



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Remote Engine Start BCM Reconfigure Voluntary Service Campaign

Reference: PD175  
Date: October 15, 2025

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

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2025 Rogue (T33)       | 10,753               | <b>186</b>        | October 15, 2025              | <b>NO</b>           |

#### \*\*\*\*\*Dealer Announcement\*\*\*\*\*

Nissan is conducting a service campaign on certain model year 2025 Nissan Rogue vehicles identified in Service Comm and National Service History – Open Campaigns.

On affected vehicles, some NissanConnect Services subscribers are unable to access the remote engine start/stop and climate (RES) features via both the mobile app and the web portal. Customers are still able to use the key fob to remotely start their vehicle.

To restore NissanConnect Services subscribers’ RES feature through the mobile app and web portal, your Nissan dealer will reconfigure the Body Control Module (BCM).

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

1. Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PD175**
2. 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 the reconfiguration is available.
3. 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 \*\*\*\*\*

|                           |  |
|---------------------------|--|
| <b>Parts</b>              | The remedy involves reconfiguring the BCM. No parts are required.                        |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li>• <b>NTB25-046</b></li> </ul>                     |
| <b>Owner Notification</b> | Nissan will notify the owners of potentially affected vehicles in <b>November 2025</b> . |

**\*\*\*\* 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 affected vehicles, some NissanConnect Services subscribers are unable to access the remote engine start/stop and climate (RES) features via both the mobile app and the web portal.

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

A. On affected vehicles, some NissanConnect Services subscribers are unable to access the remote engine start/stop and climate (RES) features via both the mobile app and the web portal. Customers are still able to use the key fob to remotely start their vehicle.

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

A. To restore NissanConnect Services subscribers' RES feature through the mobile app and web portal, your Nissan dealer will reconfigure the Body Control Module (BCM).

**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 (1.0) 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 notify the owners of potentially affected vehicles in **November 2025** via U.S. Mail.

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

A. No, any authorized Nissan dealer is able to perform this service campaign.

**Q. What model year vehicles are involved?**

A. Certain model year 2025 Nissan Rogue vehicles manufactured from July 10, 2024, to January 21, 2025.

**Revision History:**

| <b>Date</b>      | <b>Announcement</b> | <b>Purpose</b>            |
|------------------|---------------------|---------------------------|
| October 15, 2025 | Original            | New campaign announcement |