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# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Speedometer and Odometer Reprogramming Voluntary Service Campaign – **Expiration Notice**

Reference: P2508  
Date: March 1, 2019

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Expiration date:	Stop Sale In Effect
2009-2011 Versa Sedan	N/A	N/A	<b>March 29, 2019</b>	<b>NO</b>

### \*\*\*\*\* Campaign Status Update\*\*\*\*\*

Nissan launched this Voluntary Service Campaign in November 2012 for certain 2009-2011 Nissan Versa Sedan base and 1.8S vehicles, to offer the opportunity to resolve a parts application issue related to the electronic module, which controls the speedometer and odometer. This issue caused the speedometer to slightly overstate the vehicles' speed and could cause the odometer to slightly over-accrue vehicle mileage.

While this service campaign involved reprogramming, many of the replacement combination meter parts are no longer available. As a result, repairs performed under P2508 and customer reimbursement for out of pocket expenses for these service campaign repairs will no longer be available after March 29, 2019. Service Comm deactivation for **P2508** will occur on **March 29, 2019**.

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

- Dealers should submit all open warranty claims by no later than March 29, 2019.
- Dealers may complete any reprogramming required on eligible vehicles between now and March 29, 2019.
  - If a dealer is unable to complete the reprogramming, the customer should be informed that replacement combination meter parts are no longer available.

### \*\*\*\*\* Release Schedule \*\*\*\*\*

<b>Parts</b>	No parts are required. The remedy includes a software update.
<b>Repair</b>	<ul style="list-style-type: none"> <li>Campaign bulletin <b>NTB12-100</b> which contains instruction to perform this campaign repair and claims information, will be updated to reflect expiration of this voluntary service campaign at the time Service Comm is deactivated.</li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li><b>J-50777</b></li> </ul>
<b>Owner Notification</b>	The original customer notifications informing of eligibility for this campaign were sent in late November 2012. An expiration notice is <b>NOT</b> being sent to customers.

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

## Frequently Asked Questions (FAQ):

### **Q. What model year Versa Sedan vehicles are involved?**

A. 2009-2011 Nissan Versa Sedan base and 1.8S vehicles.

### **Q. What is the reason for this Speedometer/Odometer Reprogramming?**

A. Due to a parts application issue, the speedometer may slightly overstate the vehicle's speed and the odometer could slightly over-accrue the vehicle's mileage. The reprogramming will cause the speedometer and odometer to display vehicle speed and accrue vehicle mileage as designed. Further, the reprogramming will adjust the displayed mileage to the mileage it would have displayed had it not been for the error.

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

A. No.

### **Q. When were owners notified originally?**

A. November 2012.

### **Q. Why is this campaign being discontinued?**

A. Replacement combination meters are no longer available. If the reprogramming is not successful, a replacement combination meter may be required.

### **Q. Is Nissan offering reimbursement due to the higher odometer reading?**

A. Yes, but reimbursement will no longer be available after March 29, 2019. If a customer wishes to seek reimbursement before this date, they can contact Nissan Consumer Affairs at 1-800-867-7669 for possible reimbursement, of related charges, if they fall into one of the categories below:

1. The owner paid for repairs that would have otherwise been covered by the New Vehicle Limited Warranty; but, the vehicle's mileage exceeded the mileage limit under the warranty, due to the parts application error.
2. The owner has returned a lease vehicle and paid an amount for excess mileage charges.

### **Q. Can the campaign be completed prior to expiration on 3/29/2019?**

A. Yes. If a dealer has tools/parts in stock, they may continue to complete the campaign.

**NOTE:** If reprogramming fails:

- Dealers may send the part to Model Electronics, Attn: Laurie Stevens, 615 East Crescent Ave., Ramsey, NJ 07446 (Telephone: 800-433-9657, 8AM-8PM EST M-F) to evaluate the failed part and obtain a quote for repair.

- Once the evaluation and quote for repair has been received, contact the Warranty Claims Call center @ 1-800-258-7008 (Option 7) and provide the necessary documentation for claims payment.

**Q. If a dealer is unable to complete the campaign due to availability parts; what should be done?**

A. Customers should be informed that the replacement combination meters are no longer available.

**Q. Is there a deadline for dealers to submit P2508 claims?**

A. Yes. Dealers should submit all claims for P2508 (with Repair Order open dates that are on or before March 29, 2019) no later than **April 30, 2019**.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
November 9, 2012	Original	New campaign announcement
March 1, 2019	Expiration Notice	Expiration Notice