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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Voluntary Emissions Service Campaign

Reference: P9336
Date: December 4, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018-2019 Versa Note (E12)	30,523	43	December 4, 2019	NO

***** Campaign Summary*****

Nissan is conducting a Voluntary Emissions Service Campaign on approximately **30,528** specific MY2018-19 Versa Note (E12) vehicles identified in Service Comm to reprogram the Engine Control Module (ECM) to remedy issues related to grille shutter malfunction detection and Permanent-Diagnostic Trouble Code (P-DTC) clearing.

The affected vehicles are equipped with an improperly calibrated ECM that in some situations may not illuminate the Malfunction Indicator Light (MIL) as required for a grille shutter malfunction, and thus may not properly detect a grille shutter malfunction. Additionally, the calibration may not allow a P-DTC to clear when it should, which may prevent successful completion of an Inspection/Maintenance (I/M) test in California.

***** 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. **P9336**.
2. Dealers should remedy 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 NPSB 15-460 for additional information
3. Dealers should use **NTB19-112** to correct any vehicles subject to this campaign.
4. 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 ECM software is now available on ASIST • No other parts are required for this campaign • Additional coverage is available in the event the ECM unit fails during reprogramming. <ul style="list-style-type: none"> ◦ Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
Special Tools	<ul style="list-style-type: none"> • CONSULT III
Repair	<ul style="list-style-type: none"> • NTB19-112

**Owner
Notification**

Nissan will begin notifying owners of all potentially affected vehicles in **January 2020** via U.S. Mail.

******* 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 emissions 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 affected vehicles are equipped with an improperly calibrated Electronic Control Module (ECM) that in some situations may not illuminate the Malfunction Indicator Light (MIL) as required for a grille shutter malfunction. Additionally, the calibration may not allow a Permanent Diagnostic Trouble Code (P-DTC) to clear when it should.

Q. What is the possible effect of the condition?

A. The vehicle may not properly detect a grille shutter malfunction, and subsequently, may not illuminate the MIL. Additionally, the presence of the permanent DTC may prevent the vehicle from successfully completing an Inspection/Maintenance (I/M) test in California.

Q. What will be the corrective action?

A. Dealer will reprogram the Electronic Control Module (ECM) software.

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.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **January 2020** via U.S. Mail.

Q. Are parts readily available?

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

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 a replacement ECM needs to be ordered, rental is available upon customer request.

EXPENSE CODE		DESCRIPTION
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 WBP19-017 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 service campaign.

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

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

A. No.

Q. What model year vehicles are involved?

A. Certain Model Year 2018-19 Nissan Versa Note (E12) vehicles manufactured between April 3, 2017 and April 13, 2019.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2018-19 Nissan Versa Note (E12)	<ul style="list-style-type: none">Manufactured between April 3, 2017 and April 13, 2019

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes.

Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

(Note to CRR: Follow the procedure for Overseas Recall Program.)

Revision History:

Date	Announcement	Purpose
December 4, 2019	Original	New campaign announcement