



SAFETY RECALL

CAMPAIGN BULLETIN

Transmission Parking Pawl Voluntary Safety Recall Campaign

Reference: R22A1/R22A7
Date: September 27, 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.

REVISED September 27, 2022
Please discard earlier versions of this bulletin.

The announcement from July 29, 2022 has been revised to include the following:

- Parts are on restriction and can now be ordered via DBS. Auto-shipment of parts to dealers may continue for select cases.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022 Frontier (D41)	71,771	3,133	July 8, 2022	YES
2020-2021 Frontier (D40)	52,216	77		
2020-2022 Titan (A61)	56,189	1,230		

***** 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 MY2020-2022 Nissan Frontier and Titan vehicles to address a transmission parking pawl concern.

Due to dimensional variation, reduced clearance may cause contact between the edge of the parking pawl and the boss on the transmission case, which may result in non-engagement of the parking pawl. If this occurs, an affected vehicle may move after the driver places the shifter into "Park" without engaging the parking brake. In this condition, the vehicle could result in a rollaway, which increases the risk of injury or crash.

Customers will receive an Interim Owner Letter advising to apply the parking brake whenever they place their vehicle in "Park". Once the final remedy is available, owners will receive a second owner notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner.

Dealers are able to identify the potentially affected vehicles in Service Comm and DBS National Service History since **July 8, 2022**.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R22A1 for 4WD and R22A7 for 2WD.**
 - 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. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the customer should always apply the parking brake whenever they place their vehicle in Park until parts are available.

**** Release Schedule ****

Parts	<u>Parts are on restriction and can now be ordered via DBS. Auto-shipment of parts to dealers may continue for select cases.</u>																													
	4WD Parts Information																													
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<p>NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. When the Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p>																														

Repair	<ul style="list-style-type: none"> • NTB22-064 for 4WD vehicles • NTB22-065 for 2WD vehicles
Owner Notification	<p>Nissan began mailing interim notification letters to owners of affected vehicles in July 2022, via U.S. Mail.</p> <p>Owners will receive an invitation to repair instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner in fall 2022.</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. Due to dimensional variation, reduced clearance may cause contact between the edge of the parking pawl and the boss on the transmission case, which may result in non-engagement of the parking pawl. If this occurs, an affected vehicle may move after the driver places the shifter into "Park" without engaging the parking brake. In this condition, the vehicle could result in a rollaway, which increases the risk of injury or crash.

Q. What is the possible effect of the condition?

A. An affected vehicle may move after placing the shifter in to the 'Park' position. If a driver does not engage the parking brake, potential for movement of the vehicle increases the risk of injury or

crash.

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

A. Nissan will replace the transmission parking pawl pin. This service will be performed at no cost to the owner for parts or labor.

Q. How long will the corrective action take?

A. Once parts are available, the remedy could take up to three and a half (3.5) hours to complete on four wheel drive vehicles and could take up to one and a half hours (1.5) on two wheel drive vehicles. 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 began sending interim notification letters to owners of affected vehicles in **July 2022**, via U.S. Mail. Once parts are available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

Q. Are parts readily available?

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

Q. Can affected customers continue to drive their vehicle?

A. Customers are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

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

A. Customers are advised to always apply the parking brake after they place their vehicle in Park until a final remedy is available.

Q. Is there any charge for this service?

A. No. This service 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. Once parts are available, rental will be available while your vehicle is being serviced and upon customer request. Please consult your dealer for alternate transportation availability while your vehicle is being serviced.

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. 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. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. No. Once parts are available, 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 2020-2022 Nissan Titan vehicles manufactured from December 13, 2019 to June 10, 2022. Certain Model Year 2020-2022 Nissan Frontier vehicles manufactured from June 10, 2020 to June 14, 2022.

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

A. No.

Revision History:

Date	Announcement	Purpose
July 8, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement
July 15, 2022	REVISION 1	Remedy update, customer notification update
July 29, 2022	REVISION 2	Technical bulletin update; Campaign ID created for 2WD vehicles.
September 27, 2022	REVISION 3	Parts ordering process update