



SAFETY RECALL

CAMPAIGN BULLETIN

Transmission Control Module (TCM) Reprogram Voluntary Safety Recall Campaign

Reference: R22A9/R22B1
Date: September 23, 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.

REVISED September 23, 2022
Please discard earlier versions of this bulletin.

The announcement from September 13, 2022 has been revised to include the following:

- The affected population for Frontier has been updated:
 - **MY2023 Frontier** has been removed from this campaign
- Remedy is now available for **MY2023 Nissan Titan** and **MY2022 Nissan Frontier** vehicles:
 - For **MY2023 Nissan Titan** use **NTB22-081**
 - For **MY2022 Nissan Frontier** use **NTB22-082**
- The remedy for MY2020-2022 Nissan Titan and MY2020-2021 Frontier vehicles is anticipated to be released before the end of September
 - The Nissan Technical Bulletin (NTB) to remedy these vehicles will be published to ASIST as they become available. Check ASIST frequently for updates

Affected Models/Years:	Affected Population	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
MY2020-2023 Titan (A61)	57,624	TBC	September 13, 2022	YES
MY2020-2021 Frontier (D40)	52,216	TBC		
MY2022 Frontier (D41)	87,158	TBC		

***** 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 MY2020-2022 Frontier vehicles due to an issue that may result in a rollaway condition while the vehicle is in park.

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 a notification letter in October 2022 advising them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner. The dealer will inspect and, if necessary, reprogram the Transmission Control Module (TCM). On certain models the Electronic Control Module (ECM) may also need to be reprogrammed. Customers are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

****** 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. **Remedy now available for MY2023 Titan and MY2022 Frontier.** If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should use **NTB22-081** to remedy any **MY2023 Titan** vehicles subject to this campaign and use **NTB22-082** to remedy any **MY2022 Frontier** vehicles subject to this campaign. The remedy for **MY2020-2022 Nissan Titan and MY2020-2021 Frontier** vehicles is anticipated to be released before the end of September. The Nissan Technical Bulletin (NTB) to remedy these vehicles will be published to ASIST as they become available. Check ASIST frequently for updates.

4. Customers are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

5. Once remedied, dealers should submit the claim, using the claims coding provided.

****** Release Schedule ******

Parts	The remedy available for affected vehicles involves reprogramming by CONSULT III+. No parts are required. The remedy for MY2020-2022 Nissan Titan and MY2020-2021 Frontier vehicles is anticipated to be released before the end of September.
Special Tools	<ul style="list-style-type: none"> • CONSULT III+

Repair	<p>Models:</p> <ul style="list-style-type: none"> ➤ MY2023 Titan (NTB22-081) ➤ MY2022 Frontier (NTB22-082) <p><u>NTB available before the end of September (check ASIST frequently):</u></p> <ul style="list-style-type: none"> ➤ MY2021-2022 Titan ➤ MY2020 Titan ➤ MY2020-2021 Frontier
Owner Notification	Nissan will begin mailing notification letters to owners of affected vehicles in October 2022 , via U.S. Mail.

******* 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. 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 MY2020-2022 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. For affected vehicles, the dealer will inspect and, if necessary, reprogram the Transmission Control Module (TCM). On certain models the Electronic Control Module (ECM) may also need to be reprogrammed. Nissan will begin mailing notification letters to owners of affected vehicles in October 2022, via U.S. mail and will instruct them to bring their vehicle to an authorized Nissan dealer to have the remedy completed at no cost to the owner. The remedy for affected vehicles is anticipated to be available before the end of September 2022.

Customers are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1.0) hour to complete. However, 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 mailing notification letters to owners of affected vehicles in October 2022, via U.S. mail and will instruct them to bring their vehicle to an authorized Nissan dealer to have the remedy completed at no cost to the owner. Customers are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

Q. Are parts readily available?

A. The remedy for affected vehicles will be to inspect and, if necessary, reprogram the Transmission Control Module (TCM). On certain models the Electronic Control Module (ECM) may also need to be reprogrammed. Parts are not required. The remedy for affected vehicles is anticipated to be available before end of September 2022.

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 remedy is completed.

Q. Is there any charge for this service?

A. No. This service 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 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, 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. 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 2020-2023 Nissan Titan vehicles manufactured from December 13, 2019 to August 24, 2022, certain model year 2020-2021 Nissan Frontier vehicles manufactured from June 10, 2020 to June 25, 2021, and certain model year 2022 Nissan Frontier vehicles manufactured from July 13, 2021 to August 11, 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
September 22, 2022	REVISION 1	Remedy available for 2023 Titan and 2022 Frontier