



SERVICE CAMPAIGN BULLETIN

Reference:

NTB13-092

Date:

October 8, 2013

VOLUNTARY SERVICE CAMPAIGN 2013 FRONTIER HVAC FRONT AIR CONTROL ASSEMBLY

CAMPAIGN ID #: PC239

APPLIED VEHICLES: 2013 Frontier (D40)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan is conducting a voluntary service campaign on certain Model Year 2013 Frontier vehicles to replace the HVAC front air control assembly. The fresh air button on applied vehicles may be inoperative. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC239 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.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

NOTE:

- Make sure to use clean hands and clean tools to prevent soiling interior surfaces.
- Use protective covers as needed on interior surfaces.

1. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance		Fade	Speed Sen. Vol.

2. Turn the ignition OFF.

3. Disconnect the negative battery cable.

4. Remove the storage tray.
 - The storage tray snaps loose from the top of cluster lid C.
 - Use a plastic trim tool as needed.



Figure 1

5. Remove three screws from the top of cluster lid C.

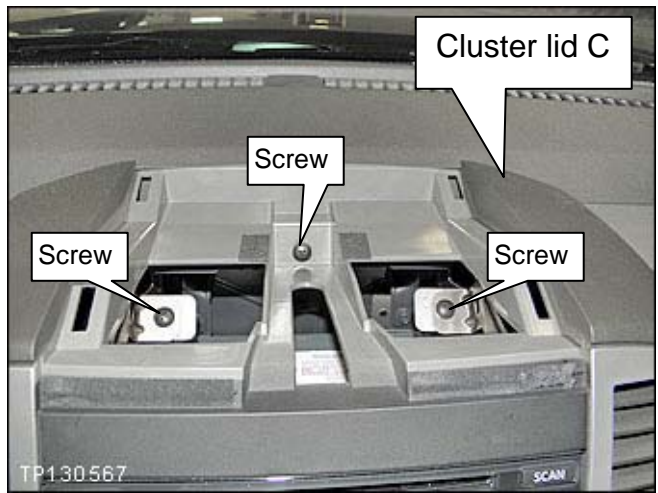


Figure 2

6. Carefully pull cluster lid C rearward to snap it loose from the instrument panel.
7. Disconnect all of the electrical connectors from the back of cluster lid C.



Figure 3

8. Set cluster lid C on a clean working surface.

9. Remove the 4 screws from the front air control assembly (one at each corner).

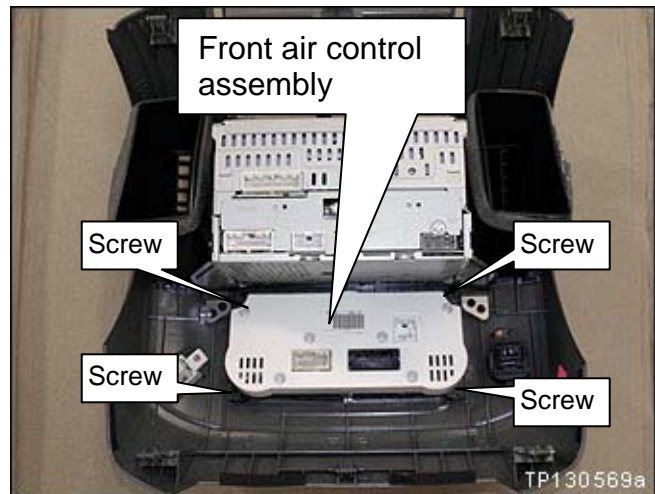


Figure 4

10. Remove the old front air control assembly and install the new one.

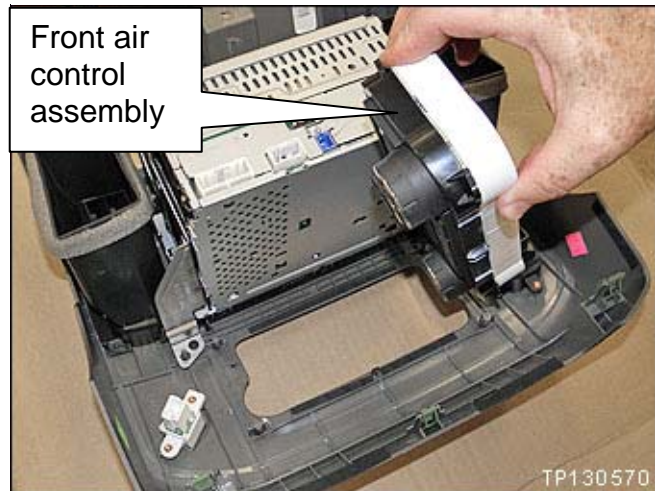


Figure 5

11. Reassemble all removed parts in reverse order.

12. Reconnect the negative battery cable.

13. Reset the clock and the radio station presets.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Control Assembly (Front Air Control Assembly)	27500 – 9BF0B	1

CLAIMS INFORMATION

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

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC239	Remove and replace the front air control assembly	PC2390	0.3 hrs.

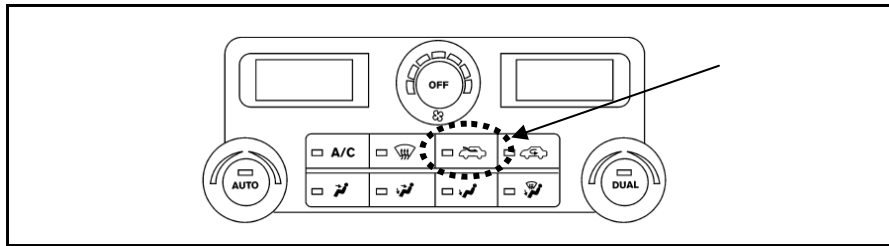
OWNER'S LETTER

Dear Frontier 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 2013 Nissan Frontier.

REASON FOR SERVICE CAMPAIGN

Your vehicle's "fresh air inlet" button, which allows fresh air into the vehicle when ON and is located on the instrument panel near climate controls, may not work correctly. To correct this, the air control assembly needs to be replaced. 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 replace the front air control assembly with a new one 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 ongoing satisfaction with your Nissan vehicle.

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