



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Dash Side Harness Voluntary Safety Recall Campaign

Reference: R21B9  
Date: January 25, 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
MY2014-2016 Rogue (T32)	688,946	NA	January 25, 2022	<b>YES</b>

\*\*\*\* 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 MY2014-2016 Nissan Rogue vehicles in the USA to address a dash side harness connector corrosion concern.

In affected 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. If the connector becomes corroded, electrical current may continue to flow between the connector terminals, potentially causing issues such as driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light ON, battery discharge, and/or thermal damage to the connector. In rare cases, the corrosion could potentially lead to a fire, which may increase risk of injury.

If the customer observes driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light illuminated, battery discharge, or if the customer detects any burning odor or smoke, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance (1-800-647-7261 option 1) to have the vehicle towed to an authorized Nissan service department as soon as possible.

\*\*\*\* IMPORTANT \*\*\*\*

**If there is a delay between when the vehicle arrives at the dealer and the repair, park the vehicle outside away from any structures and other vehicles, retrieve any diagnostic trouble codes and attach the print out to the repair order for this vehicle, then DISCONNECT the 12-volt battery until the vehicle can be repaired.**

Dealers will be able to identify the potentially affected vehicles in Service Comm and DBS National Service History on January 25, 2022. Nissan is currently developing its remedy plan. Nissan anticipates remedy availability in **Spring 2022**. A campaign announcement and repair information will be distributed once the remedy is available.

\*\*\*\* **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. **R21B9**.
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. No action is necessary at this time.

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

<b>Repair</b>	Nissan is currently developing its remedy plan. Nissan anticipates remedy availability in <b>Spring 2022</b> .
<b>Owner Notification</b>	Nissan will begin mailing interim notification letters to owners of affected vehicles in <b>March 2022</b> , via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

\*\*\*\* **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 voluntary safety recall?**

A. In affected 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.

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

A. If the connector becomes corroded, electrical current may continue to flow between the connector terminals, potentially causing the driver's power seat or power window to become inoperative, All-Wheel Drive (AWD) warning light illumination, battery discharge, and/or thermal damage to the connector. In rare cases, the corrosion could potentially lead to a fire.

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

A. A remedy plan is currently under development. Nissan will begin sending interim notification letter to owners of affected vehicles in **March 2022**, via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner. Nissan anticipates remedy availability in **Spring 2022**.

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

A. Nissan is currently developing a remedy plan.

**Q. When will vehicle owners be notified?**

A. Nissan will begin sending interim notification letters to owners of affected vehicles in **March 2022**, via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

**Q. Are parts readily available?**

A. Nissan is currently developing a remedy plan.

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

A. In some instances, the customer may experience one or more of the following conditions:

- Driver's power window or inoperative
- Driver's power seat inoperative
- All-Wheel Drive (AWD) warning light illuminated
- Battery discharge
- A burning odor
- Smoke under the driver side dash

If any of these conditions are experienced, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance (1-800-647-7261 option 1) to have the vehicle towed to an authorized Nissan dealer as soon as possible.

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

A. If the customer observes driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light illuminated, battery discharge, or if the customer detects any burning odor or smoke, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance to have the vehicle towed to an authorized Nissan dealer as soon as possible.

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

A. No. The remedy, once identified, 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, until repair is available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1680 (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. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty) and are experiencing one or more of the applicable conditions:

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

**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, once identified, 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 2014-2016 Nissan Rogue vehicles manufactured from July 25, 2013 to December 31, 2016.

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

A. No.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
January 25, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement