



Innovation that excites

# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Engine Control Module (ECM) Reprogram Voluntary Service Campaign

Reference: PC734, PM940, POA05

Date: March 25, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Campaign ID:	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
PC734	MY2019 Titan (A61)	27,403	<b>3,909</b>	March 25, 2020	<b>NO</b>
	MY2019 NV Passenger Van (F80)	2,311	<b>167</b>		
PM940	MY2019 Sentra (B17)	241,059	<b>5,939</b>		
	MY2019-20 NV200 (M20)	26,903	<b>2,654</b>		
	MY2019 NV200 Taxi (M30)	345	<b>NA</b>		
POA05	MY2019-20 GT-R (R35)	491	<b>93</b>		
	MY2019 Armada (Y62)	33,392	<b>980</b>		

### \*\*\*\*\* Campaign Summary\*\*\*\*\*

Nissan is conducting a Voluntary Service Campaign to reprogram the engine control module (ECM) with countermeasure software in certain vehicles. The current software installed may allow the Variable Valve Timing (VVT) solenoid valve diagnosis to continue to draw current when the engine is off. This condition may result in a reduction of the battery life.

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

- Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.Ds:
  - PC734 – Titan, NV Passenger Van**
  - PM940 – Sentra, NV200, NV200 Taxi**
  - POA05 – GT-R, Armada**
  - 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
- Dealers are requested to repair any affected vehicles in retailer new or pre-owned inventory to ensure customer satisfaction.
- Dealers should use **NTB20-021** to correct any vehicles subject to this campaign.
- Once repaired, dealer should submit the warranty claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	No parts are needed. Dealers will reprogram the engine control module (ECM) with updated software. <ul style="list-style-type: none"><li>• Parts are only needed in the event of ECM failure during reprogramming</li></ul>
<b>Special Tools</b>	<ul style="list-style-type: none"><li>• CONSULT III</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• <b>NTB20-021</b></li></ul> <p><b>NOTE:</b> The campaign bulletin is available on ASIST, D360 and NNAnet</p>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>April 2020</b> 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.

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

A. The current software installed may allow the Variable Valve Timing (VVT) solenoid valve diagnosis to continue to draw current when the engine is off.

**Q. What is the possible effect of the condition?**

A. This condition may result in a reduction of the battery life.

**Q. What will be the corrective action?**

A. Dealers will reprogram the engine control module (ECM) with countermeasure software.

**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. When will vehicle owners be notified?**

A. Nissan will begin notifying owners of all potentially affected vehicles in **April 2020** via U.S. Mail.

**Q. Are parts readily available?**

A. Dealers will reprogram the engine control module (ECM). Parts are not necessary for this remedy.

**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.

**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 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 an engine control module needs to be ordered, rental is available upon customer request.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>
<b>502</b>	<b>Rental Expense</b> <b>\$120 (Max)</b>
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. 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 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. Specific model year 2019 Nissan Armada, NV Passenger Van, Sentra, NV200 Taxi, Titan and specific model year 2019-2020 Nissan GT-R and NV200 vehicles manufactured within a specific production range are also affected.

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

A. Yes. Specific model year 2019 INFINITI Q70 (Y51) and QX80 (Z62) vehicles manufactured within a specific production range are also affected.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
March 25, 2020	Original Document	New campaign announcement