



# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

### Continuously Variable Transmission (CVT) Replacement Voluntary Emission Service Campaign

Reference: PM996  
Date: October 26, 2021

**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)	3	NA	October 26, 2021	NO
MY2020 Versa (N18)	1	NA		

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a Voluntary Emission Service Campaign to replace the Continuously Variable Transmission (CVT) on three (**3**) 2020 Nissan Kicks vehicle and one (**1**) 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.

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

1. Verify if vehicles are affected by this Voluntary Emission Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM996**.
2. Dealers are requested to remedy any affected vehicles in dealer pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB21-099** 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 \*\*\*\*\***

<b>Parts</b>	<p><b>Parts are on restriction and may be ordered via DBS.</b></p> <ul style="list-style-type: none"> <li>Parts may be ordered via normal process beginning <b>November 5, 2021</b>. Parts should arrive at dealers within 3-5 business days, once ordered.               <ul style="list-style-type: none"> <li>➤ <b>31020-50X5A</b> – Continuously Variable Transmission (CVT)</li> </ul> </li> </ul> <p><b>NOTE: Parts replaced under this campaign activity will be collected. It is important for dealers to return parts applicable specifically to the VIN and repair order identified.</b></p>
<b>Repair</b>	<ul style="list-style-type: none"> <li><b>NTB21-099</b></li> </ul>
<b>Owner Notification</b>	Nissan Consumer Affairs will begin notifying owners of all potentially affected vehicles beginning <b>October 27, 2021</b> .

**\*\*\*\* 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 emission 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 emission 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 Emission Service Campaign?**

A. Nissan has determined that the installed Continuously Variable Transmission (CVT) in the subject vehicles may not meet specification.

**Q. What is the possible effect of the condition?**

A. The installed Continuously Variable Transmission (CVT) may not meet specification.

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

A. Dealer will replace the Continuously Variable Transmission (CVT).

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to eight (8) hours 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 Consumer Affairs will begin notifying owners of all potentially affected vehicles beginning **October 27, 2021**.

**Q. Are parts readily available?**

A. Parts are on restriction and may be ordered via DBS. Parts may be ordered via normal process **beginning November 5, 2021**. Parts should arrive at dealers within 3-5 business days, once ordered.

**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. Rental is available upon customer request, while parts are on order.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$260 (Max)</b>
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.		

**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 voluntary emission 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 2020 Kicks or 2020 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 included in this campaign.

**Q. What model year vehicles are involved?**

A. Certain model year 2020 Nissan Kicks manufactured on September 30, 2020, October 5, 2020 and October 7, 2020 and certain 2020 Nissan Versa vehicle manufactured on August 14, 2020 at the Smyrna, TN plant are affected.

**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 voluntary emission 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
October 26, 2021	Original	New campaign announcement