



November 20, 2020

DEPARTMENT OF TRADE AND INDUSTRY

Consumer Protection Group

2nd Floor Department of Trade and Industry Building

361 Sen. Gil Puyat, Avenue Makati City

Attention: USEC. RUTH B. CASTELO
Undersecretary

Subject: Special Service Campaign regarding Forward Emergency Braking system of Nissan X-Trail with Model Year 2017-2018

Dear Madam:

NISSAN PHILIPPINES, INC. ("NPI"), writes to inform your good office of a special service campaign for the Nissan X-Trail with model years 2017-2018 due to the unintended activation of the Forward Emergency Braking (FEB) system, which causes the system to activate the braking mechanism in the event the driver fails to respond to audible and visual warnings upon false detection by the FEB of certain road objects as potential road obstruction. NPI approximates that 200 units will be covered under this service campaign (kindly see attached list of affected units in Annex "A").

The FEB system uses a continental radar technology to monitor the vehicle's proximity to other vehicles, road obstructions, and objects ahead. The system gives the driver audible and visual display warnings such as Forward Collision Warning (FCW), which notifies the driver to reduce speed if the system detects a road obstruction which may lead to a potential frontal collision. If the driver fails to respond, the FEB system kicks in to apply the brakes to help the driver avoid or minimize collision.

Based on the investigation conducted by Nissan, on certain Nissan X-Trail vehicles equipped with continental radar ARS410, drivers are experiencing false activation of FEB with FCW (Forward Collision Warning-chime, and lights) in certain driving environments, such as when maneuvering specific upper structures. The FEB system of the approximate 200 affected Nissan X-Trail units, falsely identifies certain objects as road obstacles, which triggers the FEB system to automatically activate as per design intent. Objects such as boom barriers (e.g. Railroad Crossing), low height clearances in bridges, parking garages, low hanging traffic lights and steep incline roads, are erroneously identified as potential road obstacles.

As part of NPI's commitment to customer safety, we will be updating the software of the radar and the vehicle's Advanced Driver Assistance System to resolve this unintended activation. The software update will take about an hour and needs to be performed at authorized Nissan dealerships. NPI will be implementing information drives through its media partners, social media, and is coordinating and contacting the affected customers to have their FEB system checked and updated. For the interest of customer's safety, Nissan will be issuing a notice informing the customers to temporarily deactivate FEB based on the instruction per user's manual until the Advance Driver Assistance System and Radar has been updated. The FEB will need to be manually deactivated every time the vehicle is turned ON or when the engine is re-started. Attached to this letter as Annex "B" is the procedure to manually deactivate FEB.

For inquiries, owners of affected vehicles may inquire with any authorized Nissan dealers Nationwide, or thru:

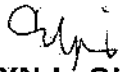
- 24/7 Nissan Customer Assistance Center at (02) 4036593 / 09276009557
(By appointment)
- 200 vehicles owners may also check if their vehicle identification number (or VIN) is included at www.nissan.ph/owners/service-campaign.html

Thank you.

Very truly yours,

NISSAN PHILIPPINES, INC.

By:



EDDIELYN L. QUIAZON

General Manager

Total Customer Satisfaction, SCM and Purchasing



ATTY. RHYS ALEXEI MURILLO

Assistant General Manager

Compliance and Legal Affairs

ANNEX A

LIST OF AFFECTED VEHICLES

No.	Vehicle Identification No.	Engine No.	No.	Vehicle Identification No.	Engine No.
1	JN1JBNT32Z0025103	QR25-15336	31	JN1JBNT32Z0025957	QR25-72931
2	JN1JBNT32Z0025121	QR25-31829	32	JN1JBNT32Z0025976	QR25-77725
3	JN1JBNT32Z0025123	QR25-32890	33	JN1JBNT32Z0025990	QR25-77723
4	JN1JBNT32Z0025143	QR25-35018	34	JN1JBNT32Z0025995	QR25-74928
5	JN1JBNT32Z0025144	QR25-35036	35	JN1JBNT32Z0026014	QR25-79431
6	JN1JBNT32Z0025156	QR25-36022	36	JN1JBNT32Z0026032	QR25-81940
7	JN1JBNT32Z0025172	QR25-35016	37	JN1JBNT32Z0026038	QR25-83828
8	JN1JBNT32Z0025176	QR25-37085	38	JN1JBNT32Z0026051	QR25-81944
9	JN1JBNT32Z0025178	QR25-36008	39	JN1JBNT32Z0026060	QR25-83830
10	JN1JBNT32Z0025216	QR25-38142	40	JN1JBNT32Z0026065	QR25-85699
11	JN1JBNT32Z0025219	QR25-38153	41	JN1JBNT32Z0026066	QR25-86674
12	JN1JBNT32Z0025228	QR25-39261	42	JN1JBNT32Z0026317	QR25-97231
13	JN1JBNT32Z0025229	QR25-39255	43	JN1JBNT32Z0026318	QR25-97232
14	JN1JBNT32Z0025251	QR25-37102	44	JN1JBNT32Z0026332	QR25-99509
15	JN1JBNT32Z0025254	QR25-39642	45	JN1JBNT32Z0026333	QR25-99508
16	JN1JBNT32Z0025285	QR25-39664	46	JN1JBNT32Z0026335	QR25-101033
17	JN1JBNT32Z0025300	QR25-41680	47	JN1JBNT32Z0026336	QR25-101032
18	JN1JBNT32Z0025330	QR25-42734	48	JN1JBNT32Z0026341	QR25-101030
19	JN1JBNT32Z0025335	QR25-42730	49	JN1JBNT32Z0026343	QR25-101923
20	JN1JBNT32Z0025356	QR25-42758	50	JN1JBNT32Z0026347	QR25-102749
21	JN1JBNT32Z0025374	QR25-43825	51	JN1JBNT32Z0026348	QR25-102748
22	JN1JBNT32Z0025381	QR25-44751	52	JN1JBNT32Z0026353	QR25-104384
23	JN1JBNT32Z0025392	QR25-44747	53	JN1JBNT32Z0026365	QR25-101921
24	JN1JBNT32Z0025420	QR25-44737	54	JN1JBNT32Z0026368	QR25-105307
25	JN1JBNT32Z0025446	QR25-45664	55	JN1JBNT32Z0026373	QR25-105306
26	JN1JBNT32Z0025463	QR25-46572	56	JN1JBNT32Z0026374	QR25-105305
27	JN1JBNT32Z0025484	QR25-48333	57	JN1JBNT32Z0026375	QR25-105304
28	JN1JBNT32Z0025503	QR25-48354	58	JN1JBNT32Z0026379	QR25-105308
29	JN1JBNT32Z0025512	QR25-49352	59	JN1JBNT32Z0026388	QR25-107857
30	JN1JBNT32Z0025583	QR25-51017	60	JN1JBNT32Z0026391	QR25-107858

No.	Vehicle Identification No.	Engine No.	No.	Vehicle Identification No.	Engine No.
61	JN1JBNT32Z0026395	QR25-109715	91	JN1JBNT32Z0026618	QR25-142148
62	JN1JBNT32Z0026397	QR25-109718	92	JN1JBNT32Z0026619	QR25-138864
63	JN1JBNT32Z0026576	QR25-117348	93	JN1JBNT32Z0026620	QR25-138862
64	JN1JBNT32Z0026577	QR25-143263	94	JN1JBNT32Z0026621	QR25-145696
65	JN1JBNT32Z0026579	QR25-143261	95	JN1JBNT32Z0026623	QR25-145692
66	JN1JBNT32Z0026580	QR25-144491	96	JN1JBNT32Z0026625	QR25-145691
67	JN1JBNT32Z0026581	QR25-143260	97	JN1JBNT32Z0026626	QR25-146769
68	JN1JBNT32Z0026583	QR25-143258	98	JN1JBNT32Z0026628	QR25-146768
69	JN1JBNT32Z0026584	QR25-143257	99	JN1JBNT32Z0026629	QR25-146767
70	JN1JBNT32Z0026585	QR25-143262	100	JN1JBNT32Z0026630	QR25-142146
71	JN1JBNT32Z0026588	QR25-143256	101	JN1JBNT32Z0026631	QR25-142147
72	JN1JBNT32Z0026589	QR25-143254	102	JN1JBNT32Z0026634	QR25-141069
73	JN1JBNT32Z0026592	QR25-143255	103	JN1JBNT32Z0026635	QR25-141063
74	JN1JBNT32Z0026595	QR25-145688	104	JN1JBNT32Z0026636	QR25-146772
75	JN1JBNT32Z0026596	QR25-145687	105	JN1JBNT32Z0026637	QR25-141068
76	JN1JBNT32Z0026599	QR25-145690	106	JN1JBNT32Z0026638	QR25-141067
77	JN1JBNT32Z0026600	QR25-145689	107	JN1JBNT32Z0026639	QR25-141066
78	JN1JBNT32Z0026601	QR25-144493	108	JN1JBNT32Z0026640	QR25-141065
79	JN1JBNT32Z0026602	QR25-144492	109	JN1JBNT32Z0026642	QR25-141055
80	JN1JBNT32Z0026603	QR25-143253	110	JN1JBNT32Z0026644	QR25-141054
81	JN1JBNT32Z0026605	QR25-143252	111	JN1JBNT32Z0026645	QR25-123634
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84	JN1JBNT32Z0026609	QR25-142163	114	JN1JBNT32Z0026977	QR25-183183
85	JN1JBNT32Z0026610	QR25-142162	115	JN1JBNT32Z0026981	QR25-190240
86	JN1JBNT32Z0026611	QR25-142161	116	JN1JBNT32Z0026985	QR25-190239
87	JN1JBNT32Z0026612	QR25-142160	117	JN1JBNT32Z0026988	QR25-190600
88	JN1JBNT32Z0026613	QR25-142159	118	JN1JBNT32Z0026992	QR25-192298
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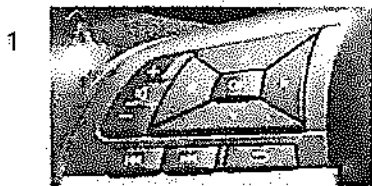
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130	JN1JBNT32Z0027124	QR25-201465
131	JN1JBNT32Z0027128	QR25-201457
132	JN1JBNT32Z0027137	QR25-202554
133	JN1JBNT32Z0027349	QR25-211891
134	JN1JBNT32Z0027407	QR25-214129
135	JN1JBNT32Z0027438	QR25-215215
136	JN1JBNT32Z0027511	QR25-216919
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140	JN1JBNT32Z0027957	QR25-233842
141	JN1JBNT32Z0027967	QR25-237976
142	JN1JBNT32Z0027969	QR25-236168
143	JN1JBNT32Z0027974	QR25-237985
144	JN1JBNT32Z0027978	QR25-237046
145	JN1JBNT32Z0027981	QR25-238852
146	JN1JBNT32Z0027982	QR25-239207
147	JN1JBNT32Z0027987	QR25-239226
148	JN1JBNT32Z0027993	QR25-239220
149	JN1JBNT32Z0027997	QR25-239617
150	JN1JBNT32Z0028002	QR25-240652

No.	Vehicle Identification No.	Engine No.
151	JN1JBNT32Z0028004	QR25-241375
152	JN1JBNT32Z0028005	QR25-240665
153	JN1JBNT32Z0028017	QR25-241395
154	JN1JBNT32Z0028019	QR25-242860
155	JN1JBNT32Z0028022	QR25-242858
156	JN1JBNT32Z0028042	QR25-247070
157	JN1JBNT32Z0028054	QR25-247394
158	JN1JBNT32Z0028064	QR25-247391
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164	JN1JBNT32Z0028125	QR25-256475
165	JN1JBNT32Z0028141	QR25-259151
166	JN1JBNT32Z0028150	QR25-259160
167	JN1JBNT32Z0028163	QR25-259162
168	JN1JBNT32Z0028180	QR25-262930
169	JN1JBNT32Z0028185	QR25-262929
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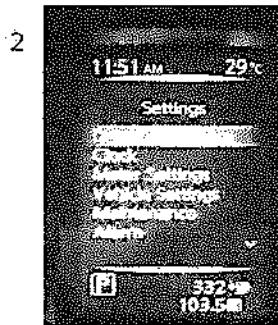
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192	JN1JBNT32Z0028462	QR25-284691
193	JN1JBNT32Z0028487	QR25-285733
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195	JN1JBNT32Z0028492	QR25-284702
196	JN1JBNT32Z0028526	QR25-289660
197	JN1JBNT32Z0028560	QR25-294965
198	JN1JBNT32Z0028567	QR25-298078
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200	JN1JBNT32Z0028586	QR25-301321

ANNEX B

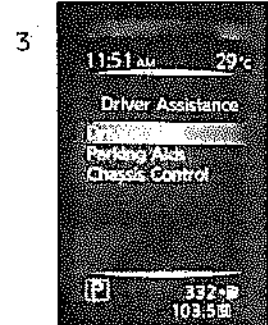
How to deactivate Forward Emergency Brake (FEB) Function?



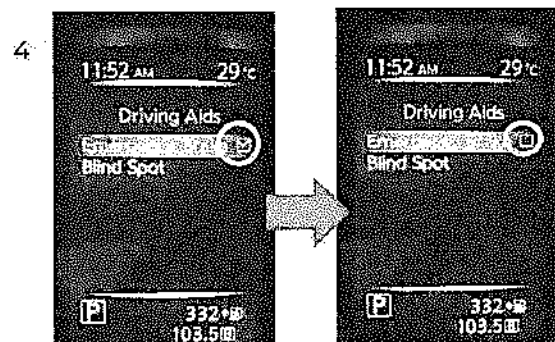
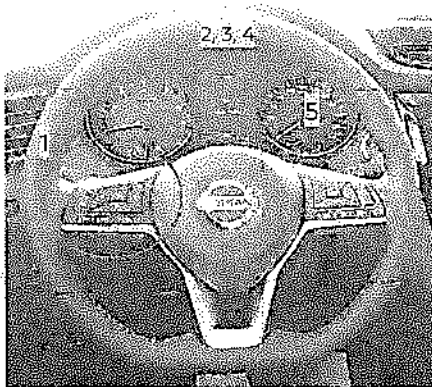
1. On the left portion of the steering control switch, press the left or right arrow buttons until 'Settings' displays in the vehicle information display and press the 'OK' button.



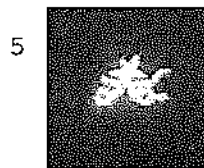
2. Use the up & down arrow buttons to select 'Driver Assistance' then press the 'OK' button.



3. Select the 'Emergency Brake' and press the 'OK' button.



4. On the 'Emergency Brake' display, use the 'OK' button to check (ON) or uncheck (OFF) the FEB system.



5. When the FEB system is turned OFF, the FEB system warning light (orange) illuminates.

NOTE: The FEB system will be automatically turned ON when the engine is re-started.