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NISSAN BULLETIN

2014 Nissan NV Passenger Van Seatbelt Retractor Bolt Dealer Inventory Inspection

Reference: PC289

Date: June 5, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

*****Dealer Announcement*****

Nissan is conducting a dealer inventory inspection to inspect the seatbelt retractor bolts on 667 specific 2014 NV Passenger Van vehicles identified in SERVICE COMM and currently in dealer inventory.

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- If inspection result is OK, submit the warranty claim and release the vehicle without further action.
- If inspection shows vehicle needs to remain on quality hold, dealerships should send the requested information to nnaqasupport@nissan-usa.com and further instruction will be provided within one business day.

***** Vehicle Identification – Dealer Inventory *****

667 2014 NV Passenger Van vehicles **are** subject to this dealer inventory inspection and can be identified through two methods:

- **SERVICE COMM** – Beginning June 5th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC289** - to determine if a vehicle is subject to this Dealer Inventory Inspection.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

***** Dealer Responsibility *****

It is the dealer's responsibility to check SERVICE COMM -**I.D. PC289**- for the status on each 2014 NV Passenger Van vehicle which is currently in inventory. Nissan requests dealers to perform this inspection on vehicles in inventory prior to being retailed to ensure customer satisfaction.

***** Inspection Procedure *****

This inspection procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Sales>Campaigns>
 - Parts>Campaigns>
 - Service>Campaigns>

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



DEALER INVENTORY INSPECTION INSTRUCTIONS

PROCESS NAME:	NV-PASSENGER VAN Seatbelt Retractor Bolt Inspection			PNC:	PC289	DATE:	06/04/14
VEHICLE AFFECTED:	2014	NISSAN	NV-P			REV:	01

Seatbelt Retractor Bolt Inspection

STEP	INSTRUCTION	ILLUSTRATION / REFERENCE
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1. Using suitable tool, unzip seat back covers and unlatch J-clips hooked to bottom of seat frame allowing a visual of seatbelt retractor retaining bolt.

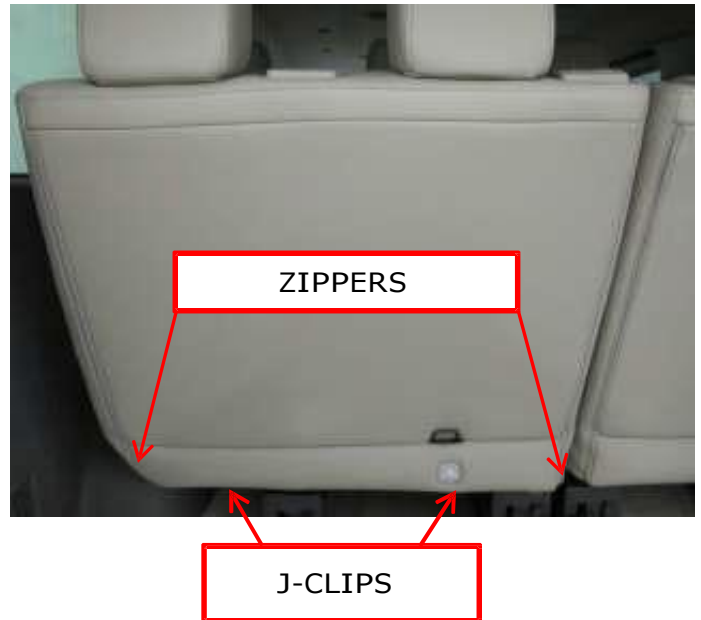


Figure 1

2. Fold trim over the seat to allow visual inspection of the seat belt retractor retaining bolts (Figure2).

- Verify seatbelt retractor retaining bolts are in place (Figure 2).



Figure 2



SERVICE INSPECTION INSTRUCTIONS(continued)

2014

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STEP	INSTRUCTION	ILLUSTRATION / REFERENCE
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3. Torque instructions
Verify correct torque using a torque wrench set for 55 Nm.(40ft-lbs)
(Figure 3).



Figure 3

4. Return rear seat back cover to its original position, Secure J-clips and zippers (Figure 4).
- NOTE make sure that the child seat latch is positioned correctly once seat back cover is in place.



Figure 4



SERVICE INSPECTION INSTRUCTIONS(continued)

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STEP	INSTRUCTION	ILLUSTRATION / REFERENCE
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5. Repeat steps 1-4 on the rest of the seat belt retractors for all removable passenger seats (up to 10 Total).

6. If retractor bolt is in place and torqued submit op code PC2890.

OR

If the retractor bolt is missing as in figure 6, please email the following information,

- Dealer name
- Dealer code
- Contact name
- Contact phone number to,

NNAFQASupport@Nissan-usa.com



Missing Retractor Bolt

Figure 6



SERVICE INSPECTION INSTRUCTIONS_(continued)

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CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign ID: PC289

Claim Type:	CM
PNC:	PC289
Symptom:	ZZ
Diagnosis:	99

Description:	Op Code	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Torque on Seat Belt Retractor Bolt - OK Condition	PC2890	0.6 Hrs.	No	No