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# RECALL CAMPAIGN BULLETIN

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Reference:

NTB13-037

Date:

April 3, 2013

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## VOLUNTARY SAFETY RECALL 2013 NV AND TITAN BRAKE SHIFT INTERLOCK FOAM DAMPER

**CAMPAIGN ID #:** PC220  
**APPLIED VEHICLES:** 2013 Titan (A60)  
2013 NV (F80)  
**NHTSA #:** 13V-094  
**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting a Voluntary Safety Recall Campaign to remove the foam damper from the steering column lock on certain specific 2013 model year Titan and 2013 model year NV vehicles.

The foam dampener may interfere with the brake shift interlock operation. Removing the foam damper will prevent this issue from occurring.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC220 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

**Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

**IMPORTANT:** Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an airbag.

1. Remove driver's left side Ventilator Grille (left of combination meter).



Figure 1

2. Remove Key Cylinder Escutcheon using plastic trim tool.



Figure 2

3. Disconnect upper portion of the Instrument Lower Panel, to the right side of the steering wheel.
  - Pull back to allow Combination Meter Bezel (Cluster Lid A) removal



Figure 3

4. Remove Combination Meter Bezel (Cluster Lid A) using plastic trim tool.



Figure 4

5. Remove 1 Phillips screw from bottom of Steering Column Covers trim.



Figure 5

6. Rotate the steering wheel 90° to the left and remove hidden screw from the right side Steering Column Cover and then 180° in the opposite direction to remove the left side screw.
  - The second hidden screw is in the same position as the screw shown in Figure 6, but on the opposite side of the Steering Column Cover.

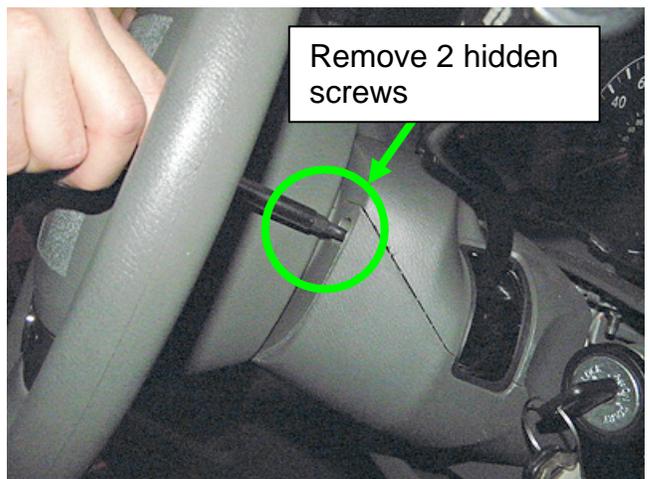


Figure 6

7. Separate and then remove upper portion of Steering Column Cover using a plastic trim tool.



Figure 7

8. Locate Foam Damper on shifter device.

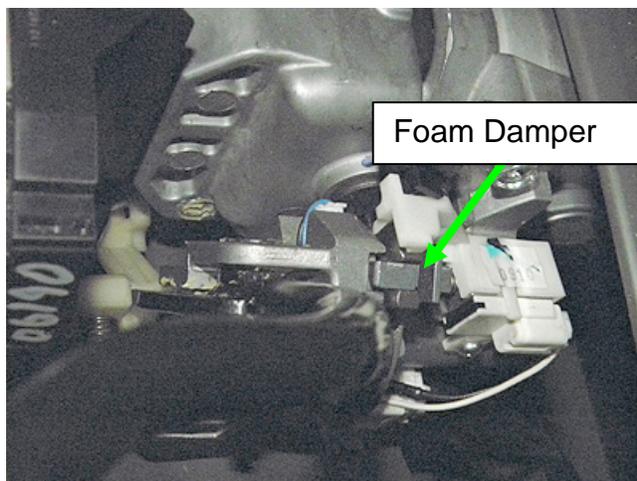


Figure 8

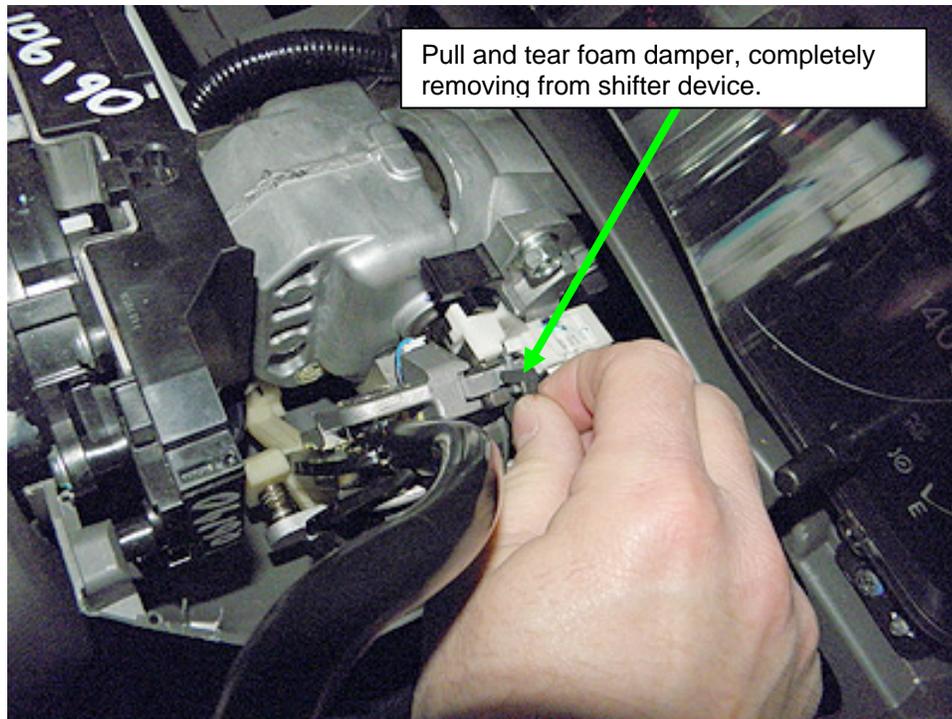


Figure 9

9. Pull and tear the Foam Damper and then completely remove from shifter device.
  - Discard Foam Damper.
  - Figure 10 shows foam damper. For reference only.

**NOTE:** Verify that the entire foam damper is completely removed.

10. Install trim in reverse order

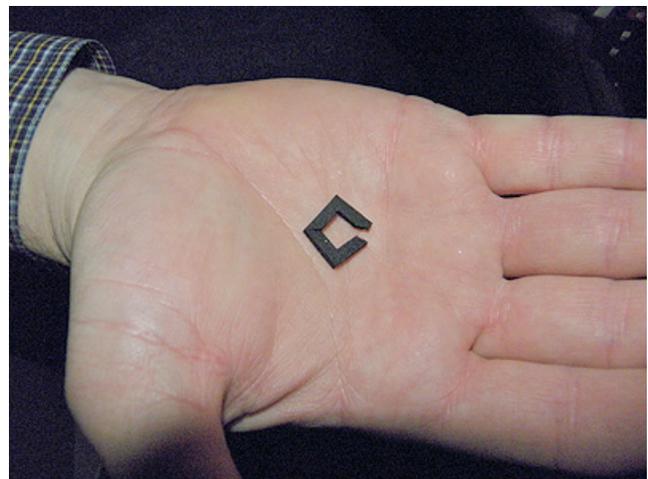


Figure 10

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

<b>CAMPAIGN ("CM") I.D.</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PC220	Remove Damper Foam	PC2200	0.2 hr

## **OWNER'S LETTERS**

Dear Nissan Titan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in 2013 Model Year Titan vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

### **Reason for Recall**

2013 Model Year Titan vehicles are equipped with a brake shift interlock ("BTSI") that requires the brake pedal to be depressed before the transmission can be shifted out of the Park position. On some of the affected vehicles, the BTSI might not function correctly and the shifter could be shifted out of the "Park" position without depressing the brake pedal. If the vehicle is unintentionally shifted out of park, it could roll away and lead to personal injury or a vehicle crash.

### **What Nissan Will Do**

Your Nissan dealer will remove the foam dampener from the shifter mechanism. This service, free for labor, should take about an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### **What You Should Do**

Contact any Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you to your service appointment.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Dear Nissan NV owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in 2013 Model Year NV vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

### **Reason for Recall**

2013 Model Year NV vehicles are equipped with a brake shift interlock (“BTSI”) that requires the brake pedal to be depressed before the transmission can be shifted out of the Park position. On some of the affected vehicles, the BTSI might not function correctly and the shifter could be shifted out of the “Park” position without depressing the brake pedal. If the vehicle is unintentionally shifted out of park, it could roll away and lead to personal injury or a vehicle crash.

### **What Nissan Will Do**

Your Nissan Commercial Vehicles dealer will remove the foam dampener from the shifter mechanism. This service, free for labor, should take about an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### **What You Should Do**

Only certified Nissan Commercial Vehicles dealers are authorized to perform the repairs needed, therefore it is important that you schedule an appointment accordingly at your earliest convenience. Nissan Commercial Vehicles dealer locations may be found at [www.NissanCommercialVehicles.com](http://www.NissanCommercialVehicles.com). **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your dealer.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 877-647-6821. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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