

Subject: **2013 Nissan Altima Sedan Heated Seats  
Voluntary Service Campaign**

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

**\*\*\*\*\* Corporate Statement \*\*\*\*\***

Nissan is conducting a Voluntary Service Campaign on certain specific MY2013 Nissan Altima (L33) vehicles to inspect and, if necessary, replace the front driver and/or passenger heated seat wiring sub harnesses.

Due to incorrect wire pin placement in the seat sub harness in affected vehicles, when the switch is placed on High, only the seat cushion will warm up. When the switch is placed on Low, only the seat back will warm up. If either seat heater is not operating properly, a corrected wiring sub harness will be installed. Nissan will begin owner notification on May 13, 2013.

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

This campaign potentially affects approximately **29,116** Nissan vehicles in the U.S., of which approximately **1,561** are currently in dealer inventory.

An initial parts order based on dealership volume of potentially affected vehicles will begin to arrive on Friday, March 10. Dealers can check the allocation to determine the quantity of part 87019-3TA5A (sub-harness) which will arrive. Dealers are encouraged to manage their available parts carefully when scheduling customer campaign appointments.

The campaign part is currently under a parts sales restriction. A campaign update will be provided when this parts availability status changes.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan has developed the Service Campaign Bulletin **NTB13-052** 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.

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

MY 2013 Altima vehicles subject to this service campaign can be identified as follows:

- **Service Comm** – Beginning May 10, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **PC212** – to determine if a vehicle is subject to this recall campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of Dealer inventory VINs subject to this recall campaign arranged by region, district, and Dealer Code.

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

It is the dealer's responsibility to check Service Comm – Campaign I.D. PC212 - 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.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan plans to begin notifying owners of potentially affected vehicles May 13, 2013 via U.S. Mail.

Nissan Parts and Service Dealer Support  
5/09/13

## **FAQ**

### **Q. What model year Altima vehicles are involved?**

A. Only specific model year 2013 Nissan Altima sedan vehicles manufactured in Smyrna, TN and Canton, TN between December 2, 2011 and November 5, 2012 are subject to this recall campaign. The campaign potentially affects approximately 29,116 Nissan Altima sedan vehicles in the U.S.

### **Q. What is the reason for this campaign repair?**

A. The heated seat function may not perform to design intent for front driver and passenger seats. Due to incorrect wire pin placement in the seat sub harness, when the switch is placed on High, only the seat cushion will warm up. When the switch is placed on Low, only the seat back will warm up.

### **Q. Is this a safety recall?**

A. No.

### **Q. When will vehicle owners be notified?**

A. We plan to begin notifying owners of potentially affected vehicles May 13, 2013.

### **Q. What is the campaign parts supply plan?**

A. Dealers will begin receiving an initial parts shipment Friday, May 13. The campaign part is currently under a parts sales restriction. A campaign update will be provided when this parts availability status changes.

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

A. Nissan dealers will check the heated seat operation and either the front driver and/or passenger seat heater is not operating properly, a corrected wiring sub harness will be installed at **no charge to you for parts or labor**.

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

A. This recall campaign is identified as **PC212**.

### **Q. A customer brought in a 2013 Altima 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 **PC212** is displayed as an open campaign.

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

A. No

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

A. Loaner vehicles are not provided as part of this campaign.