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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

CVT Software Update/Warranty Extension Voluntary Service Campaign

Reference: PC500
Date: December 7, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013-14 Pathfinder (R52)	173,576	30	December 7, 2016	NO

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

Nissan is conducting a Voluntary Service Campaign to reprogram the Transmission Control Module (TCM) to improve CVT service diagnostics. This diagnostic software update will enhance the dealer’s ability to diagnose customer concerns regarding Continuously Variable Transmission (CVT) operation; it **does not** repair any symptoms nor alter the drive characteristics of the vehicle. Specifically, the diagnostic logic will store two new Diagnostic Trouble Codes when “Judder” symptoms occur on vehicles.

- P17F0 – “Judder” caused by belt slip
- PF171 – “Judder” caused by control valve

In addition to the installation of diagnostic software, Nissan will also extend the warranty coverage on the CVT assembly (including internal CVT components, gaskets, and seals), CVT control valve body, and torque converter from its original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first). Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Nissan’s New Vehicle Limited Warranty continue to apply. This CVT warranty extension is being provided as a customer satisfaction effort to address customer concerns; including those concerns expressed by plaintiffs in class action litigation, and is subject to final approval of the settlement of that litigation. In the interim, Nissan will make any necessary repairs that would be covered under the extended CVT warranty.

NOTE:

1. The warranty extension applies to all non-hybrid 2013-14 Pathfinders manufactured between June 20, 2012 and September 20, 2014. Warranty coverage will be shown in Service Comm on the applicable warranty screen and is not driven by a specific campaign ID.
 - **NOTE:** Due to the number of VINs involved it may take a couple of days to fully update. Nissan anticipates all VINs to be updated by December 12, 2016.
2. This campaign will supersede any vehicles previously subjected to the Diagnostic Enhancement Activity (PC357) announced on March 13, 2015.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC500**

2. Service Advisers will be required to interview the customer to determine if current CVT concerns exist. Dealers should use campaign bulletin **NTB16-120** to determine next appropriate steps:
 - If **no** CVT concerns exist, dealers are asked to ensure that the most current TCM software is installed and release the vehicle.
 - If a current CVT concern exists, dealers are asked to ensure that the most current TCM software is installed on the vehicle. Technicians should then test drive the vehicle as specified in **NTB16-120**. Upon completion of the test drive, techs should check for DTCs and perform any repairs (if necessary).
 - Dealers will need to follow the warranty process and obtain pre-approval from the Powertrain Call Center (800-973-9992 Option 2) for any vehicles requiring CVT assemblies to be replaced.
3. Once updated, and if necessary, repaired, dealers should submit the claim, using the appropriate claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • The software for this diagnostic software update is available on ASIST. No other parts are necessary.
Repair	<ul style="list-style-type: none"> • NTB16-120 <p>NOTE: The campaign bulletin is available on ASIST, Dealer360 and NNAnet</p>
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in December, 2016 via U.S. Mail.

******* Dealer's 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 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 a VIN subject to this voluntary service 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 Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

- 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.

In addition to the installation of diagnostic software, Nissan will also extend the warranty coverage on the CVT assembly (including internal CVT components, gaskets, and seals), CVT control valve body, and torque converter from its original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first). Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Nissan's New Vehicle Limited Warranty continue to apply. This CVT warranty extension is being provided as a customer satisfaction effort to address customer concerns; including those concerns expressed by the plaintiffs in class action litigation, and is subject to final approval of the settlement of that litigation. Prior to final approval, Nissan will make any necessary repairs that would be covered under the extended CVT warranty.

Q. What will be the corrective action?

- A. Dealers should install the updated CVT software in vehicles identified in Service Comm with **I.D. PC500**. No additional diagnosis or repair is required unless the customer indicated they have concerns about CVT operation during the interview process.

Q. How long will the corrective action take?

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

Q. What can I expect after the software is installed?

- A. The software update will enhance the dealer's ability to duplicate customer concerns regarding CVT operation and determine any appropriate repairs. This update does not affect the drive characteristics of your vehicle or remedy any symptoms.

Q. When will vehicle owners be notified?

- A. Nissan will begin notifying owners in December 2016, asking them to bring their vehicles to an authorized Nissan dealer to have their CVT software updated.

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

- A. No.

Q. Is my vehicle safe to drive?

- A. Yes.

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 update at your convenience.

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

A. If parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION
502	Rental Expense \$200 (Max)

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

A. This campaign action is being conducted for customer satisfaction purposes. The software is not correcting any deficiency nor altering the drive characteristics of the vehicle, so there is no basis for replacing or repurchasing the vehicle.

Q. Is there any charge for this update?

A. No, your Nissan dealer will reprogram the TCM at **no charge to you for parts or labor.**

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. 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 diagnostic software update.

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

Q. If a customer previously paid for CVT repairs or replacement are they eligible for reimbursement?

A. Customers may be eligible for reimbursement for any repairs that were previously performed for this issue using **customer pay or partial goodwill.** Dealers with customer reimbursement concerns may refer to the following:

- If you have additional questions regarding this program, you can visit www.NissanAssist.com or contact Nissan Consumer Affairs at 1-800-NISSAN1 (1-800-647-7261)
- If you have previously paid for repairs to your CVT within **the time and mileage limits of this new extended warranty**, we ask you to visit www.NissanAssist.com, download the reimbursement claim form and follow the instructions on the website once you have

gathered the following necessary documentation:

- Repair order(s)
- Proof of payment (may be on repair order(s))
- Proof of ownership if repair is over \$1,000

Q. How many vehicles are involved in the campaign?

A. The potentially affected vehicles are as follows:

Region	Pathfinder (R52)
USA	172,080
Canada	17,384
American Samoa	10
Guam	91
Puerto Rico	1,382
Saipan	10
U.S. Virgin Islands	3
TOTAL	190,960

Make/Model	Dates of Manufacture
MY2013-14 non-hybrid Nissan Pathfinder (R52)	June 20, 2012 through September 20, 2014

Q. Are you offering this customer satisfaction opportunity on any other Nissan (or Infiniti) models?

A. Yes. Certain non-hybrid MY2013 Infiniti JX35 and non-hybrid MY2014 Infiniti QX60 vehicles may also be eligible to receive this diagnostic software update.