

Subject: **2013 Nissan Frontier HVAC – Front Air Control Assembly
Voluntary Service Campaign**

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

******* Corporate Statement *******

Nissan is conducting a Voluntary Service Campaign on certain MY2013 Frontier vehicles to remove and replace the front air control assembly at no cost to the customer for parts or labor. On a small number of MY2013 Frontier vehicles, the "fresh air inlet" button on the front air control assembly may be inoperative. In this condition, the customer may not be able to switch from the recirculation to the fresh air mode as intended.

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

This campaign potentially affects approximately **190** Nissan vehicles in the U.S. (including Guam), of which approximately **7** are currently in dealer inventory.

The campaign part is currently under a parts sales restriction. An initial parts order will be sent to all dealers with an affected inventory vehicle. A parts order form is available for other part orders.

A campaign update will be provided when this parts availability status changes.

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

Nissan has developed the Service Campaign Bulletin **NTB13-092** containing instructions to perform this campaign repair, part information, and claims information. These instructions are available on ASIST and on NNA.net under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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

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

- **Service Comm** – Beginning October 9, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **PC239** – to determine if a vehicle is subject to this service 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. PC239 - 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 October 14, 2013 via U.S. Mail.

Nissan Parts and Service Dealer Support
10/08/13

FAQ

Q. What model year Frontier vehicles are involved?

A. Only specific model year 2013 Nissan Frontier vehicles manufactured in Canton, MS between November 25, 2012 and September 5, 2012 are subject to this service campaign. The campaign potentially affects approximately 190 Nissan Frontier vehicles in the U.S. (including Guam).

Q. What is the reason for this campaign repair?

A. The "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.

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 owners of potentially affected vehicles October 14, 2013.

Q. What is the campaign parts supply plan?

A. The campaign part is currently under a parts sales restriction. An initial parts order will be sent to all dealers with an affected inventory vehicle. A parts order form is available for other part orders.

Q. What will be the service department action?

A. Nissan dealers will remove and replace the front air control assembly at no cost to the customer for parts or labor.

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

A. This recall campaign is identified as **PC239**.

Q. A customer brought in a 2013 Frontier 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 **PC239** 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. Rental vehicles are not provided as part of this campaign.