



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Wheel Nut Inspection Voluntary Safety Recall Campaign

Reference: PC799

Date: March 18, 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
MY2021 Rogue (T33)	21	7	March 18, 2021	<b>YES</b>

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

Nissan has reclassified and expanded the previously announced quality action (PC790) for new vehicle inventory as a Voluntary Safety Recall Campaign to inspect both the left and right side, front and rear wheel and tire assembly wheel nuts on **21** specific model year 2021 Rogue vehicles identified in Service Comm. If an incorrect wheel nut is found on either the left and/or right side of the vehicle, dealers will replace all wheel nuts on the affected side of the vehicle.

Due to a manufacturing concern that has since been resolved, the installed wheel nuts may not meet Nissan's design specifications for the Rogue. If the wheel nuts are repeatedly tightened in the field during tire or wheel changes, the wheel nuts may loosen, causing excess tire and wheel vibration. This vibration may cause the wheel studs to break, potentially resulting in tire and wheel assembly separation from the vehicle, which could increase risk of a crash.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **PC799**.
  - 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. 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. Dealers should use **NTB21-024** to remedy any vehicles subject to this campaign.

4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	Dealers may place an order via normal process to obtain parts if needed: ➤ 40224-ZN50A – Nut, Road Wheel
<b>Repair</b>	• <b>NTB21-024</b>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>May 2021</b> via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety 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 dealer 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 Stop Sale?**

A. Yes.

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

A. Due to a manufacturing concern that has since been resolved, the installed wheel nuts may not meet Nissan's design specifications for the Rogue.

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

A. If the wheel nuts are repeatedly tightened in the field during tire or wheel changes, the wheel nuts may loosen, causing excess tire and wheel vibration. This vibration may cause the wheel studs to break, potentially resulting in tire and wheel assembly separation from the vehicle, which could increase risk of a crash.

**Q. What will be the corrective action?**

A. Dealers will inspect both the left and right side, front and rear wheel and tire assembly wheel nuts and, if an incorrect wheel nut is identified, replace all wheel nuts on the affected side of the vehicle.

**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 **May 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 inspected, and, if necessary, repaired as soon as possible upon notification.

**Q. Is there anything owners can do to mitigate this 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. Are parts readily available?**

A. Yes.

**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 the recall campaign.

**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

served. **If inspection results indicate that parts replacement is needed**, and parts need to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	A M O U N T
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 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 remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**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 by this campaign.

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

A. Certain MY2021 Rogue vehicles manufactured in Smyrna, TN, between September 21, 2020 and September 22, 2020 are affected.

#### Revision History:

Date	Announcement	Purpose
March 18, 2021	Voluntary Safety Recall Campaign	New campaign announcement