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# NISSAN BULLETIN

## 2013-14 Nissan Pathfinder Secondary Hood Latch Voluntary Safety Recall Campaign Update and Diagnostic Software Update

Reference: PC343/PC357

Date: March 13, 2015

### \*\*\*\*\* Dealer Announcement \*\*\*\*\*

As previously announced, Nissan is conducting a voluntary safety recall campaign on certain MY2013-14 Nissan Pathfinder vehicles manufactured in Smyrna, TN between June 20<sup>th</sup>, 2012 and November 18<sup>th</sup>, 2013 to adjust the secondary hood latch stop tab. Customer notification began this week. **A STOP SALE condition for vehicles affected by the secondary hood latch recall (PC343) is in effect.**

In addition to the recall remedy, Nissan is informing affected customers that their vehicles (non-Hybrid models) are eligible for Continually Variable Transmission (CVT) Transmission Control Module ("TCM") software programming update to improve CVT service diagnostics (PC357). This diagnostic software update will enhance the dealer's ability to better diagnose and service the CVT by including two new Diagnostic Trouble Codes (DTCs) and enhanced active test capabilities for CONSULT-III. This upgrade is being offered together with the recall remedy in order to minimize inconvenience to customers.

Vehicles eligible for the CVT diagnostic software update that have already received the secondary hood latch remedy will still be identified in Service Comm and can receive this software update upon their next service visit.

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 Pathfinder owners.

**IMPORTANT: Dealers are requested to repair any vehicles currently in inventory prior to retail delivery to ensure customer satisfaction.**

### \*\*\*\*\* What Dealers Should Do \*\*\*\*\*

1. Verify the subject vehicle is subject to the recall campaign using Service Comm I.D. **PC343**
2. Use **NTB15-005**, to remedy the vehicle
3. Verify the subject vehicle is eligible for this Diagnostic Software Update using Service Comm I.D. **PC357**.
4. Update the CVT TCM software using bulletin **NTB15-016**.

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

The software for this CVT TCM update activity is available on ASIST. No other parts are necessary for the hood latch remedy or the TCM diagnostic update.

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

- 1. NTB15-005 for Secondary Hood Latch recall remedy**
- 2. NTB15-016 for PC357 CVT TCM Diagnostic Software Update**
- 3. NTB15-015 will be issued to aid new CVT service diagnostics**

The information above will be available on ASIST and [www.NNAnet.com](http://www.NNAnet.com) on March 13<sup>th</sup>, 2015.

- ASIST:
  - **NTB15-005**
  - **NTB15-016**
  - **NTB15-015**
- NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
    - Keyword Search:**PC357**

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

Vehicles subject to the recall and the Diagnostic Software Update can be identified through two methods:

- **SERVICE COMM** – Beginning March 13<sup>th</sup>, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC343 and PC357-** to determine if a vehicle is subject to this Diagnostic Enhancement Action.
- **VIN List** – As a courtesy, posted with this announcement is a list of PC357 affected dealer inventory VINs by region, district, and Dealer Code.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this Diagnostic Software Update 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 a VIN subject to this activity was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

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

Nissan will begin notifying potentially affected customers via U.S. Mail this week.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**FAQ:**

**Q. What is the reason for the Diagnostic Software Update?**

- A. This diagnostic software update will enhance the dealer's ability to better diagnose and service the CVT by including two new Diagnostic Trouble Codes (DTCs) and enhanced active test capabilities for CONSULT-III.

**Q. Is there any charge for this update?**

A. No, this update is free.

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

A. Nissan is informing affected customers that their vehicles (non-Hybrid models) are eligible for this update as a part of the Secondary Hood Latch Recall notification (PC343). This upgrade is being offered together with the recall remedy in order to minimize inconvenience to customers.

**Q. I did not receive a letter, how can I tell if my vehicle is eligible?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this activity.

**Q. What model year vehicles are involved?**

A. This action affects specific MY 2013-14 Nissan non hybrid Pathfinder vehicles manufactured between June 20<sup>th</sup>, 2012 and November 18<sup>th</sup>, 2013.

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

A. No, but this diagnostic enhancement is being offered together with the recall remedy in order to minimize inconvenience to customers.

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

A. Dealers should install the updated CVT software in vehicles identified in Service Comm with **I.D. PC357**. No additional diagnosis or repair is required unless the customer has brought the vehicle into the dealership for a concern related to CVT operation.

**Q. How long will this update take?**

A. It should take approximately 1 hour to reprogram the Continually Variable Transmission ("CVT") software. Your dealer may require your vehicle for a longer period of time based on their work schedule.

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

A. No. The repair can be performed quickly and a rental car should not be necessary. There are no provisions for rental reimbursement under this diagnostic enhancement activity.

**Q. Are there any parts required for the dealer to perform this action?**

A. No.

**Q. Do I need to make an appointment in advance?**

A. Yes. An appointment made in advance might be helpful to ensure that your Nissan dealer can complete the repair at your convenience.

**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 this activity.  
**For CA:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. Can this activity be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the activity on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this diagnostic enhancement. Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow SOP 7.12 Overseas Recall Campaign Parts Request. Obtain an actual home address rather than a military base address to ensure proper delivery of packages due to the current international activities. If the customer only has a military base address then document this information and proceed with the procedure.)**

**Q. Do I need a letter of clearance for my vehicle so I can export it to Canada if my vehicle is involved in this diagnostic enhancement?**

A. No, a letter of clearance is not needed for diagnostic enhancement.