



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Automatic Emergency Braking (AEB) Voluntary Service Campaign

Reference: P9327
Date: August 27, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-18 Rogue Sport (J11)	132,463	63	August 27, 2019	NO
MY2017-18 Rogue (T32)	448,079	135		
MY2017-18 Rogue Hybrid (T32H)	2,633	2		

***** Campaign Summary*****

Nissan is committed to the safety, security and satisfaction of our customers and their passengers. Nissan is upgrading an existing Customer Service Initiative to a Voluntary Service Campaign on certain Model Year 2017-18 Rogue (T32), Rogue Sport (J11), and Rogue Hybrid (T32H) vehicles to reprogram the Radar and Advanced Driver Assistance System (ADAS) components of the Automatic Emergency Braking (AEB) system. Covered vehicles that were not updated under NPSB/18-443 will be reprogrammed with updated software to improve system functionality through reduced false positive AEB activation in certain driving environments.

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. The driver can always override the AEB system by pressing the accelerator.

Nissan previously invited customers that had experienced an issue with their AEB system to come in for updated software before their Limited Vehicle Warranty expired. Now, Nissan is encouraging owners to have this important software update performed without regard to any issues or warranty status.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.D. **P9327**.
2. Dealers should reprogram the Radar and ADAS software on any affected vehicles in retailer new or pre-owned inventory to help ensure customer satisfaction.
3. Dealers should use **NTB19-064** to inspect and, if necessary, remedy any vehicles subject to this campaign.
4. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

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

Parts

- Updated software is now available on ASIST
- Parts are only needed in the event of reprogramming failure

Special Tools	• CONSULT III
Repair	• NTB19-064
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles beginning September 5, 2019 .

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 voluntary service 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.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. In rare instances and unique roadway environments such as certain types of railroad crossings and metal overpasses, the Automatic Emergency Braking (AEB) system in some vehicles may activate braking when it is not needed. Nissan is upgrading an existing Customer Service Initiative to encourage owners to update their vehicles without regard to experiencing any issues or warranty status.

Q. What is the possible effect of this condition?

A. If the radar and Advanced Driver Assistance System (ADAS) software incorrectly read specific roadway features as potential obstacles the Automatic Emergency Braking (AEB) may falsely activate and provide visual and audible warnings for 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 customer can always override the AEB system by pressing the accelerator.

Q. What will be the corrective action?

- A. Dealers will reprogram the Radar and Advanced Driver Assistance System (ADAS) components of the Automatic Emergency Braking (AEB) system with updated software to prevent false AEB activation in previously specified driving environments.

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 improve system functionality through reduced false positive Automatic Emergency Braking (AEB) activation in certain driving environments.

Q. When will vehicle owners be notified?

- A. Nissan will begin sending notifications to owners of all potentially affected vehicles beginning **September 5, 2019**

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

- A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

- A. Yes. However, if the vehicle is subject to this service campaign, you should arrange to have your vehicle updated as soon as possible.

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

- A. Rental is covered by the campaign if parts need to be ordered due to reprogramming failure:

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

- A. The update will improve AEB system performance to prevent false Automatic Emergency Braking (AEB) activation in previously specified driving environments. As the condition will be improved, there is no basis for repurchasing or replacing your vehicle.

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

A. No.

Q. Is there any charge for the update?

A. No, the update 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 voluntary service campaign.

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

Q. What model year vehicles are involved?

A. Certain Model Year 2017-18 Rogue (T32), Rogue Sport (J11), and Rogue Hybrid (T32H) vehicles produced between July 26, 2016 and October 1, 2018 in Kyushu, Japan; RSM Korea and Smyrna, Tennessee and not updated under NPSB/18-443 are affected.

<u>Make/Model</u>	<u>Date of Manufacture</u>
MY2017-18 Nissan Rogue (J11)	October 27, 2016 – October 1, 2018
MY2017-18 Nissan Rogue (T32)	August 2, 2016 – September 12, 2018
MY2017-18 Rogue Hybrid (T32H)	July 26, 2016 – August 22, 2018

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

A. No.

Q. If my vehicle previously had an update completed under NPSB/18-443, is this update necessary on my vehicle?

A. No. Vehicles previously updated under NPSB/18-443 and campaign TSB# NTB18-041 are not affected.

Revision History:

Date	Announcement	Purpose
September 6, 2019	Original	New campaign announcement