



Innovation that excites

NISSAN BULLETIN

Starter Motor Wire Dealer Inventory Inspection

Reference: PC440

Date: March 15, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY16 Frontier equipped with 4.0L engine	N/A	~1,625	March 10, 2016

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

On March 10, 2016, Nissan announced a Quality Assurance Hold for certain 2016 Nissan Frontier vehicles equipped with 4.0L engines.

Nissan is now asking dealers to perform the procedure included with this announcement to inspect the positive battery cable at the starter solenoid for correct positioning on vehicles identified in SERVICE COMM to ensure it is positioned correctly and not making contact with a heat shield near the solenoid.

Please continue to check new arriving inventory in Service Comm.

*****What Dealers Should Do*****

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- Verify if vehicles currently in dealer inventory are affected by this inventory inspection using Service Comm **I.D. PC440**.
 - New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
- If the vehicle in dealer inventory is affected by this inspection, dealers are asked to inspect the positive battery cable connection at the starter solenoid for proper positioning and to ensure there is no damage from electrical arcing.
 - If the positive battery cable connection is or can be correctly positioned on the starter solenoid and there are no signs of electrical arcing/damage to the positive battery cable, the vehicle may be immediately released for sale.
 - If there are signs of electrical arcing or damage, the **VEHICLE MUST REMAIN ON HOLD AND CANNOT BE RETAILED**.
 - Do not submit a warranty claim.
 - Dealers should send an email to nafgasupport@nissan-usa.com and include the following information:
 - VIN
 - Dealer Code
 - Dealer Name & Address
 - Contact Name & Phone Number
 - Pictures of Damage

NOTE: NNA FQA will respond to the Dealer with further direction within 1 business day.

3. Upon completion of the inspection, and if necessary repair, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

It is the dealer's responsibility to check SERVICE COMM using the appropriate campaign I.D for the inspection status on each affected vehicle currently in inventory. Nissan requests dealers to perform this inspection prior to being retailed to ensure client satisfaction.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

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NISSAN DEALER ACTION

PC440 Frontier (D40) Starter Motor Wire Position Inspection

We are conducting a Dealer Service Action on the starter motor wire for inspection and/or re-alignment on certain specific 2016 Nissan Frontier trucks equipped with a V6 engine:

SERVICE PROCEDURE:

1. Pull the vehicle into a service bay with a lift.
2. Open the hood and disconnect the negative battery cable.
3. Raise the vehicle using the hoist.
4. Locate the starter motor (passenger side of engine) (Figure 1 & 2).



Figure 1
2 Wheel Drive



Figure 2
4 Wheel Drive

5. Gently pull the terminal protective boot back so that you can see the position of the starter motor wire eyelet (Figure 3 & 4).

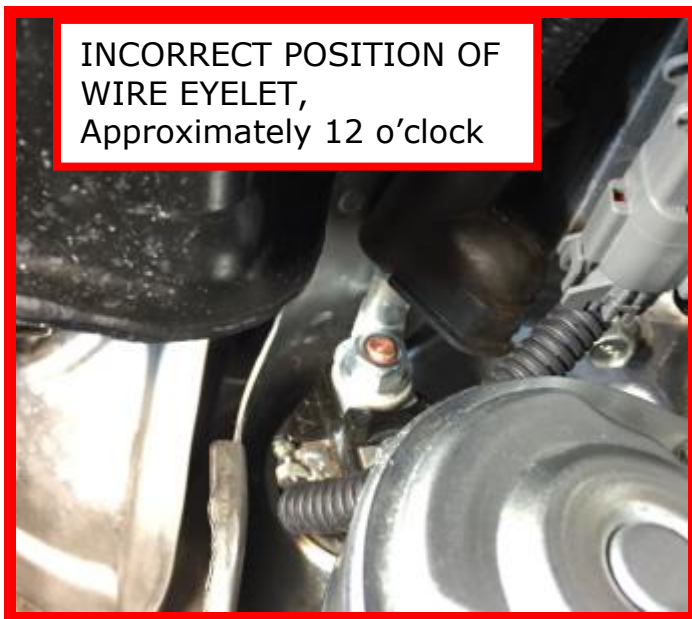


Figure 3

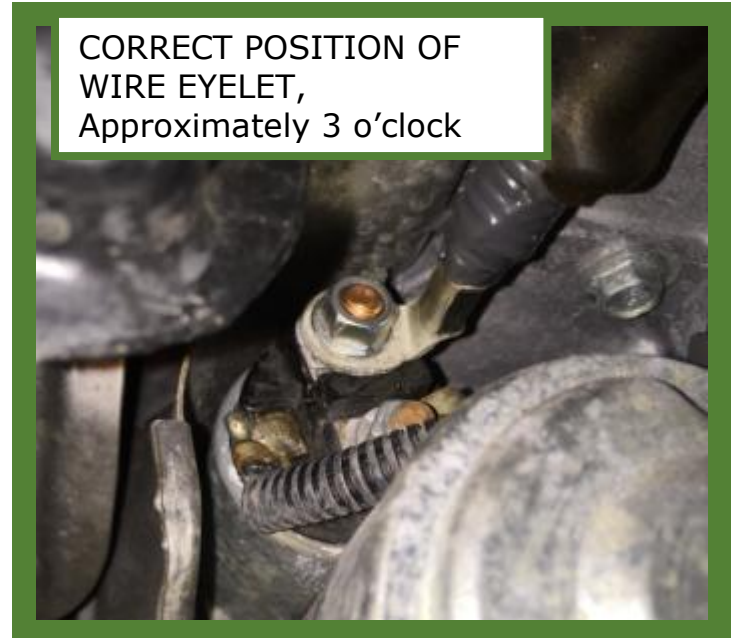


Figure 4

6. Inspect the starter motor wire eyelet.

A. If the starter motor wire eyelet is in the **CORRECT** position (Figure 4):

- Gently push the terminal protective boot back over the nut and wire.
- Lower the vehicle off the hoist.
- Reconnect negative battery cable.
- Submit a warranty claim using PC4400 per claims information, below.
- Release the vehicle.

B. If the starter motor wire eyelet is in the **INCORRECT** position:

- Loosen the starter motor wire nut and re-position the starter motor wire to be orientated as in Figure 4 above.
- Torque the starter motor wire nut:
11.0 Nm (97.0 Inch Lbs.)
- Gently push the terminal protective boot back over the nut and wire.
- Lower the vehicle off the hoist.
- Reconnect the negative battery cable.
- Submit a warranty claim using PC4401 per claims information, below.
- Release the vehicle.

C. If starter motor wire, heat shield or harness shows evidence of electrical arching/damage:

- Submit clear pictures of the affected starter motor wire and harness.
- Continue to **HOLD** the vehicle.
- Do not submit any warranty claim.
- Send an E-mail to the below address:

nnafqasupport@nissan-usa.com

Make sure to include the below information:

- Clear pictures of starter motor wire (affected area)
- Dealer Name
- Dealer Code
- Dealer Address
- VIN
- Contact Person Name
- Contact Person Phone Number

****NNA FQA will respond back to the dealer with further direction within 1 business day****

CLAIMS INFORMATION:

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC440

Claim Type:	CM			
PNC:	PC440			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Starter Motor Wire Eyelet Position - OK	PC4400	0.4 Hr	No	No
Inspect and Re-position Starter Motor Wire Eyelet	PC4401	0.4 Hr	No	No