



SAFETY RECALL

CAMPAIGN BULLETIN

Jackknife Key Fob
Voluntary Safety Recall Campaign

Reference: R22C8/R22C9

Date: August 30, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's final remedy action is performed.

REVISION 2
Please discard earlier versions of this bulletin.

The REVISION 1 announcement from March 24, 2023 has been revised to include the following:

- **The Final Remedy Is Now Available**
- Vehicles previously identified under **R22C8** are now identified in Service Comm as **R22C9** and **R22C8** will be closed
- Owner notification letters for the final remedy will be mailed between August 30, 2023 and September 13, 2023, instructing owners to bring their vehicle and all keys and fobs to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner.
- Repair bulletin **NTB23-068:**
 - A packet of Spacers used to complete the remedy will begin arriving at dealerships the week of August 28, 2023 (a packet includes 300 Spacers)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2014-2020 Rogue (T32)	192,218	NA	August 30, 2023	YES
2017-2022 Rogue Sport (J11)	511,009	NA		

**** 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 2014-2020 Nissan Rogue and 2017-2022 Nissan Rogue Sport vehicles to address a potential key fob issue.

Certain 2014-2020 Rogue and 2017-2022 Rogue Sport vehicles are equipped with a jackknife key that may not hold the key blade in the extended "open" position. Over time the internal pivot of the jackknife key may weaken and the key could unlock and rotate downwards. If the vehicle is driven with the key in the collapsed position, contact with the key fob by the driver could inadvertently turn the vehicle off while driving, increasing the risk of a crash.

The final remedy is now available. Owner notification letters for the final remedy will be mailed, between August 30, 2023 and September 13, 2023, instructing them to bring their **vehicle and all keys and fobs** to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner. The dealer will insert a Spacer into the key blade storage slot of the fob so the key blade is in the extended “open” position and cannot be folded down. **Owners should bring all keys and fobs** for the affected vehicle with them to the dealership when having the remedy performed, as the remedy will result in deactivation of any keys and fobs that are not registered at the time of repair.

****** 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. **R22C9**.
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 **NTB23-068** to perform the final remedy on any vehicle affected by **R22C9**.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

Parts	Part number 28268-DFA0A can be ordered via normal process. The final remedy requires one (1) Spacer insert per key fob. Each packet includes 300 Spacers .		
	Part Number	Description	Quantity
	28268-DFA0A	SPACER (Package of 300 Spacers)	(1) Spacer per key fob
	28268-DFA0B	ADHESIVE	Dealer Tire
Special Tools	<ul style="list-style-type: none"> • Consult-III + 		
Repair	<ul style="list-style-type: none"> • NTB23-068 for R22C9 		
Owner Notification	<p>Owners of affected vehicles were mailed interim notifications in March 2023.</p> <p>Owner notification letters for the final remedy will be mailed, between August 30, 2023 and September 13, 2023, instructing them to bring their vehicle and all keys and fobs to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner.</p>		

******Service Parts Return******

The Jackknife Key Fob part number listed in the table below may have been previously shipped to dealer service inventory and may contain the defect described in this dealer announcement. As these parts are included in this voluntary safety recall campaign, Nissan is requiring dealers to check their parts inventories for all of the part numbers listed in the table below. **If a listed part is found in your parts inventory, do not sell this part, or install this part on any vehicle.**

Nissan North America is requiring Dealers to return the listed parts no later than September 30, 2023 using the following instructions:

1. Create an I-Code RFC, an invoice# is not necessary
2. Be sure to use **these specific comments:** "PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION".
3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: NNAUSPartsOperations@nissan-usa.com

Part Number	Description
H0561-4BA1B	Jackknife Key (mechanical key)

****** 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 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.

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. Certain 2014-2020 Rogue and 2017-2022 Rogue Sport vehicles are equipped with a jackknife key that may not hold the key blade in the extended "open" position. Over time the internal pivot of the jackknife key may weaken and the key could unlock and rotate downwards.

Q. What is the possible effect of this condition?

A. If the vehicle is driven with the key in the collapsed position, contact with the key fob by the driver could inadvertently turn the vehicle off while driving, increasing the risk of a crash.

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

A. The dealer will insert a Spacer into the key blade storage slot of the fob so the key blade is in the extended "open" position and cannot be folded down. **Owners should bring all keys and fobs** for the affected vehicle with them to the dealership when having the remedy performed, as the remedy will result in deactivation of any keys and fobs that are not registered at the time of repair.

Q. How long will the corrective action take?

A. The remedy, which is conducted at no charge to you for parts and labor, could take up to one (1) hour 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. Owners were notified in March 2023 and instructed to avoid attaching accessories to the key fob and to use the key in the non-folding orientation. The final remedy is now available. Owner notification letters for the final remedy will be mailed, between August 30, 2023 and September 13, 2023, instructing them to bring their vehicle and all keys and fobs to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner. The dealer will insert a Spacer into the key blade storage slot of the fob so the key blade is in the extended "open" position and cannot be folded down. Owners should bring all keys and fobs for the affected vehicle with them to the dealership when having the remedy performed, as the remedy will result in deactivation of any keys and fobs that are not registered at the time of repair.

Q. Is my vehicle safe to drive?

A. Owners with a key that will not remain in the extended 'open' position should contact their Nissan dealer as soon as possible to have the final remedy performed. Owners should avoid attaching accessories to the key fob and use the key in the non-folding orientation. All owners are urged to complete the final remedy at their earliest opportunity.

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

A. Owners with a key that will not remain in the extended 'open' position should contact their Nissan dealer as soon as possible to have the final remedy performed. Owners should avoid attaching accessories to the key fob and use the key in the non-folding orientation. All owners are urged to complete the final remedy at their earliest opportunity.

Q. Are parts readily available?

A. Yes. .

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 towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. The campaign will cover the towing costs for affected vehicles.

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. 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 service.

For Consumer Affairs: Please inform us of the dealer where you would like to have the service

completed.

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

A. The final remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Will the final remedy close the open campaign on my vehicle?

A. The jackknife key spacer insert remedy needs to be completed on jackknife keys registered to the vehicle to close the campaign. The campaign repair must be completed per NTB23-068.

Q. What model year vehicles are involved?

A. Certain MY2014-2020 Rogue vehicles manufactured between August 7, 2013 to August 14, 2020, and MY2017-2022 Rogue Sport vehicles manufactured from November 28, 2016 to June 20, 2022.

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

A. No.

Revision History:

Date	Announcement	Purpose
February 17, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
March 24, 2023	REVISION 1	Interim remedy and parts available
August 30, 2023	REVISION 2	Final remedy available