



Innovation that excites

EMISSION RECALL

CAMPAIGN BULLETIN

Non-Methane Organic Gases (NMOG) Engine Control Module (ECM) Reprogram Voluntary Emission Recall Campaign

Reference: R1720

Date: March 27, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for retailers 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
MY2010-12 Altima 2.5L SULEV Sedan & Coupe (CL32/L32)	116,479	NA	March 27, 2020	YES

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

Nissan is conducting a Voluntary Emissions Recall Campaign on approximately **116,479** specific MY2010-12 Altima 2.5L SULEV vehicles identified in Service Comm to reprogram the Engine Control Module (ECM) to assure compliance with the applicable United States SULEV emission specifications.

The subject vehicles may be equipped with an improperly calibrated ECM that, if not repaired, may potentially cause exhaust gas emissions to exceed standards at high mileage. This incident has no effect on safety, performance, drivability or fuel consumption.

In addition to reprogramming the ECM, Nissan is also extending the emission warranty coverage on the front exhaust tube in the unlikely event that Diagnostic Trouble Code (DTC) P2423 is present, to the following:

Model Years	Original Duration	New Duration (If DTC P2423 is present*)
2010 & 2011	180 months/150,000 miles	192 months (16yrs)/170,000 miles (whichever occurs first)
2012	96 months/100,000 miles	120 months (10yrs)/120,000 miles (whichever occurs first)

***All other warranty terms remain the same.**

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

1. Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **R1720.**
2. Dealers should use **NTB20-022** to remedy any vehicles subject to this campaign.
3. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.
4. For verification of warranty extension coverage, refer to the extended warranties section in Service Comm or DBS National service history. Coverage will be identified as: **L32 NMOG EXT_DTC P2423 NTB20-020.**

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

Parts	The software for this reprogram is available on ASIST. No other parts are necessary.
Special Tool	CONSULT III
Repair	NTB20-022
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in April 2020 via U.S. Mail.

******* Dealer 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 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 dealer inventory. If a VIN subject to this 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 Stop Sale?

A. Yes.

Q. Is my vehicle safe to drive?

A. Yes.

Q. What is the reason for this emission recall?

A. The subject vehicles may be equipped with an improperly calibrated Engine Control Module (ECM).

Q. What is the possible effect of the condition?

A. If not repaired, this issue may potentially cause exhaust gas emissions to exceed standards at high mileage. This incident has no effect on safety, performance, drivability or fuel

consumption.

Q. What will be the corrective action?

A. Dealers will reprogram the ECM.

Q. Why are the front exhaust tube warranty extension terms different by model year?

A. The MY2010 and MY2011 were certified to a different emission standard than MY2012. Only the MY2010 and MY2011 were certified as Partial Zero Emission Vehicles (PZEVs) and therefore had a longer initial emission warranty than MY2012. Accordingly, the MY2010 and MY2011 vehicles' front exhaust tube warranty is extended further than the extension for MY2012.

Q. How long will the corrective action take?

A. The remedy should take approximately one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **April 2020** via U.S. Mail.

Q. Why did I receive a letter if I am already outside of the extended warranty period?

A. If you have previously replaced the front exhaust tube, related to Diagnostic Trouble Code P2423, in your vehicle and Nissan did not cover the repair, you may be eligible for reimbursement.

Please visit www.nissanassist.com, access the reimbursement claim form, and follow the instructions on the website including submission of the following documents:

- Repair order(s)
- Proof of payment
- Proof of vehicle ownership

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

A. No.

Q. Is there any charge for this repair?

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 an engine

control module 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 WBI17-011 for additional information on 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 the recall campaign.

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 MY2010-12 Altima 2.5L SULEV Sedan (L32) and Coupe (CL32) vehicles manufactured in Smyrna and Canton between July 2, 2010 and February 29, 2012 are affected.

Revision History:

Date	Announcement	Purpose
March 27, 2020	Voluntary Emission Recall Campaign	New campaign announcement