



SAFETY RECALL

CAMPAIGN BULLETIN

Rear Brake Caliper Replacement Voluntary Recall Campaign

Reference: **PC993**

Date: **November 28, 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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Rogue (T33)	2	NA	November 28, 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 issuing a recall for two (2) vehicles previously inspected and released under campaign PC804. Nissan is conducting a Voluntary Safety Recall to replace the left and right rear brake calipers on the two (2) vehicles.

Due to a manufacturing error at the supplier, certain Rogue vehicles may be missing an internal bushing in the rear left and/or right brake caliper assembly. The brake caliper bushing serves as a guide for the bolt nut shaft and keeps the O-ring seal in place. Without the bushing in place, the O-ring seal can move and become deformed between the cast surface and the bolt nut, resulting in a brake fluid leak path. Normal application of the brakes can lead to an external brake fluid leak that may cause an electrical short of the Motor Gear Unit components, resulting in the illumination of the red brake warning light in the center of the dash meter. The brake fluid leak can cause reduced braking performance without warning, which could increase the risk of crash.

The two (2) owners of the affected vehicles will be notified beginning in **January 2024** to bring their Rogue to a Nissan dealer for repair. Dealers will be instructed to replace both left and right rear brake calipers. All repairs will be performed free of charge for parts and labor and may take up to two (2) hours to complete.

**** What Dealers Should Do****

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC993**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
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 remedy and parts are available.

- Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

Parts	<p>Parts are available and can be ordered via the normal ordering process.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #333; color: white;">Part Number</th> <th style="background-color: #333; color: white;">Description</th> <th style="background-color: #333; color: white;">Quantity</th> </tr> </thead> <tbody> <tr> <td>D4000-6RA0C</td> <td>Brake Assy - RH Rear</td> <td style="text-align: center;">1</td> </tr> <tr> <td>D4010-6RA0C</td> <td>Brake Assy - LH Rear</td> <td style="text-align: center;">1</td> </tr> <tr> <td>46237-AV601</td> <td>Gasket-Brake Hose</td> <td style="text-align: center;">4</td> </tr> </tbody> </table>	Part Number	Description	Quantity	D4000-6RA0C	Brake Assy - RH Rear	1	D4010-6RA0C	Brake Assy - LH Rear	1	46237-AV601	Gasket-Brake Hose	4
Part Number	Description	Quantity											
D4000-6RA0C	Brake Assy - RH Rear	1											
D4010-6RA0C	Brake Assy - LH Rear	1											
46237-AV601	Gasket-Brake Hose	4											
Repair	<ul style="list-style-type: none"> NTB23-084 												
Owner Notification	<p>Nissan will notify the owners of potentially affected vehicles beginning January 2024.</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 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 recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a manufacturing error at the supplier, certain Rogue vehicles may be missing an internal bushing in the rear left and/or right brake caliper assembly.

Q. What is the possible effect of the condition?

A. The brake caliper bushing serves as a guide for the bolt nut shaft and keeps the O-ring seal in place. Without the bushing in place, the O-ring seal can move and become deformed between the cast surface and the bolt nut, resulting in a brake fluid leak path. Normal application of the brakes can lead to an external brake fluid leak that may cause an electrical short of the Motor Gear Unit components, resulting in the illumination of the red brake warning light in the center of the dash meter. The brake fluid leak can cause reduced braking performance without warning, which could increase the risk of crash.

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

A. Dealers will replace both left and right rear brake calipers.

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 two (2) 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 sending notifications to affected owners beginning **January 2024**, via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will be contacted by Nissan Consumer Affairs or receive an Owner Notification letter from Nissan, which will instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible.

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

A. No.

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. Are parts readily available?

A. Yes

Q. Is there any charge for this service?

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

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. Model year 2021 Nissan Rogue vehicles manufactured from January 9, 2021 to February 24, 2021.

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

A. Yes. Certain Model Year 2021 Nissan Rogue vehicles manufactured in the Smyrna, TN plant from January 9, 2021 to February 24, 2021.

Revision History:

Date	Announcement	Purpose
November 28, 2023	Original Document	New campaign announcement