



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

CVT Reprogramming
Voluntary Service Campaign

Reference: PC490
Date: January 24, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE January 24, 2017

The announcement from December 9th, 2016 has been revised to include:

- Campaign repair bulletin, **NTB16-121, on ASIST** has been revised to include instructions for using special tool MTS 6513. If using the attachments on NNAnet, Dealer360, or this email, please be aware that the "Click Here" function on page 2 will not link to the MTS 6513 instructions. It has been attached as a separate document for your convenience.

Please discard earlier versions of this bulletin.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013-16 Altima (L33)	1,184,100	2,588	December 9, 2016	NO
MY2014-16 Rogue (T32)	473,566	220		

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

Nissan is conducting a voluntary service campaign on approximately **1,657,666** specific MY2013-16 Altima (L33) and MY2014-16 Rogue (T32) vehicles to reprogram the Continuously Variable Transmission (CVT) software.

Under specific driving conditions, hydraulic pressure may decrease and result in belt slip within the CVT. This may result in MIL illumination (P0776) and poor acceleration in some vehicles. There is no safety concern due to built-in fail-safe logic. Nissan is proactively reprogramming the CVT to prevent durability concerns and high out of warranty repair costs for owners.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC490**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB16-121** 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 CVT software is now available on ASIST• No other parts are required for this campaign
Special Tools	<ul style="list-style-type: none">• CONSULT III• MTS 6513• Additional tools can be purchased through TechMate at 1-800-662-2001.
Repair	<ul style="list-style-type: none">• NTB16-121
Owner Notification	Nissan began notifying owners of all potentially affected vehicles in January, 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 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. Under specific driving conditions, hydraulic pressure may decrease and result in belt slip within the CVT. Nissan is proactively reprogramming the CVT to prevent durability concerns and high out of warranty repair costs for owners.

Q. What is the possible effect of the condition?

A. Under specific driving conditions, hydraulic pressure may decrease and result in belt slip within the CVT. This may result in MIL illumination (P0776) and poor acceleration in some vehicles.

Q. What will be the corrective action?

A. Dealer will reprogram the Continuously Variable Transmission (CVT) software.

Q. How long will the corrective action take?

A. This service should take approximately one (1) hour to complete. However, the Nissan dealer may require the vehicle for a longer period of time based upon the dealer's work schedule. All services will be provided at no cost for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan began notifying owners of all potentially affected vehicles in January, 2017 via U.S. Mail.

Q. Are parts readily available?

A. The remedy involves reprogramming, no other parts are required for this campaign. Software is currently available on ASIST.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. If a TCM fails during reprogramming and parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Towing may also be authorized on out of warranty vehicles if needed.		
501*	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

*Eligible vehicles under factory warranty should utilize complimentary towing under roadside assistance.

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 reprogramming?

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.