



EMISSION RECALL

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Voluntary Emission Recall Campaign

Reference: R21B3

Date: November 17, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013-2017 NV200 (M20)	74,306	97	November 17, 2021	YES
MY2014-2017 NV200 Taxi (M30)	3,103	NA		

**** Campaign Summary ****

Nissan is issuing a Voluntary Emissions Recall Campaign on specific MY2013-2017 NV200 and MY2014-2017 NYC Taxi vehicles identified in Service Comm and DBS National Service History to reprogram the Engine Control Module (ECM).

Nissan has determined that the software in the Engine Control Module (ECM) may not be calibrated properly. The On Board Diagnostic (OBD) monitor may not detect a manifold catalyst below the efficiency threshold in all circumstances as required by regulation.

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

- Verify if vehicles are affected by this Voluntary Emissions Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R21B3**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers should use **NTB21-105** to remedy any vehicles subject to this campaign.
- Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	<ul style="list-style-type: none"> Updated Engine Control Module (ECM) software is now available on ASIST. <p>NOTE: Additional coverage is available in the event the ECM fails during reprogramming.</p> <ul style="list-style-type: none"> Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
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Special Tools	<ul style="list-style-type: none"> • CONSULT III+
Repair	<ul style="list-style-type: none"> • NTB21-105
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in December 2021 via U.S. Mail.

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary emissions recall 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 new vehicle inventory. If a VIN subject to this emissions recall 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 recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for this emissions recall?

A. Nissan has determined that the software in the Engine Control Module (ECM) may not be calibrated properly.

Q. What is the possible effect of the condition?

A. The On Board Diagnostic (OBD) monitor may not detect a manifold catalyst below the efficiency threshold in all circumstances as required by regulation.

Q. What will be the corrective action for this voluntary emissions recall campaign?

A. Dealers will reprogram the Engine Control Module (ECM).

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to 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 **December 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Are parts readily available?

A. The remedy is reprogramming, no other parts are required for this campaign.

Q. Is there any charge for this service?

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

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (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.		

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 emissions recall campaign.

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

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. What model year vehicles are involved?

A. Certain Model Year 2013-2017 Nissan NV200 vehicles manufactured from July 23, 2012 to October 5, 2017 at the Cuernavaca, Mexico plant and Certain Model Year 2014-2017 Nissan NYC Taxi vehicles manufactured from April 3, 2013 to March 24, 2017 at the Cuernavaca, Mexico plant are affected.

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

A. Yes. Certain Model Year 2018 NV200 (M20) vehicles manufactured in Cuernavaca, Mexico between October 3, 2017 and August 8, 2018 are also affected and are the subject of a different campaign ID (PM947).

Revision History:

Date	Announcement	Purpose
November 17, 2021	Voluntary Emissions Recall Campaign	New Campaign Announcement