



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Fog Lamp Reprogram Voluntary Service Campaign

Reference: POA34
Date: December 22, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Sentra (B18)	785	235	December 22, 2020	NO

**** Campaign Summary****

Nissan is conducting a Voluntary Service Campaign to reprogram the Body Control Module (BCM) on certain 2020 model year Nissan Sentra (B18) SR grade vehicles, registered or being sold for registration within the state of Pennsylvania, with countermeasure software to prevent the vehicle’s fog lamps from being activated at the same time high beams are used.

The vehicle’s current software allows fog lamps to operate while the high beams are engaged, which may not be permitted under current Pennsylvania Vehicle Inspection standards. The driver may use the manual switches to operate either the fog lamps or high beams, but without the software update, the vehicle may not pass Pennsylvania’s Vehicle Safety Inspection.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **POA34.**
2. Dealers are requested to inspect and, if necessary, repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
 - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB15-460 for additional information
3. Dealers should use **NTB20-096** 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	<p>Updated Body Control Module (BCM) software is available on ASIST</p> <p>No other parts are required for this campaign</p> <p>Additional coverage is available in the event that the BCM fails during reprogramming</p> <ul style="list-style-type: none"> • Dealers should contact the Warranty Claims Call Center @ 1-800-258-7008 (Option 7) for additional information.
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Special Tools	CONSULT III
Repair	<ul style="list-style-type: none"> • NTB20-096 <p>NOTE: <u>No action is required for dealers servicing vehicles registered outside of Pennsylvania.</u></p> <p>However, owners moving to Pennsylvania after this service campaign will have the opportunity to have the remedy applied. A bulletin is currently under development and will be the subject of a future update.</p>
Owner Notification	<p>Nissan began notifying Pennsylvania owners of all potentially affected vehicles in December 2020 via U.S. Mail.</p> <p>Nissan will begin notifying Non-Pennsylvania owners of potentially affected vehicles that an update is available at a later date.</p>

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns 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. What is the reason for this Voluntary Service Campaign?

A. The current software allows fog lamps to operate while the high beams are engaged, which may not be permitted under current Pennsylvania Vehicle Inspection standards.

Q. What is the possible effect of the condition?

A. The driver may use the manual switches to operate either the fog lamps or high beams, but without the software update, the vehicle may not pass Pennsylvania's Vehicle Safety Inspection.

Q. What will be the corrective action?

A. Dealer will reprogram the Body Control Module (BCM) on certain 2020 model year Nissan Sentra (B18) vehicles, registered within the state of Pennsylvania or sold for registration within the state of Pennsylvania, with countermeasure software to prevent the fog lamps from being activated at the same time high beams are used.

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 less than 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 began notifying Pennsylvania owners of all potentially affected vehicles in **December 2020** via U.S. Mail.

Nissan will begin notifying Non-Pennsylvania owners of potentially affected vehicles that an update is available at a later date.

Q. Are parts readily available?

A. Revised Body Control Module (BCM) software is available. No other parts are required for this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

Q. If I live outside the state of Pennsylvania, can I still receive the Body Control Module (BCM) software update?

A. No action is required for vehicles registered outside of Pennsylvania.

However, owners moving to Pennsylvania after this service campaign will have the opportunity to have the remedy applied. A bulletin is currently under development and will be the subject of a future update.

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 a replacement Body Control Module (BCM) needs to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	AMOUNT
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 the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

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 this 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 this service campaign.

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

Q. I have a 2020 Sentra but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is affected in this campaign.

Q. What model year vehicles are involved?

A. Certain model year 2020 Nissan Sentra vehicles registered in Pennsylvania or sold for registration in Pennsylvania that were manufactured between December 21, 2019 and October 8, 2020 are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
December 22, 2020	Original	New campaign announcement