



# SAFETY RECALL

## CAMPAIGN BULLETIN

Jackknife Key Fob  
Voluntary Safety Recall Campaign

Reference: R22C8/R22C9

Date: March 24, 2023

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 final remedy action is performed.

**REVISED March 24, 2023**  
Please discard earlier versions of this bulletin.

**The announcement from February 17, 2023 has been revised to include the following:**

- **Upon customer request**, the interim remedy is now available for retailed and pre-owned vehicles identified in Service Comm under **R22C8**, please refer to **NTB23-028** for the interim remedy.
- Parts for the interim remedy are now available:
  - An initial automatic parts shipment will include a package of 50 set screws and is expected to arrive at dealerships the week of March 27<sup>th</sup>
  - Additional parts will be available on restriction and can be ordered via DBS effective **April 3, 2023**
- A new campaign ID **R22C9** has been created for the final remedy:
  - **The final remedy is NOT currently available, Nissan continues to develop the final remedy**
  - **New vehicles in dealer inventory and new vehicles in-transit to dealerships must receive the final remedy to be removed from the Stop Sale. These vehicles have been moved from campaign ID R22C8 to R22C9.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2014-2020 Rogue (T32)	192,218	NA	February 17, 2023	<b>YES</b>
2017-2022 Rogue Sport (J11)	511,009	NA		

\*\*\*\*\* 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) and Transport Canada that it is recalling certain 2014-2020 Nissan Rogue and 2017-2022 Nissan Rogue Sport vehicles to address a potential key fob issue.

Certain 2014-2020 Rogue and 2017-2022 Rogue Sport vehicles are equipped with a jackknife key that may not hold the key blade in the extended "open" position. Over time the internal pivot of the jackknife key

may weaken and the key could unlock and rotate downwards. If the vehicle is driven with the key in the collapsed position, contact with the key fob by the driver could inadvertently turn the vehicle off while driving, increasing the risk of a crash.

Nissan continues to develop a final remedy plan for this issue. In the interim, owners will be notified beginning **March 2023** and instructed to avoid attaching accessories to the key fob and to use the key in the non-folding orientation.

An interim remedy is now available and can be performed upon customer request for retailed vehicles and pre-owned vehicles in dealer inventory. The interim remedy is to insert a set screw into the key blade storage slot so the key blade is in the extended "open" position and cannot be folded down.

**\*\*\*\* 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. **R22C8 for retailed and pre-owned vehicles and R22C9 for new vehicles in dealer inventory. The final remedy is under development.**
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 **NTB23-028** to perform the interim remedy on any vehicle affected by **R22C8**. Nissan continues to develop the final remedy for this issue. When a final remedy is available, Nissan will send an additional notification to owners.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	The interim remedy requires one (1) set screw per key fob. Each package includes 50 set screws.		
	<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
	01151-0021U	SET SCREW (Package of 50 screws)	1 Set screw per key fob
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB23-028 for R22C8</b></li> </ul>		
<b>Owner Notification</b>	Nissan will begin sending interim notifications to owners of all potentially affected vehicles beginning <b>March 2023</b> , 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 dealer 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. Certain 2014-2020 Rogue and 2017-2022 Rogue Sport vehicles are equipped with a jackknife key that may not hold the key blade in the extended "open" position. Over time the internal pivot of the jackknife key may weaken and the key could unlock and rotate downwards.

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

A. If the vehicle is driven with the key in the collapsed position, contact with the key fob by the driver could inadvertently turn the vehicle off while driving, increasing the risk of a crash.

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

A. Owners will be notified beginning **March 2023** and instructed to avoid attaching accessories to the key fob and to use the key in the non-folding orientation. Upon customer request, the interim remedy will be performed. The interim remedy is to insert a set screw into the key slot so the key cannot be folded down. Nissan continues to develop the final remedy for this issue.

**Q. How long will the corrective action take?**

A. This interim remedy, which is conducted at no charge to you for parts and labor, could take up to one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. Nissan continues to develop a final remedy plan for this issue.

**Q. When will vehicle owners be notified?**

A. Nissan will begin sending interim notifications to owners of all potentially affected vehicles in **March 2023**, via U.S. Mail. When a final remedy is available, Nissan will send an additional notification to owners.

**Q. Is my vehicle safe to drive?**

A. Owners with a key that will not remain in the extended 'open' position should contact their local authorized Nissan dealer for diagnosis. If inspection deems remedy is needed and upon customer request, the dealer will perform the interim remedy. If your vehicle is subject to this campaign, you should avoid attaching accessories to the key fob and use the key in the non-folding orientation.

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

A. Owners with a key that will not remain in the extended 'open' position should contact their local authorized Nissan dealer for diagnosis. If inspection deems remedy is needed and upon customer request, the interim remedy will be performed. The interim remedy is to insert a set screw into the key slot so the key cannot be folded down. Nissan continues to develop the final remedy for this issue. Owners should avoid attaching accessories to the key fob and use the key in the non-folding orientation.

**Q. Are parts readily available?**

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

**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, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1560 (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. The campaign will cover the towing costs for affected vehicles.

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. Is there any charge for the repair?**

A. No. The remedy will be performed for the customer free of charge for parts and labor.

**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 service.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the service completed.

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

A. The final remedy once available, 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 MY2014-2020 Rogue vehicles manufactured between August 7, 2013 to August 14, 2020, and MY2017-2022 Rogue Sport vehicles manufactured between November 28, 2016 to June 20, 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>
February 17, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
March 24, 2023	REVISION 1	Interim remedy and parts available