



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Anti-Lock Braking System (ABS)/Vehicle Dynamic Control (VDC) Reprogramming Voluntary Service Campaign

Reference: P1A01

Date: April 16, 2021

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Rogue	130,411	40,009	April 16, 2021	NO

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

Nissan is conducting a Voluntary Service Campaign to reprogram the Anti-Lock Braking System (ABS)/Vehicle Dynamic Control (VDC) control unit on affected vehicles. The reprogramming will improve vehicle stability during an evasive double lane-change driving maneuver.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P1A01**.
2. Dealers are requested to reprogram 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 **NTB21-030** to service any vehicles subject to this campaign.
4. Once reprogrammed, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	• Updated Vehicle Dynamic Control (VDC) software is now available on ASIST • No other parts are required for this campaign • Additional coverage is available in the event the ABS module fails during reprogramming. ◦ Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
Special Tools	• CONSULT III NOTE: Before attempting VDC software updates, ensure CONSULT has been updated to the current date.

Repair	• NTB21-030
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in June 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 Vehicle Dynamic Control (VDC) software reprogram?

A. This reprogramming will improve vehicle stability during evasive double lane-change driving maneuvers under cool to moderate road surface temperatures.

Q. What is the possible effect of the condition?

A. No noticeable effect during customer driving. The concern was only noticed during an extreme driving maneuver on a test track.

Q. What will be the corrective action?

A. Dealers will reprogram the Anti-Lock Braking System (ABS)/Vehicle Dynamic Control (VDC) control unit.

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 **June 2021** via U.S. Mail.

Q. Are parts readily available?

A. The service is reprogramming of the Anti-Lock Braking System (ABS)/Vehicle Dynamic Control (VDC) control unit, 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 ABS module needs to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$600 (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 reprogramming will improve vehicle stability. As the condition will be corrected, repurchase or replacement of the vehicle will not be necessary.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for this repair?

A. No, the service 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 Rogue 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 Rogue vehicles manufactured between January 27, 2020 to April 8, 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
April 16, 2021	Original	New campaign announcement