

FINAL

Subject: **2013 Sentra Cold Idle ECM Reprogramming
Voluntary Service Campaign**

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

***** Service Campaign Announcement *****

Nissan has decided to conduct a Voluntary Service Campaign on certain specific 2013 Nissan Sentra vehicles. Under certain cold weather conditions, the engine may stop running when first shifting out of Park at cold start, or at very low speeds (when taking off after a stop or coasting to a stop). Reprogramming the Engine Control Modules (ECM), and for some vehicles, also the Transmission Control Module (TCM), will help prevent this from occurring.

***** Parts Information *****

This is a reprogramming remedy, no parts are needed.

***** Vehicle Identification *****

2013 Nissan Sentra vehicles subject to this service campaign can be identified through two methods:

- **Service Comm** – Beginning March 15, 2013, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **P3212** - to determine an affected vehicle.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

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

It is the dealer's responsibility to check Service Comm – Campaign I.D. P3212 - 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 **NTB13-022** containing instructions to perform this campaign repair, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

***** Owner Notification *****

Nissan plans to begin notifying owners on March 18, 2013

Nissan Parts and Service Dealer Support
3/15/13

FAQ

FINAL

Q. What model year Sentra vehicles are involved?

A. Approximately 31,000 2013 Nissan Sentra vehicles are potentially affected in the U.S. and Canada, of which approximately 5,880 are currently in dealer inventory.

Q. What is the reason for this ECM and TCM Reprogramming?

A. Under certain cold weather conditions, the engine may stop running when first shifting out of Park at cold start, or at very low speeds (when taking off after a stop or coasting to a stop).

Q. Is this a safety recall?

A. No. The engine can restart and the issue does not occur once the vehicle is warmed up.

Q. When will vehicle owners be notified?

A. We plan to begin notifying vehicle owners on March 18, 2013.

Q. What will be the service department action?

A. Dealers will reprogram the ECM and, in some cases, both the ECM and the TCM with the correct C/M software per the repair procedure at no cost to the owner for parts or labor.

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

A. This service campaign is identified as **P3212**.

Q. A customer brought in a 2013 Sentra 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 **P3212** 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. A rental vehicle is not included in the campaign.