

## FINAL

Subject: **2013 Nissan NV and Titan Brake Shift Interlock Foam Dampener  
Voluntary Safety Recall Campaign**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Corporate Statement \*\*\*\*\***

*"Nissan is conducting a Voluntary Safety Recall Campaign for certain specific MY 2013 Nissan NV Commercial Vehicles and MY 2013 Nissan Titan vehicles equipped with column-mounted gear selectors to remove the foam damper from the steering column lock. The foam dampener may interfere with the brake shift interlock operation. To help prevent this from occurring, it is being removed from the potentially affected vehicles.*

*Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan NV and Titan owners."*

*Nissan will begin owner notification in April, 2013.*

**IMPORTANT: It is a violation of Federal law for dealers to sell any affected vehicles in their inventory until the campaign repair is performed.**  
**A STOP SALE CONDITION IS IN EFFECT.**

**\*\*\*\*\* Parts Information \*\*\*\*\***

No replacement parts are required to complete this recall campaign.

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

As of March 18, 2013, there were approximately **479** potentially affected vehicles in Nissan dealer inventory. As a courtesy, posted with this announcement is a list of potentially affected dealer inventory VINs by region, district, and Dealer Code.

Beginning March 19, NV and Titan vehicles subject to this voluntary safety recall campaign can be identified through Service COMM – Campaign I.D. **PC220**.

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

It is the dealer's responsibility to check SERVICE COMM for each potentially affected vehicle 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 an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**\*\*\*\*\* Inspection and Repair Instructions \*\*\*\*\***

Nissan has developed a Dealer Inventory Repair Procedure with inspection details, parts and claims information intended for Dealer Inventory Vehicles Only. These instructions are currently available on ASIST and NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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Nissan is currently developing a Recall Campaign Bulletin for retailed vehicles. This bulletin will be available at end of March. A campaign update to advise dealers of its availability will be provided at that time.

### \*\*\*\*\* Owner Notification \*\*\*\*\*

Nissan will notify owners in April, 2013.

Nissan Parts and Service Dealer Support  
3/19/13

### FAQ

**Q. How many vehicles are involved?**

A. Approximately 2,436 total: 1,946 Nissan NV Commercial vehicles produced between December 17, 2012 and February 20, 2013; and 344 Nissan Titan pickups produced between January 22, 2013 and February 20, 2013 at Nissan's Canton, Mississippi plant and sold in the U.S., Canada and Mexico.

**Q. What is the reason for this recall campaign?**

A. The subject vehicles are equipped with a brake shift interlock that requires the brake pedal to be depressed before the transmission can be shifted out of Park. Due to a supplier issue that has since been corrected, the foam sound dampener in the shifter assembly may potentially adhere to the lever lock and prevent the brake shift interlock from operating correctly.

**Q. Is this a safety recall?**

A. Yes.

**Q. When will vehicle owners be notified?**

A. We plan to notify vehicle owners in April, 2013.

**Q. What will be the service department action?**

A. For potentially affected vehicles only, dealers will remove the sound dampener foam block in the shifter assembly.

**Q. How do I identify an affected vehicle in SERVICE COMM?**

A. 2012-13 NV and 2013 Titan vehicles subject to this voluntary safety recall campaign can be identified through Service COMM – Campaign I.D. **PC220**.

**Q. A customer brought in a 2013 NV or Titan vehicle but did they not receive a letter. How can I tell if the vehicle is included in the Recall Campaign?**

A. Check SERVICE COMM to confirm open campaign **PC220**.

**Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?**

A. No, this does not affect any other Nissan (or Infiniti) models.

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**Q. Have there been any injuries or fatalities related to this?**

A. No.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. No, the campaign repair can be performed in less than 15 minutes. For this reason, a rental vehicle is not provided as part of this campaign.