



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram and Oxygen Sensor Voltage Inspection Voluntary Emission Service Campaign

Reference: P1A25
Date: February 10, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|--------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2013-2016 Sentra SULEV | 270,423 | NA | February 10, 2022 | NO |

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

Nissan is conducting a Voluntary Emission Service Campaign to reprogram the Engine Control Module (ECM) and inspect the oxygen (O2) sensor voltage on certain MY2013-2016 Nissan Sentra SULEV vehicles identified in Service Comm. If the voltage is OK, no repair is necessary. If the voltage check results are "No Go", dealers will diagnose and repair per the electronic service manual (ESM), and remedy any diagnostic trouble codes (DTCs) that may have been masked by a failure to detect the short circuit to ground condition.

The current level software installed on the affected vehicles may not detect a rear oxygen (O2) sensor short to ground (SCG) condition. Undetected SCG may result in failure to pass emissions testing.

*******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. **P1A25**.
2. Dealers are requested to remedy any affected vehicles in dealer pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB22-006** 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. <p>NOTE: Additional coverage is available in the event the Engine Control Module (ECM) fails during reprogramming.</p> <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"> NTB22-006 |
| Owner Notification | Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2022 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 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. This is a Voluntary Emissions Service Campaign.

Q. What is the reason for this Voluntary Emission Service Campaign?

A. Nissan has determined that the current level software may not detect a rear oxygen (O2) sensor short to ground (SCG) condition.

Q. What is the possible effect of the condition?

A. Affected vehicles may fail to detect the rear oxygen (O2) sensor short circuit to ground (SCG). Undetected SCG may result in failure to pass emissions testing.

Q. What will be the corrective action?

A. Dealers will reprogram the Engine Control Module (ECM) and check the rear oxygen (O2) sensor voltage. If the voltage check results are "No Go", dealers will diagnose and repair per the electronic service manual (ESM), and remedy any diagnostic trouble codes (DTCs) that may have been masked by a failure to detect the short circuit to ground condition.

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 one (1) hour but could take up to three (3) hours to complete if related diagnostic trouble codes exist and require remedy. 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 2022** via U.S. Mail.

Q. Are parts readily available?

A. Yes. If voltage inspection results indicate that oxygen sensor replacement is required, parts are available via normal ordering process.

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 if Engine Control Module (ECM) requires replacement due to failure during reprogramming.

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|--|-----------------------|--------------------|
| 502 | Rental Expense | \$156 (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. | | |

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 2013-2016 MY Nissan Sentra SULEV 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 2013-2016 Nissan Sentra SULEV manufactured between August 27, 2012 and September 22, 2016 are affected.

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

A. Yes. Certain Nissan Altima 2.5L (50 states & SULEV) vehicles produced between March 7, 2012 and August 31, 2016 and specific Nissan Sentra (50 states) vehicles produced between June 4, 2012 and September 22, 2016 may also be affected and are the subject of another campaign activity as approved by the California Air Resources Board.

Q. What diagnostic trouble codes may have been masked by a failure to detect a possible Rear Oxygen Sensor short-to-ground (SCG) condition?

A. There are 13 different diagnostic trouble codes that could be masked by a Rear Oxygen Sensor short-to-ground. Additional details on these DTCs are available to dealers in NTB22-006 and to customers in the owner letter and campaign microsite.

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 |
|-------------------|---------------------|---------------------------|
| February 10, 2022 | Original Document | New campaign announcement |