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# SERVICE CAMPAIGN BULLETIN

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Reference:

NTB13-052b

Date:

July 5, 2013

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## VOLUNTARY SERVICE CAMPAIGN 2013 ALTIMA SEDAN HEATED SEATS

<p>The SERVICE PROCEDURE in this bulletin has been amended to correct connector identification. No other changes were made. Please discard previous versions of this bulletin.</p>
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**CAMPAIGN ID:** PC212

**APPLIED VEHICLE:** 2013 Altima Sedan (L33)

**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

On certain Model Year 2013 Nissan Altima Sedan vehicles equipped with heated front seats, the seat heating feature may not work as designed. Nissan will conduct a Voluntary Service Campaign by inspecting the seat harnesses and if necessary, install seat sub-harnesses to resolve the issue at no charge for parts or labor.

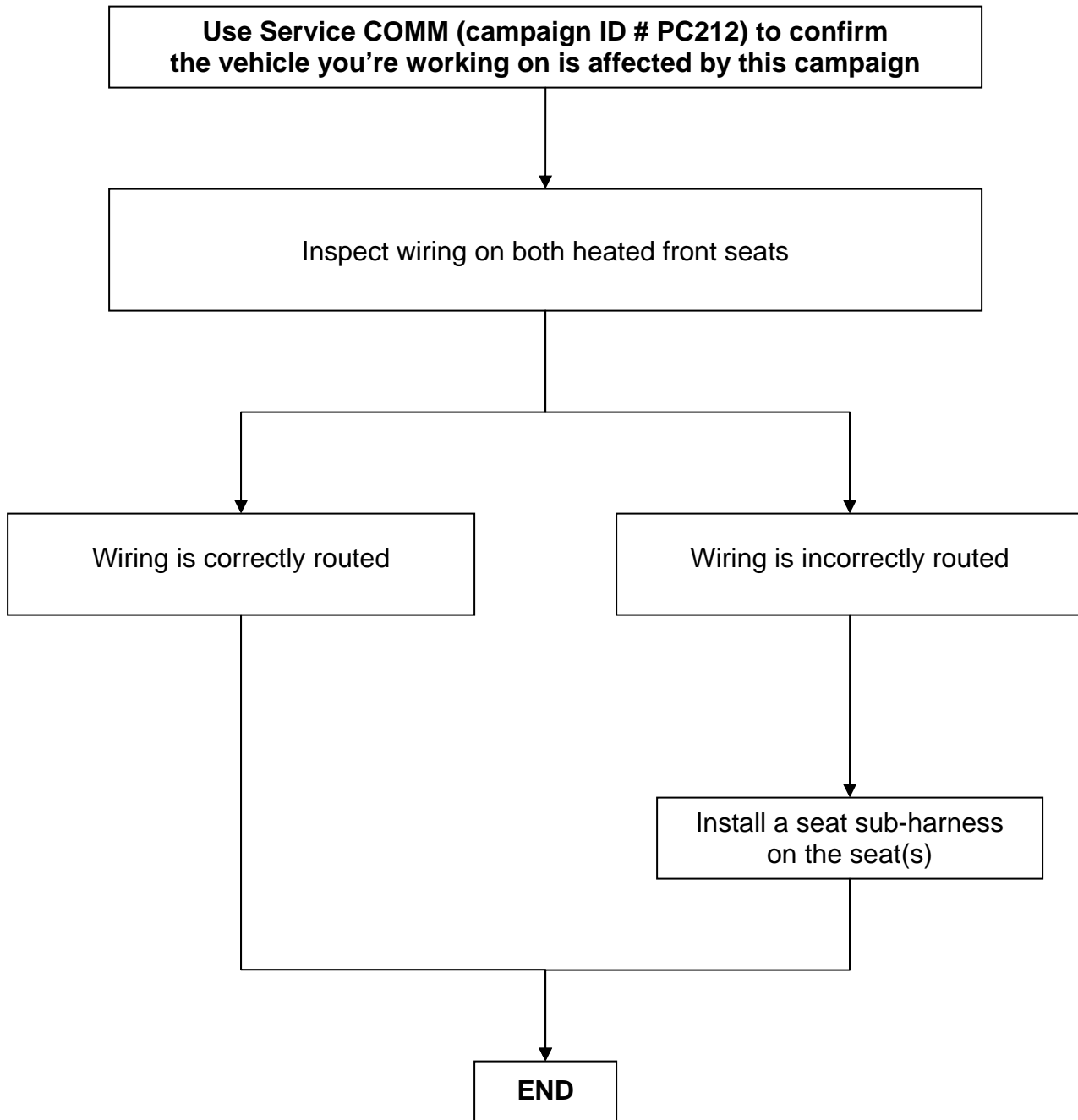
### IDENTIFICATION NUMBER

Nissan has assigned identification number PC212 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.

## REPAIR OVERVIEW



## SERVICE PROCEDURE

**IMPORTANT:** Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an airbag.

### Inspect Wiring – Both Heated Front Seats

**NOTE:** Use suitable covering to protect the vehicle from dirt / stains and damage.

**CAUTION:** The front passenger seat is equipped with an Occupant Classification System sensor and control module. Do **not** remove the front passenger seat assembly **or** disassemble the front passenger seat frame assembly as this will affect the Occupant Classification System's calibration.

1. Move both front seats fully forward, and then adjust the seatbacks forward.
2. From the rear of the front seats using a mirror and flashlight, locate the white 3-wire harness connector under the seat frame assemblies of BOTH front seats (see Figure 1).
  - Look **ONLY** at the side of the white connector where the wire colors are green, yellow, and black.
  - **IGNORE** the wires on the other side of the white connector.
  - The harness sheathing may need to be pulled back for good viewing.
  - See next page for a detailed picture.

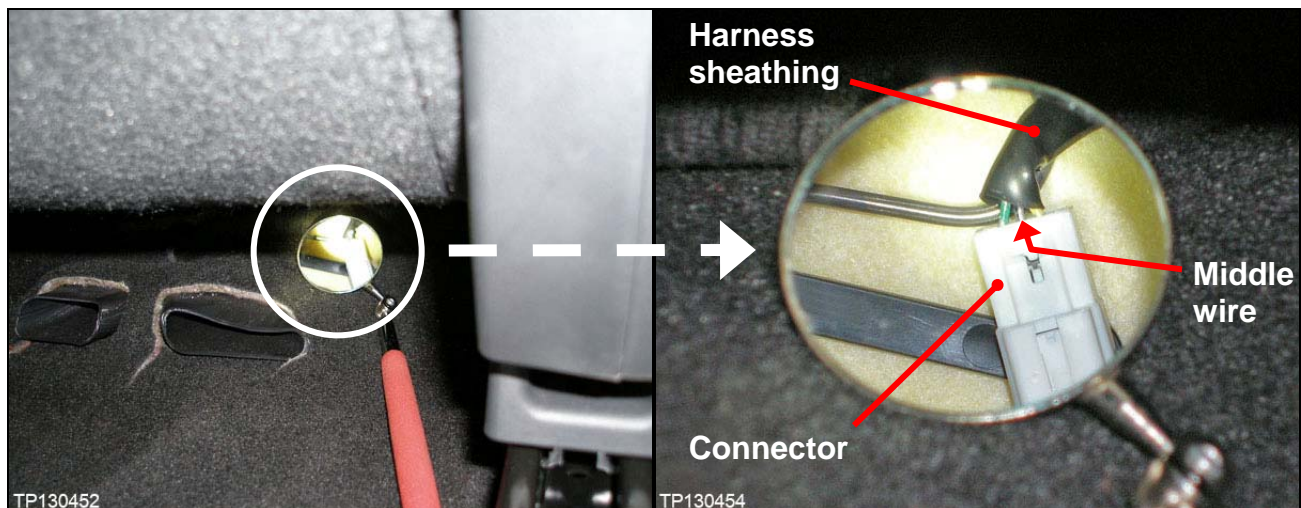


Figure 1; seat viewed from bottom rear

Figure 2

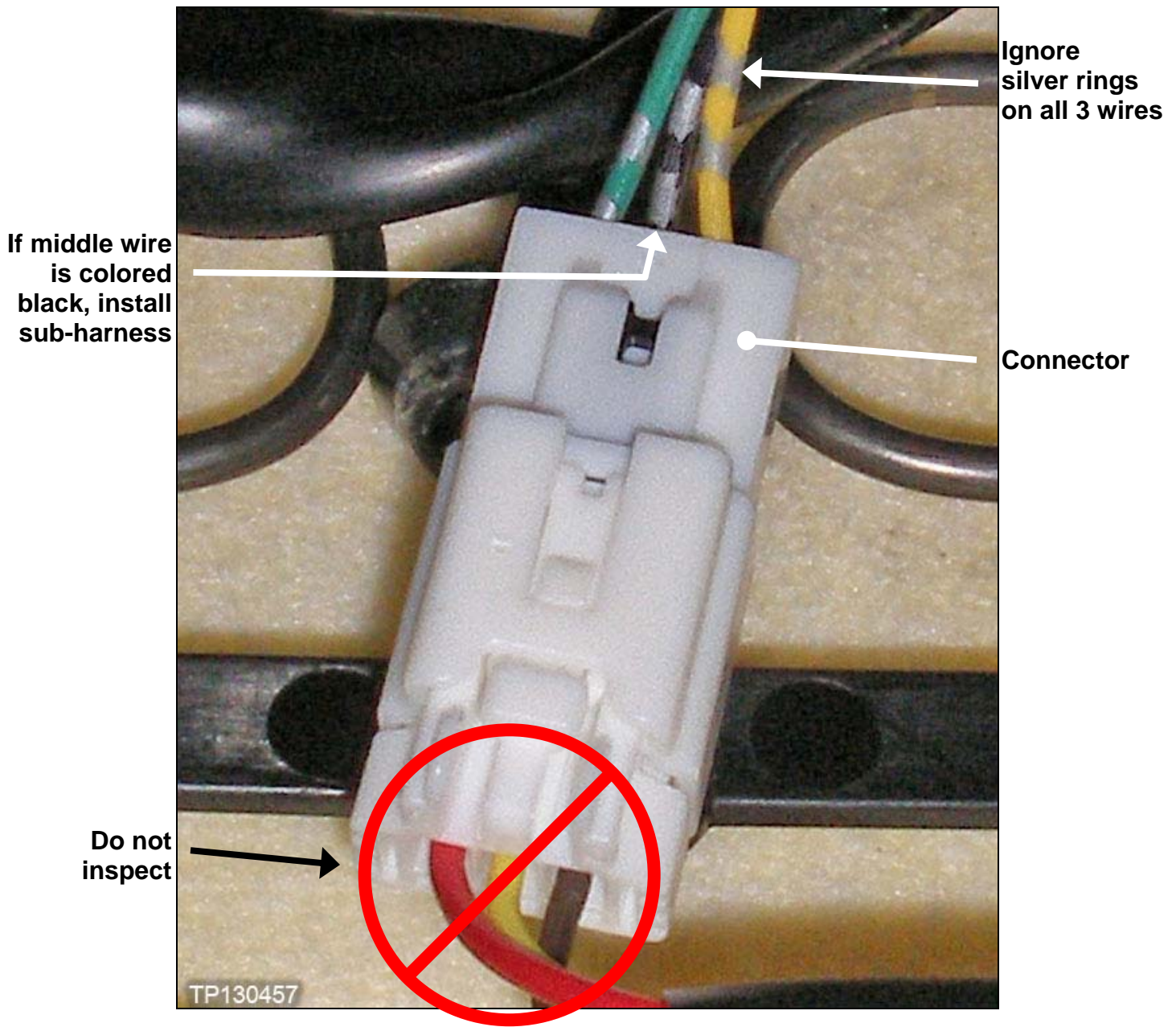


Figure 3; picture taken with seat lifted for easier viewing only.

3. For seats where the middle wire is black (see Figure 3): Install a sub-harness listed in **PARTS INFORMATION**.
  - Go to **Install Sub-harness(es)** on the next page.
4. When the middle wire is NOT black on BOTH seats: No further work is needed. Go to **CLAIMS INFORMATION**.

## Install Sub-harness(es)

**NOTE:** Use suitable covering to protect the vehicle from dirt / stains and damage.

**CAUTION:** The front passenger seat is equipped with an Occupant Classification System sensor and control module. Do **not** remove the front passenger seat assembly **or** disassemble the front passenger seat frame assembly as this will affect the Occupant Classification System's calibration.

1. Turn the ignition switch OFF and wait for at least three (3) minutes.
2. Move the front seat(s) forward, and then adjust the seatback(s) forward.
3. From the rear of the front seats: Unfasten the elastic strap(s), and then pull back the seat cushion flap(s).
  - This will allow better access to the bottom side of the seat(s).
  - Remember the routing of the elastic strap(s) so they can be re-secured the same way.

**NOTE:** Pictures are taken with the front passenger seat lifted for easier viewing. **Do not remove** the seat(s) for this repair.

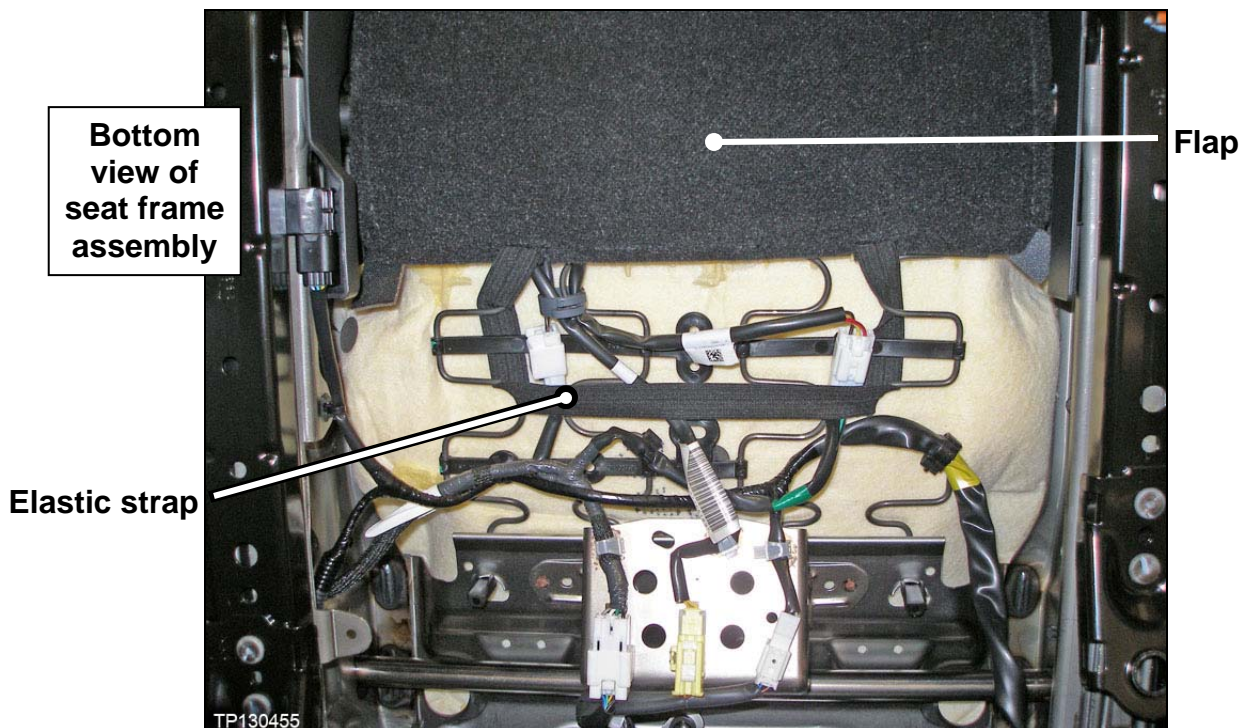


Figure 4; seat viewed from bottom

4. Unplug the seat harness(es) where noted in Figure 5.

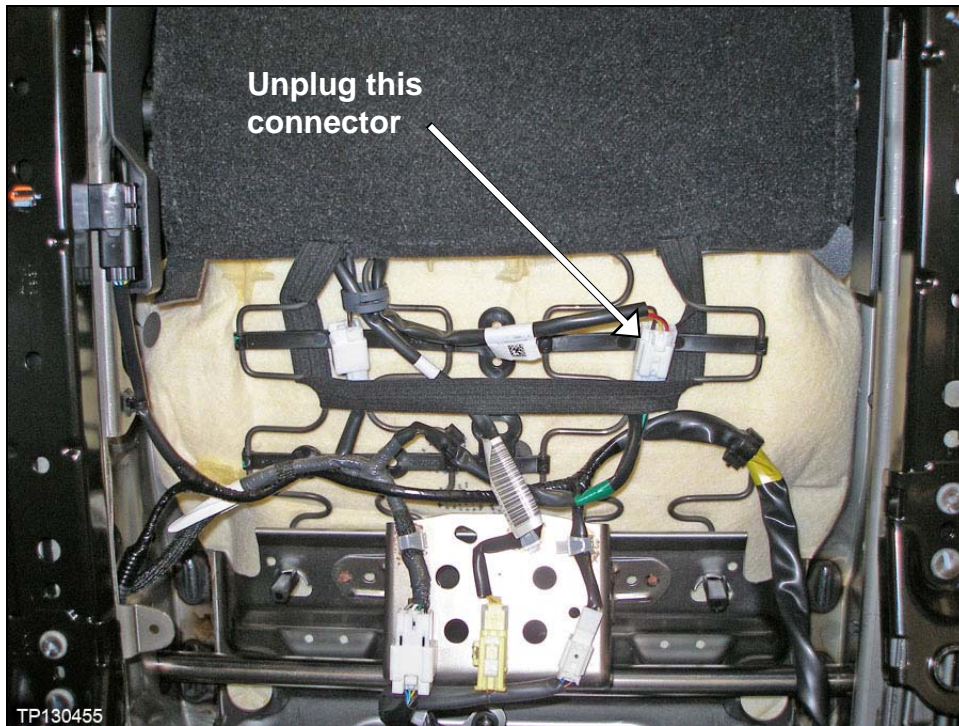


Figure 5

5. Plug in the sub-harness(es). See **PARTS INFORMATION**.

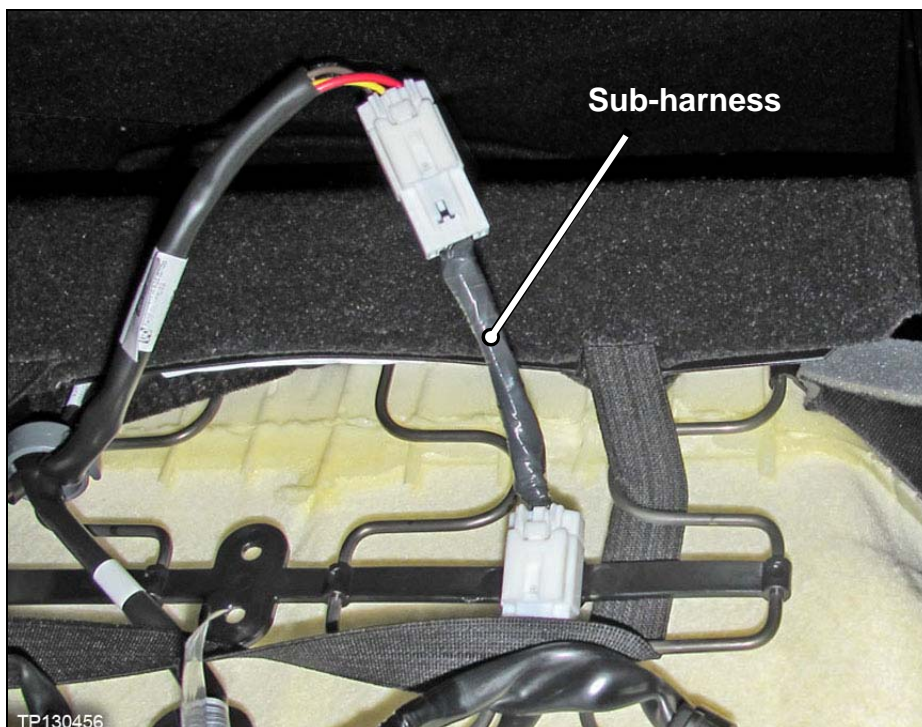


Figure 6

6. Re-secure the seat harness(es) with a tie strap where noted in Figure 7.
  - Cut off excess tie strap material.

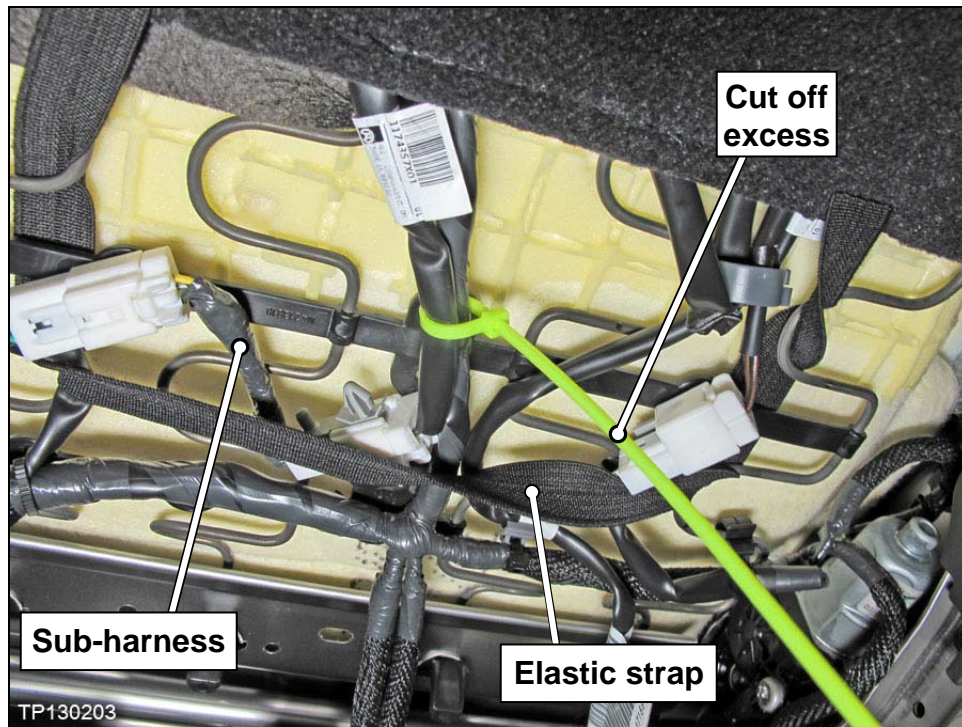


Figure 7

7. Re-secure the elastic strap(s), routing them as they were originally.
8. Verify the seatbacks AND seat cushions of BOTH seats heat up properly.

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
HARNESS – FRONT SEAT (sub-harness)	87019-3TA5A	*
CLIP (tie strap)	24216-7S00A	*

\* As needed: One per seat and up to two per vehicle.



Figure 8; Sub-harness

**CLAIMS INFORMATION**

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

CAMPAIGN ID #	DESCRIPTION	OP CODE	FRT
PC212	Inspect seat wiring and install sub-harness(es) or inspect seat wiring only	PC2120	0.3 hrs



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

Dear Altima Owner:

Nissan recognizes that you have high expectations in the quality of your Nissan vehicle and we are committed to meeting or exceeding those expectations. For this reason, we may find it necessary to contact you from time to time to provide important information relating to your vehicle, including information relating to service campaigns, warranty coverage, or safety recalls. You may have already received a communication on one or more of these topics in the past. While we regret any inconvenience this may cause, we do so in an effort to increase your overall satisfaction with the quality, performance and durability of your vehicle.

### **REASON FOR SERVICE CAMPAIGN**

Your vehicle's 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. This is not a safety issue, and 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, Nissan is offering to check the heated seat operation at an authorized Nissan dealer. If either seat heater is not operating properly, a corrected wiring sub harness will be installed at **no charge to you for parts or labor**. The service should take less than an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### **WHAT YOU SHOULD DO**

Nissan encourages you to contact your Nissan dealer at your earliest convenience in order to arrange an appointment.

**To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan 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.