



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Engine Control Module (ECM) Transmission Control Module (TCU) Shift Control Module (SCU) Reprogram Voluntary Emission Service Campaign

Reference: P2A07

Date: July 15, 2022

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Rogue (T33)	573	NA	July 15, 2022	NO

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

Nissan is conducting a Voluntary Emission Service Campaign to reprogram the Engine Control Module (ECM), Transmission Control Module (TCU) and Shift Control Module (SCU) on **573** specific model year 2021 Nissan Rogue vehicles identified in Service Comm and DBS National Service History.

Affected vehicles may experience the following conditions:

- Air Conditioner (AC) blowing warm air at idling condition.
- A warning to apply the parking brake when the vehicle is stopped and is in gear; a "CVT malfunction" light when driving; a delay when shifting from Reverse to Drive; difficulty shifting into Neutral; as well as a Malfunction Indicator Light (MIL) ON.

As result, the ECM, TCU, and SCU will be reprogrammed to address these conditions.

Affected vehicles are **not** subject to stop sale.

*****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. **P2A07**.
2. Dealers are requested to remedy any affected vehicles in dealer pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB22-057** 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), Transmission Control Module (TCU) and Shift Control Module (SCU) software is now available on ASIST • No other parts are required for this campaign • Additional coverage is available in the event the ECM, TCU or SCU 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	• NTB22-057
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in August 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 emissions 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 Engine Control Module (ECM), Transmission Control Module (TCU), and Shift Control Module (SCU) reprogram?

A. Affected vehicles may experience:

Air Conditioner (AC) blowing warm air at idling condition.

A warning to apply the parking brake when the vehicle is stopped and is in gear; a "CVT malfunction" light when driving; a delay when shifting from Reverse to Drive; difficulty shifting into Neutral; as well as a Malfunction Indicator Light (MIL) ON.

Q. What is the possible effect of the condition?

A. **ECM:** This may result in the Air Conditioner (AC) blowing warm air at idling condition.

Transmission Control Module (TCU) and Shift Control Module (SCU): This may result in a warning to apply the parking brake when the vehicle is stopped and is in gear; a "CVT malfunction" light when driving; a delay when shifting from Reverse to Drive; difficulty shifting into Neutral; as well as a Malfunction Indicator Light (MIL) ON.

Q. What will be the corrective action?

A. The dealer will reprogram the Engine Control Module (ECM), Transmission Control Module (TCU), and Shift Control Module (SCU).

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 two (2) 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 will begin sending notifications to affected owners in **August 2022**, 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. If the reprogramming cannot be performed successfully and a replacement Engine Control Module (ECM), Transmission Control Module (TCU) or Shift Control Module (SCU) needs to be ordered, rental is available upon customer request.

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. 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 2022 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. Certain specific model year 2021 Nissan Rogue vehicles manufactured between April 12, 2021 to October 15, 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
July 15, 2022	Original	New campaign announcement