



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Transfer Case Range Sensor Voluntary Service Campaign

Reference: PC984

Date: September 15, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 Frontier (D41)	5,102	626	September 15, 2023	NO
2023 Titan (A61)	2,155	474		

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

Nissan is conducting a service campaign on certain specific MY2023 Nissan Frontier and Titan vehicles identified in Service Comm and National Service History – Open Campaigns. Due to a manufacturing concern that has since been corrected, the 4WD system on affected vehicles may malfunction resulting in disablement of the 4WD system and owners may notice warning messages and lamps illuminated of ATP, 4WD, ABS, VDC, AEB, RAB and others.

Dealers will remedy the vehicle by replacing the transfer case range sensor.

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

1. Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC984**
 - 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
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the service campaign and communicate that the transfer case range sensor will be replaced free of charge.
3. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle to the customer.

**** Release Schedule ****

Parts	<p>Parts are available and can be ordered via normal ordering process.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #333; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>32005-4JA1A</td> <td>Transfer Case Range Sensor</td> <td>1</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p>	Part Number	Description	Quantity	32005-4JA1A	Transfer Case Range Sensor	1
Part Number	Description	Quantity					
32005-4JA1A	Transfer Case Range Sensor	1					
Repair	<ul style="list-style-type: none"> • NTB23-071 						
Owner Notification	<p>Nissan will notify the owners of potentially affected vehicles in October 2023.</p>						

**** 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. Due to a manufacturing concern that has since been corrected, the 4WD system on affected vehicles may malfunction.

Q. What is the possible effect of the condition?

A. It is possible the 4WD system on affected vehicles may malfunction resulting in disablement of the 4WD system and owners may notice warning messages and lamps illuminated of ATP, 4WD, ABS, VDC, AEB, RAB and others.

Q. What will be the corrective action?

A. Dealers will remedy the vehicle by replacing the transfer case range sensor.

Q. When will vehicle owners be notified?

A. Nissan will notify the owners of potentially affected vehicles in **October 2023**.

Q. Will I have to take my vehicle back to the selling dealer or contact a dealer?

A. No, any authorized Nissan dealer is able to perform this service campaign.

Q. What model year vehicles are involved?

A. Model year 2023 Nissan Frontier vehicles manufactured from March 9, 2023 to May 19, 2023 and Model Year 2023 Nissan Titan vehicles manufactured from March 14, 2023 to July 11, 2023.

Revision History:

Date	Announcement	Purpose
September 15, 2023	Original	New campaign announcement