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# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Electric Intake Valve Timing Control (eVTC) Reprogram Voluntary Service Campaign

Reference: PC661  
Date: October 25, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018 Pathfinder (R52)	20,648	850	October 25, 2018	<b>NO</b>

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

Nissan is conducting a Voluntary Service Campaign to reprogram the electric intake Valve Timing Control (eVTC) module in certain 2018 model year Pathfinder vehicles. The current software installed may allow the Malfunction Indicator Lamp (MIL) to illuminate improperly if certain cold start conditions are met. Customers experiencing this condition may indicate the MIL is illuminated with no driveability concerns. This service campaign supersedes Quality Action PC624 announced on May 1, 2018.

### \*\*\*\*\* 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.D. **PC661**.
  - 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 **NTB18-072** to correct any vehicles subject to this campaign.
- Once repaired, dealer should submit a warranty claim and release the vehicle.

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

<b>Parts</b>	No parts are needed. Dealers will reprogram the electric intake Valve Timing Control (eVTC) module with updated software. <ul style="list-style-type: none"> <li>Parts are only needed in the event of eVTC module failure during reprogramming</li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>J-52601 - eVTC Reprogramming Kit *</li> <li>CONSULT III</li> </ul> *Each dealer has been shipped one eVTC reprogramming kit (J-52601). Reprogramming kits should begin arriving at dealerships the week of <b>October 22, 2018</b> . <ul style="list-style-type: none"> <li>Tool kit includes:               <ul style="list-style-type: none"> <li>eVTC reprogramming tool</li> <li>Mini USB cable(s)</li> <li>Reprogramming harness</li> </ul> </li> </ul> Additional tools are available via TechMate @ 1-800-662-2001
<b>Repair</b>	<ul style="list-style-type: none"> <li><b>NTB18-072</b></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>NOTE:</b> The campaign bulletin is available on ASIST and NNAenet</li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>November 2018</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 in the electric intake Valve Timing Control (eVTC) module may allow the Malfunction Indicator Lamp (MIL) to illuminate improperly if certain cold start conditions are met. Customers experiencing this condition may indicate the MIL is illuminated with no driveability concerns.

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

A. Dealers will reprogram the electric intake Valve Timing Control (eVTC) module.

**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 **November 2018** via U.S. Mail.

**Q. What changed from Quality Action PC624?**

A. The previously announced quality action only applied to new vehicle inventory in select cold weather states. This service campaign will apply to certain vehicles in all states and include vehicles that were retailed before the quality action was announced.

Additionally, the previous quality action required replacement of the electronic intake Valve Timing Control (eVTC) module. Hardware replacement is no longer required as updated software is now available to remedy this concern.

**Q. Are parts readily available?**

A. Dealers will reprogram the electric intake Valve Timing Control (eVTC) module. 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. 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 eVTC 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. 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 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. Certain 2018 Nissan Pathfinder vehicles within a specific production range are affected.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2018 Nissan Pathfinder (R52)	May 3, 2017 through December 19, 2017

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

A. Yes. 2018 model year INFINITI QX60 (L50) vehicles within the same production range may also be affected.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
October 25, 2018	Original	New campaign announcement