



VOLUNTARY RECALL CAMPAIGN

Classification: KS23-003	Reference: NTB23-068	Date: August 29, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2014-2020 ROGUE AND 2017-2022 ROGUE SPORT; JACKKNIFE KEY REPAIR

CAMPAIGN ID #: R22C9
APPLIED VEHICLES: 2014-2020 Rogue (T32)
2017-2022 Rogue Sport (J11)
APPLIED GRADES: S

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2014-2020 Rogue and 2017-2022 Rogue Sport vehicles to install an insert into the keys and register the keys to the vehicle. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

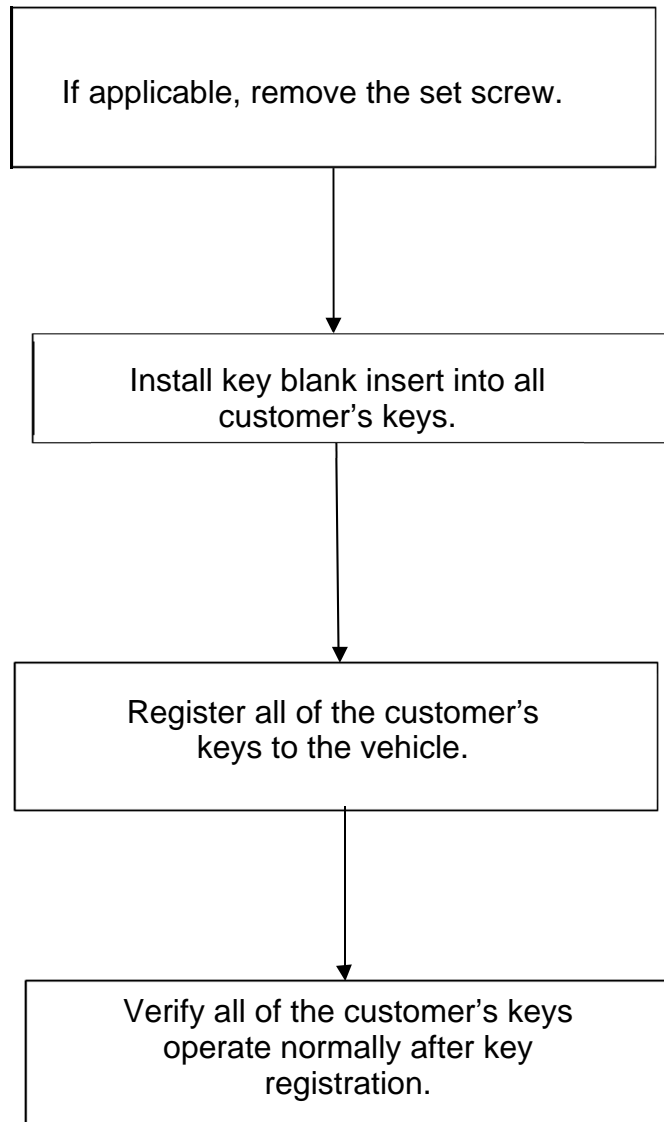
Nissan has assigned identification number R22C9 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

REPAIR OVERVIEW



SERVICE PROCEDURE

IMPORTANT: It is strongly recommended that all of the customer's keys be available with the vehicle (and operating properly) to complete this campaign. Keys which do not receive the campaign repair will not function after the vehicle is returned to the customer.

Jackknife Key Repair

1. If the key blade is in the stored position, unfold the key blade by depressing the key release button, as shown in Figure 1.
 - Verify the key blade is extended and locked.



Figure 1

2. Orient the key so that the key blade storage slot is visible, as shown in Figure 2.

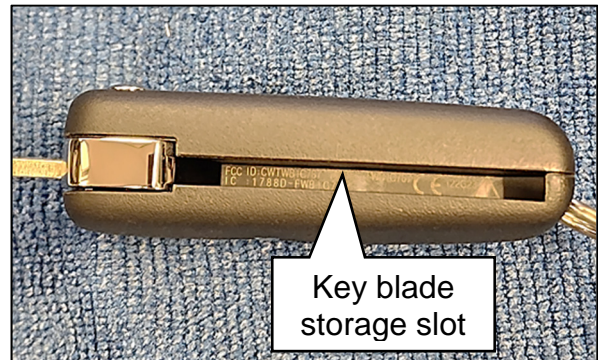


Figure 2

3. If installed, remove the set screw using a 3/32" hex wrench, as shown in Figure 3.

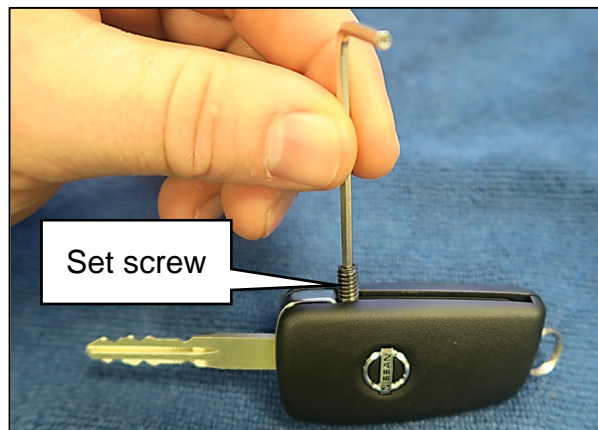


Figure 3

4. Separate the two (2) key housing halves.
 - a. Insert a suitable tape-wrapped, flat-blade screwdriver into the slot at the rear of the key.

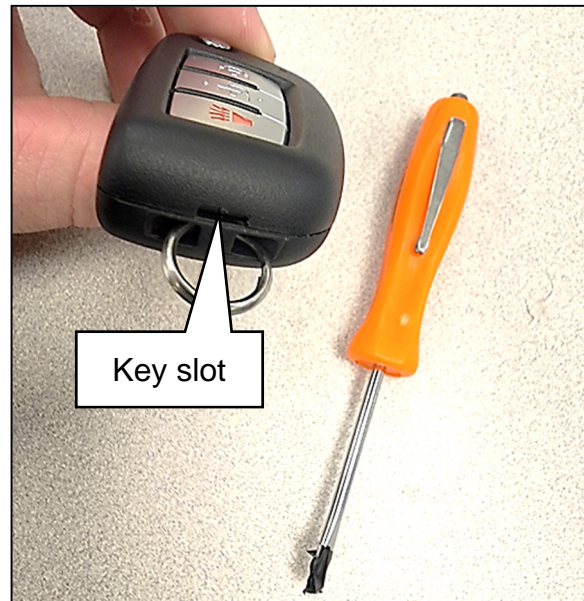


Figure 4

- b. Carefully twist the screwdriver.
 - c. Remove the top half of the key and the circuit board and place it in a safe area.

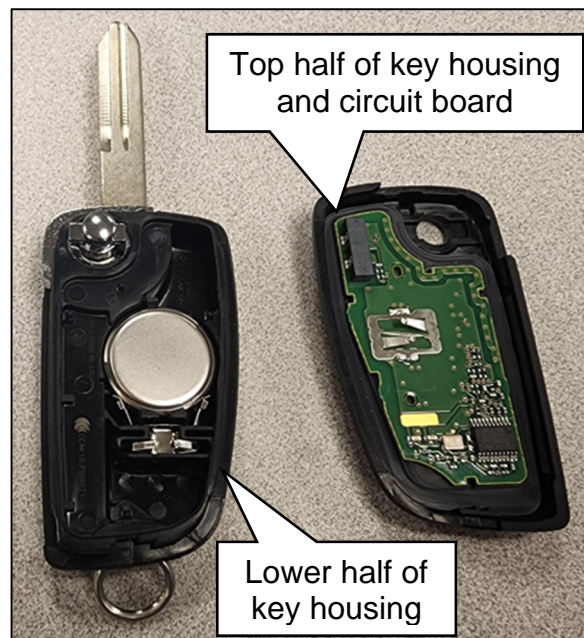


Figure 5

5. Orient the key blank insert as shown in Figure 6.
6. Place a small amount of clear silicone onto the edge of the key blank insert, as shown in Figure 6.

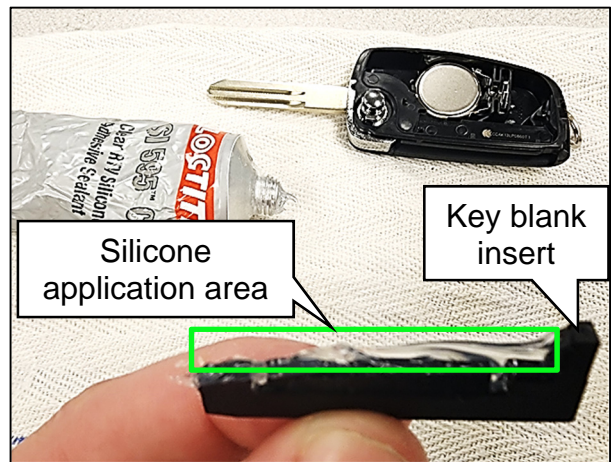


Figure 6

7. Carefully install the key blank insert into the key storage area, making sure the insert is fully seated in the key storage area, as shown in Figure 7 and Figure 8.



Figure 7

HINT: The insert will be sub-flush when fully installed.



Figure 8

8. Using a clean, lint free cloth, wipe **ALL** excess silicone from the key.

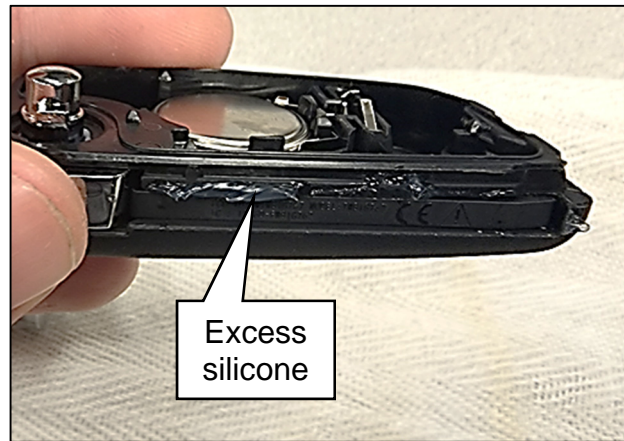


Figure 9

HINT: The clear silicone will take approximately 24 hours to fully cure. The keys can be returned to the customer at any time.

9. Carefully reassemble the two (2) key housing halves.
 - After reassembling the key, verify **ALL** excess silicone is removed from the key.
10. Repeat steps 1-9 on pages 3-6 on any additional keys.
 - Proceed to step 11 on page 7 for key registration.

Key Registration

11. Connect the CONSULT PC to the vehicle.
12. Start C-III plus.
13. Wait for the VI to be recognized.
 - The serial number will be displayed when the VI is recognized.
14. Select **Immobilizer**.

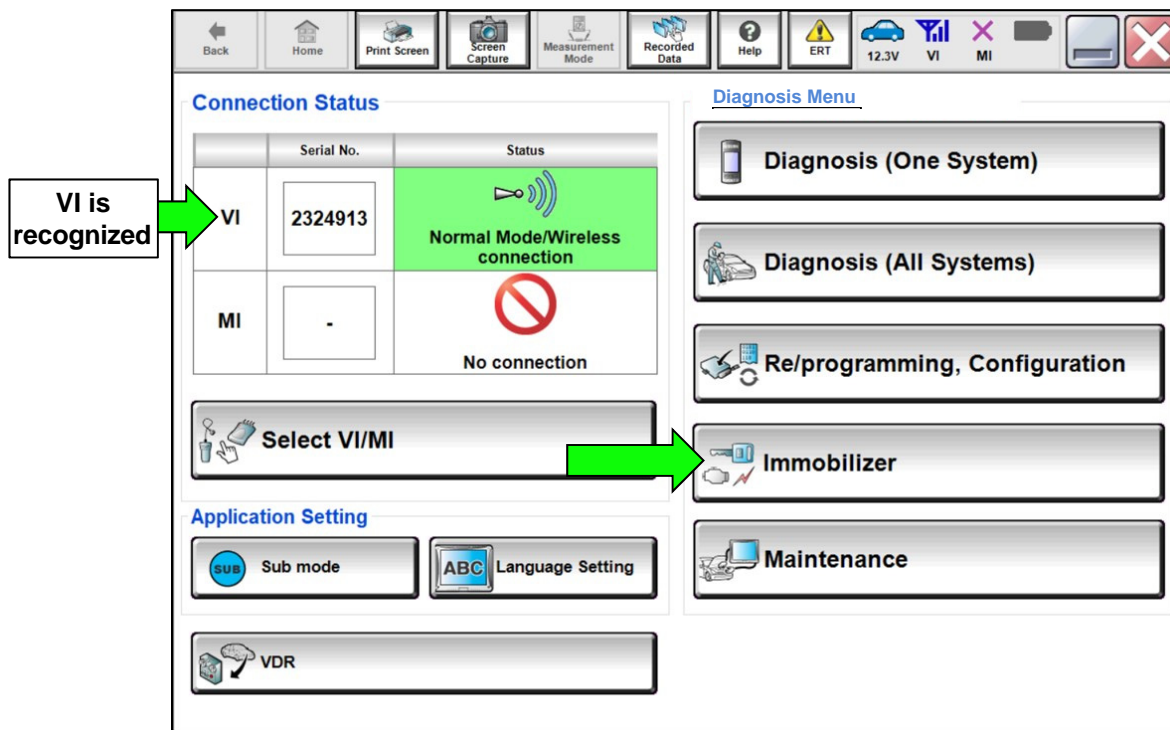


Figure 10

15. Follow the screen prompts to navigate to the screen shown in Figure 11.
16. Select **When performing key registration**.
17. Select **Register key**.
 - If needed, refer to the CONSULT III+ Operations Manual for key registration information.

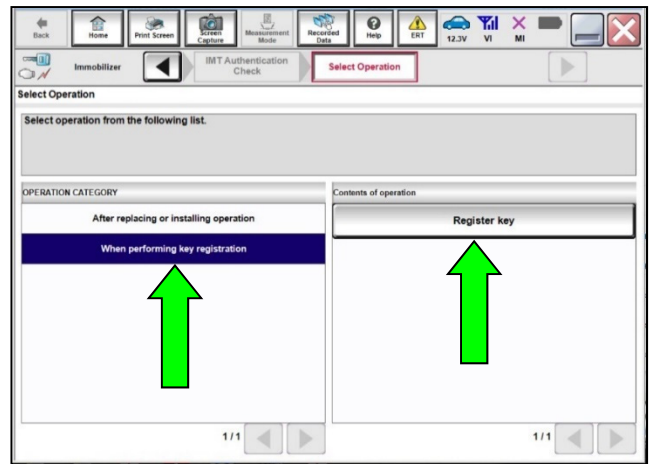


Figure 11

18. Follow the screen prompts to navigate to the screen shown in Figure 12.
19. Insert the mechanical key and turn the ignition to the ON position to register.
20. Verify the Red Security lamp in the combination meter blinks five (5) times.

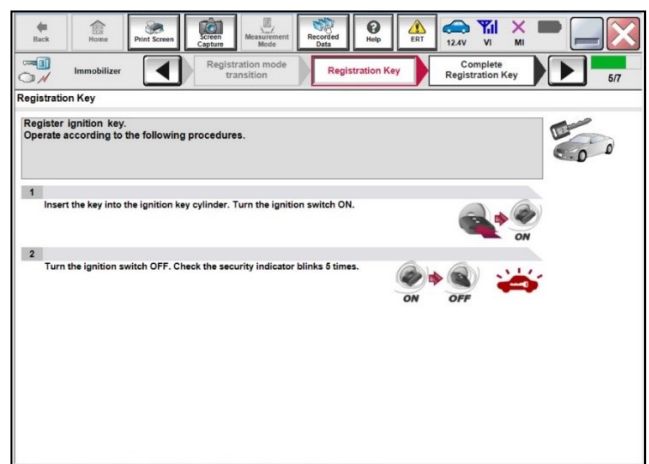


Figure 12

21. Once the key is registered, the screen in Figure 13 will be displayed.
22. Turn the ignition switch to the OFF position and remove the mechanical key from the ignition switch.
23. Repeat steps 14-22 for any additional keys.
24. Verify all of the customer's keys operate normally after key registration.

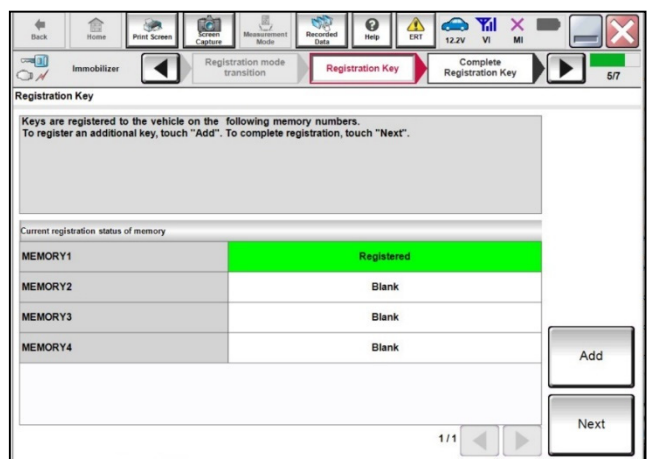


Figure 13

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
SW ASSY REMOTE INSERT	28268-DFA0A	(1)
LOCTITE SI 595 CL CLEAR RTV SILICONE ADHESIVE SEALANT	28268-DFA0B (2)	(3)

- (1) Use a maximum amount of four (4).
- (2) Order this item through the Nissan Maintenance Advantage program: Phone 877-NIS-NMA1 (877-647-6621). Website order via link on the dealer portal; www.NNAnet.com and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.
- (3) See **EXPENSE CODE** below.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R22C9	Remove Set Screw (if installed), Install Key Blank Insert Into One (1) Key Fob and Register Key	R22C90	0.4
	Remove Set Screw (if installed), Install Key Blank Insert Into Two (2) Key Fobs and Register Keys	R22C91	0.5
	Remove Set Screw (if installed), Install Key Blank Insert Into Three (3) Key Fobs and Register Keys	R22C92	0.6
	Remove Set Screw (if installed), Install Key Blank Insert Into Four (4) Key Fobs and Register Keys	R22C93	0.7

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
009	LOCTITE SI 595 CL CLEAR RTV SILICONE ADHESIVE SEALANT (1)	\$0.72

- (1) One tube of silicone will repair multiple vehicles.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 29, 2023	NTB23-068	Original bulletin published