



SAFETY RECALL

CAMPAIGN BULLETIN

Trailer Tow Harness and Tow Hitch Receiver Voluntary Recall Campaign

Reference: PC855

Date: November 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 |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2022 Frontier (D41) | 22 | 3 | November 23, 2021 | YES |

***** 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) that the previously announced quality action (PC843), for new vehicle inventory, is being reclassified as a Voluntary Recall Campaign. Dealers will install a tow hitch receiver and trailer tow harness kit on **22** specific MY2022 Frontier Crew Cab Long Bed vehicles identified in Service Comm and DBS National Service History.

Certain Frontier Crew Cab Long Bed models were produced and sold without a tow hitch installed. Without a rear tow hitch, in the event of a crash, affected vehicles could experience leaf spring contact with the fuel tank, which could potentially result in a fuel leak, increasing the risk of injury. In this condition, the vehicle would not comply with FMVSS 301.

***** What Dealers Should Do *****

- Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC855**
 - 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.**
- 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.
- Dealers should use **NTB21-108** to remedy any vehicles subject to this campaign.
- Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** **Release Schedule** ****

| | |
|---------------------------|---|
| Parts | Parts are anticipated to be available for order beginning December 6, 2021 . Parts may be ordered via normal process. <ul style="list-style-type: none">➤ T99T5-9BU0B Tow Hitch Receiver➤ T99T8-9BU0A Tow Harness Kit |
| Repair | • NTB21-108 |
| Owner Notification | Nissan will begin notifying owners of all potentially affected vehicles in December 2021 , 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. Certain Frontier Crew Cab Long Bed models were produced and sold without a tow hitch installed.

Q. What is the possible effect of the condition?

A. Without a rear tow hitch, in the event of a rear collision, affected vehicles could experience leaf spring contact with the fuel tank, which could potentially result in a fuel leak, increasing the risk of injury. In this condition, the vehicle would not comply with FMVSS 301.

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

A. Dealers will install a tow hitch receiver and trailer tow harness kit.

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 one and a half (1.5) 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 notifying owners of all potentially affected vehicles in **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 remedied as soon as possible upon notification.

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

A. No.

Q. Are parts readily available?

A. Parts are anticipated to be available the week of **December 6, 2021**.

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 | \$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 any charge for this service?

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 2022 Nissan Frontier Crew Cab Long Bed vehicles manufactured from August 10, 2021 to September 3, 2021 at the Canton, MS plant are affected.

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|-------------------|---------------------------|---------------------------|
| November 23, 2021 | Voluntary Recall Campaign | New Campaign Announcement |