



# CAMPAIGN

# CAMPAIGN BULLETIN

## Back Door (Liftgate) Hinge Torque Quality Review for Recall Campaign R21A7

Reference: PC848  
Date: October 27, 2021

### Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Rogue Sport (J11)	1,309	70	October 27, 2021	<b>YES</b>

#### \*\*\*\*\* Dealer Announcement \*\*\*\*\*

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is conducting a campaign quality review on **1,309** specific MY2021 Rogue Sport vehicles previously recalled and remedied under campaign ID R21A7. Under the recall (R21A7), dealers replaced both the right and left back door liftgate hinges to address a concern that could result in the hinges separating from the vehicle in the event of a crash. Certain bolts installed on vehicles remedied under R21A7 prior to August 5, 2021 in the US and August 12, 2021 in Canada may not be torqued to the correct specification. If the bolts are not torqued to correct specification, they may loosen over time. In the worst case condition, the liftgate hinges may separate from the vehicle in the event of a crash. If the liftgate hinges separate during a crash, it may increase the risk of injury to the occupants.

Under this campaign quality review (PC848), dealers will torque both back door (liftgate) hinge bolts to correct specification and replace two (2) rear back-side base bracket bolts.

#### \*\*\*\*\* What Dealers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this campaign quality review using Service Comm or DBS National Service History – Open Campaigns I.D. **PC848**.
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory.
  - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB15-460 for additional information
3. Dealers should use **NTB21-098** to remedy 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 \*\*\*\*

<b>Parts</b>	<b>Parts are on restriction and may be ordered via DBS.</b> <ul style="list-style-type: none"><li>Parts may be ordered via normal process beginning <b>November 15, 2021.</b></li></ul> <table border="1"><thead><tr><th>DESCRIPTION</th><th>PART NUMBER</th><th>QUANTITY</th></tr></thead><tbody><tr><td>BOLT (rear back-side base bracket bolt)</td><td>01125-N8031</td><td>1 (each package contains 10 bolts)</td></tr></tbody></table>	DESCRIPTION	PART NUMBER	QUANTITY	BOLT (rear back-side base bracket bolt)	01125-N8031	1 (each package contains 10 bolts)
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BOLT (rear back-side base bracket bolt)	01125-N8031	1 (each package contains 10 bolts)					
<b>Repair</b>	<ul style="list-style-type: none"><li><b>NTB21-098</b></li></ul>						
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>November 2021</b> via U.S. Mail.						

\*\*\*\* 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 campaign quality review, 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 Campaign quality review 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. Yes.

**Q. Is this a safety recall?**

A. This is a quality review of specific vehicles remedied under (Campaign ID R21A7) Recall 21V-525 prior to August 5, 2021 in the U.S. and under Recall 2021-425 prior to August 12, 2021 in Canada.

**Q. What is the reason for this campaign quality review?**

A. Certain installed bolts may not be torqued to correct specification.

**Q. What is the possible effect of the condition?**

A. If the bolts are not torqued to correct specification, they may loosen over time. In the worst case condition, the liftgate hinges may separate from the vehicle in the event of a crash. If the liftgate hinges separate during a crash, it may increase the risk of injury to the occupants.

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

A. Dealers will torque both back door (liftgate) hinge bolts and replace two (2) rear back-side base bracket bolts.

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

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) 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 owners of all potentially affected vehicles in **November 2021** via U.S. Mail.

**Q. Are parts available?**

A. Parts are on restriction, but may be ordered via DBS. Parts may be ordered via normal process **beginning November 15, 2021.**

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

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to

have their vehicles repaired as soon as possible upon notification.

**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. 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 campaign quality review.  
**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 Sport 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 included in this campaign.

**Q. What model year vehicles are involved?**

A. Model year 2021 Rogue Sport vehicles manufactured between March 19, 2021 to April 29, 2021 at the Kyushu plant and remedied under Recall 21V-525 prior to August 5, 2021 in the U.S. and under Recall 2021-425 prior to August 12, 2021 in Canada are affected.

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

A. No.

**Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this campaign re-inspection. Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow the procedure for Overseas Recall Program.)**

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
October 27, 2021	Quality Review for Recall Campaign R21A7	New Campaign Announcement