

## FINAL

Subject: **2009-10 GT-R, 370Z Electronic Steering Column Lock (ESCL)  
Voluntary Service Campaign**

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

### \*\*\*\*\* Service Campaign Announcement \*\*\*\*\*

Nissan is conducting a Voluntary Service Campaign on certain Model Year 2009-10 GT-R and 370Z vehicles to replace the Electronic Steering Column Lock (ESCL) unit.

Nissan will notify begin to owners in mid-March. There are approximately 22,000 vehicles affected by this campaign.

### \*\*\*\*\* Parts Information \*\*\*\*\*

Nissan will provide automated parts shipments to all dealers with a retail record for the affected vehicles. Initial orders will begin to arrive on Friday, March 8. Dealers will receive from one to ten parts in the initial shipment based on volume of vehicles sold by that dealer code. Additional shipments will be made based on parts availability. There will be no part order form. Dealers are encouraged to manage their available parts carefully when scheduling customer campaign appointments.

Campaign updates will be made as additional shipments are made or when this parts availability status changes.

### \*\*\*\*\* Vehicle Identification \*\*\*\*\*

Beginning March 8, vehicles subject to this voluntary service campaign can be identified through **Service COMM – Campaign I.D. P3208**.

### \*\*\*\*\* Dealer's Responsibility \*\*\*\*\*

It is the dealer's responsibility to check SERVICE COMM for any vehicle 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 **NTB13-014** 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 to notify owners in mid-March, 2013

Nissan Parts and Service Dealer Support  
3/8/13

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### FAQ

**Q. What model year GT-R and 370Z vehicles are involved?**

A. Certain 2009 and 2010 GT-R and 370Z vehicles.

**Q. What is the reason for this service campaign?**

A. Nissan has determined that on certain 2009-10 GT-R and 370Z vehicles, due to a manufacturing irregularity that has since been corrected, the Electronic Steering Column Lock (ESCL) unit may malfunction after the vehicle is locked and could prevent the engine from starting. This condition, should it occur, will only occur when attempting to start the vehicle, and not while driving. To help prevent this from occurring, Nissan will replace the ESCL assembly in the vehicle.

**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 notify vehicle owners beginning in mid-March 2013.

**Q. What will be the service department action?**

A. Dealers must check SERVICE COMM for any 2009 GT-R and 370Z which enters the service department. For affected vehicles, dealers will replace the Electronic Steering Column Lock unit at no cost to the customer for parts and labor.

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

A. Vehicles subject to this voluntary service campaign can be identified through Service COMM – Campaign I.D. **P3208**.

**Q. A customer brought in a 2009-10 GT-R or 370Z 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 open campaign **P3208**.

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

A. Yes, the 2009 Nissan cube was also affected by this condition, but was remedied by a separate service campaign. A very small number of certain other 2009 Nissan models may experience a similar condition. Although the great majority of those vehicles will never experience this issue, Nissan intends to announce a warranty extension covering the ESCL for those models in the near future.

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

A. For GT-R, loaner vehicles may be available depending upon availability. Otherwise, alternate transportation is not to be provided as part of this campaign.