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# SERVICE CAMPAIGN BULLETIN

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Reference:

NTB14-052a

Date:

June 16, 2014

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## VOLUNTARY SERVICE CAMPAIGN 2014 FRONTIER COMBINATION METER

The Introduction section of this bulletin has been amended.  
Please discard previous versions of this bulletin

**CAMPAIGN ID #:** PC288

**APPLIED VEHICLES:** 2014 Frontier (D40)

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

### INTRODUCTION

Nissan is conducting a voluntary service campaign on certain specific Model Year 2014 Frontier vehicles to install the correct trim level combination meter. The replacement combination meter will have a white background with satin finish bezels and additional trip computer functions such as Distance to Empty (DTE), Average Vehicle Speed (AVS), Average Fuel Economy (AFE), Elapsed Time (Running Time). This service will be performed at no charge for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC288 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.

If a vehicle is received by the dealer for this campaign, it is the dealer's responsibility to:

- **Ensure the vehicle is not driven** between the time a new combination meter is ordered and the time it is installed.
- Provide alternate transportation to the owner, if requested.

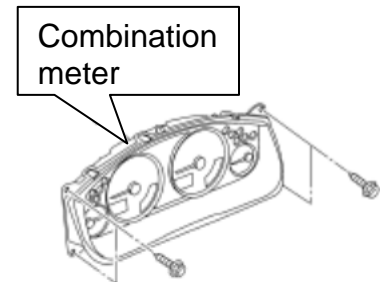
Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to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

## SERVICE PROCEDURE

1. Make sure the exact vehicle mileage (from the vehicle's odometer) is recorded on the vehicle repair order.
2. Order a new combination meter from Model Electronics.
  - Refer to the **ODOMETER WEB ORDERING PROCEDURE** on the next page.

**IMPORTANT: DO NOT drive the vehicle** between the time the new combination meter is ordered and the time it is installed.

3. Install the new combination meter.
  - Refer to the Electronic Service Manual (ESM), section IP-Instatement Panel, for combination meter replacement information.



4. Render the old combination meter unusable by breaking the electrical connectors.

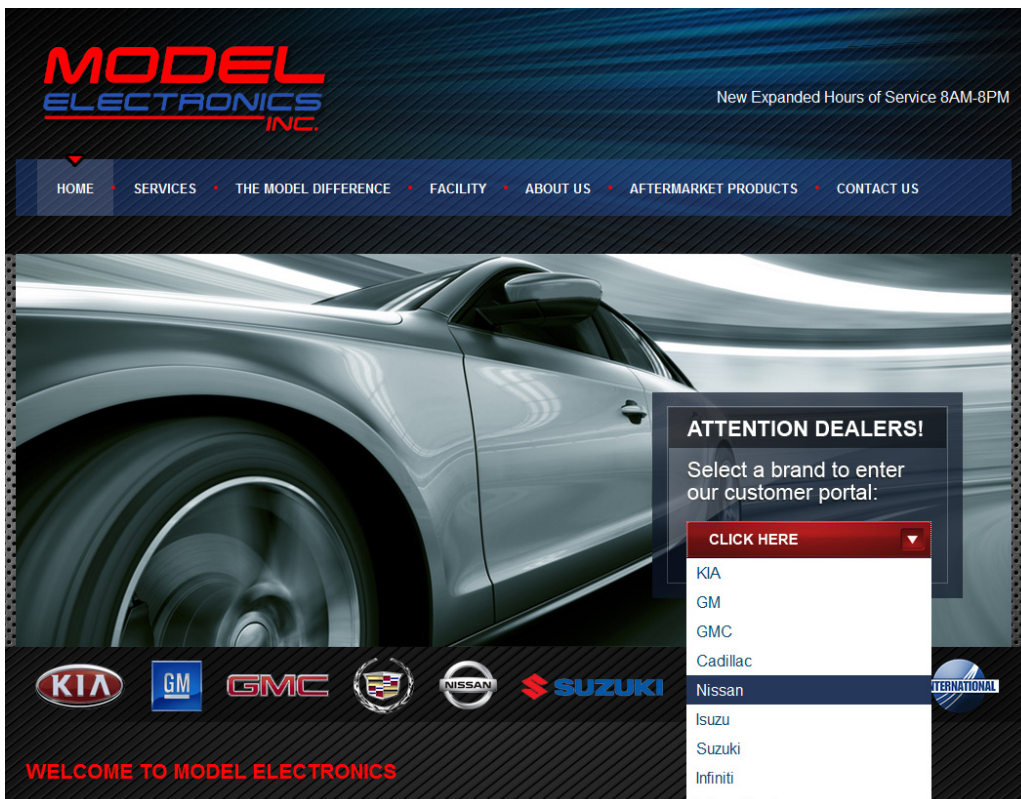
## ODOMETER WEB ORDERING PROCEDURE

This procedure details the internet ordering process for a replacement combination meter (odometer).

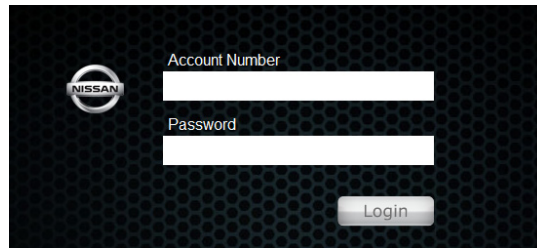
### NOTE:

- Fax orders or phone orders will not be accepted.
- The odometer in the new combination meter will be programmed to the specified mileage entered on the website order form.
- The new combination meter will ship directly from Model Electronics (New Jersey) to your dealership.
- Invoicing will be transmitted overnight in the Datanet system. Invoicing will include a handling fee to pay for the recalibration and transportation. These fees can be claimed during warranty processing using expense code 510 and are subject to change

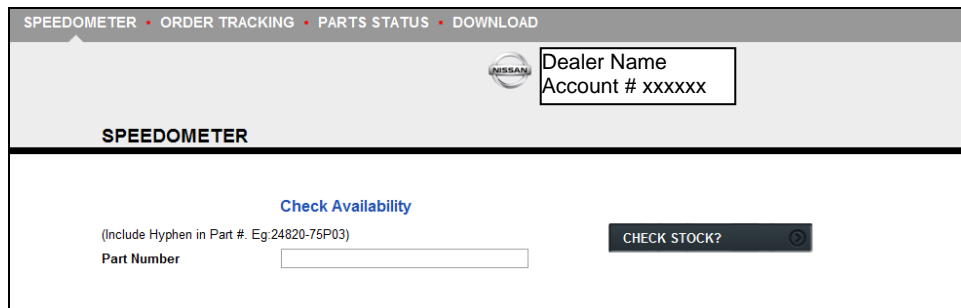
a. Access the website ([www.modelelectronics.com](http://www.modelelectronics.com)) and select the vehicle brand (**Nissan**).



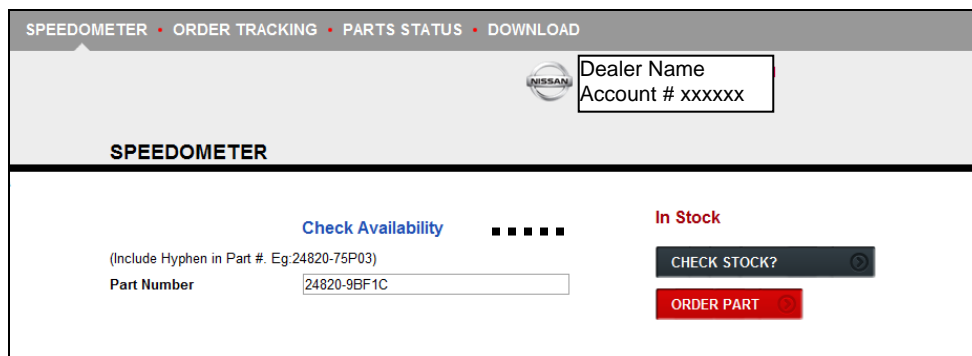
- b. You will be prompted to enter your Account Number and Password. Your Nissan dealer code is your Account Number and your Password.



- c. Verify that your dealer name and account number (dealer code) are correct. If there is an error contact Customer Service at (800)-433-9657.
- d. To begin the order process, select **SPEEDOMETER**.



- e. Enter the part number to be ordered (include the dash) and click on **CHECK STOCK**.
- f. If the part is available (in stock), an “Order Part” option will appear. Click on **ORDER PART**.



- g. Complete the Dealer Information, Actual Reading Of Vehicle's Odometer, and Customer Information.

**NOTE:** DO NOT send the new odometer (combination meter) to an independent facility or directly to a customer.

- h. Select **Submit**.

### DEALER INFORMATION

|                   |                     |                       |
|-------------------|---------------------|-----------------------|
| Dealership Name * | Address *           | Order Date *          |
| WELLS FARGO       | 105 RANDOLPH STREET | 4/23/2014             |
| Dealer Code *     | City *              | Dealer Phone Number * |
| 7000              | DANVERS             | 978-744-0000          |
| Ordered By *      | State *             | Email Address *       |
|                   | MA                  |                       |
|                   | Zip *               |                       |
|                   | 01923               |                       |

### PART NUMBER AVAILABLE FOR ORDER

24820 - 9BF1C

### ACTUAL READING OF VEHICLE'S ODOMETER

Actual Mileage On Vehicle's Existing Odometer \*

MPH  Do Not Show Tenths

### CUSTOMER INFORMATION

|                      |                           |
|----------------------|---------------------------|
| VIN # *              | Dealer Reference Number * |
| <input type="text"/> | <input type="text"/>      |

Customer Complaint

**SUBMIT**

- i. The screen should indicate that the order was accepted and that a confirmation email was automatically sent to the email address provided.

- j. You will now be able to track your order.

**PARTS INFORMATION**

| <b>DESCRIPTION</b> | <b>PART NUMBER</b> | <b>QUANTITY</b> |
|--------------------|--------------------|-----------------|
| Combination Meter  | 24820 – 9BF1C      | 1               |

**CLAIMS INFORMATION**

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

| <b>CAMPAIGN (CM) I.D. #</b> | <b>DESCRIPTION</b>        | <b>OP CODE</b> | <b>FRT</b> |
|-----------------------------|---------------------------|----------------|------------|
| PC288                       | Replace Combination Meter | PC2880         | 0.4 hrs.   |

**Additional Expense:**

| <b>EXP CODE</b> | <b>DESCRIPTION</b>                 | <b>MAX. AMOUNT</b> |
|-----------------|------------------------------------|--------------------|
| 502             | Rental                             | 3 Days @ \$40.00   |
| 510             | Recalibration and Shipping Expense | \$20.33            |

## OWNER'S LETTER

Dear Frontier Owner:

Nissan is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign being conducted by Nissan to replace the meter assembly in your vehicle.

### REASON FOR SERVICE CAMPAIGN

On a very small number of model year 2014 Frontier vehicles, an incorrect meter assembly was 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).

### WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, Nissan is offering to replace the incorrect meter assembly with the correct meter assembly at an authorized Nissan dealer at **no charge to you for parts or labor**.

Your vehicle's odometer reading will not change as a result of this meter assembly replacement. Upon your arrival at your Nissan dealer, your vehicle's current odometer reading will be recorded, and a replacement meter assembly will be ordered programmed with that odometer reading. Your Nissan dealer will need to hold your vehicle 1-2 days until the replacement meter assembly arrives. **You will be provided with a replacement loaner vehicle without charge while your vehicle is at the dealership for this Voluntary Service Campaign.**

### WHAT YOU SHOULD DO

**To minimize any inconvenience to you, and to ensure that a replacement loaner vehicle is available for your use, 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 you have additional questions 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.

