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NISSAN BULLETIN

2014-15 Nissan Pathfinder & Rogue Hub & Torque Member Bolt Voluntary Safety Recall Campaign

Reference: PC339
Date: January 16, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

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

A STOP SALE CONDITION IS IN EFFECT.

Nissan is conducting a Voluntary Safety Recall Campaign on certain specific MY 2014-15 Nissan Pathfinder (R52) and Rogue (T32) vehicles to check, and if necessary, correct, the torque on front wheel hub, torque member, and stopper (Pathfinder only) bolts.

Approximately **811** vehicles are potentially affected: Approximately **277** MY 2014-15 Nissan Pathfinders and **534** MY 2014-15 Nissan Rogue vehicles manufactured in Smyrna, Tennessee between August 12 and November 5, 2014 are affected.

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.

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

1. Verify if vehicles currently in dealer inventory are affected by this recall campaign using Service Comm **I.D. PC339**
2. If the vehicle in dealer inventory is affected by this recall, confirm the presence and torque the front hub bolts, torque member bolts, and/or stopper bolts (Pathfinder only) to specification, submit the warranty claim and release the vehicle.

******* Parts Availability *******

No parts are required to complete this campaign. In the rare case that a hub bolt, torque member bolt, or stopper bolt (Pathfinder only) is found to be missing, replacement parts are readily available at facing PDCs. **Please do not unnecessarily stock these parts.**

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

There are approximately **811 Nissan Pathfinder & Rogue** vehicles subject to this voluntary safety recall. Approximately **113** vehicles are currently in dealer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning January 16th, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. PC339** – to determine if a vehicle is subject to this voluntary safety recall.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district, and dealer.

******* 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.

******* Dealer Communication *******

The information will be available on NNA.net.com and Dealer360 (recalls & campaigns community forum) on January 16th, 2015.

- NNA.net.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - PC339

******* Owner Notification *******

Nissan plans to begin notifying owners of potentially affected vehicles in February 2015 via U.S. Mail.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ

Q. Is this a safety recall?

A. Yes.

Q. Is there a stop sale in effect?

A. Yes.

Q. What is the reason for this recall campaign?

A. On certain, specific Pathfinder and Rogue vehicles manufactured between August 12 and November 5, 2014, the front hub bolts, torque member bolts, or stopper (Pathfinder only) bolts may be under torqued or missing.

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

A. MY2014-15 Nissan Pathfinder and Rogue vehicles manufactured in Smyrna, Tennessee between August 12 and November 5, 2014 are potentially affected.

Q. How many vehicles are involved in the campaign?

A. Approximately **277** MY 2014-15 Nissan Pathfinders and **534** MY 2014-15 Nissan Rogue vehicles in the United States.

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

A. Yes. Approximately 82 MY 2014-15 Infiniti QX60 vehicles built in Smyrna, Tennessee between August 12 and November 5, 2014 are potentially affected.

Q. When will vehicle owners be notified?

A. Owners of all potentially affected vehicles will begin to be notified in February 2015 via U.S. Mail to take their vehicles to a Nissan dealer for repair.

Q. What is the possible effect of the condition?

A. Due to a manufacturing process error, the front hub bolts, torque member bolts, and/or stopper bolts may be under torqued or missing. If left uncorrected over time, the brake caliper or wheel hub bolts may become loose or in extreme cases, separate from the vehicle. This can result in reduced braking performance and potentially reduced steering control which could lead to a crash.

Q. Is my vehicle safe to drive?

A. Yes, however Nissan strongly recommends you make an appointment at your nearest Nissan dealer to have the vehicle inspected and, if necessary, remedied as soon as possible.

Q. What will be the service department action?

A. Nissan dealer will confirm the presence and torque on the front hub bolts, torque member bolts, and/or stopper bolt and tighten the bolts to specification.

Q. Is there any charge for this repair?

A. No, this action is offered at no cost to the client for parts or labor.

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. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. No, please check with your dealer for alternate transportation availability.

Q. How long will the corrective action take?

A. The inspection should take less than one hour. Your dealer may require your vehicle for a longer period of time based on their schedule.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any Nissan dealer is equipped to perform this service.