



SAFETY RECALL

CAMPAIGN BULLETIN

Dash Side Harness Voluntary Safety Recall Campaign

Reference: PC934

Date: November 29, 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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Rogue (T32)	125,215	NA	November 29, 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 MY2017 Nissan Rogue vehicles in the USA to address a potential for dash side harness connector corrosion.

In affected vehicles there is a potential for water to leak 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 away from other vehicles and structures 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.

Dealers will be able to identify the potentially affected vehicles in Service Comm and DBS National Service History on November 29, 2022. Owners of all potentially affected vehicles will be notified beginning in **January 2023**. Once parts are available, the dealer will inspect the driver's side dash harness connector for corrosion and replace the connector utilizing a harness repair kit if corrosion is detected. Additionally, lithium grease will be applied to all potentially affected connectors to prevent any moisture intrusion. Parts for this remedy are anticipated to be available **January 2023**. The Technical Service Bulletin for the remedy will be released when parts become available and provided in a later announcement.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC934.**
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. No action is necessary at this time.

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

Repair	Once parts are available, the dealer will inspect the driver's side dash harness connector for corrosion and replace the connector utilizing a harness repair kit if corrosion is detected. Additionally, lithium grease will be applied to all potentially affected connectors to prevent any moisture intrusion. Parts for this remedy are anticipated to be available January 2023 . The Technical Service Bulletin for the remedy will be released when parts become available and provided in a later announcement.
Owner Notification	Nissan will begin mailing owners of all potentially affected vehicles beginning in January 2023 instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

**** **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 vehicles there is a potential for water to leak 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. Owners of all potentially affected vehicles will be notified beginning in **January 2023**. Once parts are available, the dealer will inspect the driver's side dash harness connector for corrosion and replace the connector utilizing a harness repair kit if corrosion is detected. Additionally, lithium grease will be applied to all potentially affected connectors to prevent any moisture intrusion. Parts for this remedy are anticipated to be available **January 2023**. The Technical Service Bulletin for the remedy will be released when parts become available and provided in a later announcement.

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 three (3) 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 sending notification letters to owners of affected vehicles in **January 2023**, via U.S. Mail, 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. No. Parts are anticipated to be available at the time customers are notified beginning in **January 2023**.

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 away from other vehicles and structures 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 away from other vehicles and structures 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 while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1560 (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	\$200 (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 Model Year 2017 Nissan Rogue vehicles manufactured at the Smyrna plant from July 26, 2016 to September 27, 2017.

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

A. No.

Revision History:

Date	Announcement	Purpose
November 29, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement