



SAFETY RECALL

CAMPAIGN BULLETIN

Rear Seat Belt Anchor Voluntary Safety Recall Campaign

Reference: PC978/PC979

Date: September 20, 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 remedy action is performed.

REVISION 1 Please discard earlier versions of this bulletin.

The announcement from May 26, 2023 has been revised to include the following:

- **NTB23-046** and **NTB23-047** have been updated, please discard earlier versions.

PC978 – Group 1 (Torque bolt, add washer, and apply labels)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 Rogue (T33)	27	6	May 26, 2023	YES

PC979 – Group 2 (Torque bolt and remove labels)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 Rogue (T33)	44	4	May 26, 2023	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 specific MY2023 Nissan Rogue vehicles to address a potential rear seat belt anchor issue. Nissan is updating and expanding Quality Action (PC936) to inspect and remedy all potentially affected vehicles.

In affected vehicles, the rear seat belt anchor fastener could loosen over time and if a repair is conducted in the field, the recommended replacement bolt does not match the vehicle's weld nut specification. In this condition, the seat belt fastener torque may not be sufficient and the hold strength to the floor is compromised. If this occurs, there is an increased risk of rear occupant injury during a crash.

Dealers will inspect both left-hand and right-hand rear seat belt anchor bolts and apply the correct torque. Additionally, dealers will apply warning labels to the seat belt attachment points to indicate the M12 size bolt and the torque value required for any future seat belt repair. In some cases, the dealers will remove a mis-applied label.

****** 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. **PC978 and PC979.**
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 **NTB23-046** to remedy any vehicles affected by campaign **PC978** and use **NTB23-047** to remedy any vehicles affected by campaign **PC979**. IMPORTANT – Discard the procedure instructions provided for the Quality Action (PC936) as they no longer apply.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<p>If inspection results indicate that parts replacement is needed, parts are on restriction and may be ordered through DBS.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333; 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>98590-6RR0A</td> <td>Label-Seatbelt</td> <td>As needed*</td> </tr> <tr> <td>08915-4421A</td> <td>Washer</td> <td>As needed</td> </tr> </tbody> </table> <p>*Order a quantity of one (1) per side affected. Labels are packaged two (2) per quantity ordered.</p> <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>	Part Number	Description	Quantity	98590-6RR0A	Label-Seatbelt	As needed*	08915-4421A	Washer	As needed
	Part Number	Description	Quantity							
	98590-6RR0A	Label-Seatbelt	As needed*							
08915-4421A	Washer	As needed								
<p>Repair</p> <ul style="list-style-type: none"> • NTB23-046 for PC978 • NTB23-047 for PC979 										
<p>Owner Notification</p> <p>Nissan will begin sending notifications to owners of all potentially affected vehicles in July 2023, via U.S. Mail.</p>										

****** 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. In affected vehicles, the rear seat belt anchor fastener could loosen over time and if a repair is conducted in the field, the recommended replacement bolt does not match the vehicle's weld nut specification.

Q. What is the possible effect of this condition?

A. The rear seat belt anchor fastener could loosen over time and, if a repair is conducted in the field, the recommended replacement bolt does not match the vehicle's weld nut specification. In this condition, the seat belt fastener torque may not be sufficient resulting in the hold strength to the floor being compromised. If this occurs, there is an increased risk of rear occupant injury during a crash.

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

A. Dealers will inspect both left-hand and right-hand rear seat belt anchor bolts and apply the correct torque. Additionally, dealers will apply warning labels to the seat belt attachment points to indicate the M12 size bolt and the torque value required for any future seat belt repair. In some cases, the dealers will remove a mis-applied label.

Q. How long will the corrective action take?

A. This free service could take up to one (1.0) hour 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 notifications to owners of all potentially affected vehicles in **July 2023**, via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

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

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

Q. Are parts readily available?

A. Yes, parts are currently on restriction and may be ordered through 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	\$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 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 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. **PC978:** Certain specific model year 2023 Nissan Rogue vehicles manufactured from August 15, 2022 to August 18, 2022.

PC979: Certain specific model year 2023 Nissan Rogue vehicles manufactured from August 17, 2022 to August 18, 2022.

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

A. No.

Revision History:

Date	Announcement	Purpose
May 26, 2023	Original Document	New campaign announcement
September 20, 2023	REVISION 1	NTB23-046 and NTB23-047 updated