



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Underhood Switching Module (USM) Configuration Voluntary Service Campaign

Reference: P3A28; PD108

Date: March 12, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISION 1
Please discard earlier versions of this bulletin.

The announcement from January 18, 2024 has been revised to include the following update:

- This Voluntary Service Campaign has been revised to include Campaign I.D. **PD108** and **NTB24-003** has been revised with updated claim information. The repair remedy has not changed:
 - Some vehicles previously identified under **P3A28** are now identified in Service Comm as **PD108**
 - Use Campaign I.D. **P3A28** to claim repair if the 11th character of the VIN is a **"W"**
 - Use Campaign I.D. **PD108** to claim repair if the 11th character of the VIN is a **"C"**
- **Important:** For previously completed repairs under **P3A28** submit claims by **March 24, 2024** to avoid claim suspension
- The customer notification letters that were sent are identified with Campaign I.D. **P3A28**, and re-notifications will **NOT** be sent

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2021-2023 Rogue (T33)	475,198	225	January 18, 2024	NO

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

Nissan is conducting a service campaign on certain specific MY2021-2023 Nissan Rogue vehicles identified in Service Comm and National Service History – Open Campaigns. On affected vehicles, the Underhood Switching Module (USM, also known as IPDM) configuration for the Electrical Energy Management (EEM) may lead to a vehicle no-start condition.

Dealers will update the configuration of the USM.

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

1. Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P3A28 and PD108**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**

2. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the service campaign and communicate that the updated configuration is available.
3. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle to the customer.

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

Parts	The remedy involves updating the configuration of the USM. No parts are required.
Special Tools	<ul style="list-style-type: none"> • CONSULT III+
Repair	<ul style="list-style-type: none"> • NTB24-003
Owner Notification	Nissan notified the owners of potentially affected vehicles in January 2024 .

****** 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.

Total Customer Satisfaction

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 Service Campaign?

A. On affected vehicles, the Underhood Switching Module (USM, also known as IPDM) configuration for the Electrical Energy Management (EEM) may lead to a vehicle no-start condition.

Q. What is the possible effect of the condition?

A. On affected vehicles, the Underhood Switching Module (USM, also known as IPDM) configuration for the Electrical Energy Management (EEM) may lead to a vehicle no-start condition.

Q. What will be the corrective action?

A. The Nissan dealer will update the configuration of the Underhood Switching Module (USM).

Q. When will vehicle owners be notified?

A. Nissan will notify the owners of potentially affected vehicles in **January 2024**.

Q. Will I have to take my vehicle back to the selling dealer or contact a dealer?

A. No, any authorized Nissan dealer is able to perform this service campaign.

Q. What model year vehicles are involved?

A. Certain model year 2021-2023 Nissan Rogue vehicles manufactured in the Kyushu plant from June 15, 2020 to March 17, 2023 and in the Smyrna plant from September 23, 2020 to March 9, 2023.

Revision History:

Date	Announcement	Purpose
January 18, 2024	Original	New campaign announcement
March 12, 2024	REVISION 1	Campaign ID PD108 added and TSB updated