



SAFETY RECALL

CAMPAIGN BULLETIN

Hydraulic Brake Booster Voluntary Safety Recall Campaign

Reference: R22A6

Date: September 18, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's remedy action is performed.

REVISION 3
Please discard earlier versions of this bulletin.

The announcement from November 7, 2023 has been revised to include the following:

- Nissan is requesting that dealers return excess inventory of parts that apply to this campaign if they are not needed.
 - The parts return request has been updated to include part number **47212-4CE0A** and has been added to the table under the **"Service Parts Return"** section of this dealer announcement.
- Follow the instructions under the **"Service Parts Return"** section of this dealer announcement for information on how to return excess inventory of these parts:
 - Nissan is requesting dealers to check their parts inventories for any of the part numbers listed in the table below under the **"Service Parts Return"** section.
 - If any of these parts are found in your inventory and they will not be needed, please return to your facing PDC per the instructions below.
 - **These returns will not affect the dealer's obsolescence accrual.**

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.

Dealers will replace the hydraulic brake booster power supply unit.

****** 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. Dealers should use **NTB22-080** 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.																	
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> <th style="text-align: left;">Quantity</th> </tr> </thead> <tbody> <tr> <td>47210-4BC8A</td> <td>BOOSTER ASSY – BRAKE-HYD</td> <td style="text-align: center;">1</td> </tr> <tr> <td>D7212-4CE0A</td> <td>KIT – GSK PIN</td> <td style="text-align: center;">1</td> </tr> <tr> <td>46210-4BC0C</td> <td>HOSE KIT – BRAKE</td> <td style="text-align: center;">1</td> </tr> <tr> <td>999MP-A4100P</td> <td>SUPER HEAVY DUTY BRAKE FLUID DOT 3</td> <td style="text-align: center;">Maintenance Advantage</td> </tr> </tbody> </table>			Part Number	Description	Quantity	47210-4BC8A	BOOSTER ASSY – BRAKE-HYD	1	D7212-4CE0A	KIT – GSK PIN	1	46210-4BC0C	HOSE KIT – BRAKE	1	999MP-A4100P	SUPER HEAVY DUTY BRAKE FLUID DOT 3	Maintenance Advantage
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<p>NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p>																		
Special Tools	<ul style="list-style-type: none"> • Brake Booster Holding Bracket NI-53365 																	
Repair	<ul style="list-style-type: none"> • NTB22-080 																	
Owner Notification	<p>Nissan will begin sending invitation to repair notifications to owners of potentially affected MY17-19 Rogue Hybrid vehicles in October 2022, via US Mail.</p>																	

******Service Parts Return******

Nissan North America is requesting that Dealers return the parts listed in the table below, if not needed, using the following instructions. **These returns will not affect the dealer's obsolescence accrual.**

1. Create an **I-Code** RFC, an invoice# is not necessary
2. Be sure to use **these specific comments: "PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION"**.
3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: NNAUSPartsOperations@nissan-usa.com

Part Number	Description	Applied Model
47210-4BC8A	BOOSTER ASSY – BRAKE-HYD	Rogue
D7212-4CE0A	KIT – GSK PIN	
46210-4BC0C	HOSE KIT – BRAKE	
47212-4CE0A	KIT – GSK PIN	

****** 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?

A. 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. Dealers will replace the hydraulic brake booster supply unit.

Q. How long will the corrective action take?

A. This free service could take up to three and a half (3.5) hours 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 notifications to owners of potentially affected MY17-19 Rogue Hybrid vehicles in **October 2022**, via US Mail.

Q. Are parts readily available?

A. Yes. Parts are on restriction and may be ordered via DBS.

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, 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 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
October 7, 2022	REVISION 1	Remedy and parts available
November 7, 2023	REVISION 2	Parts return request
September 18, 2024	REVISION 3	Parts return request updated