



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Rear Brake Caliper Inspection Voluntary Safety Recall Campaign

Reference: PC804  
Date: April 23, 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
2021 Rogue	14,054	<b>3,646</b>	April 23, 2021	<b>YES</b>

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

Nissan is conducting a Voluntary Safety Recall Campaign on **14,054** specific 2021 Rogue vehicles identified in Service Comm. Nissan dealers will use a barcode scan tool (J-52352) to scan the VIN and also scan the QR code on both left and right rear brake calipers. If a caliper serial number is confirmed to be affected, they will replace it.

Due to a manufacturing error at the supplier, certain Rogue vehicles may be missing an internal bushing in the rear left and/or right brake caliper assembly. The brake caliper bushing serves as a guide for the bolt nut shaft and keeps the O-ring seal in place. Without the bushing in place, the O-ring seal can move and become deformed between the cast surface and the bolt nut, resulting in a brake fluid leak path. Normal application of the brakes can lead to an external brake fluid leak that may cause an electrical short of the Motor Gear Unit components, resulting in the illumination of the red brake warning light in the center of the dash meter. The brake fluid leak can cause reduced braking performance without warning, which could increase the risk of 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. **PC804**.
  - 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 affected by this recall campaign until after the vehicle has been repaired.

3. Dealers should use **NTB21-033** 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>	<p><b>Parts are on restriction.</b> If inspection results indicate that parts replacement is necessary, dealers may place an SVC order for the part number(s) provided (by ASIST), via DBS.</p> <ul style="list-style-type: none"> <li>• Parts may be ordered via normal process beginning <b>May 21, 2021</b>.</li> </ul> <p><b>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></p>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• CONSULT III</li> <li>• Scan tool (J-52352)</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB21-033</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>June 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 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. Is this a recall?**

A. Yes.

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

A. Due to a manufacturing error at the supplier, certain Rogue vehicles may be missing an internal bushing in the rear left and/or right brake caliper assembly.

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

A. The brake caliper bushing serves as a guide for the bolt nut shaft and keeps the O-ring seal in place. Without the bushing in place, the O-ring seal can move and become deformed between the cast surface and the bolt nut, resulting in a brake fluid leak path. Normal application of the brakes can lead to an external brake fluid leak that may cause an electrical short of the Motor Gear Unit components, resulting in the illumination of the red brake warning light in the center of the dash meter. The brake fluid leak can cause reduced braking performance without warning, which could increase the risk of crash

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

A. Nissan dealers will use a barcode scan tool to scan the VIN and also scan the QR code on both left and right rear brake calipers. If a caliper serial number is confirmed to be affected, they will replace it.

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

A. The inspection and/or remedy could take up to two (2) hours depending on rear caliper serial number applicability (none, left-rear, right-rear, or both) identified in the inspection. The dealer may require the vehicle for a longer period of time based upon the dealer's 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. 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.

If the red brake warning light in the center of the dash meter, please contact your local Nissan dealer for immediate inspection and instructions on how to transport your vehicle to the dealership. If Inspection indicates rear caliper serial number applicability, rental is available under the campaign until parts are available.

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

A. No.

**Q. Are parts readily available?**

A. Parts are currently on restriction. If inspection results indicate that parts replacement is necessary, dealers may place orders for parts.

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

A. Yes. **If inspection indicates rear caliper serial number applicability**, rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
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. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?**

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

**Q. Is there any charge for the repair?**

A. No. The remedy, once available, 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 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 2021 Nissan Rogue vehicles manufactured in the Smyrna, TN plant from January 9, 2021 to February 24, 2021.

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

A. No.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
April 23, 2021	Voluntary Safety Recall	New Campaign Announcement