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2014 Pathfinder, Rogue Wheel Lug Nut Torque
Voluntary Safety Recall Campaign

Reference: PC274
Date: May 2, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

This Voluntary Safety Recall Campaign supersedes the Dealer Inventory Inspection announced on 3/27/14.

"Nissan is conducting a Voluntary Safety Recall Campaign on certain MY2014 Nissan Rogue and MY2014 Nissan Pathfinder vehicles to inspect wheel lug nuts and, if necessary, tighten them to the correct specification.

Due to an assembly process issue that occurred between 3/7/14 and 3/10/14, one of the five lug nuts on the right hand side wheels may not have been tightened to specification.

Nissan will notify potentially affected customers in May, asking them to bring their vehicles to an authorized dealer. Dealers will inspect all lug nuts and tighten any loose lug nuts to the correct specification, all at no cost to the owner.

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.

***** Repair Instructions *****

Nissan has developed Campaign Bulletin **NTB14-034** containing instructions to perform this service campaign, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

***** Parts Information *****

It is very unlikely that a wheel lug nut will be missing upon dealer inspection. However, if a replacement lug nut is required, a replacement part can be ordered using the part numbers in the campaign bulletin.

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

There are approximately 322 Nissan MY14 Pathfinder and Rogue vehicles affected by this recall campaign, of which approximately 45 are in dealer inventory.

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

- **SERVICE COMM** – Beginning May 2nd, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC274** - 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 late May, 2014 via U.S. Mail to take their vehicles to a Nissan dealer for inspection.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ

Q. What model year Pathfinder and Rogue vehicles are involved?

A. Approximately 322 model year 2014 Nissan Rogue and Nissan Pathfinder vehicles manufactured between March 7 and March 10, 2014 in Smyrna, Tenn. and sold in the U.S.

Q. What is the reason for this recall campaign?

A. Due to an assembly process issue that occurred between 3/7/14 and 3/10/14, one of the five lug nuts on the right hand side wheels may not have been tightened to specification.

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 late May, 2014 via U.S. Mail to take their vehicles to a Nissan dealer for inspection.

Q. What will be the service department action?

A. All lug nuts will be checked and any loose lug nuts will be tightened to specified torque at no charge to the customer for parts or labor.

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

A. This recall campaign is identified as Campaign I.D. **PC274**.

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 PC274 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 a manufacturing error that has since been corrected at the Smyrna assembly plant, and only was used on the affected vehicles during the specified timeframe. Approximately 31 Infiniti QX60 vehicles built at Smyrna during that timeframe are also affected.

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.