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# SAFETY RECALL

# CAMPAIGN BULLETIN

Brake Master Cylinder  
Voluntary Safety Recall Campaign

Reference: R1801

Date: February 1, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

**IMPORTANT: It is a violation of Federal law for retailers 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
MY2015-17 Juke (F15) NISMO RS only	415	7	February 1, 2018	<b>YES</b>

### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Nissan is conducting a voluntary safety recall campaign on the subject vehicles to replace the brake master cylinder. On certain vehicles, a brake fluid leak may develop and result in illumination of the brake-warning lamp (red). Owners of affected vehicles may experience reduced braking performance and extended stopping distances.

### \*\*\*\*\* What Dealers Should Do\*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **R1801**.
  - **New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
2. Dealers should not **sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been remedied.
3. If a retailed vehicle affected by campaign ID **R1801** visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. Rental (\$120 Max) is available while parts are on order.
4. Dealers should use **NTB18-007** to remedy any vehicles subject to this campaign.
5. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

### \*\*\*\*\* Release Schedule \*\*\*\*\*

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Dealers may place an SVC order on DBS to obtain parts as needed beginning <b>February 1, 2018</b> at 9:00 AM CST. <ul style="list-style-type: none"> <li>▪ D6010-3DD0A (6-speed manual transmission)</li> <li>▪ D6010-3DD1A (CVT)</li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB18-007</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>March 2018</b> , via U.S. Mail.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 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.**  
Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a safety recall?**

A. Yes, a Stop Sale is in effect.

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

A. On certain vehicles, a brake fluid leak may develop and result in illumination of the brake-warning lamp (red).

**Q. What is the possible effect of the condition?**

A. Upon brake warning lamp (red) illumination, drivers of affected vehicles may experience reduced braking performance and extended stopping distances.

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

A. Nissan dealers will replace the brake master cylinder with a new one.

**Q. How long will the corrective action take?**

A. The remedy should take one (1) hour to perform once parts are available. However, the 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 **March 2018**, via U.S. Mail.

**Q. Are parts readily available?**

A. Yes. Dealers can acquire parts by placing an SVC order on DBS.  
o Please refer to **NPSB 16-526** for specific ordering instructions.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Rental is covered by the campaign while parts are on order:

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

**Q. Is my vehicle safe to drive?**

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to the recall, Nissan strongly urges owners to have their vehicle remedied as soon as possible.

**Q. Is towing available?**

A. Yes, if the vehicle is under warranty and the brake warning lamp (red) is illuminated, the vehicle can receive complimentary towing (up to \$100) through the Nissan Roadside Assistance program. 1-800-225-2476.

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

A. No.

**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 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. How many vehicles are involved in the campaign?**

A. Approximately 739,015 vehicles are affected globally. The North American market includes 537 vehicles manufactured at the Oppama, Japan plant.

<b><u>Region</u></b>	<b><u>Nismo Juke RS (F15)</u></b>
USA	415
CANADA	122
<b>Total</b>	<b>537</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2015-17 Nissan Juke (F15)	July 6, 2015 through January 30, 2017 (End of Production)

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

A. No. The cup seal design used in the brake master cylinder assembly is unique to this make/model vehicle.