

## FINAL

Subject: **2009-2011 Versa Sedan Speedometer and Odometer Reprogram Voluntary Service Campaign**

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

### \*\*\*\*\* Service Campaign Announcement \*\*\*\*\*

Nissan has decided to issue a Voluntary Service Campaign on certain specific 2009-2011 Nissan Versa Sedan base and 1.8S vehicles. Nissan has identified a parts application error relating to an electronic module that is part of the speedometer and odometer in certain 2009-2011 Nissan Versa base and 1.8S vehicles. The error will cause the speedometer to slightly overstate the vehicle's speed and may cause the odometer to slightly over-accrue vehicle mileage.

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

As this is a reprogramming, repair parts should not be needed as part of this service campaign.

### \*\*\*\*\* Special Service Tool \*\*\*\*\*

Nissan has shipped special tool kit J-50777 free of charge to all Nissan dealers in support of this campaign. The special tool kit should arrive to dealers by mid November, 2012.

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

2009-2011 Nissan Versa Sedan base and 1.8S vehicles subject to this service campaign can be identified through the following method:

- **Service Comm** – Beginning November 9, 2012, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. P2508 - to determine an affected vehicle.

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

It is the dealer's responsibility to check Service Comm – Campaign I.D. P2508 - 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 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.

### \*\*\*\*\* Repair Instructions \*\*\*\*\*

Nissan has developed the Service Campaign Bulletin **NTB12-100** containing instructions to perform this campaign repair and claims information. These instructions are available on

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ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

### \*\*\*\*\* Customer Reimbursement \*\*\*\*\*

In addition to correcting the parts application error, Nissan will provide reimbursement of documented costs incurred for any repairs that should have been covered under warranty but were not, or for excess mileage charges on lease vehicle returns as a result of the error. Customers should be referred to Nissan Consumer Affairs.

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

Nissan plans to begin notifying owners late November, 2012

Nissan Parts and Service Dealer Support  
11/09/12

## FAQ

### **Q. What model year Versa Sedan vehicles are involved?**

A. 2009-2011 Nissan Versa Sedan base and 1.8S vehicles. The campaign affects about 34,684 vehicles in the U.S.

### **Q. What is the reason for this Speedometer/Odometer Reprogramming?**

A. Due to a parts application error, the speedometer may slightly overstate the vehicle's speed and the odometer may slightly over-accrue the vehicle's mileage. The reprogramming will cause the speedometer and odometer to display vehicle speed and accrue vehicle mileage as designed. Further, the reprogramming will adjust the displayed mileage to the mileage it would have displayed had it not been for the error.

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

A. No. This is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards. However, Nissan has advised the National Highway Traffic Safety Administration (NHTSA) of this service campaign.

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

A. We plan to begin notifying vehicle owners late November, 2012.

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

A. Using the Special Service Tool, dealers will reprogram the meter so that the speedometer and odometer will display vehicle speed and accrue vehicle mileage as designed. Further, the reprogramming will adjust the displayed mileage to the mileage it would have displayed had it not been for the error at no cost to the owner for parts or labor.

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**Q. Isn't it illegal to change the mileage shown on the odometer?**

- A. While it is illegal to tamper with an odometer, this repair is not tampering but merely corrects an error made in production so that the odometer records and displays mileage as designed. Nissan has developed a highly secure tool and procedure to ensure that this adjustment is made correctly. We are confident that this adjustment is consistent with all applicable law as it merely adjusts the value displayed to the value that would have been displayed had the error not occurred. Furthermore, the National Highway Traffic Safety Administration (NHTSA) has been advised of this service campaign and does not object.

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

- A. This service campaign is identified as P2508.

**Q. A customer brought in a 2009-2011 Versa Sedan vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?**

- A. Check SERVICE COMM to confirm P2508 is displayed as an open campaign.

**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.

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

- A. No. Rental vehicle is not included in the campaign.

**Q. Is Nissan offering reimbursement due to the higher odometer reading?**

- A. Yes. Nissan encourages customers to contact Nissan Consumer Affairs at **1-800-Nissan1 (1-800-647-7261)** for instructions on possible reimbursement for related charges if they fall into one of the below categories:
1. The owner paid for repairs that would otherwise have been covered by the New Vehicle Limited Warranty, but your vehicle's mileage exceeded the mileage limit under the warranty due to the parts application error.
  2. The owner has returned a lease vehicle and paid an amount for excess mileage charges.