



SAFETY RECALL

CAMPAIGN BULLETIN

Dash Side Harness Voluntary Safety Recall Campaign

Reference: R21B9
Date: August 26, 2022

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.

UPDATE August 26, 2022
Please discard earlier versions of this bulletin.

The announcement from July 15, 2022 has been revised to include the following:

- The remedy for MY14-16 Rogue vehicles is now available, please refer to **NTB22-076**.
- Nissan is continuing to develop the remedy for all other VINs included in this campaign.
- Nissan will send invitation to repair notifications to owners of potentially affected MY14-16 Rogue vehicles in **September 2022**, via US Mail.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|-------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2014-2016 Rogue (T32) | 621,709 | NA | January 25, 2022 | 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 it is recalling certain MY14-16 Nissan Rogue vehicles in the USA to address a dash side harness connector corrosion concern.

In affected vehicles, if water and salt collect in the driver's side foot well, it may wick up the dash side harness tape and enter the connector. If this occurs, the dash side harness connector may corrode. If the connector becomes corroded, electrical current may continue to flow between the connector terminals, potentially causing issues such as driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light ON, battery discharge, and/or thermal damage to the connector. In rare cases, the corrosion could potentially lead to a fire, which may increase risk of injury.

If the customer observes driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light illuminated, battery discharge, or if the customer detects any burning odor or smoke, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance (1-800-647-7261 option 1) to have the vehicle towed to an authorized Nissan service department as soon as possible.

**** IMPORTANT ****

If there is a delay between when the vehicle arrives at the dealer and the repair, park the vehicle outside away from any structures and other vehicles, retrieve any diagnostic trouble codes and attach the print out to the repair order for this vehicle, then DISCONNECT the 12-volt battery until the vehicle can be repaired.

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

1. Verify if MY14-16 Rogue vehicles are affected by this Voluntary Safety Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R21B9**.
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 **NTB22-076** to correct any MY14-16 Rogue vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.
 - Nissan is continuing to develop a remedy plan for Rogue vehicles not covered by this campaign. Once developed, this remedy will be covered under a separate campaign ID.

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

| Parts | <p>Parts are on restriction and may be ordered through DBS.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333; color: white;"> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> <th style="text-align: center;">Quantity</th> </tr> </thead> <tbody> <tr> <td>240R2-6RR0A</td> <td>Kit- Engine Room Harness (US Built Vehicle, 11th character of VIN is C)</td> <td style="text-align: center;">1</td> </tr> <tr> <td>240R2-6RR0B</td> <td>Kit- Engine Room Harness (Korean Built Vehicle, 11th character of VIN is P)</td> <td style="text-align: center;">1</td> </tr> <tr> <td>60918-6RR0A</td> <td>Grease Tube</td> <td style="text-align: center;">As Needed (2)</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this campaign activity may be collected. It is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p> | Part Number | Description | Quantity | 240R2-6RR0A | Kit- Engine Room Harness (US Built Vehicle, 11 th character of VIN is C) | 1 | 240R2-6RR0B | Kit- Engine Room Harness (Korean Built Vehicle, 11 th character of VIN is P) | 1 | 60918-6RR0A | Grease Tube | As Needed (2) |
|---------------------------|---|------------------|-------------|----------|-------------|--|---|-------------|--|---|-------------|-------------|------------------|
| Part Number | Description | Quantity | | | | | | | | | | | |
| 240R2-6RR0A | Kit- Engine Room Harness (US Built Vehicle, 11 th character of VIN is C) | 1 | | | | | | | | | | | |
| 240R2-6RR0B | Kit- Engine Room Harness (Korean Built Vehicle, 11 th character of VIN is P) | 1 | | | | | | | | | | | |
| 60918-6RR0A | Grease Tube | As Needed (2) | | | | | | | | | | | |
| Special Tools | <ul style="list-style-type: none"> Flameless Heat Gun (J-46538) Crimpling Pliers (J-48817-8) Terminal Release Tool (J-48817-1) | | | | | | | | | | | | |
| Repair | <ul style="list-style-type: none"> NTB22-076 for MY14-16 Rogue Vehicles | | | | | | | | | | | | |
| Owner Notification | <p>Nissan mailed interim notification letters to owners of affected vehicles in March 2022, via U.S. Mail.</p> <p>Nissan will begin sending invitation to repair notifications to owners of potentially affected MY14-16 Rogue vehicles in September 2022, via U.S. Mail.</p> | | | | | | | | | | | | |

**** **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 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 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.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the voluntary safety recall?

A. In affected MY14-16 Rogue vehicles, if water and salt collect in the driver's side foot well, it may wick up the dash side harness tape and enter the connector. If this occurs, the dash side harness connector may corrode.

Q. What is the possible effect of the condition?

A. If the connector becomes corroded, electrical current may continue to flow between the connector terminals, potentially causing the driver's power seat or power window to become inoperative, All-Wheel Drive (AWD) warning light illumination, battery discharge, and/or thermal damage to the connector. In rare cases, the corrosion could potentially lead to a fire.

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

A. On MY14-16 Rogue vehicles the dealer will inspect the main harness and body harness connectors for evidence of corrosion. If there is corrosion present, the dealer will replace both wire harness connectors. Nissan is continuing to develop the remedy for all other VINs included in this campaign.

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

Q. When will vehicle owners be notified?

A. Nissan sent interim notification letters to owners of affected vehicles in **March 2022**, via U.S. Mail.

Nissan will begin sending invitation to repair notifications to owners of potentially affected MY14-16 Rogue vehicles in **September 2022** via U.S. Mail.

Q. Are parts readily available?

A. Yes, parts are on restriction and may be ordered through DBS.

Q. Can the customer identify this issue?

A. In some instances, the customer may experience one or more of the following conditions:

- Driver's power window or inoperative
- Driver's power seat inoperative
- All-Wheel Drive (AWD) warning light illuminated
- Battery discharge
- A burning odor
- Smoke under the driver side dash

If any of these conditions are experienced, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance (1-800-647-7261 option 1) to have the vehicle towed to an authorized Nissan dealer as soon as possible.

Q. Can affected customers continue to drive their vehicle?

A. If the customer observes driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light illuminated, battery discharge, or if the customer detects any burning odor or smoke, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance to have the vehicle towed to an authorized Nissan dealer as soon as possible.

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 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 until repair is available.

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|--------------|----------------|---------------|
| 502 | Rental Expense | \$1,680 (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) and are experiencing one or more of the applicable conditions:

| 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. 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 Nissan Rogue vehicles manufactured from July 25, 2013 to December 31, 2016 are included in this campaign.

Q. I do not own a MY14-16 Nissan Rogue but I received an Interim Owner Letter, is my vehicle involved in this campaign?

A. Nissan is continuing to develop the remedy plan for these Rogue vehicles. Nissan will notify you once the remedy is available, anticipated in fall 2022.

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|------------------|----------------------------------|--|
| January 25, 2022 | Voluntary Safety Recall Campaign | New Campaign Announcement |
| July 15, 2022 | REVISION 1 | remedy status, (owner notification update) |
| August 26, 2022 | REVISION 2 | Remedy and parts available |