



SAFETY RECALL

CAMPAIGN BULLETIN

Hybrid Powertrain Control Module (HPCM) Reprogram Voluntary Safety Recall Campaign

Reference: R21B5
Date: February 23, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

REVISED February 23, 2022
Please discard earlier versions of this bulletin.

The announcement from December 9, 2021 has been revised to include the following:

- Remedy information is now available.
➤ See repair section below.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2014-2015 Pathfinder Hybrid (R52H)	2,845	NA	October 5, 2021	YES
MY2015-2016 Murano Hybrid (Z52H)	614			

****** Campaign Summary ******

Nissan is issuing a Voluntary Safety Recall Campaign on specific 2014-2015 Pathfinder Hybrid and 2015-2016 Murano Hybrid vehicles identified in Service Comm to reprogram the Hybrid Powertrain Control Module (HPCM) with updated software to enable Electric Vehicle (EV) only operation in the event of failsafe mode activation.

The Hybrid Powertrain Control Module (HPCM) on certain Nissan Murano and Pathfinder hybrid vehicles may contain software that could cause an engine stall under certain conditions. In the event of bearing damage, the HPCM detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

Affected vehicles are subject to stop sale.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R21B5**
 - Refer to NPSB 15-460 for additional information

2. Dealers **must not sell, lease trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB22-010** to remedy any vehicles subject to this campaign.

Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Updated Engine Control Module (ECM) software is now available on ASIST. • No other parts are required for this campaign. <ul style="list-style-type: none"> ▪ Additional coverage is available in the event the ECM fails during reprogramming. <ul style="list-style-type: none"> ○ Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
Special Tools	CONSULT III+
Repair	<ul style="list-style-type: none"> • NTB22-010
Owner Notification	<ul style="list-style-type: none"> • Nissan sent owners of all potentially affected vehicles an interim notification letter in December 2021, via U.S. Mail. • Nissan will begin sending owner notification letters to all potentially affected vehicles inviting them to have the remedy completed in March 2022 via U.S. Mail.

****** Dealer Responsibility ******

It is the dealer’s responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall 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 new vehicle inventory. If a VIN subject to this recall 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.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. The Hybrid Powertrain Control Module (HCPM) on certain Nissan Murano and Pathfinder hybrid vehicles may contain software that could cause an engine stall under certain conditions.

Q. What is the possible effect of the condition?

A. In the event of bearing damage, the Hybrid Powertrain Control Module (HPCM) detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

Q. What will be the corrective action for this voluntary recall campaign?

A. Dealers will reprogram the Engine Control Module (ECM) with updated software to enable Electric (EV) only operation in the event of failsafe mode activation.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan sent owners of all potentially affected vehicles an interim notification letter in **December 2021**, via U.S. Mail.

Nissan will begin sending owner notification letters to all potentially affected vehicles inviting them to have the remedy completed in March 2022 via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Are parts readily available?

A. The remedy is reprogramming, no other parts are required for this campaign.

Q. Is there any charge for this service?

A. No. The remedy will be performed for the customer free of charge for parts and labor.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If the reprogramming cannot be performed successfully and a replacement Engine Control Module (ECM) needs to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1560 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No any authorized Nissan dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain Model Year 2014-2015 Nissan Pathfinder Hybrid vehicles manufactured from July 18, 2013 to June 21, 2014 at the Smyrna, TN plant and certain Model Year 2015-2016 Nissan Murano Hybrid vehicles manufactured from August 22, 2014 to July 19, 2016 at the Canton, MS plant are affected.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. Yes. Certain Model Year 2014-2017 INFINITI QX60 Hybrid vehicles manufactured from July 18, 2013 to August 4, 2017 at the Smyrna, TN plant are affected.

Revision History:

Date	Announcement	Purpose
October 5, 2021	Voluntary Safety Recall Campaign	New Campaign Announcement
December 9, 2021	REVISION 1	Update to provide software availability timing
February 23, 2022	REVISION 2	Remedy information now available