



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Hybrid Powertrain Control Module (HPCM) Reprogram Voluntary Safety Recall Campaign

Reference: R21B5  
Date: October 5, 2021

**Attention: Dealer Principal, Sales, Service & Parts Managers**

**IMPORTANT:** It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

| Affected Models/Years:               | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|--------------------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2014-2015 Pathfinder Hybrid (R52H) | 2,845                | NA                | October 5, 2021               | <b>YES</b>          |
| MY2015-2016 Murano Hybrid (Z52H)     | 614                  |                   |                               |                     |

### \*\*\*\* Campaign Summary \*\*\*\*

Nissan is issuing a Voluntary Safety Recall Campaign on specific 2014-2015 Pathfinder Hybrid and 2015-2016 Murano Hybrid vehicles identified in Service Comm to reprogram the Hybrid Powertrain Control Module (HPCM) with updated software.

The Hybrid Powertrain Control Module (HPCM) on certain Nissan Murano and Pathfinder hybrid vehicles may contain software that could cause an engine stall under certain conditions. In the event of bearing damage, the HPCM detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

The software and remedy are currently being developed. Software availability will be the topic of a follow up communication anticipated the beginning of **December 2021**.

### \*\*\*\* What Dealers Should Do \*\*\*\*

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R21B5**
  - Refer to NPSB 15-460 for additional information
2. Dealers **must not sell, lease trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the software update is not yet available.
  - Rental is included under the campaign, upon customer request, until remedy is available.

\*\*\*\* Release Schedule \*\*\*\*

|                           |   |
|---------------------------|---|
| <b>Parts</b>              | The remedy involves reprogramming. No parts are required. <ul style="list-style-type: none"><li>• The software and remedy are currently being developed.<ul style="list-style-type: none"><li>◦ Software availability will be the topic of a follow up communication anticipated the beginning of <b>December 2021</b>.</li></ul></li></ul> |
| <b>Repair</b>             | <ul style="list-style-type: none"><li>• The campaign repair bulletin is currently under development and will be provided in a follow up communication, anticipated the beginning of <b>December 2021</b>.</li></ul>   |
| <b>Owner Notification</b> | Nissan will notify all owners of potentially affected vehicles beginning <b>December 2021</b> via U.S. Mail.  |

\*\*\*\* Dealer Responsibility \*\*\*\*

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall 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 new vehicle inventory. If a VIN subject to this recall 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 recall?**

A. Yes.

**Q. Is this a Stop Sale?**

A. Yes.

**Q. What is the reason for the recall?**

A. The Hybrid Powertrain Control Module (HCPM) on certain Nissan Murano and Pathfinder hybrid vehicles may contain software that could cause an engine stall under certain conditions.

**Q. What is the possible effect of the condition?**

A. In the event of bearing damage, the Hybrid Powertrain Control Module (HPCM) detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

**Q. What will be the corrective action for this voluntary recall campaign?**

A. The software and remedy are currently being developed. However, once available, dealers will be asked to reprogram the Hybrid Powertrain Control Module (HPCM) with updated software.

**Q. How long will the corrective action take?**

A. The repair bulletin is currently under development and will be provided in a follow up communication anticipated the beginning of **December 2021**.

**Q. When will vehicle owners be notified?**

A. Nissan will notify all owners of potentially affected vehicles beginning **December 2021** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible.

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

A. No.

**Q. Are parts readily available?**

A. The remedy involves reprogramming. No parts are required. The software and remedy are currently being developed. Software availability will be the topic of a follow up communication anticipated the beginning of **December 2021**.

**Q. Is there any charge for this service?**

A. No. The remedy, once available, will be performed for the customer free of charge for parts and labor.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Please consult your dealer for alternate transportation availability while the repair procedure is unavailable. Rental is included under the campaign, upon customer request, until remedy is available.

| EXPENSE CODE   | DESCRIPTION    | AMOUNT       |
|--|----------------|--------------|
| 502  | Rental Expense | \$1560 (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. Will I have to take my vehicle back to the selling dealer to have the service performed?**

A. No, once the remedy is available, any authorized Nissan dealer is able to perform the recall campaign.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The remedy, once available, will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. What model year vehicles are involved?**

A. Certain Model Year 2014-2015 Nissan Pathfinder Hybrid vehicles manufactured from July 18, 2013 to June 21, 2014 at the Smyrna, TN plant and certain Model Year 2015-2016 Nissan Murano Hybrid vehicles manufactured from August 22, 2014 to July 19, 2016 at the Canton, MS plant are affected.

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

A. Yes. Certain Model Year 2014-2017 INFINITI QX60 Hybrid vehicles manufactured from July 18, 2013 to August 4, 2017 at the Smyrna, TN plant are affected.

**Revision History:**

| Date            | Announcement                     | Purpose                   |
|-----------------|----------------------------------|---------------------------|
| October 5, 2021 | Voluntary Safety Recall Campaign | New Campaign Announcement |