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# NISSAN BULLETIN

## 2014 Rogue Steering Column Bolt Voluntary Safety Recall Campaign

Reference: PC277  
Date: April 26, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

**This Voluntary Safety Recall Campaign supersedes the PC268 Dealer Inventory Inspection announced on 2/20/14.**

***"Nissan is conducting a Voluntary Safety Recall Campaign on certain MY2014 Nissan Rogue (T32) vehicles manufactured at the Smyrna, TN plant between January 10, 2014 and January 17, 2014 to inspect and, if necessary, replace the steering column bolt connecting the intermediate shaft to the upper steering assembly.***

***Due to an isolated supplier parts delivery error, an incorrect bolt may have been used in connecting the intermediate shaft to the upper steering assembly in a small number of potentially affected vehicles. If an incorrect bolt is used, it may not maintain sufficient torque and could potentially loosen creating a rattle. If this is ignored, the bolt could eventually loosen further and fall out, potentially causing loss of vehicle control, increasing risk of crash.***

***Nissan will notify potentially affected customers in May, asking them to bring their vehicles to an authorized dealer to inspect the steering column bolt. Those vehicles found to have an incorrect bolt will have it removed and replaced with the correct part at no cost to the customer for parts and labor."***

**IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.**

**A STOP SALE CONDITION IS IN EFFECT.**

**\*\*\*\*\* Inspection Instructions \*\*\*\*\***

A technical procedure is available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
  - Sales>Campaigns>
  - Parts>Campaigns>
  - Service>Campaigns>

A campaign update will be sent at the time a Campaign Technical Service Bulletin is available.

**\*\*\*\*\* Part Information \*\*\*\*\***

Although the bolt replacement rate has been low (**approximately 4%**), Nissan will send an automatic shipment of 1 bolt (48935-3NF0B) per dealership. The part will arrive by Monday, April 28. This part will initially be on restriction because most dealers will not need further supply. The restriction will be removed by May 5th, 2014.

**Note: Since the replacement rate has been approximately 4%, dealerships will most likely not require any additional bolts. However, if an incorrect bolt is found and the first bolt is used, dealers will be able to order a replacement bolt through the ordering system.**

**\*\*\*\*\* Vehicle Identification – Dealer Inventory \*\*\*\*\***

There are approximately 1,644 Nissan MY14 Rogue vehicles affected by this recall campaign, of which approximately 36 are in dealer inventory.

**2014 Nissan Rogue vehicles** subject to this Voluntary Safety Recall Campaign can be identified through two methods:

- **SERVICE COMM** – Beginning April 26th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC277** - to determine if a vehicle is subject to this Voluntary Safety Recall Campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

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

Owners of all potentially affected vehicles will be notified in May to take their vehicles to a Nissan dealer for inspection.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

## **FAQ**

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

A. Approximately 1,644 Nissan Rogue vehicles manufactured at the Smyrna, TN plant between January 10, 2014 and January 17, 2014 in Smyrna, Tenn. and sold in the U.S.

### **Q. What is the reason for this recall campaign?**

A. Due to an isolated supplier parts delivery error, an incorrect bolt may have been used in connecting the intermediate shaft to the upper steering assembly in a small number of potentially affected vehicles. If an incorrect bolt is used, it may not maintain sufficient torque and could potentially loosen creating a rattle. If this is ignored, the bolt could eventually loosen further and possibly fall out, potentially causing loss of vehicle control, increasing risk of crash.

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

A. Yes.

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

A. Owners of all potentially affected vehicles will be notified in May 2014 via U.S. Mail to take their vehicles to a certified Nissan dealer for inspection.

### **Q. What will be the service department action?**

A. Dealers will inspect the steering column bolt. Those vehicles found to have incorrect steering column bolt will have it removed and replaced with the correct part at no cost to the customer for parts and labor.

### **Q. How do I identify an affected vehicle in SERVICE COMM?**

A. This recall campaign is identified as Campaign I.D. **PC277**.

### **Q. A customer brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?**

A. Check SERVICE COMM to confirm PC277 is displayed as an open campaign. If a customer vehicle is identified in SERVICE COMM, the recall inspection procedure should be performed.

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

A. This issue was caused by an isolated supplier parts delivery error that may affect a small number of Nissan Rogue vehicles assembled in Smyrna, Tennessee between January 10, 2014 and January 17, 2014.

**Q. Have there been any injuries or fatalities related to this?**

A. Nissan is not aware of any accidents or injuries related to this issue.

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

A. No. The inspection can be performed quickly and a rental car is not necessary. Additionally, parts are readily available in the event an incorrect steering column bolt is found.