



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Dash Side Harness Inspection Voluntary Safety Recall Campaign

Reference: PC918

Date: September 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)	43,070	NA	September 29, 2022	<b>YES</b>

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan previously notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2014-16 Nissan Rogue vehicles in the USA to address a potential dash side harness connector corrosion concern related to moisture wicking up the harness tape (campaign ID R21B9).

The R21B9 recall population inadvertently included certain MY2017 Nissan Rogue vehicles. After consultation with NHTSA, Nissan has prepared an inspection procedure and moved the affected MY17 VINs to new Campaign ID PC918. Nissan will invite affected MY17 Rogue owners to bring their vehicle into the dealer for inspection to confirm the harness tape condition.

Owners of the MY2017 Nissan Rogue vehicles which were erroneously included with the R21B9 recall will receive an invitation to repair owner letter beginning on **October 19, 2022**. The letter will instruct owners to bring their vehicle into a Nissan dealer for inspection, where the dealer will inspect the vehicle to confirm the harness tape condition.

**\*\*\*\*\* 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. **PC918**.
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 **NTB22-086** 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 \*\*\*\*

<b>Repair</b>	• <b>NTB22-086</b>
<b>Owner Notification</b>	Nissan will begin sending invitation to repair notification letters to owners of affected vehicles on <b>October 19, 2022</b> , 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.**

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 MY2017 Rogue vehicles were inadvertently included in the MY14-16 Nissan Rogue recall (NHTSA ID 22V024). Nissan will invite affected owners to bring their vehicle into the dealer for inspection and confirmation of the harness tape condition.

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

A. In affected MY14-16 Rogue vehicles, if water and salt collect in the driver's side foot well, it may wick up the dash side harness tape and enter the connector. If this occurs, the dash side harness connector may corrode and possibly cause issues such as driver's power window or power seat inoperative, AWD warning light ON, battery discharge, and/or thermal damage to the connector. In rare cases, a fire could potentially occur, increasing the risk of injury.

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

A. The dealer will inspect and confirm the harness tape condition.

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

A. This free service could take up to one (1.0) hour to complete but 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 invitation to repair notification letters to owners of affected vehicles on **October 19, 2022**, via U.S. Mail.

**Q. Are parts readily available?**

A. Yes.

**Q. Can the customer identify this issue?**

A. No.

**Q. Can affected customers continue to drive their vehicle?**

A. Yes.

**Q. Is there any charge for this service?**

A. No. The remedy will be performed for the customer free of charge.

**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, until repair is available.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$156 (Max)</b>
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 Nissan Rogue vehicles manufactured from August 31, 2016 to December 31, 2016 at the Renault plant.

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

A. Certain MY14-16 Nissan Rogue vehicles are subject to NHTSA Recall 22V-024.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
September 29, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement