



SAFETY RECALL

CAMPAIGN BULLETIN

Automatic Transmission
Voluntary Safety Recall Campaign

Reference: R22A9/R22B1
Date: September 13, 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:
MY2020-2023 Titan (A61)	58,693	1,719	September 13, 2022	YES
MY2020-2021 Frontier (D40)	52,213	NA		
MY2022-2023 Frontier (D41)	92,137	5,601		

***** 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 the previously announced quality assurance hold (PC916) for MY20-23 Titan and MY20-23 Frontier vehicles is being reclassified as a Voluntary Safety Recall Campaign. Nissan is recalling certain MY2020-2023 Titan and Frontier vehicles due to an issue that may result in a rollaway condition while the vehicle is in park.

Nissan’s investigation to date indicates that the resistance between the parking rod and wedge inside of the transmission housing may inhibit movement of the wedge and parking pawl. If the parking pawl does not engage, an affected vehicle may move after placing the shifter into “Park”. If the customer does not engage the parking brake, potential for movement of the vehicle 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 **September 13, 2022**. Nissan anticipates remedy availability in **fall 2022**. An updated 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 Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R22A9 & R22B1**.
 - **4WD** vehicles are identified by campaign ID **R22A9** and **2WD** vehicles are identified by campaign ID **R22B1**.
 - 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 ******

Parts	Nissan is currently developing its remedy plan. Nissan anticipates remedy availability in fall 2022 .
Owner Notification	Nissan will begin mailing interim notification letters to owners of affected vehicles in October 2022 , 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. Nissan's investigation to date indicates that the resistance between the parking rod and wedge inside of the transmission housing may inhibit movement of the wedge and parking pawl. If the parking pawl does not engage, an affected vehicle may move after the shifter is placed into "Park". If the customer does not engage the parking brake, potential for movement of the vehicle increases the risk of injury or crash.

Q. What is the possible effect of the condition?

A. If the parking brake is not applied, an affected vehicle may move after the shifter is placed in to the 'Park' position, potentially resulting in a rollaway condition.

Q. Is this voluntary recall related to the Titan and Frontier parking pawl recall from June 2022?

A. This voluntary recall campaign is separate from the recall announced in June for certain MY20-22 Frontier and MY20-22 Titan. Certain vehicles may be subject to both actions.

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 October 2022, via U.S. mail. 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.

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 mailing interim notification letters to owners of affected vehicles in October 2022, via U.S. mail. 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.

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. Nissan recommends owners apply the parking brake whenever they place their vehicle into Park until the final remedy is completed.

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.

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. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, once the remedy is 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. 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 2020–2023 Nissan Titan and Frontier vehicles manufactured from December 13, 2019 to August 25, 2022.

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

A. On August 29, 2022, Nissan initiated a quality hold on MY2023 Nissan Z vehicles while it investigates this issue. The investigation is on-going at this time.

Revision History:

Date	Announcement	Purpose
September 13, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement