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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram
Regional (NV & AZ) Voluntary Service Campaign

Reference: PC633, PM827, P8325

Date: July 20, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Campaign ID:	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
PC633	2013-14 Sentra (B17)	1,022	NA	July 20, 2018	NO
	2013-17 Altima (L33)	59,183	12		
	2014-17 Rogue (T32)	20,792	11		
PM827	2013-17 Sentra (B17)	43,925	6		
	2014-17 Versa Note (E12)	10,148	5		
	2012-17 Versa Sedan (N17)	26,962	12		
P8325	2016-17 Rogue (T32)	4,906	1		

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

Nissan is conducting a Regional Voluntary Service Campaign to reprogram the Engine Control Module (ECM) on affected vehicles currently registered in **Nevada and Arizona**. The current programming may cause the air/fuel ratio to become excessively rich resulting in engine stop under certain high temperature and high altitude conditions.

In addition, Nissan is asking dealers to inspect and, if necessary, replace the Positive Crankcase Ventilation (PCV) valve on certain 2013-14 Nissan Sentra vehicles.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.D. Due to the various models involved and the associated responsible manufacturing location of origin, there are three (3) separate campaign IDs with unique Campaign Bulletins for each model:

- **PC633**
- **PM827**
- **P8325**

New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).

- Refer to NPSB 15-460 for additional information

NOTE: These campaigns are state-specific and limited to vehicles that are currently registered, or previously registered, in the state of **Nevada or Arizona** only.

2. Nissan requests dealers repair any affected vehicles in retailer new or pre-owned inventory to ensure customer satisfaction.

3. Dealers should use the appropriate repair bulletin for the applicable model as listed below to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit a warranty claim and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • The remedy for the majority of affected vehicles is reprogramming. • The only affected vehicles that may require parts in addition to reprogramming, depending on inspection results, are 2013-14 Sentra. <ul style="list-style-type: none"> ▪ Nissan has developed an automatic parts shipment to provide dealers located in Nevada and Arizona with enough parts to repair 10 vehicles ▪ Parts will begin to arrive at retailers by Tuesday, July 24, 2018 ▪ Additional parts may be ordered as needed via normal ordering process
Special Tools	<ul style="list-style-type: none"> • CONSULT III
Repair	<ul style="list-style-type: none"> • NTB18-048 – Altima • NTB18-050 - Rogue • NTB18-051 - Sentra • NTB18-049 - Versa Sedan • NTB18-052 - Versa Note
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in August 2018 via U.S. Mail.

******* Dealer’s Responsibility *******

It is the dealer’s responsibility to check Service Comm or DBS National Service History – Open Campaign 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. However, it is important that all vehicles in **Nevada and Arizona** that are subject to this service campaign receive updated software. If customers call and are affected by this campaign, encourage them to schedule an appointment immediately.

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

- A. This campaign is addressing an issue that is unique to high altitude and high heat areas. However, TSBs (see below) are available to dealers outside the United States if the issue is confirmed to have occurred outside **Nevada or Arizona**.
- 2013-14 Sentra NTB16-086
 - 2015-17 Sentra NTB17-104
 - 2013-17 Altima or 2014-17 Rogue NTB13-054
 - 2012-17 Versa NTB13-100

Q. What will be the corrective action?

- A. Dealers will reprogram the Engine Control Module (ECM) on affected vehicles. In addition, Nissan is asking dealers to inspect and, if necessary, replace the Positive Crankcase Ventilation (PCV) valve on certain 2013-14 Nissan Sentra vehicles.

Q. How long will the corrective action take?

- A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. Can this software update be delivered over the air?

- A. No. Customers must visit the dealership to receive this software update at no cost to them for parts or labor.

Q. When will vehicle owners be notified?

- A. Nissan will begin notifying owners of all potentially affected vehicles in **August 2018** via U.S. Mail.

Q. Are parts readily available?

- A. Dealers will reprogram the Engine Control Module (ECM) on affected vehicles. The only affected vehicles that may require parts in addition to reprogramming, **depending on inspection results**, are 2013-14 Sentra.

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

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

Q. Is my vehicle safe to drive?

- A. Yes, however, it is important that all vehicles in Nevada and Arizona that are subject to this service campaign receive updated software. If affected customers call, encourage them to schedule an appointment immediately.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If the reprogramming cannot be performed successfully** and parts need to be ordered, rental is available upon customer request.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

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 Nissan dealer is able to perform the voluntary 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 vehicles are involved?

A. Approximately 166,938 Nissan 2013-17 Sentra, 2013-17 Altima, 2014-17 Rogue, 2014-17 Versa Note, 2012-17 Versa Sedan currently registered, or previously registered, in **Arizona and Nevada** are potentially affected.

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

A. No.