



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Voluntary Service Campaign

Reference: P0A09
Date: May 28, 2020

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)	30,351	11,833	May 28, 2020	NO

***** Campaign Summary*****

Nissan has reclassified the previously announced quality action (PC945) for new vehicle inventory as a Voluntary Service Campaign to update the Engine Control Module (ECM) software. The "idle air volume" and "airflow lower limit value for alternator load correction" parameters were changed for model year 20 vehicles.

These Engine Control Module (ECM) calibration changes may affect alternator control and idle speed control optimization, which could, under certain conditions, cause the engine to stall when coming to a stop.

***** 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. **P0A09**.
2. Dealers are requested to repair 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 NPSB 15-460 for additional information
3. Dealers should use **NTB20-040** 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	• Updated Engine Control Module (ECM) software is now available on ASIST • No other parts are required for this campaign • Additional coverage is available in the event the ECM unit fails during reprogramming. ◦ Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
Special Tools	• CONSULT III
Repair	• NTB20-040

**Owner
Notification**

Nissan will begin sending notifications to owners of all potentially affected vehicles in **June 2020** 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 reprogram?

A. The "idle air volume" and "airflow lower limit value for alternator load correction" parameters were changed for model year 20 vehicles.

Q. What is the possible effect of the condition?

A. These Engine Control Module (ECM) calibration changes may affect alternator control and idle speed control optimization, which could, under certain conditions cause the engine to stall when coming to a stop.

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 **June 2020** 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
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 WBP19-017 for additional information on 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 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 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 2020 Nissan Kicks vehicles manufactured between October 29, 2019 and March 18, 2020.

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
May 28, 2020	Original	New campaign announcement