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# NISSAN BULLETIN

## 2017-2018 Rogue and Rogue Sport Automatic Emergency Braking (AEB) Update Notification Letter

Reference: NPSB/18-443

Date: January 25, 2019

**Attention: Service & Parts Managers**

Nissan is conducting an important Customer Service Initiative to increase awareness of an available update for the Automatic Emergency Braking (AEB) system on certain Model Year 2017-18 Rogue (T32), Rogue Sport (J11), and Rogue Hybrid (T32) vehicles. In rare instances and unique roadway environments such as certain types of railroad crossings and metal overpasses, the AEB system in some vehicles may activate braking when not needed. The driver can always override the AEB system by pressing the accelerator.

To help enhance system performance for the customers that have experienced this issue, Nissan developed a special AEB system update that is available to owners at no cost for parts and labor **during the duration of the Basic Coverage under their New Vehicle Limited Warranty (3 years/36,000 miles, whichever comes first).**

**THIS CUSTOMER SERVICE INITIATIVE IS IMPLEMENTED TO MAKE CUSTOMERS AWARE OF AN AVAILABLE UPDATE. THIS INITIATIVE IS NOT A WARRANTY, AN EXTENSION OF THE NEW VEHICLE LIMITED WARRANTY, OR AN IMPLIED OR GENERAL WARRANTY, AND IS NOT CONNECTED TO ANY SALE OF THE VEHICLE.**

**\*\*\*\*\* Update Instructions \*\*\*\*\***

Please refer to **NTB18-041** for remedy instructions.

**\*\*\*\*\* Owner Notification Timing\*\*\*\*\***

Nissan will begin mailing the attached Owner Letter to potentially affected owners in **January 2019**, making them aware of this Automatic Emergency Braking (AEB) system software update.

### **Frequently Asked Questions (FAQ):**

**Q. Is this a recall or service campaign?**

A. No.

**Q. Is this a Stop Sale?**

A. No.

**Q. What is the reason for this Customer Service Initiative?**

A. This Customer Service Initiative is implemented to make customers aware of an available update for their Automatic Emergency Braking (AEB) system should they experience brake activation when not needed.

**Q. What will be the corrective action?**

A. If the vehicle is covered under the New Vehicle Limited Warranty (3 years/ 36,000 miles, whichever comes first), and an owner experienced Automatic Emergency Braking (AEB) system activation when it was not needed; dealers should apply NTB18-041. Owners with

vehicles outside of factory warranty may also elect to have NTB18-041 performed, but any expenses will be out of pocket.

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

A. It should take approximately one (1) hour to reprogram the Automatic Emergency Braking (AEB) system software. Your dealer may require your vehicle for a longer period of time based on their work schedule.

**Q. What can I expect after the software is installed?**

A. The update will enhance the Automatic Emergency Braking (AEB) system performance for unintended application of automatic braking.

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

A. Nissan will begin mailing the attached Owner Letter to potentially affected owners in **January 2019**, making them aware of this Automatic Emergency Braking (AEB) system software update.

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

A. Yes.

**Q. Do I need to make an appointment in advance?**

A. Yes. An appointment made in advance might be helpful to ensure that your Nissan dealer can complete the update at your convenience.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. No.

**Q. Is there any charge for this update?**

A. No, your Nissan dealer will reprogram the Automatic Emergency Braking (AEB) system at **no charge to you for parts or labor while your vehicle is covered under New Vehicle Limited Warranty (3 years/ 36,000 miles, whichever comes first).**

**Q. I did not receive a letter, how can I tell if my vehicle is eligible?**

A. If you have concerns about the operation of your Automatic Emergency Braking (AEB) System, please schedule an appointment with your dealer to diagnose your concerns and determine if the technical service bulletin should be applied to your vehicle.

**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 this software update.

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

**Q. What should I do if a customer previously entered the dealership indicating that they experienced Automatic Emergency Braking (AEB) activation when not needed, but for some reason did not receive the remedy, and the customer returned for remedy when the vehicle is no longer covered under New Vehicle Limited Warranty (3 years/ 36,000 miles, whichever comes first)?**

A. If a part needed to be ordered, and the customer came back in for remedy outside of warranty (once part was available), dealer should contact the Warranty Claims Call Center (1-800-258-7008 Option 7) and provide the original RO including part order information for factory warranty consideration.

If no part was necessary, and the customer came back in for remedy outside of warranty (after the original date of service), the dealer should contact their FOM for Good Will consideration.

**Q. Are you offering this customer satisfaction opportunity on any other Nissan (or INFINITI) models?**

A. No.

\*\*\*\*\* PLEASE SEE FOLLOWING PAGE FOR COPY OF OWNER LETTER \*\*\*\*\*

## **PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE**

Dear Nissan [**Rogue, Rogue Sport**] Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we are conducting an important Customer Service Initiative to increase awareness of an available update for the Automatic Emergency Braking (AEB) system on your vehicle.

### **AEB SYSTEM OPERATION**

AEB is a driver assist technology that uses radar to detect obstacles directly ahead in the travelling lane. When the AEB system detects a potential collision situation it will first audibly and visually warn the driver to take action. If the system continues to detect an obstacle and no override action is taken by the driver, the system will apply the brakes. The AEB system is designed to operate only in emergency, near-crash situations and cannot always provide enough braking to avoid a collision. The driver can always override the AEB system by pressing the accelerator.

### **AEB SYSTEM UPDATE AVAILABLE IF AEB ACTIVATES WHEN NOT NEEDED**

In rare instances and unique roadway environments such as certain types of railroad crossings and metal overpasses, the AEB system in some vehicles may activate braking when it is not needed. To help enhance system performance for the customers that have experienced this issue, Nissan developed a special AEB system update that is available to you at your Nissan dealer at no cost for parts and labor, during the duration of the Basic Coverage in your New Vehicle Limited Warranty (3 years/36,000 miles, whichever comes first).

### **WHAT YOU SHOULD DO**

If you believe your vehicle experienced AEB activation when it was not needed; we encourage you to please visit your local Nissan dealer for an update. The Nissan dealer can check the AEB system in your vehicle and update it as needed. The update is **FREE OF CHARGE** during the duration of the Basic Coverage in your New Vehicle Limited Warranty.

### **If You Have Additional Questions about This Customer Service Initiative**

If you have any questions regarding this letter or if you need assistance locating the nearest Nissan dealer, please call 800-867-7669, Option 1.

### **IMPORTANT TERMS AND LIMITATIONS**

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This Customer Service Initiative is being conducted to make customers aware of an AEB system update, and the only services provided are limited to the optional AEB update described above. No maintenance, repairs, remedies, or services for any other parts, components, or conditions are provided under this Customer Service Initiative. The services provided must be performed by a participating Nissan dealer, except as otherwise approved by Nissan.