



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Transmission Parking Pawl Voluntary Safety Recall Campaign

Reference: R22A1

Date: July 8, 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
2022 Frontier (D41)	71,771	<b>3,133</b>	July 8, 2022	<b>YES</b>
2020-2021 Frontier (D40)	52,216	<b>77</b>		
2020-2022 Titan (A61)	56,189	<b>1,230</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 MY2020-2022 Nissan Frontier and Titan vehicles to address a transmission parking pawl concern.

Due to dimensional variation, reduced clearance may cause contact between the edge of the parking pawl and the boss on the transmission case, which may result in non-engagement of the parking pawl. If this occurs, an affected vehicle may move after the driver places the shifter into "Park" without engaging the parking brake. In this condition, the vehicle could result in a rollaway, which increases the risk of injury or crash.

Customers will receive an Interim Owner Letter advising to apply the parking brake whenever they place their vehicle in "Park". Once the final remedy is available, owners will receive a second owner notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner.

**Nissan is currently developing its remedy plan.** Dealers will be able to identify the potentially affected vehicles in Service Comm and DBS National Service History on **July 8, 2022**. Nissan anticipates remedy availability in **fall 2022**. A campaign announcement and repair information will be distributed once the remedy is available.

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

- Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R22A1**.
  - 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.**

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. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the customer should always apply the parking brake whenever they place their vehicle in Park until a final remedy is available.

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

<b>Parts</b>	Nissan is currently developing its remedy plan. Nissan anticipates remedy availability in <b>fall 2022</b> .
<b>Owner Notification</b>	Nissan will begin mailing interim notification letters to owners of affected vehicles in <b>July 2022</b> , via U.S. Mail.  Once the final remedy is available, owners will receive a notification 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.**

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. Due to dimensional variation, reduced clearance may cause contact between the edge of the parking pawl and the boss on the transmission case, which may result in non-engagement of the parking pawl. If this occurs, an affected vehicle may move after the driver places the shifter into

“Park” without engaging the parking brake. In this condition, the vehicle could result in a rollaway, which increases the risk of injury or crash. .

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

An affected vehicle may move after placing the shifter in to the ‘Park’ position. If a driver does not engage the parking brake, potential for movement of the vehicle increases the risk of injury or crash.

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

A. A remedy plan is currently under development. Nissan will begin mailing interim notification letters to owners of affected vehicles in **July 2022**, via U.S. Mail.

**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 began sending interim notification letters to owners of affected vehicles in **July 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 affected customers continue to drive their vehicle?**

A. Customers are advised to always apply the parking brake after the vehicle’s transmission shifter is placed in the “Park” position.

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

A. Customers are advised to always apply the parking brake after they place their vehicle in Park until a final remedy is available.

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

A. No. The final 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. Once a final remedy has been developed, rental will be available while your vehicle is being serviced and upon customer request.

<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.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. No. Once the final remedy is developed it 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 2020-2022 Nissan Titan vehicles manufactured from December 13, 2019 to June 10, 2022. Certain Model Year 2020-2022 Nissan Frontier vehicles manufactured from June 10, 2020 to June 14, 2022.

**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>
July 8, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement