



SERVICE CAMPAIGN BULLETIN

Reference:

NTB12-112

Date:

December 6, 2012

VOLUNTARY SERVICE CAMPAIGN 2012 NV CARGO LAMP BULBS

CAMPAIGN I.D.: PC177**APPLIED VEHICLE:** 2012 NV 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 interior cargo lamp bulbs.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC177 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

Cargo Lamp Bulb Replacement

NOTE: Check Service COMM to confirm the vehicle you are working on requires cargo lamp bulb replacement (Campaign ID: PC177).

1. Turn OFF all cargo lamps.

NOTE: NV 1500 vehicles have one (1) cargo lamp. NV 2500 and 3500 vehicles have three (3) cargo lamps.



Figure 1

2. Remove each cargo lamp cover.

- Carefully use a small flat blade screwdriver to snap loose and remove lamp covers.



Figure 2

3. **WARNING:** If needed, wait for the bulbs to cool before removing. A hot bulb could cause a burn.

4. Remove the old bulbs.

- Use a small flat blade screwdriver to push back (away from the bulb) on a side contact, and then remove the bulb.



Figure 3

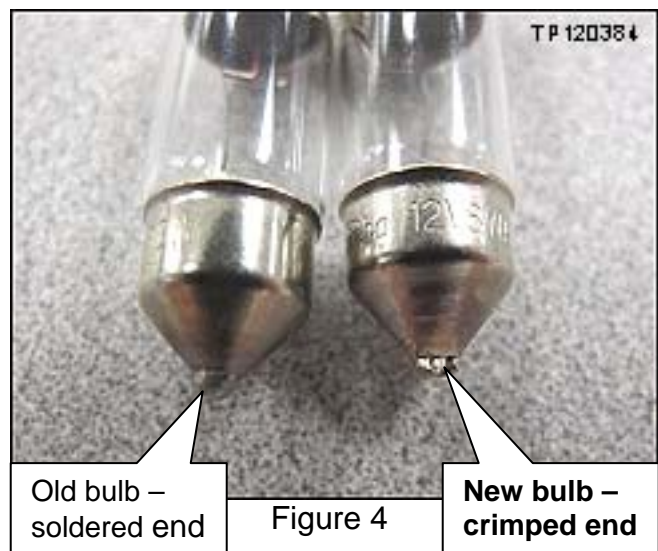
5. Install the **new** bulbs listed in the parts information. Make sure bulbs are securely/correctly mounted.

NOTE: Do not reuse the old bulbs.

6. Reinstall the lamp covers.
7. Make sure the lamps operate correctly.
8. Make sure all three cargo lamp bulbs have been replaced.

NOTE:

- The old and new bulbs are very similar.
- The old NG bulb has a soldered end.
- **The new bulb has a crimped end.**



PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BULB	26283-1PA0A	*

* For NV 1500 vehicles, only one (1) bulb is needed. For NV 2500 and 3500 vehicles, three (3) bulbs are needed.

CLAIMS INFORMATION

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

“CM” I.D.: PC177

Vehicles with Three (3) Cargo Lamp Bulbs:

CAMPAIGN ID #	DESCRIPTION	OP CODE	FRT
PC177	Replace lamp bulbs	PC1770	0.4 hrs

OR

Vehicles with One (1) Cargo Lamp Bulbs*:

CAMPAIGN ID #	DESCRIPTION	OP CODE	FRT
PC177	Replace lamp bulb	PC1771	0.2 hrs

* Applies only to the following sales models: #63112, 61112, 61212, and 63212.
The vehicle's sales model number is shown when checking for campaign eligibility in Service COMM.

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

Dear NV Cargo 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 Cargo 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 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. Additionally, the cargo lamp bulbs may have been manufactured below Nissan's durability specifications and may stop functioning prematurely.

These are not safety issues as the rear cargo doors do not open unintentionally and the cargo lamp bulbs do not affect vehicle safety. 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 replace the Check Link Arm and the Check Link Assembly on the rear cargo doors and replace the cargo lamp bulbs in the lamp assembly 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.