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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

ECM Reprogram
Voluntary Emissions Service Campaign

Reference: PC514
Date: January 20, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-17 Altima (L33) Equipped with QR25 4-cylinder engine	311,675	41,001	January 20, 2017	NO

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

Nissan is conducting a Voluntary Emissions Service Campaign on approximately **311,675** specific 2016-2017 model year Nissan Altima vehicles equipped with a 2.5L engine. Nissan has discovered that some model year 2016 and 2017 Altima vehicles are equipped with an improperly calibrated Engine Control Module (ECM) that may illuminate a Malfunction Indicator Light (MIL) for abnormal Air/Fuel (A/F) sensor output. The cause is a grille shutter calibration issue which may lead to higher than expected A/F sensor temperature, resulting in the MIL for delayed sensor response rate.

To correct this condition, Nissan is conducting a Voluntary Emissions Service Campaign to reprogram the Engine Control Module (grille shutter opening logic) free of charge.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC514**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB16-514** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none">• Updated ECM software is now available on ASIST• No other parts are required for this campaign• Additional coverage is available in the event the ECM unit 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	<ul style="list-style-type: none">• CONSULT III
Repair	<ul style="list-style-type: none">• NTB16-514
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in February, 2017 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 emissions 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. The OBD system may illuminate a MIL due to a calibration error.

Q. What is the possible effect of the condition?

A. The vehicle may illuminate a warning lamp for the engine notifying the owner that the A/F sensor has a delayed response rate. This is due to a calibration error. If a malfunction indicator lamp (MIL) illuminates and the vehicle is not repaired, it will fail an exhaust emissions inspection/maintenance test in those areas where such testing is required under state law.

Q. What will be the corrective action?

A. Dealers will reprogram the Engine Control Module (ECM) software.

Q. How long will the corrective action take?

A. The reprogram should take approximately one (1) hour. Individual dealers may require the vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **February, 2017** via

U.S. Mail.

Q. Are parts readily available?

A. The software for the ECM update is currently available to all dealers. No other parts are required for this campaign.

Q. I called the dealer for an appointment and they said they did not have the necessary parts.

A. The necessary parts for this service campaign are available to all Nissan dealers. Please give me your name, address, telephone number, VIN, and the dealer you called. We will contact you after reviewing your situation.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No, please check with your dealership for alternate transportation availability.

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. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

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

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 voluntary emissions service campaign.

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

Q. What model year Altima 2.5L vehicles are involved?

A. Only certain 2016 and 2017 model year Nissan Altima vehicles equipped with 2.5L engines.

Q. How many vehicles are involved in the campaign?

A. Approximately 319,564 Altima 2.5L vehicles in the United States and Territories.

Country	L33 Total
CANADA	7,889
GUAM	81
UNITED STATES	311,328
PUERTO RICO	264
SAIPAN	2
TOTAL:	319,564

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016-17 Nissan Altima (L33)	Produced from September 3, 2015 through November 2, 2016 at the Canton, MS manufacturing plant
	Produced from August 20, 2015 through November 2, 2016 at the Smyrna, TN manufacturing plant

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

A. No.

Q. Does this campaign affect 2016 and 2017 Altima 2.5L vehicles sold in Canada?

A. Yes. Approximately 7,889 2016 and 2017 Altima 2.5L vehicles sold in Canada are affected.