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NISSAN

BULLETIN

2008-13 Nissan Rogue/2014 Rogue Select (S35) Driver's Kick Panel Harness Connector Inspection Voluntary Safety Recall Campaign

Reference: R1421 Date: January 27, 2015

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

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

Nissan is conducting a voluntary safety recall campaign on certain specific MY2008-13 Nissan Rogue and Rogue Select (MY14) (S35) vehicles, manufactured between May 5, 2007 through May 27, 2014, to inspect, seal, and if necessary, replace the driver's side kick panel harness connector.

Snow or water carried onto the driver side floor mat, by shoes or other means, can seep into the area near the harness connector and may eventually cause an electrical short to occur. This may lead to connector damage. In rare instance, localized thermal damage could potentially occur. Nissan will begin notifying affected owners in February, asking them to bring their vehicle to an authorized dealer for an inspection of the wiring harness connector.

If no damage is detected, the vehicle will receive a waterproof seal for the harness and connector. If damage is observed, the dealer will install a new harness connector and waterproof seal at no charge to the customer for parts and labor.

Nissan is committed to a high level of customer safety, service, and satisfaction and is working with its dealers to provide an outstanding ownership experience to Rogue owners.

**IMPORTANT: It is a violation of Federal law for retailers 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. **R1421**
2. If the vehicle in dealer inventory is affected by this recall, **hold** the vehicle until parts are available. We expect to have a parts update the week of 2/2/15.
  - If a customer does not want to drive their vehicle, rental will be available under the campaign for affected vehicles prior to parts arrival.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$400 (Max)

3. A repair summary is included in this announcement. Detailed repair instructions will be provided when parts are available.

\*\*\*\*\* Parts Information/Availability\*\*\*\*\*

Parts availability will be the subject of a future announcement to be communicated the week of 2/2/15.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Detailed repair instructions will be communicated when parts are available. In summary, dealers will inspect the wiring harness connector. If no damage is detected, the vehicle will receive a waterproof seal for the harness and connector. If damage is observed, the dealer will install a new harness connector and waterproof seal at no charge to the customer for parts and labor.

**\*\*\*\*\*Vehicle Identification\*\*\*\*\***

There are approximately **469,075** Nissan Rogue and Rogue Select (MY14) vehicles affected by this voluntary safety recall. Approximately **68** vehicles are currently in dealer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning January 28<sup>th</sup>, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. R1421** – 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 \*\*\*\*\***

This information will be available on NNAnet.com and Dealer360 (recalls & campaigns community forum) on January 27<sup>th</sup>, 2015.

- NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
  - Hint search on keywords:
    - **R1421**

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

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

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

**FAQ:**

**Q. Is there a stop sale in effect?**

A. Yes.

**Q. What is the reason for this voluntary safety recall?**

A. On certain specific MY2008-13 Nissan Rogue and 2014 Rogue Select vehicles, manufactured between May 5, 2007 through May 27, 2014 in Nissan Kyushu plant Japan, snow or water carried onto the driver side floor mat, by shoes or other means, can seep into the area near the harness connector and may eventually cause an electrical short to occur. This may lead to connector damage. In rare instance, localized thermal damage could potentially occur.

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

A. An authorized Nissan dealer will inspect the wiring harness connector. If no damage is detected, the vehicle will receive a waterproof seal for the harness and connector. If damage is observed, the dealer will install a new harness connector and waterproof seal at no charge to the customer for parts and labor.

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

A. Nissan will begin notifying customers with vehicles affected by this recall campaign in February 2015, by U.S. Mail.

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

A. Approximately 469,075 (USA) certain specific Model Year 2008-13 Nissan Rogue and 2014 Rogue Select (MY14) vehicles are affected.

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

A. No.

**Q. Can I use my vehicle until the driver's kick panel harness connector has been inspected?**

A. Yes, but you should contact your Nissan dealer as soon as possible to have your vehicle inspected if you receive an owner notification letter indicating your vehicle is potentially affected.

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

A. No. Nissan is not aware of any injuries or fatalities associated with this concern.

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

A. This service, free for parts and labor, could take up to 2 hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

- A. No. Alternate transportation is not provided under Nissan’s warranty while your vehicle is being serviced.
- If a customer does not want to drive their vehicle, rental will be available under the campaign for affected vehicles prior to parts arrival.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
502	Rental Expense	\$400 (Max)

**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 the recall campaign.  
**For CA:** Please inform us of the dealer where you would like to have the corrective action completed.