



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

New Car Assessment Program Voluntary Service Campaign

Reference: P2A08

Date: July 26, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2021 Rogue (T33) | 53,207 | 3 | July 26, 2022 | NO |

*******Dealer Announcement*******

Nissan is conducting a Voluntary Service Campaign on certain 2021 Rogue vehicles identified in Service Comm and DBS National Service History. The vehicles covered in this campaign were produced before Nissan implemented an update to the front passenger restraint system which improved the New Car Assessment Program (NCAP) front passenger safety rating to four stars in the frontal crash test.

To increase customer confidence and satisfaction, Nissan will replace the front passenger airbag, front passenger seat belt retractor, and reprogram the airbag control unit (ACU) with the updated parts.

Affected vehicles are **not** subject to stop sale.

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

1. Verify if vehicles are affected by this Voluntary Emission Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P2A08**.
2. Dealers are requested to remedy any affected vehicles in dealer pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB22-063** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

| Parts | <p>Parts may be ordered via normal process, <u>except for part number H6884-6RR7B</u>. Part number H6884-6RR7B is on restriction and may be ordered via DBS.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>K8E15-6RC0A</td> <td>Pass Air Bag</td> <td>1</td> </tr> <tr> <td>H6884-6RR7A</td> <td>Pass Seat Belt</td> <td>1</td> </tr> <tr> <td>H6884-6RR7B</td> <td>Pass Seat Belt</td> <td>1</td> </tr> <tr> <td>76988-6LB5A</td> <td>Clip</td> <td>1</td> </tr> <tr> <td>01125-N6061</td> <td>Bolt</td> <td>1</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this campaign activity may be collected. It is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p> | Part Number | Description | Quantity | K8E15-6RC0A | Pass Air Bag | 1 | H6884-6RR7A | Pass Seat Belt | 1 | H6884-6RR7B | Pass Seat Belt | 1 | 76988-6LB5A | Clip | 1 | 01125-N6061 | Bolt | 1 |
|---------------------------|---|-------------|-------------|----------|-------------|--------------|---|-------------|----------------|---|-------------|----------------|---|-------------|------|---|-------------|------|---|
| Part Number | Description | Quantity | | | | | | | | | | | | | | | | | |
| K8E15-6RC0A | Pass Air Bag | 1 | | | | | | | | | | | | | | | | | |
| H6884-6RR7A | Pass Seat Belt | 1 | | | | | | | | | | | | | | | | | |
| H6884-6RR7B | Pass Seat Belt | 1 | | | | | | | | | | | | | | | | | |
| 76988-6LB5A | Clip | 1 | | | | | | | | | | | | | | | | | |
| 01125-N6061 | Bolt | 1 | | | | | | | | | | | | | | | | | |
| Special Tools | <ul style="list-style-type: none"> CONSULT III+ | | | | | | | | | | | | | | | | | | |
| Repair | <ul style="list-style-type: none"> NTB22-063 | | | | | | | | | | | | | | | | | | |
| Owner Notification | <p>Nissan will begin sending notifications to owners of all potentially affected vehicles in September 2022, via U.S. Mail.</p> | | | | | | | | | | | | | | | | | | |

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

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

Total Customer Satisfaction

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 campaign?

A. Vehicles covered in this campaign were produced before Nissan implemented an update to the front passenger restraint system which improved the New Car Assessment Program (NCAP) front passenger safety rating to four stars in the frontal crash test.

Q. What is the possible effect of the condition?

A. Vehicles affected by this campaign meet all U.S. federal safety standards and received an overall NCAP safety rating of 4 stars and a front passenger safety rating of two stars in the frontal crash test.

Q. What will be the corrective action?

A. The dealer will replace the front passenger airbag, front passenger seat belt retractor, and reprogram the airbag control unit (ACU) to improve customer confidence and satisfaction.

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 four (4) hours 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 in **September 2022**, via U.S. Mail.

Q. Are parts readily available?

A. Yes, parts are on restriction and can be ordered through DBS.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No.

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

A. No.

Q. Is there any charge for this repair?

A. No, the remedy 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 this service campaign.

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

Q. I have a 2021 Rogue but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is affected in this campaign.

Q. What model year vehicles are involved?

A. Certain specific model year 2021 Nissan Rogue vehicles manufactured between June 30, 2020 to March 15, 2021.

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|---------------|--------------|---------------------------|
| July 26, 2022 | Original | New campaign announcement |