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2014 Frontier Desert Runner Combination Meter
Voluntary Service Campaign

Reference: PC288
Date: June 6, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

"Nissan is conducting a voluntary service campaign for certain MY14 Nissan Frontier Desert Runner pickups that may have had the incorrect combination meter installed. Due to an error that has since been corrected, some MY2014 Frontier Desert Runner trucks may have the combination meter from a different trim level vehicle installed.

Owners of potentially affected vehicles will receive letters in June, advising them of the service campaign. Those vehicles found to have the incorrect combination meter will have the correct combination meter installed at no cost to the customer for parts and labor.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Frontier owners."

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

Nissan has developed Campaign Bulletin **NTB14-052** containing instructions to perform this service campaign, 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.

Dealerships will record odometer reading and send data to Model Electronics when ordering the replacement combination meter. The replacement odometer will be programmed with the mileage provided at the time of order. During this time, the vehicle must not be driven to ensure the accuracy of the odometer reading in the replacement meter. Rental allowance for up to 3 days is being offered.

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

There are approximately 213 MY2014 Frontier vehicles affected by this service campaign, of which approximately **9** are in dealer inventory.

2014 Nissan Frontier vehicles subject to this Voluntary Service Campaign can be identified through two methods:

- **SERVICE COMM** – Beginning June 6th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC288** – to determine if a vehicle is subject to this Voluntary Service Campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

******* Part Information*******

For dealer inventory **and** retailed vehicles, dealers will need to use Campaign Bulletin **NTB14-052** for instructions on ordering the replacement combination meter online through Model Electronics. The vehicle's original mileage will be recorded and programmed into the replacement combination meter.

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

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. 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 a VIN subject to this campaign 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 will begin notifying affected owners in June 2014 via U.S. Mail to take their vehicles to a Nissan dealer for repair under this service campaign.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ

Q. What model year Frontier vehicles are involved?

A. Approximately 213 Nissan Frontier vehicles produced at the Canton, Mississippi plant between October 14, 2013 and January 16, 2014 and sold in the United States.

Q. What is the reason for this service campaign?

A. On a very small number of model year 2014 Frontier vehicles, an incorrect meter assembly may have been installed at production. As a result, the incorrect meter assembly will not have certain trip computer functions such as Distance to Empty (DTE), Average Vehicle Speed (AVS), Average Fuel Economy (AFE), Elapsed Time (Running Time).

Q. Is this a safety recall?

A. No, this is a service campaign being conducted for customer satisfaction purposes. **The vehicle will still meet and exceed applicable safety standards and no safety issue exists.**

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of potentially affected vehicles in June 2014, asking them to bring their vehicle in for service.

Q. What will be the service department action?

A. To assure your continued satisfaction the incorrect meter assembly will be replaced with the correct one at **no charge for parts or labor.**

Dealers will record the original odometer reading and order a replacement meter assembly, which will be programmed with the vehicle's odometer reading provided. The vehicle should not be driven while at the dealership for repair to ensure the accuracy of the odometer reading in the replacement meter. Customers should be provided with a loaner vehicle for up to 3 days while the vehicle is in for repair.

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

A. This service campaign is identified as Campaign I.D. **PC288**.

Q. A customer brought in a potentially affected 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 PC288 is displayed as an open campaign. If a customer vehicle is identified in SERVICE COMM, the service campaign repair should be performed.

Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?
A. No. This condition does not affect any other Nissan (or Infiniti) vehicles.

Q. How long will the corrective action take?

A. Your dealer will require your vehicle for 1-3 days in order to get a new meter assembly with the programmed odometer reading that will be recorded upon your arrival to the dealer.