



QUALITY ACTION

CAMPAIGN BULLETIN

Continuously Variable Transmission (CVT) Replacement

Reference: PM963
Date: November 21, 2020

Attention: Dealer Principal. Sales. Service & Parts Managers

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2020 Kicks (P15) | NA | 9 | November 21, 2020 | YES |
| MY2020 Versa (N18) | | 2 | | |

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

Nissan is conducting a dealer inventory quality action to replace the Continuously Variable Transmission (CVT) on nine (9) 2020 Nissan Kicks vehicles and two (2) 2020 Versa vehicles identified in Service Comm. Due to a manufacturing issue that has since been corrected, Nissan has determined that the installed CVT in the subject vehicles may not meet specification.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **PM963**
 - New vehicles in dealer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.**
- Please **do not drive, sell, loan, or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
 - If an affected vehicle was previously traded, this information should be forwarded to the new dealer.
- Use the Electronic Service Manual (ESM) to replace the Continuously Variable Transmission (CVT) prior to offering the vehicle for sale.
 - Parts will be orderable via normal ordering process **beginning the first week of December.**

NOTE: Parts replaced under this campaign activity will be collected. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.

4. Once remedied, dealers may submit the applicable warranty claim for the action performed and release the vehicle for sale.
 - For vehicles repaired under this quality action and sold as a new vehicle, it is important for dealers to remember to give customers a disclosure statement that complies with their local and state requirements.

****** 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 inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

****** Scroll down for attached Repair Instructions ******



PM963- 2020 KICKS/VERSA CVT REPLACEMENT

SERVICE PROCEDURE:

NOTE: It is **NOT** necessary to contact Powertrain Call Center (PCC) for approval. A VCAN is not required.

For KICKS:

1. Replace the CVT Assembly per the ESM: TRANSMISSION & DRIVELINE > CVT: RE0F11B > UNIT REMOVAL AND INSTALLATION, TRANSMISSION ASSEMBLY > Removal and Installation.
2. Also follow Inspection & Adjustment Before and After Installation ESM: TRANSMISSION & DRIVELINE > TRANSAXLE & TRANSMISSION > CVT: RE0F11B > UNIT REMOVAL AND INSTALLATION, TRANSMISSION ASSEMBLY > Inspection and Adjustment.
 - Using the ESM procedure, follow all Warnings, Cautions, Notes and Torque requirements during the Removal and Installation procedure.

WARNING: Do not remove the coolant reservoir tank cap when the engine is hot. Serious burns could occur from high pressure engine coolant escaping from the reservoir tank. Wrap a thick cloth around the cap. Slowly turn it a quarter turn to allow built-up pressure to escape. Carefully remove the cap by turning it all the way.

CAUTION:

- Perform these steps after the coolant temperature has cooled sufficiently.
- When replacing transaxle assembly, perform "ADDITIONAL SERVICE WHEN REPLACING TRANSAXLE ASSEMBLY".

NOTE: When removing components such as hoses, tubes/lines, etc., cap or plug openings to prevent fluid from spilling.

***These CVTs will be placed on parts return back to the Field Quality Center. Please direct the parts attention to "FQA" while following the standard campaign parts return process.**

For VERSA:

1. Replace the CVT Assembly per the ESM: TRANSMISSION & DRIVELINE > TRANSAXLE & TRANSMISSION > CVT: RE0F11B > UNIT REMOVAL AND INSTALLATION, TRANSMISSION ASSEMBLY > Removal and Installation.
2. Also follow Inspection & Adjustment Before and After Installation ESM: TRANSMISSION & DRIVELINE > TRANSAXLE & TRANSMISSION > CVT: RE0F11B > UNIT REMOVAL AND INSTALLATION, TRANSMISSION ASSEMBLY > Inspection and Adjustment.
 - Using the ESM procedure, follow all Warnings, Cautions, Notes and Torque requirements during the Removal and Installation procedure.

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PARTS INFORMATION:


| Description | Part # | Quantity |
|----------------------------------|---------------|-----------------|
| AUTOMATIC TRANSAXLE | 31020-50X5A | 1 |
| NUT | 01223-00231 | 4 |
| NUT | 01225-N0011 | 2 |
| NUT | 01225-N2011 | 2 |
| WASHER DRAIN | 11026-JA00A | 1 |
| GASKET-INTAKE MANIFOLD | 14035-5RL0A | 1 |
| GASKET-INTAKE MANIFOLD | 16175-5RB0A | 1 |
| CLAMP | 16439-7S01E | 2 |
| NUT-FIX, EXHAUST TUBE | 20602-9U20B | 2 |
| GASKET-EXHAUST | 20691-19B0A | 1 |
| GASKET-EXHAUST | 20692-1HA0A | 1 |
| SEAL-O RING | 31084-3Z000 | 1 |
| PIN-COTTER | 40073-0L700 | 2 |
| NUT-LOCK, FRONT WHEEL B | 40262-4M400 | 2 |
| NUT | 54588-1HA0C | 4 |
| NS-3 CVT FLUID | 999MPCV0NS3 | 12 |
| NISSAN LONG LIFE COOLANT BLUE | 999MPL25500P | 3 |

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM963

| | | | | |
|-------------------------------------|-----------------|-----------------------|---|------------------------------|
| Claim Type: | CM | |  | |
| PNC: | PM963 | | | |
| Symptom: | ZZ | | | |
| Diagnosis: | 99 | | | |
| Description: | Op Codes | Flat Rate Time | Parts Required on claim | Expense Code Required |
| Replace CVT Assembly (Versa) | PM9630 | 7.5 Hr | Yes | NO |
| Replace CVT Assembly (KICKS) | PM9631 | 7.3 Hr | YES | NO |