



SERVICE CAMPAIGN BULLETIN

Reference:

NTB12-113a

Date:

December 11, 2012

VOLUNTARY SERVICE CAMPAIGN 2012 NV REAR DOOR CHECK LINKS

This bulletin has been amended to remove a typographical error in CLAIMS INFORMATION.
No other changes have been made. Please discard all previous versions.

CAMPAIGN I.D.: PC176**APPLIED VEHICLE:** 2012 NV Passenger, 1500, 2500, and 3500 (F80)**Check Service COMM to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting a Voluntary Service Campaign on certain Model Year 2012 Nissan NV vehicles to replace the rear cargo door check links, a convenience feature used to prevent the rear cargo doors from going to the wide open position. After unlatching the check links to allow the rear door(s) to go to the wide open position, the check links may not re-engage as designed allowing the doors to go to the wide open position the next time they are opened. The issue does not affect the door lock/latch mechanism. To prevent this issue from possibly occurring, Nissan will replace both rear door check links at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC176 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

Rear Door Check Link Replacement

NOTE: Check Service COMM to confirm the vehicle you are working on requires rear door check link replacement (Campaign ID: PC176).

NOTE:

- The photos for this procedure are of the left rear door check link. The right rear door check link is a mirror image.
- Make sure to replace the check link for both rear doors.

1. Open both rear doors.

2. Pull the check link release lever and release the check link arm.

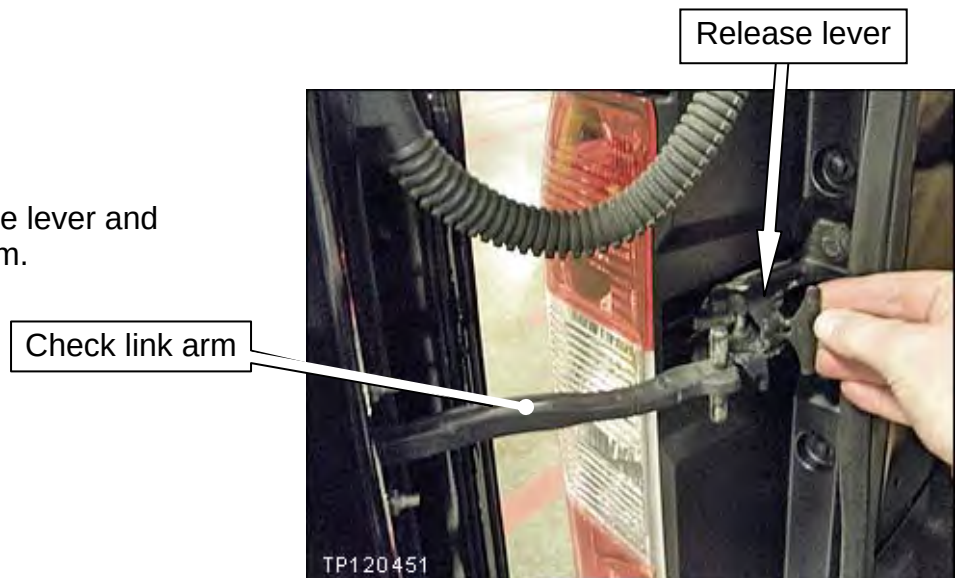


Figure 5

3. Remove the rubber plug from the service hole.



Figure 6

4. Remove the 2 nuts shown in Figure 7.

- Do not reuse these nuts. During reassembly, replace with new ones supplied in the link kit (see **PARTS INFORMATION**).

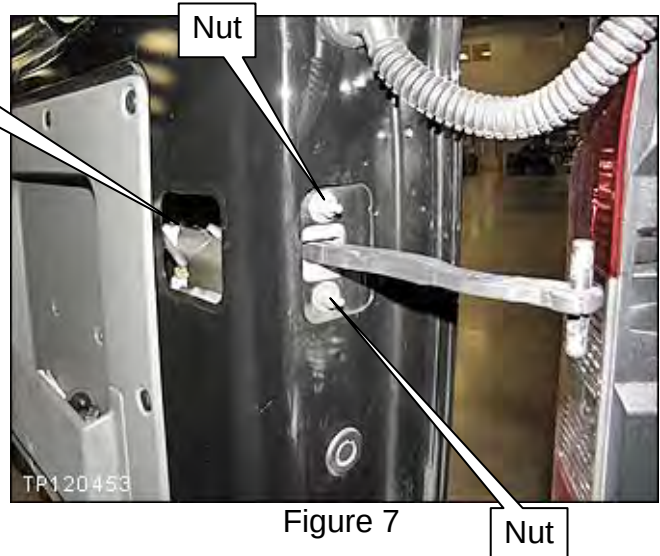


Figure 7

5. Remove the check link arm.

- a. Push the check link arm all the way into the door.
- b. Pull the check link out of the door, arm first, through the service hole.



Figure 8

6. Install a new check link arm into the door in reverse order of removal.

- Make sure the arrow on the arm is pointing away from the vehicle as shown.
- Do not reuse the old nuts. Replace with new ones supplied in the link kit (see **PARTS INFORMATION**).

New arm - arrow pointing away from vehicle



Figure 9

7. Replace the check link base (release lever) as follows:

- Base is held on with 3 bolts.
 - Do not reuse these bolts. Replace with new ones supplied in the link kit (see **PARTS INFORMATION**).
- One of the bolts must be accessed using a $\frac{1}{4}$ drive extension and 10 mm universal joint (swivel) socket or equivalent setup.

NOTE: There is an opening between the tail lamp and vehicle body behind the check link base. Be careful not to drop any bolts into this opening.

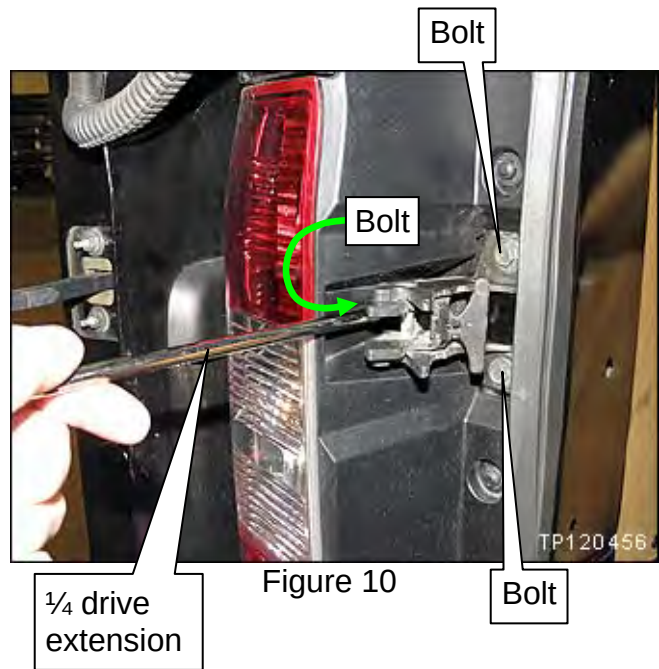


Figure 10

8. Make the old check links (arm and base) unusable.

9. Verify both new check links work properly.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Check Link – Back Door Kit	90470-1PA9A	1 *

* One (1) kit per vehicle.

CLAIMS INFORMATION

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

“CM” I.D.: PC176

CAMPAIGN ID #	DESCRIPTION	OP CODE	FRT
PC176	Replace check links	PC1760	0.3 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

Nissan has become aware of two issues that could potentially affect your vehicle. First, on some 2012 NV Passenger Van vehicles, the driver and/or passenger heated seats may not warm up to the desired setting when the function is activated. Additionally, the rear cargo doors may rotate to a wide open position when re-opened after the check link has been previously released. Typically, this "check link" is designed to allow the cargo door to open approximately 243° (wide open position) and automatically re-connect when the cargo doors are closed.

These are not safety issues as the seats do not overheat and the rear cargo doors do not open unintentionally. 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 address these potential issues by re-positioning the circuit wires on the seat heater harness connectors and replacing the Check Link Arm and the Check Link Assembly on the rear cargo doors at **no charge to you for parts or labor**. The service should take less than two hours 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. **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.