



QUALITY ACTION

CAMPAIGN BULLETIN

Manual Transmission 5th Gear Shift Lever Plate Dealer Inventory

Reference: PC950

Date: February 9, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
MY2023 Z (Z34), with manual transmission	NA	48	February 9, 2023	YES

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

Nissan is conducting a dealer inventory quality action on specific MY2023 Nissan Z vehicles to inspect the shift lever plate. Potentially affected vehicles are identified in Service Comm and National Service History – Open Campaigns. During the port mod repair (P2A19) which involved replacing the manual transmission, the shift lever plate may not have been re-installed properly. If the shift lever plate is not installed properly, it can be difficult shifting into 5th gear. Use the attached procedure to perform the inspection, and if necessary remedy any vehicles affected by this quality action prior to sale.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC950**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
3. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
4. The service department should submit the applicable warranty claim for the action performed to close the campaign in Service Comm and release the vehicle.

NISSAN NORTH AMERICA, INC.
Total Customer Satisfaction

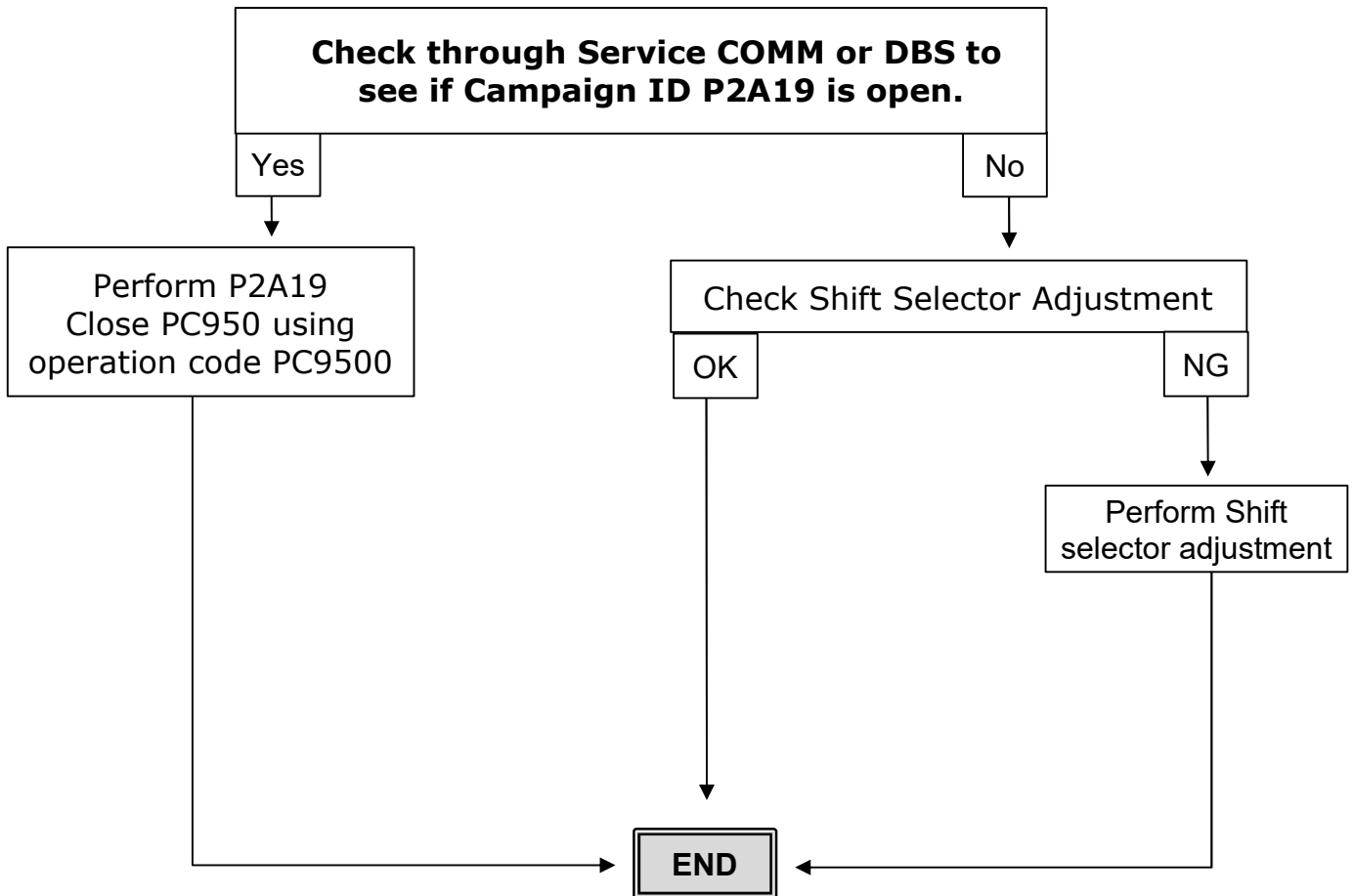


PC950 - 2023 Z SHIFT SELECTOR ADJUSTMENT

Important:

- Check Service Comm to see if P2A19 is open Before beginning this procedure.
 - If P2A19 is open, do NOT continue with this procedure, perform P2A19 using the most recent procedure revised on 2/8/2023 and close this action using operation code PC9500.

Overview



Service Procedure

1. Check shift selector operation.
 - a) Move the shift selector into the Neutral position
 - b) In Neutral move shift selector to the Right until it stops
 - c) Push shift selector forward into 5th gear
 - d) Move the shift selector into the Neutral position
 - e) Move the shift selector to the Right until it stops
 - f) Pull the shift selector rearward into 6th gear
 - a. Verify 6th gear is selected and not reverse
- If the shift selector shifts into gears normally, no further action is necessary, continue to the claims section on the last page.
- If the shift selector does **NOT** access 5th or 6th gear normally, Continue to **Step 2** for shift selector adjustment.

2. Position the Driver's seat. (Figure 1)

- Open the LH front door
- Move the LH seat forward fully
- Move the seat back to the fully forward position



Figure 1

3. Remove the (1) screw from the LH side of the center console. (Figure 2)

- Move the LH seat back to the original position



Figure 2

4. Position the passenger seat.
(Figure 18)

- Open the RH front door
- Move the RH seat forward fully
- Move the seat back to the fully forward position



Figure 3

5. Remove the (1) screw from the RH side of the center console. (Figure 4)

- Move the RH seat back to the original position



Figure 4

6. Open the center console lid by depressing the button on the top of the console assembly. (Figure 5)

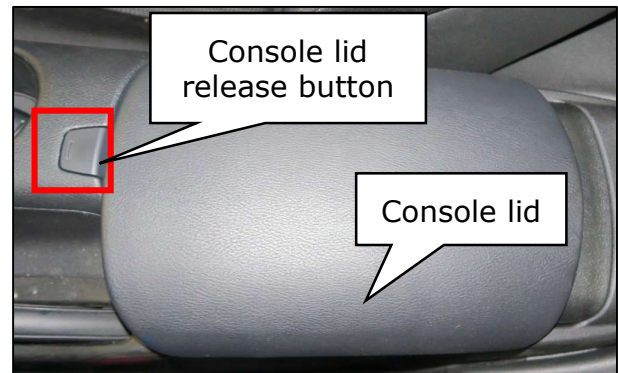


Figure 5

7. Remove the cup holder assembly.
(Figure 6)

- Carefully pull upward on the cup holder assembly to disengage the retainers
- Disconnect the electrical connector(s) from the cup holder assembly
- Depress the tangs on the harness retainer to disengage the harness from the cup holder assembly (Figure 7)
- Place the cup holder assembly in a safe area to avoid damage

NOTICE: Be careful to not scratch the interior components during removal.



Figure 6

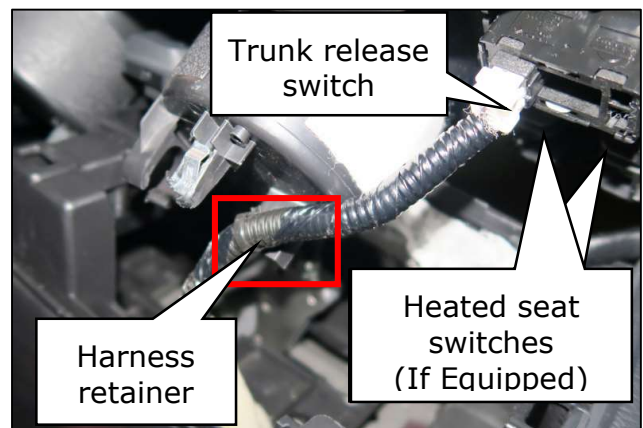


Figure 7

8. Remove the front tray finisher mat.
(Figure 8)



Figure 8

9. Remove the shifter finisher.

- Using a finesse stick, disengage the clips in order 1-6 as shown in Figure 9

NOTICE: Be careful to not scratch the interior components during removal.

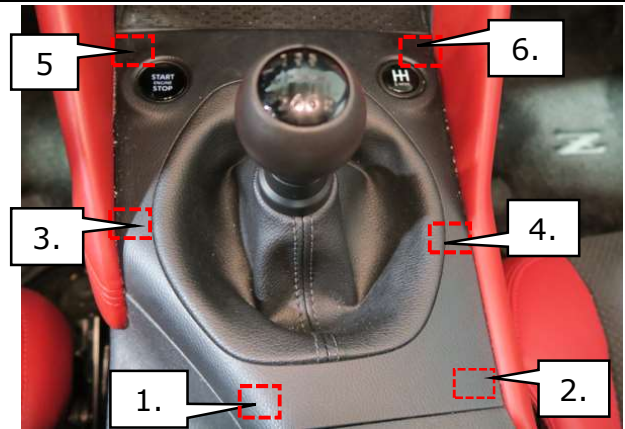


Figure 9

10. Lift the shifter finisher upward and disconnect the ignition button and the sport mode switch (if equipped). (Figure 10)

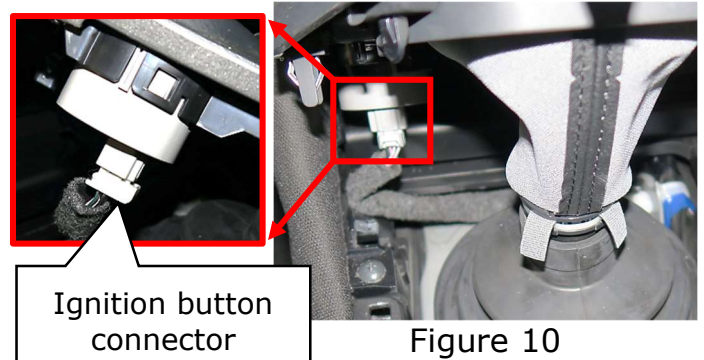


Figure 10

11. Detach the leather shift boot from the shifter finisher.

- Hold the shifter finisher upward
- Remove the (4) screws shown in Figure 11
- Carefully push upward on each of the (4) tabs
- Rotate the shifter finisher over and pull the shift boot upward to remove
- Lower the shifter finisher down
- Raise the shift boot upward
- Remove the shift boot trim ring from the shift boot by lifting the shifter boot off of each of the trim ring pins (Figure 12)
- Remove the trim ring
- Remove the shifter finisher

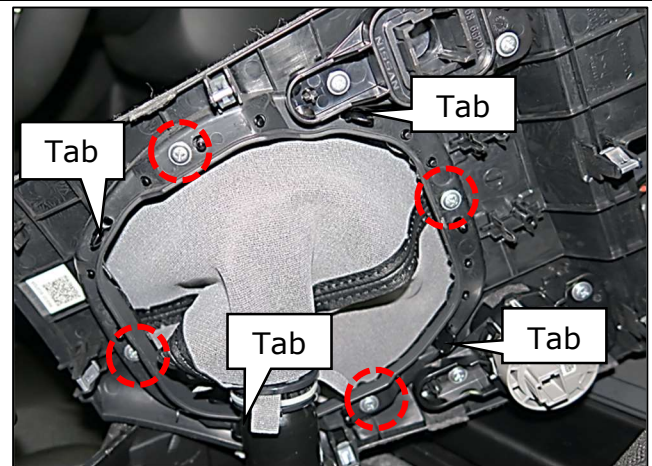


Figure 11

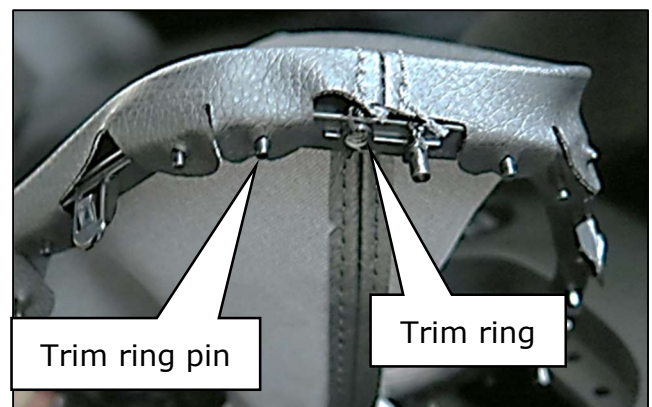


Figure 12

12. Remove the (2) screws from the console side finishers shown in Figure 13.

NOTICE: Be careful to not scratch the interior components during removal.

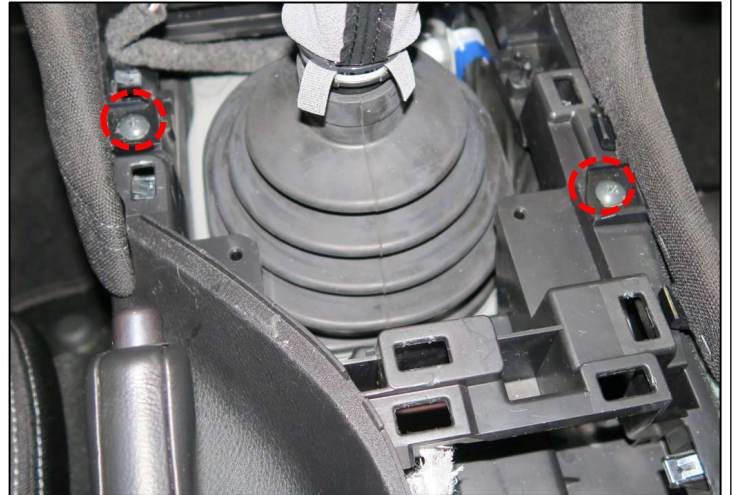


Figure 13

13. Remove both LH and RH console side finishers using a finesse stick. (Figure 14)

NOTICE: Be careful to not scratch the interior components during removal.



Figure 14

14. Disengage the USB finisher. (Figure 15)

- Remove the (1) screw from the RH side of the console tray (USB) finisher.
- Using a finesse stick, carefully pry rearward to disengage the USB finisher clips, but do not remove the USB finisher

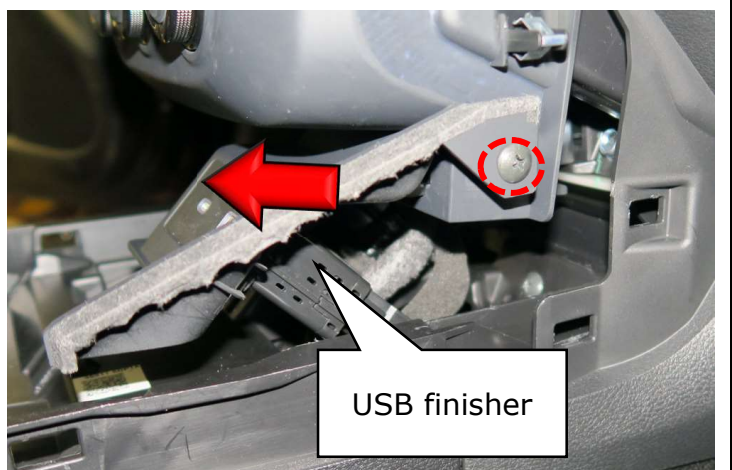


Figure 15

15. Remove the front tray finisher.
(Figure 16)

- Using a finesse stick, carefully pry upward to disengage the front tray finisher clips
- Remove the front tray finisher

NOTICE: Be careful to not scratch the interior components during removal.



Figure 16

16. Slide the USB finisher out of position and disconnect the (2) harness connectors. (Figure 17)

- Disconnect the harness connectors from the USB ports
- Remove the console tray finisher

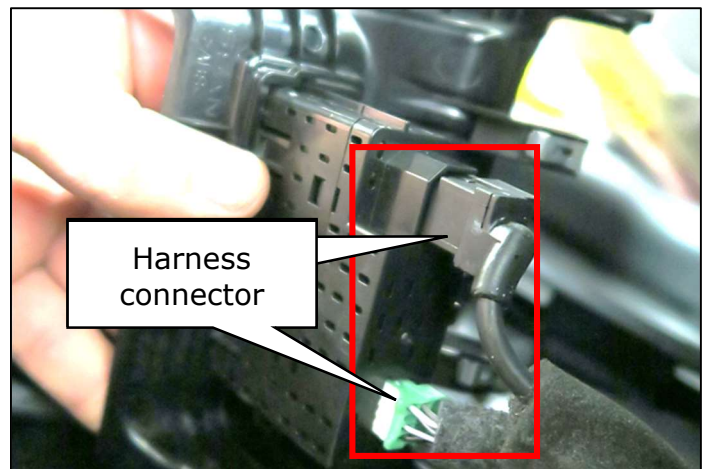


Figure 17

17. Remove the (2) screws from the front of the console finisher. (Figure 18)

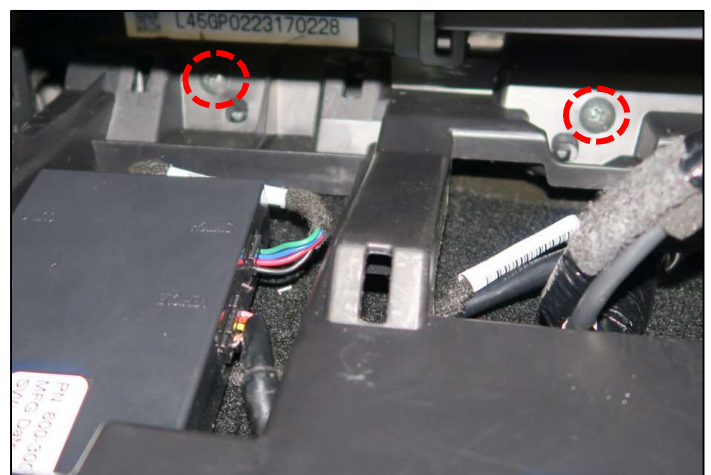


Figure 18

18. Disconnect the console electrical connector shown in Figure 19.

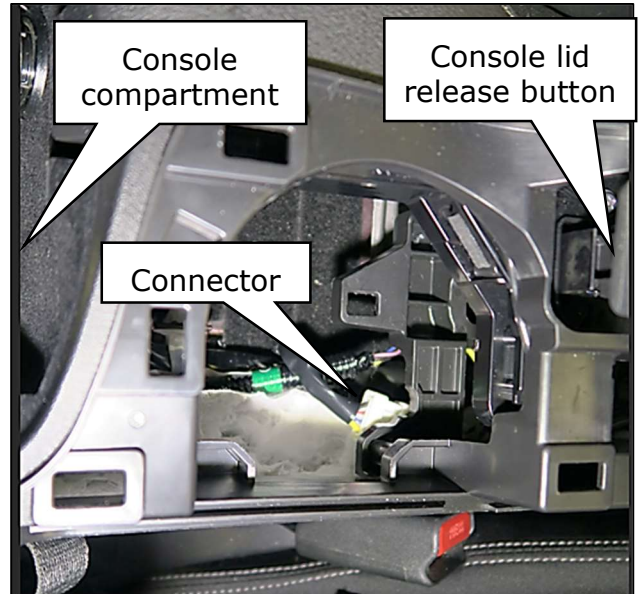


Figure 19

19. Pull the parking brake up.
- Using a deep well 10mm socket loosen the parking brake adjustment nut several turns (Figure 20)
 - Pull the parking brake upward further to allow the console to be removed

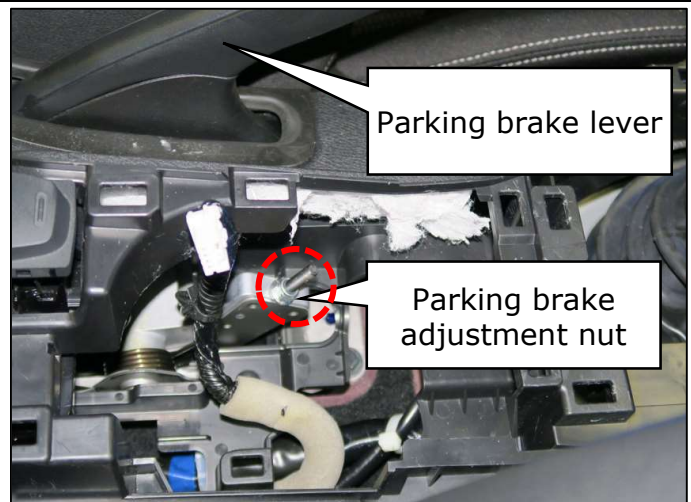


Figure 20

20. Remove the center console.
- Lift upward on the rear of the center console (Figure 21)
 - Move the console toward the rear of the vehicle
 - Carefully remove the center console from the vehicle out of the passenger door making sure to not scratch any of the interior trim

NOTICE: Be careful to not scratch the interior components during removal.



Figure 21

21. Disengage the (2) harness retainers from the hole cover. (Figure 22)

- Using a pair of pliers, depress the tabs of the harness retainers and remove the retainers from the hole cover

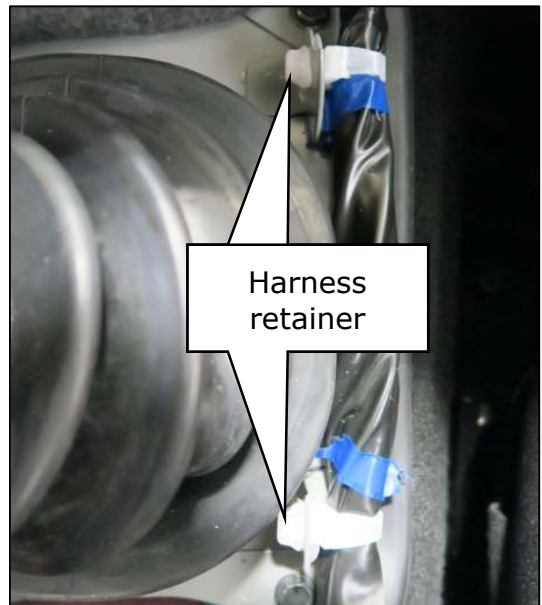


Figure 22

22. Remove the hole cover. (Figure 23)

- Remove the (4) bolts securing the hole cover to the floor
- Lift upward on the hole cover and remove it from the vehicle

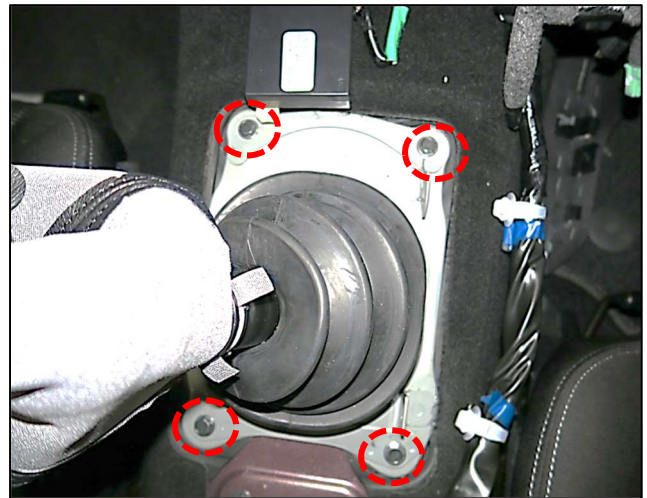


Figure 23

23. Lift the shifter guide plate boot up.

- Loosen the (3) shifter guide plate bolts approximately 2 turns or until the shifter guide plate can move (Figure 24)

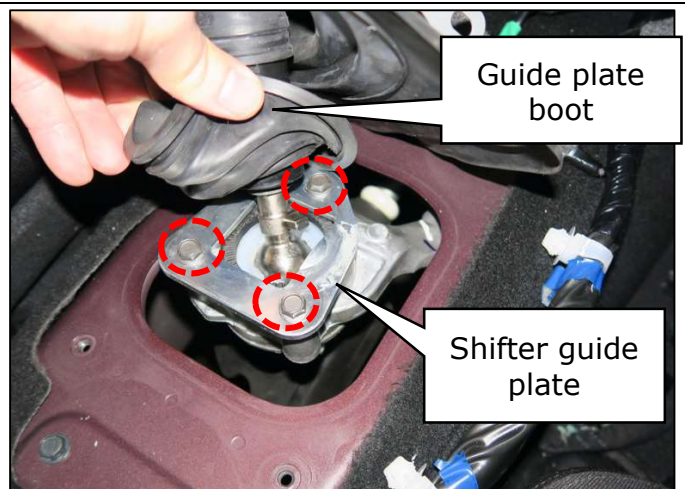


Figure 24

24. Shift the gear selector into 6th gear.

- In 6th gear, hold the shift selector to the right (toward passenger side)
- Move the shifter guide plate (B) against the shift selector tab (C) shown in Figure 25
- Temporarily tighten the Front bolt (D) shown in Figure 26

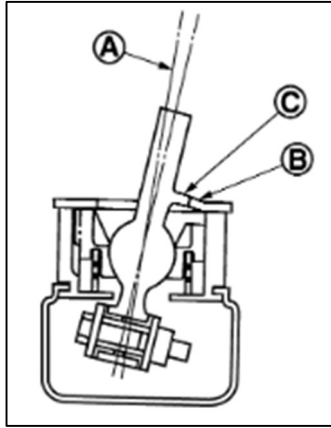


Figure 25

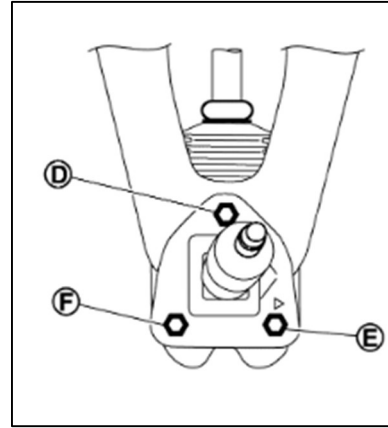


Figure 26

25. Shift the gear selector into 5th gear.

- In 5th gear, hold the shift selector to the right (toward passenger side)
- Move the shifter guide plate (B) against the shift selector tab (C) shown in Figure 27
- Torque the Front bolt (D) shown in Figure 28 to **9.6 N•m (0.98 kg-m, 85 in-lb)**
- Torque the (2) rear bolts to **9.6 N•m (0.98 kg-m, 85 in-lb)**

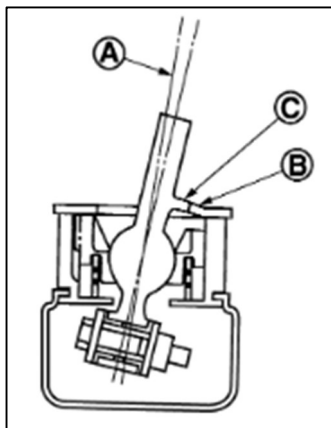


Figure 27

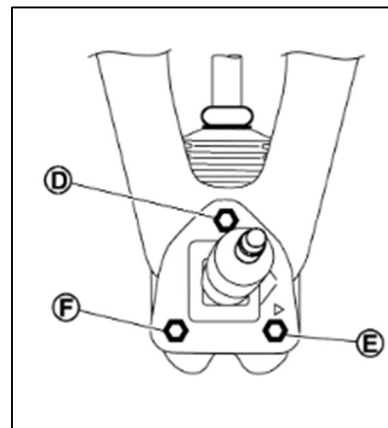


Figure 28

26. Check shifter adjustment.

- a) Move the shift selector into the Neutral position
- b) In Neutral move shift selector to the Right until it stops
- c) Push shift selector forward into 5th gear
- d) Move the shift selector into the Neutral position
- e) Move the shift selector to the Right until it stops
- f) Pull the shift selector rearward into 6th gear
 - a. Verify 6th gear is selected and not reverse
 - b. If reverse is selected, repeat **Steps 23 - 25** and recheck shifter adjustment

IMPORTANT:

If the Shift selector is unable to shift into 5th or 6th gear normally, repeat **Steps 23-25**.

27. Install the guide plate boot over the shifter guide plate. (Figure 29)

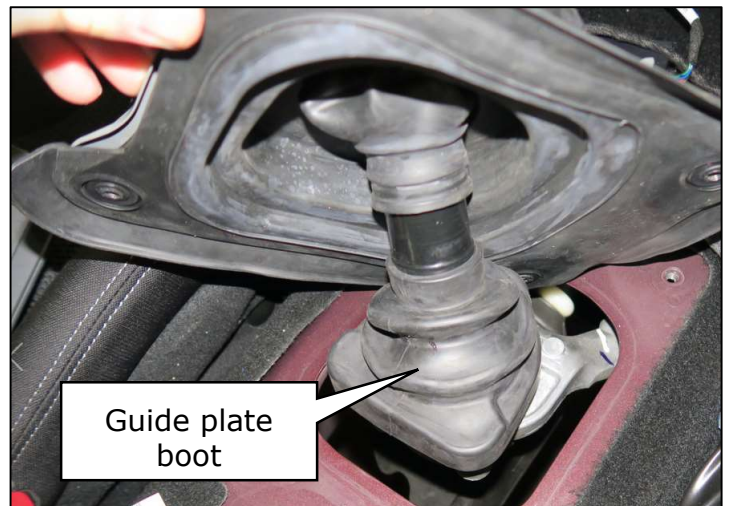


Figure 29

28. Reinstall the hole cover.

- Tuck the edges of the rubber boot under the carpet on the top and both sides (Figure 30)
- Install the (4) bolts and start by hand
- Torque the bolts to 5.5 N•m(0.56 kg-m, **49 in-lbs**)

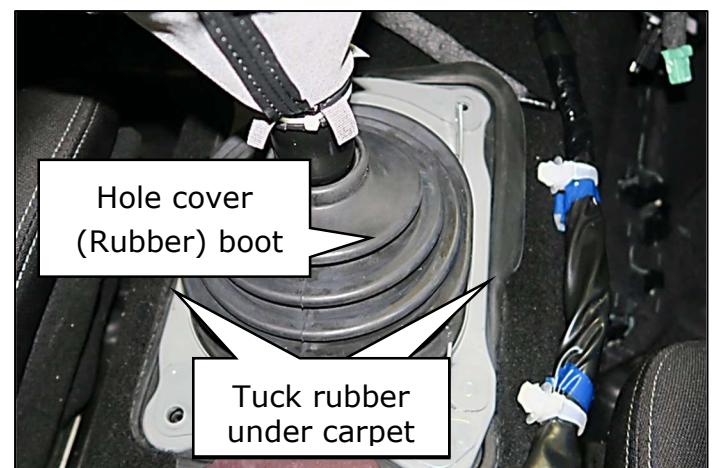


Figure 30

29. Install the harness retainers to the hole cover. (Figure 31)

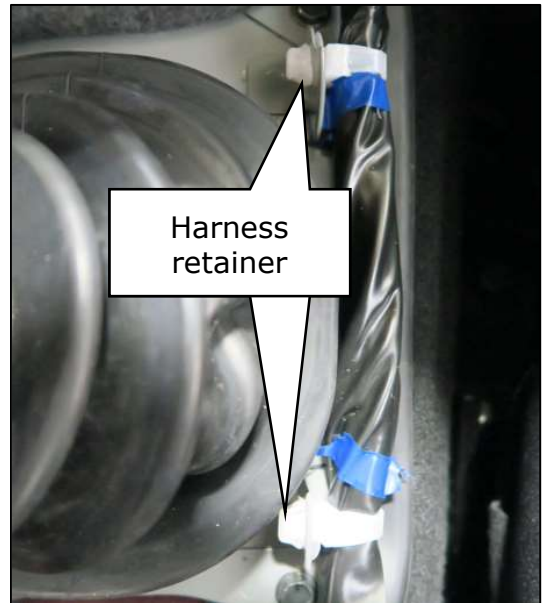


Figure 31

30. Carefully install the center console assembly.
- Route the console rear first through the RH door and toward the rear of the vehicle (Figure 32)
 - Align the front of the center console with the instrument panel
 - Align the parking brake handle with the slot in the center console



Figure 32

NOTICE: Be careful to not scratch the interior components during reinstallation.

31. Position the center console side alignment tabs with the instrument panel side trim on the LH and RH sides of the center console. (Figure 33)

- Slide the center console forward
- Align the console alignment tabs with the console alignment holes (just below mounting screw holes) (Figure 34)
- Install the (2) front console screws (Figure 34)
- Lower the front of the console down

NOTICE: Be careful to not scratch the interior components during reinstallation.

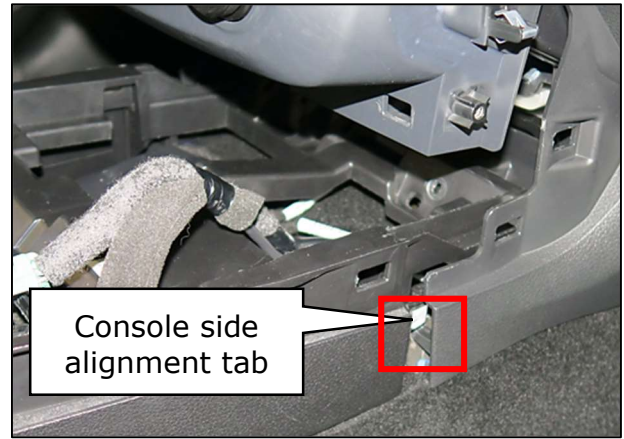


Figure 33

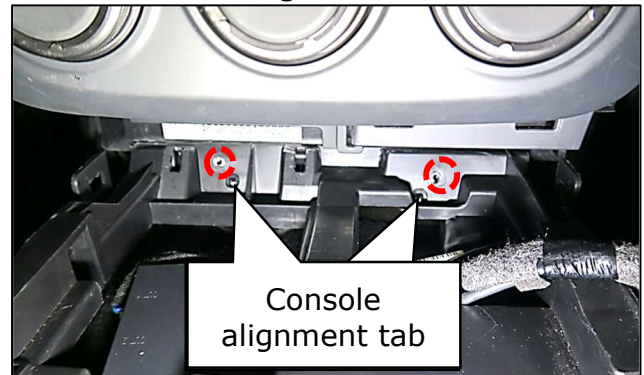


Figure 34

32. Move the wiring harness connectors upward through the openings in the center console as shown in Figure 35 and Figure 36.

- Lower the console all the way down

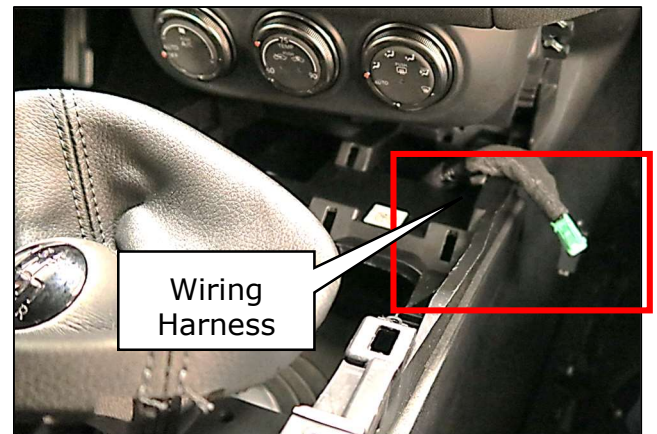


Figure 35

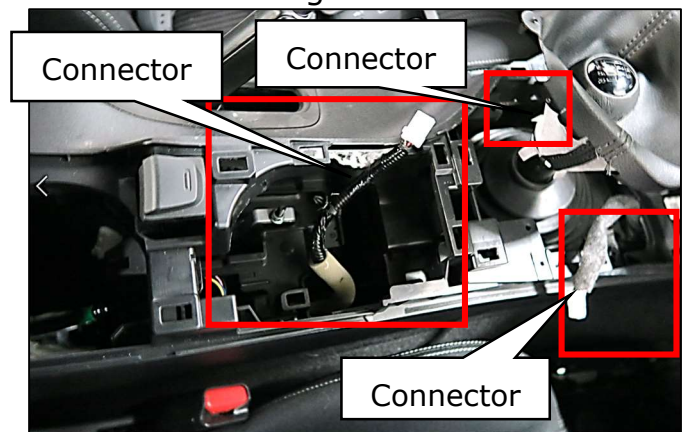


Figure 36

33. Install the USB port finisher.

- Connect the (2) harness connectors to the USB ports
- Place the USB finisher in the position shown in Figure 37, but do **NOT** seat the retaining clips at this time

NOTE:

- An audible click will be heard once the connector is fully seated.
- Pull harness connector away from finisher to verify they are seated properly



Figure 37

34. Install the Console tray finisher.

- Carefully install the tray finisher under the USB finisher (Figure 38)
- Starting with the rear of the console tray finisher, seat the retainer clips by pushing downward (Figure 39)
- Align the the USB finisher assembly retaining clips and push toward the front of the vehicle to seat the retainer clips

NOTICE:

Be careful to not scratch the interior components during reinstallation.



Figure 38



Figure 39

35. Install the USB finsher screw.
(Figure 40)

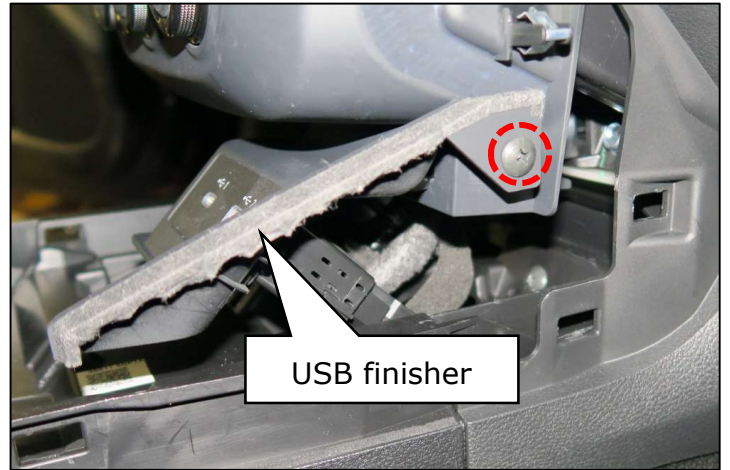


Figure 40

36. Install both LH and RH console side finishers.
(Figure 41)



Figure 41

37. Install the (2) screws that secure
the console side finishers.
(Figure 42)



Figure 42

38. Place the shifter finisher over the shifter assembly as shown in Figure 43.



Figure 43

39. Place the shifter trim ring over the shifter assembly. (Figure 44)

- Locate the front of the trim ring by placing it into the shifter finisher and checking fitment
- If the trim ring does not fit, rotate the trim ring 180° and verify trim ring fitment



Figure 44

40. Lift the trim ring up and align the front center of the shift boot stitching with the front center of the trim ring. (Figure 45)

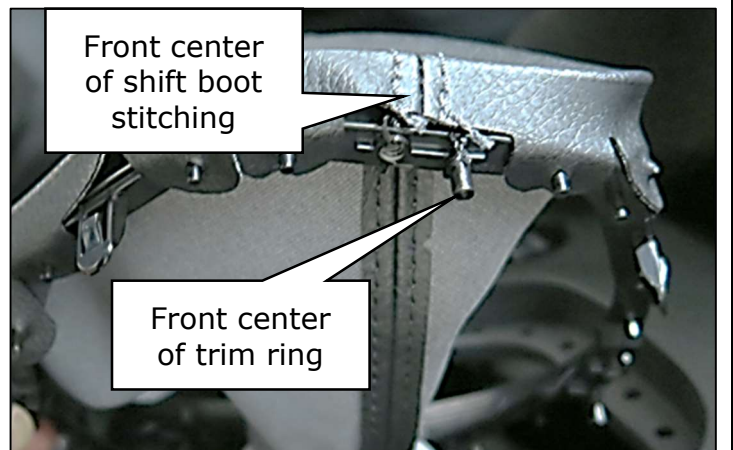


Figure 45

41. Carefully install the shift boot over the trim ring. (Figure 46)
- Align the shift boot holes with the trim ring pins as shown in Figure 46

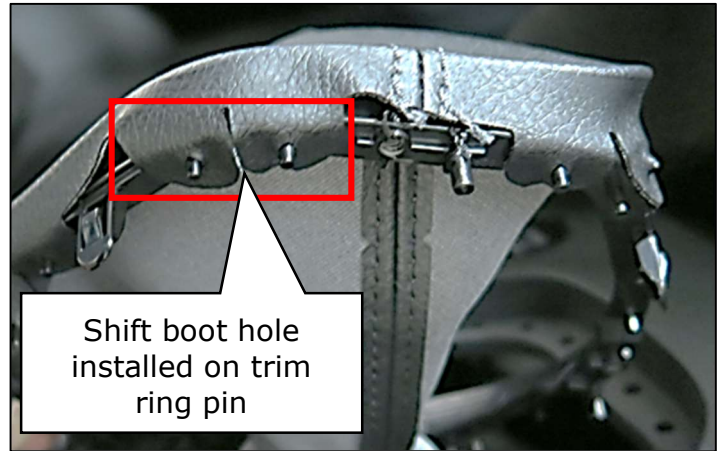


Figure 46

42. Carefully install the trim ring and shift boot into the shifter finisher.
- Position the trim ring/shifter boot over the shifter finisher (Figure 47)
 - Carefully push the trim ring/shifter boot into the shifter finisher
 - Verify the shifter boot is aligned with the stitching centered on the front and the rear of the shifter finisher (Figure 47)

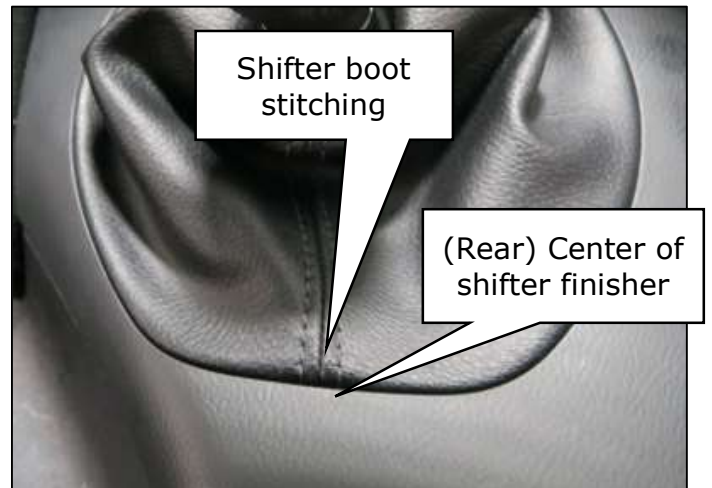


Figure 47

43. Install the (4) screws securing the the trim ring to the shifter finisher.
- Lift the shifter finisher upward and install the (4) screws shown in Figure 48

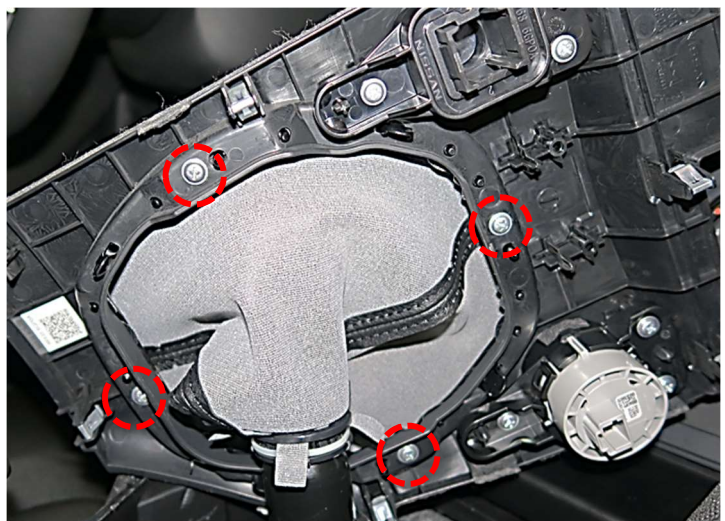


Figure 48

44. Reconnect the ignition button and the drive mode button (if equipped). (Figure 49)

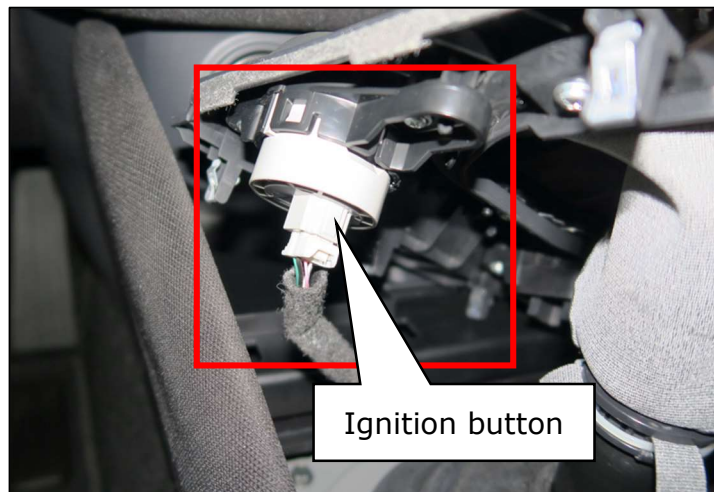


Figure 49

45. Install the shifter finisher. (Figure 50)
- Align the shifter finisher retaining clips with the center console holes
 - Push the shifter finisher downward to seat the finisher
 - Reinstall the console tray finisher mat



Figure 50

46. Raise the vehicle up on a lift enough to get the rear wheels several inches off the ground.

47. Enter the vehicle and verify the transmission is in the Neutral position.

IMPORTANT: This process should be performed with the rear wheels off the ground.

48. Adjust the parking brake lever.

- a) Lower the parking brake lever half way down
- b) Tighten the parking brake lever adjustment nut several turns Figure 51
- c) Completely lower the parking brake lever
- d) Verify the rear wheels turn freely
 - If the rear wheels are difficult to turn or do not turn, loosen the parking brake lever adjustment nut 1-2 turns while rechecking the rear wheel movement with each adjustment
- e) Slowly pull upward on the parking brake lever while counting the number of notches (clicks)
- f) The total number of clicks with moderate effort should be 6-7 clicks
 - Tighten the parking brake adjustment nut to reduce the number of clicks
 - Loosen the parking brake adjustment nut to raise the number of clicks
- g) Completely lower the parking brake lever and check to make sure the rear wheels spin freely

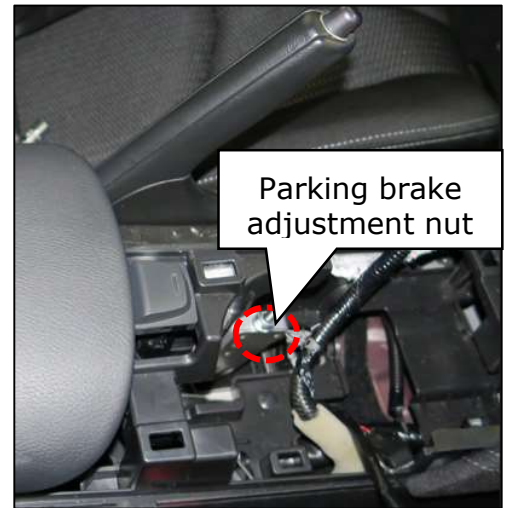


Figure 51

49. Open the center console lid.
(Figure 52)

- Press the console release button and lift the console lid to the open position

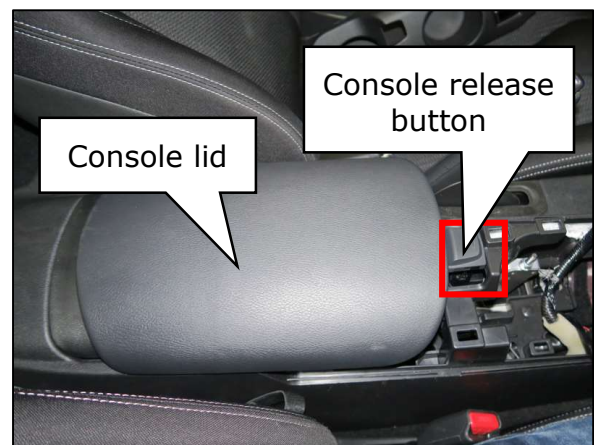


Figure 52

50. Reconnect the center console harness connector. (Figure 53)

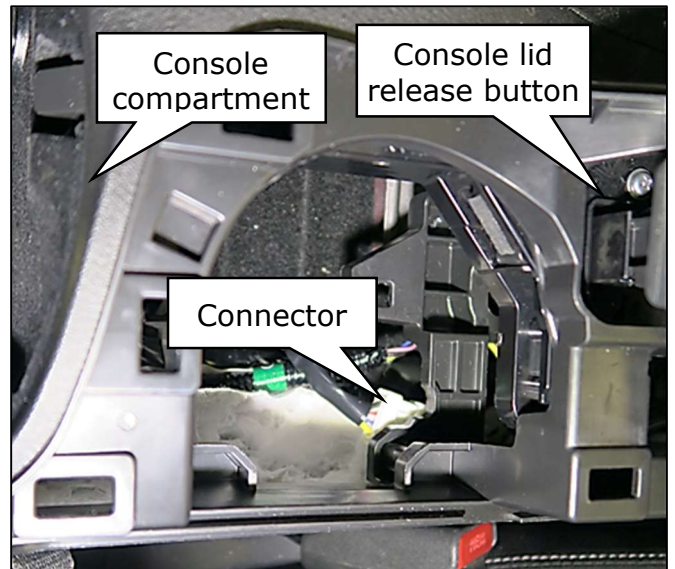


Figure 53

51. Install the cup holder assembly.
- Connect the harness connector(s) for the trunk release and heated seat (if equipped) switches (Figure 54)
 - Insert the harness retainer into the mounting point located on the cup holder
 - Position the cupholder assembly into the center console
 - Push the cupholder downward to seat the retainers into the center console (Figure 55)

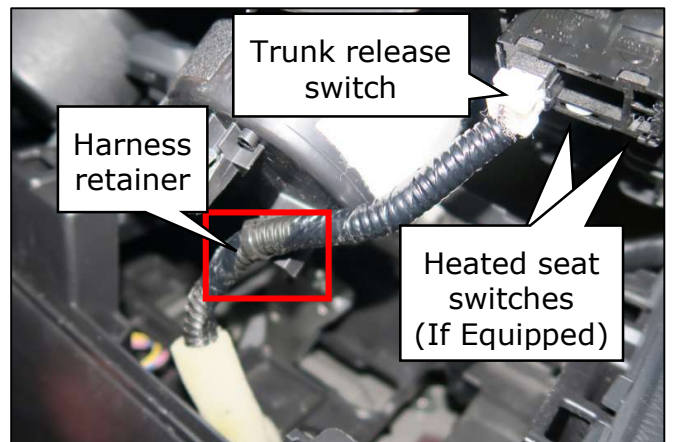


Figure 54



Figure 55

52. Move both seatbacks and seat bottoms fully forward. (Figure 56)



Figure 56

53. Install the (2) rear center console screws. (Figure 57)

- Move both seatbacks to the original position



Figure 57

54. Perform the below quality checks for the shift control.

- a) Verify there is no binding or abnormal noise when shifting transmission into each of the gear positions.
- b) Verify the shift boot is not damaged, twisted, or dislocated.
- c) Verify the shift knob is straight.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC950	Check Shift selector adjustment-OK	PC9500	0.2 hr
	Check and adjust shift selector	PC9501	0.9 hr

