

FINAL

Subject: **2013 Pathfinder TCM Reprogramming
Voluntary Service Campaign**

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

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

Nissan has decided to issue a Voluntary Service Campaign on certain specific 2013 Nissan Pathfinder vehicles. Under certain unique driving conditions, the CVT chain may slip, which may cause a shake or "judder" from the CVT when accelerating. If the customer continues to drive the vehicle in this condition, accelerated wear and damage to the CVT may occur. The TCM reprogram will prevent the CVT chain slip condition from occurring.

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

As this is a TCM reprogramming, repair parts should not be needed as part of this service campaign.

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

2013 Nissan Pathfinder vehicles subject to this service campaign can be identified through two methods:

- **Service Comm** – Beginning January 11, 2013, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **PC197** - to determine an affected vehicle.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

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

It is the dealer's responsibility to check Service Comm – Campaign I.D. PC197 - 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.

***** Repair Instructions *****

Nissan has developed the Service Campaign Bulletin **NTB13-002** 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 plans to begin notifying owners mid January, 2013

Nissan Parts and Service Dealer Support
1/11/13

FINAL

FAQ

Q. What model year Pathfinder vehicles are involved?

A. 2013 Nissan Pathfinder vehicles. The campaign affects about 10,112 vehicles in the U.S. of which approximately 2,936 are currently in dealer inventory.

Q. What is the reason for this TCM Reprogramming?

A. Due to CVT chain slip, which can lead to CVT accelerated wear and damage, some vehicles may exhibit a judder from the CVT when accelerating. The TCM reprogram will prevent the CVT chain slip condition from occurring.

Q. Is this a safety recall?

A. No. This is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards

Q. When will vehicle owners be notified?

A. We plan to begin notifying vehicle owners mid January, 2013.

Q. What will be the service department action?

A. Dealers will reprogram the TCM with the correct C/M software per the repair procedure at no cost to the owner for parts or labor.

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

A. This service campaign is identified as **PC197**.

Q. A customer brought in a 2013 Pathfinder vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?

A. Check SERVICE COMM to confirm **PC197** is displayed as an open campaign.

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

A. MY 2013 Nissan Altima vehicles with 4 cylinder/QR25 engines are affected by a different issue with a similar remedy and are being addressed in a separate campaign (PC186). Otherwise, 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.