



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Trailer Hitch Owner’s Manual Supplement & Label Voluntary Service Campaign

Reference: PC928/PC975

Date: May 24, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

PC928 (Owner’s Manual Supplement & Label)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022 Frontier (D41)	5,347	NA	NA	NO

PC975 (Owner’s Manual Supplement Only)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022-2023 Frontier (D41)	1,042	13*	May 24, 2023*	NO

***Only Dealer inventory vehicles will be active in Service Comm / National Service History**

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

Nissan is conducting a service campaign (PC928) to provide owners of certain 2022 Nissan Frontier Crew Cab SV Long Wheel Base vehicles with a supplement to be placed with the Owner’s Manual and a warning label to be applied to the trailer hitch. In addition, under service campaign (PC975), Nissan will provide owners of certain 2022–2023 Nissan Frontier Crew Cab SV Long Wheel Base vehicles with a supplement to be placed with the Owner’s Manual (Note: these hitches were previously labeled and these owners do NOT require a warning label for the trailer hitch).

The information contained in the Owner’s Manual supplement revises or adds to the “Towing a Trailer”, “Towing Safety”, “Trailer hitch” and “Class IV hitch” sections of the “Technical and consumer information” section of the Owner’s Manual. The supplement and the label will remind current and future operators that the trailer hitch should not be removed or replaced.

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

1. If a dealer receives a supplemental Owner’s Manual addendum for a vehicle they have retailed, currently have in their new vehicle or pre-owned inventory, or a Nissan Rental Car (NRC), the dealer should either forward the owner’s manual addendum to the current owner or add the addendum to the Owner’s Manual in the glove box of any affected vehicle they currently control.

2. Customers receiving this Owner's Manual addendum have been advised to place it inside the Owner's Manual that came with their vehicle.

**** **Release Schedule** ****

**Owner
Notification**

Nissan will begin mailing the Owner's Manual addendum and labels to owners of all potentially affected vehicles beginning **May 2023** via U.S. Mail.

**** **Dealer's Responsibility** ****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns 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 voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. The information contained in the Owner's Manual supplement revises or adds to the "Towing a Trailer", "Towing Safety", "Trailer hitch" and "Class IV hitch" sections of the "Technical and consumer information" section of the Owner's Manual. The supplement will remind current and future operators that the trailer hitch should not be removed or replaced.

Q. What will be the corrective action?

A. Nissan is providing owners of affected vehicles with either a supplement for their 2022-2023 Nissan Frontier Owner's Manual or both a supplement for the Owner's Manual and a warning label

to be applied to the trailer hitch. The supplement and the label will remind current and future operators that the trailer hitch should not be removed or replaced.

Q. When will vehicle owners be notified?

A. Nissan will either mail to affected customers beginning **May 2023** via U.S. mail a supplement to the vehicles Owner's Manual or both a supplement to the Owner's Manual and a warning label to be applied to the trailer hitch.

Q. Will I have to take my vehicle back to the selling dealer or contact a dealer to obtain a new owner's manual?

A. No, a supplement to the owner's manual or both a supplement to the owner's manual and a warning label to be applied to the trailer hitch will be mailed directly to affected owners.

Q. What model year vehicles are involved?

A. Certain model year 2022-2023 Nissan Frontier vehicles manufactured between July 13, 2021 and August 25, 2022.

Revision History:

Date	Announcement	Purpose
May 24, 2023	Original	New campaign announcement