



SAFETY RECALL

CAMPAIGN BULLETIN

Engine Harness Protector Voluntary Safety Recall Campaign

Reference: R21B6
Date: October 27, 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
MY2017-2019 Rogue Hybrid (T32H)	5,905	NA	October 27, 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) that it is recalling certain MY2017-2019 Nissan Rogue Hybrid vehicles in the USA to install a harness protector cover on the engine harness to prevent damage.

On certain Rogue Hybrid vehicles, the engine harness may contact the Electronic Control Module (ECM) bracket. Due to the interference from the wire routing, the engine harness may become damaged. Over time, the damage to the harness may cause a short circuit, which can lead to a blown fuse. If this occurs, it may disable drive power to the engine and electric motor, without the ability to restart. With a potential loss of drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

******* 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. **R21B6**.
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 **NTB21-101** to remedy any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	Parts are on restriction and may be ordered via DBS. <ul style="list-style-type: none">Parts are anticipated to be available the <u>week of November 8, 2021</u>.<ul style="list-style-type: none">24009-4BC0A – Nylon GuardAdditional coverage is available if visible damage to the engine harness has been identified<ul style="list-style-type: none">Dealers should contact the Warranty Claims Call Center (WCCC) at 1-800-258-7008 (Option 7) for additional information. <p>NOTE: Parts replaced under this campaign activity will be collected. 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">NTB21-101
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in December 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 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.

Aftersales DIVISION

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 safety recall?

A. On certain MY2017 to MY2019 Rogue Hybrid vehicles, the engine harness may contact the Electronic Control Module (ECM) bracket. Due to the interference from the wire routing, the engine room harness may become damaged.

Q. What is the possible effect of the condition?

A. Over time, the damage to the harness may cause a short circuit, which can lead to a blown fuse. If this occurs, it may disable drive power to the engine and electric motor, without the ability to restart. With a potential loss of drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

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

A. Dealers will install a harness protector cover on the engine harness to prevent damage.

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 (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. Nissan will begin notifying owners of all potentially affected vehicles in **December 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 remedied as soon as possible upon notification.

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, as needed, via DBS. Parts are anticipated to be available the **week of November 8, 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	\$832 (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 2017-2019 Nissan Rogue Hybrid vehicles manufactured in the Smyrna, TN plant from July 26, 2016 to December 15, 2018.

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

A. No.

Revision History:

Date	Announcement	Purpose
October 27, 2021	Voluntary Safety Recall Campaign	New Campaign Announcement