



SAFETY RECALL

CAMPAIGN BULLETIN

Front Seat Belt Pre-Tensioner Voluntary Recall Campaign

Reference: PD105

Date: February 29, 2024

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
MY2023 Rogue (T33)	9,720	52	February 29, 2024	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 specific model year 2023 Nissan Rogue vehicles.

In affected vehicles, the front seat belts may contain a partially crimped lap pre-tensioner due to a supplier issue that has since been corrected. A partially crimped pre-tensioner may not restrain the occupant as intended and may not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, Occupant Crash Protection; FMVSS No. 209, Seat Belt Assemblies; and FMVSS No. 210, Seat Belt Assembly Anchorages, increasing the risk of injury in a crash.

Dealers will replace both the left side and right side front seat belt assembly with a new one.

**** 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. **PD105**
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.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	Parts for this remedy are on restriction and can be ordered via DBS. Refer to NTB24-018 to determine the correct parts ordering information for this repair. Parts for new cars in dealer inventory will be automatically shipped to dealers the week of March 11, 2024 .
Repair	<ul style="list-style-type: none">• NTB24-018
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning April 2024 .

**** 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. In affected vehicles, the front seat belts may contain a partially crimped lap pre-tensioner due to a supplier issue that has since been corrected.

Q. What is the possible effect of the condition?

A. A partially crimped pre-tensioner may not restrain the occupant as intended and may not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, Occupant Crash Protection; FMVSS No. 209, Seat Belt Assemblies; and FMVSS No. 210, Seat Belt Assembly Anchorages, increasing the risk of injury in a crash.

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

A. Dealers will replace both the left side and right side front seat belt assembly with a new one.

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 sending notifications to affected owners beginning **April 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. Parts are on restriction and can be ordered via DBS.

Q. Is there any charge for this service?

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

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty) and are experiencing the applicable condition of this campaign.

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. 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. Certain model year 2023 Nissan Rogue vehicles manufactured from June 7, 2023 to July 12, 2023.

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

A. No.

Revision History:

Date	Announcement	Purpose
February 29, 2024	Original Document	New campaign announcement