



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Voluntary Service Campaign

Reference: PM970
Date: March 3, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Versa (N18) Equipped with Manual Transmission	846	244	March 3, 2021	NO

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

Nissan has reclassified the previously announced quality action (PM968) for new vehicle inventory as a Voluntary Service Campaign to reprogram the Engine Control Module (ECM) on **846** specific 2021 Versa (N18) vehicles equipped with Manual Transmission and identified in Service Comm. Due to a program logic concern, a malfunction indicator light (MIL) for the coolant temperature sensor may illuminate unnecessarily while the engine is warming up.

Affected vehicles are **not** 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 INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM970**.
2. Dealers are requested to 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 NPSB15-460 for additional information
3. Dealers should use **NTB21-015** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Updated Engine Control Module (ECM) software is now available on ASIST • No other parts are required for this campaign
--------------	---

	<ul style="list-style-type: none"> 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"> NTB21-015
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2021 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 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 Engine Control Module (ECM) reprogram?

A. An incorrect setting in the ECM software programming may cause the malfunction indicator light (MIL) to illuminate while the engine is warming up (below 65 C).

Q. What is the possible effect of the condition?

A. The Malfunction Indicator Light (MIL) for the coolant temperature sensor may illuminate unnecessarily. The MIL only remains illuminated for four start cycles, unless the conditions for the malfunction reoccurs within those four cycles.

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. 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 sending notifications to owners of all potentially affected vehicles in **March 2021** via U.S. Mail.

Q. Are parts readily available?

A. The remedy is reprogramming, no other parts are required for 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 Engine Control Module (ECM) needs to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	AMOUNT
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 the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

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 this 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 this service campaign.

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

Q. I have a 2021 Versa but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is affected in this campaign.

Q. What model year vehicles are involved?

A. Model year 2021 Nissan Versa vehicles equipped with a manual transmission and manufactured between September 25, 2020 to January 9, 2021.

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

A. No.

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
March 3, 2021	Original	New campaign announcement