



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Passenger Seatbelt Assembly Replacement Voluntary Safety Recall Campaign

Reference: RT049, RT050

Date: October 8, 2021

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

**UPDATE October 8, 2021**  
**Please discard earlier versions of this bulletin.**

**The announcement from July 23, 2021 has been revised to include:**

- The following parts have been placed on parts restriction. Dealers may place an SVC order for the parts listed below via DBS **beginning October 8, 2021**. Orders will be fulfilled in the order they were received.
  - 86884-6MR0A - Belt Assy - Frt Pass Retractor Assy
  - 88884-6MR2A - Belt Assy - Rear Retractor Assy

**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 Sport (J11) | 4,083                | 120               | July 23, 2021                 | <b>YES</b>          |

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain MY2021 Nissan Rogue Sport and MY21 Qashqai vehicles in the US and Canada to address a concern with the Automatic Locking Retractor (ALR) function of the vehicle’s passenger seatbelt retractor assemblies.

Due to a supplier manufacturing concern that has since been corrected, the affected seat belt assemblies may not comply with S7.1.1.5 of FMVSS No. 208; *Occupant crash protection*. In order to secure certain child seats using only the seat belt, the seat belt must be put in Automatic Locking Retractor (ALR) mode to remove extra seat belt slack. The lever inside affected seat belts may unintentionally switch from ALR mode to Emergency Locking Retractor (ELR) mode, which could allow the seat belt to become loose. If the vehicle owner uses the seat belt to secure the child restraint seat and the seat belt should become loose, there is increased risk of injury in a crash or sudden stop.

On some affected vehicles, dealers will replace the front passenger seatbelt and, on other affected vehicles, dealers will replace the front passenger and both outer rear seatbelts.

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.Ds:
  - **RT049** – Replace front passenger seat belt retractor assembly only
  - **RT050** – Replace both front passenger and both outer rear seat belt retractor assemblies
    - 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. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

| <b>Parts</b>              | <ul style="list-style-type: none"> <li>• The following parts have been placed on parts restriction. Dealers may place an SVC order for the parts listed below via DBS <b>beginning October 8, 2021</b>. Orders will be fulfilled in the order they were received.</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #333; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>86884-6MROA</td> <td>Belt Assy – Frt Pass Retractor Assy</td> <td style="text-align: center;">1</td> </tr> <tr> <td>88884-6MR2A</td> <td>Belt Assy – Rear Retractor Assy</td> <td style="text-align: center;">2</td> </tr> </tbody> </table> | Part Number | Description | Quantity | 86884-6MROA | Belt Assy – Frt Pass Retractor Assy | 1 | 88884-6MR2A | Belt Assy – Rear Retractor Assy | 2 |
|---------------------------|--|-------------|-------------|----------|-------------|-------------------------------------|---|-------------|---------------------------------|---|
| Part Number               | Description  | Quantity    |             |          |             |                                     |   |             |                                 |   |
| 86884-6MROA               | Belt Assy – Frt Pass Retractor Assy  | 1           |             |          |             |                                     |   |             |                                 |   |
| 88884-6MR2A               | Belt Assy – Rear Retractor Assy  | 2           |             |          |             |                                     |   |             |                                 |   |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li>• <b>NTB21-064 – RT049</b></li> <li>• <b>NTB21-065 – RT050</b></li> </ul>   |             |             |          |             |                                     |   |             |                                 |   |
| <b>Owner Notification</b> | Nissan began sending notifications to owners of all potentially affected vehicles in <b>September 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 supplier manufacturing concern that has since been corrected, the affected seat belt assemblies may not comply with S7.1.1.5 of FMVSS No. 208; Occupant crash protection. In order to secure certain child seats using only the seat belt, the seat belt must be put in Automatic Locking Retractor (ALR) mode to remove extra seat belt slack. The lever inside affected seat belts may unintentionally switch from ALR mode to Emergency Locking Retractor (ELR) mode, which could allow the seat belt to become loose.

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

A. If the vehicle owner uses the seat belt to secure the child restraint seat and the seat belt should become loose, there is increased risk of injury in a crash or sudden stop.

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

A. On some affected vehicles, Nissan dealers will replace the front passenger seatbelt and, on other affected vehicles, dealers will replace the front passenger and both outer rear seatbelts.

**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 the vehicle for a longer period of time based upon their work schedule.

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

A. Nissan began sending notifications to owners of all potentially affected vehicles in **September 2021**, via U.S. Mail.

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

A. If you are using, or will install, a child seat using the seat belt Automatic Locking Retractor (ALR) mode, contact your local Nissan dealer for immediate replacement before using the child seat.

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

A. No.

**Q. Are parts readily available?**

A. Parts are currently on restriction and may be ordered via DBS.

**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. 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 there any charge for the 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 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 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 Sport and Model Year 2021 Nissan Qashqai vehicles manufactured from February 24, 2021 to March 15, 2021 at the Kyushu, Japan plant are affected.

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

A. No.

**Revision History**

| Date            | Announcement            | Purpose                                      |
|-----------------|-------------------------|--|
| July 23, 2021   | Voluntary Safety Recall | New Campaign Announcement                    |
| October 8, 2021 | REVISION 1              | Parts have been placed on parts restriction. |