comm – Campaign I.D. PC176 - for the campaign status on each vehicle falling within the range of this voluntary service 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 an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

***** Service Campaign Instructions *****

Nissan has developed the Service Campaign Bulletin **NTB12-113** containing instructions to perform this campaign repair, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

***** Owner Notification *****

Nissan will begin notifying owners beginning the end of December, 2012

Nissan Parts and Service Dealer Support
12/07/12

FAQ

Q. What model year NV Cargo Van vehicles are involved?

A. Model Year 2012 Nissan NV Cargo Vans manufactured between December 20, 2010 and February 20, 2012.

Q. What is the reason for this Check Link Assembly replacement?

A. The check link may not automatically reconnect allowing the cargo doors to rotate to a wide open position when they are reopened.

Q. Is this a safety recall?

A. No. The vehicle will still meet and exceed applicable safety standards and no safety issue exists.

Q. When will vehicle owners be notified?

A. We plan to begin notifying vehicle owners by the end of December, 2012.

Q. What will be the service department action?

A. Dealers will remove and replace the Check Link Arm and the Check Link Assembly.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This service campaign is identified as **PC176**.

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Q. A customer brought in a 2012 NV Cargo Van vehicle but did they not receive a letter. How can I tell if the vehicle is included in the Service Campaign?

A. Check SERVICE COMM to confirm **PC176** is displayed as an open campaign.

Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?

A. No, this does not affect any other Nissan (or Infiniti) models.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No. Rental vehicle is not included in the campaign.