



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

IVI and CAN Gateway Reprogram Voluntary Service Campaign

Reference: P4A30, P4A31
Date: November 15, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

P4A30 (CAN Gateway Reprogram)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023-2024 ARIYA (FE0)	31,241	4,036	November 15, 2024	NO

P4A31 (IVI Reprogram)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023-2024 ARIYA (FE0)	36,280	6,774	November 15, 2024	NO

*****Dealer Announcement*****

Nissan is conducting a service campaign on certain model year 2023-2024 Nissan ARIYA vehicles identified in Service Comm and National Service History – Open Campaigns.

On certain Nissan ARIYA vehicles, a customer might encounter a no-start condition following a failed Over the Air (OTA) update for the navigation system. When the OTA begins, the navigation clock may reset to the production time, causing the system to determine that the OTA campaign period has expired, leading to the cancellation of the update. Consequently, the IVI unit is unable to send the OTA completion notification to the CAN gateway (CGW). As a result, the vehicle’s IGN ON inhibit control, which is active during the OTA process, is not released, preventing the vehicle from starting.

Dealers will update the IVI software and, if needed, also update the CAN gateway software.

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

- Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P4A30 and P4A31**
 - 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.**
- If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the service campaign and communicate that the updated software is available.

- Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle to the customer.

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

Parts	The remedy involves updating the IVI and CAN gateway software. No parts are required.
Repair	<ul style="list-style-type: none"> • NTB24-054 for CAN Gateway Reprogram • NTB24-055 for IVI Reprogram
Owner Notification	Nissan will notify the owners of potentially affected vehicles in December 2024 .

****** 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.

Total Customer Satisfaction

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. On certain Nissan ARIYA vehicles, a customer might encounter a no-start condition following a failed Over the Air (OTA) update for the navigation system. When the OTA begins, the navigation clock may reset to the production time, causing the system to determine that the OTA campaign period has expired, leading to the cancellation of the update. Consequently, the IVI unit is unable to send the OTA completion notification to the CAN gateway (CGW).

Q. What is the possible effect of the condition?

A. As a result of this condition, the vehicle's IGN ON inhibit control, which is active during the OTA process, is not released, preventing the vehicle from starting.

Q. What will be the corrective action?

A. Your Nissan dealers will update the IVI software and, if needed, also update the CAN gateway software.

Q. When will vehicle owners be notified?

A. Nissan will notify the owners of potentially affected vehicles in **December 2024**.

Q. Will I have to take my vehicle back to the selling dealer or contact a dealer?

A. No, any authorized Nissan dealer can perform this service campaign.

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 parts are required and on order, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
Contact the Warranty claims call center 1-800-777-9999 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. What model year vehicles are involved?

A. Certain model year 2023-2024 Nissan ARIYA vehicles produced between May 30, 2022, and August 7, 2024, may be affected by campaign P4A31. Additionally, certain model year 2023-2024 Nissan ARIYA vehicles manufactured from May 30, 2022, to March 7, 2024, may be affected by campaign P4A30.

Revision History:

Date	Announcement	Purpose
November 15, 2024	Original	New campaign announcement