



SAFETY RECALL

CAMPAIGN BULLETIN

Hydraulic Brake Booster Voluntary Safety Recall Campaign

Reference: R22A6
Date: July 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
2017-2019 Rogue Hybrid (T32H)	5,903	NA	July 29, 2022	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 to address a hydraulic brake booster concern.

Frequent braking in a short period of time, combined with high engine room temperatures can lead to the failure of the hydraulic brake booster motor. If this condition occurs, the customer may observe the illumination of the brake warning light (with buzzer) and the brake pedal will be hard to depress.

A remedy plan is currently under development. Nissan will begin sending interim notification letters to owners of affected vehicles in **September 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.

***** 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. **R22A6**.
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 campaign and communicate that parts will need to be ordered, but are not yet available.

**** Release Schedule ****

Parts	Parts are not currently available. Part availability will be the topic of a follow up communication at a future date.
Repair	The repair bulletin is currently under development and will be provided with our next communication anticipated August 2022.
Owner Notification	Nissan will begin mailing interim notification letters to owners of affected vehicles in September 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.

**** Dealer Responsibility ****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns 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 dealer inventory. If a VIN subject to this voluntary safety 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. Frequent braking in a short period of time, combined with high engine room temperatures can lead to the failure of the hydraulic brake booster motor.

Q. What is the possible effect of the condition?

Customer may observe the illumination of the brake warning light (with buzzer) and the brake pedal will be hard to depress.

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 letters to owners of affected vehicles in **September 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. How long will the corrective action take?

A. Nissan is currently developing a remedy plan.

Q. When will vehicle owners be notified?

A. A remedy plan is currently under development. Nissan will begin sending interim notification letters to owners of affected vehicles in **September 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. Nissan will begin sending interim notification letters to owners of affected vehicles in **September 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. Can the customer identify this issue?

A. If the customer observes the illumination of the brake warning light (with buzzer) and the brake pedal becomes hard to depress, Nissan recommends parking the vehicle and contacting Nissan Roadside Assistance 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 the illumination of the brake warning light (with buzzer) and the brake pedal becomes hard to depress, please contact your local Nissan dealer for immediate service and instructions on how to transport your vehicle to the dealership.

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, if vehicle is experiencing the applicable condition of this campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (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 the applicable condition of this campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$200 (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, once a remedy plan has been developed, 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. 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 2017-2019 Nissan Rogue Hybrid vehicles manufactured from August 3, 2016 to February 19, 2019.

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

A. No.

Revision History:

Date	Announcement	Purpose
July 29, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement