



SAFETY RECALL

CAMPAIGN BULLETIN

Back Door (Liftgate) Hinge Replacement Voluntary Recall Campaign

Reference: R21A7

Date: July 13, 2021

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
2021 Rogue Sport (J11)	13,215	3,651	July 13, 2021	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) and Transport Canada that it is recalling certain MY2021 Nissan Rogue Sport and MY21 Qashqai vehicles in the US and Canada to address a concern with the back door liftgate hinges.

Due to a supplier issue that has since been corrected, the back door (liftgate) hinges may have insufficient strength due to improper molding of the shaft. In this condition, the hinges may separate from the vehicle in the event of a crash, which does not meet the requirements specified in FMVSS No. 206; Door Locks and Door Retention Components. If the liftgate hinges separate during a crash, it may increase the risk of injury to the occupants. Dealers will replace both the right and left back door liftgate hinges to remedy this condition.

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

- Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R21A7**
 - 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.**
- Dealers should use **NTB21-062** to remedy any vehicles subject to this campaign.
 - If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. In an effort to minimize inconvenience to the customer, dealers should place an order for the part and schedule a follow up appointment for repair once the part is available.
- Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	<p>The part listed below is currently on restriction and may be ordered via DBS. Parts may be ordered via normal process beginning August 3, 2021.</p> <table border="1" style="margin-left: auto; margin-right: auto;"><thead><tr><th style="background-color: #333; color: white;">Part Number</th><th style="background-color: #333; color: white;">Description</th><th style="background-color: #333; color: white;">Quantity</th></tr></thead><tbody><tr><td style="text-align: center;">90400-6MA0A</td><td style="text-align: center;">Hinge Assy – Back Door</td><td style="text-align: center;">2</td></tr></tbody></table> <p>NOTE: Parts currently in dealer stock should be returned to the facing PDC using a “G” code (to be scrapped) no later than July 23, 2021. Do not use parts received prior to July 23, 2021 to remedy any vehicles affected by this campaign.</p>	Part Number	Description	Quantity	90400-6MA0A	Hinge Assy – Back Door	2
Part Number	Description	Quantity					
90400-6MA0A	Hinge Assy – Back Door	2					
Repair	<ul style="list-style-type: none">• NTB21-062						
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in September 2021 via U.S. Mail.						

**** 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 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.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a supplier issue that has since been corrected, the liftgate hinges may have insufficient strength due to improper molding of the shaft. This condition does not meet the requirements of FMVSS No. 206.

Q. What is the possible effect of the condition?

A. The liftgate hinges may separate from the vehicle in the event of a crash. If the liftgate hinges separate during a crash, it may increase the risk of injury to the occupants.

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

A. Dealers will replace both the right and left liftgate hinges to remedy this condition.

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 one and a half (1.5) 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 notifying owners of all potentially affected vehicles in **September 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible.

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

A. No.

Q. Are parts readily available?

A. Parts are on restriction and may be ordered via DBS. Parts may be ordered via normal process beginning **August 3, 2021**.

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	\$1200 (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.

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 2021 Nissan Rogue Sport and Model Year 2021 Nissan Qashqai vehicles manufactured from March 19, 2021 to April 29, 2021 at the Kyushu, Japan plant are affected.

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

A. Certain Murano vehicles produced at the Dongfeng Nissan plant specifically for the Chinese market are affected by this condition. Nissan Murano vehicles produced for the U.S. and Canada markets are not affected.

Revision History:

Date	Announcement	Purpose
July 13, 2021	Voluntary Recall Campaign	New Campaign Announcement