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# NISSAN BULLETIN

## 2014 Rogue (T32) Fuel Pump Voluntary Safety Recall Campaign

Reference: PC368, PC369, PC370

Date: April 14, 2015

### UPDATE August 7, 2015

- This update consolidates the previous 6 announcements into one document for ongoing reference. New information included in this document:
  - Revised rental expense coverage – **decrease to \$120**
    - Dealers should submit older claims by **August 13<sup>th</sup>** to avoid suspension caused by lower rental expense amounts.
  - Updated owner notification timing – **PC369 & PC370 will be earlier**
  - Please discard older documents pertaining to this recall campaign
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\*\*\*\*\* Dealer Announcement\*\*\*\*\*

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

On April 2<sup>nd</sup>, Nissan announced a Voluntary Safety Recall Campaign on certain MY2014 Nissan Rogue (T32) to replace the fuel pump assembly. A **STOP SALE** remains in effect for affected vehicles in dealer inventory.

Certain MY2014 Nissan Rogue (T32) vehicles manufactured between June 11, 2013 and June 7, 2014 in Smyrna, Tenn. and sold in the U.S., Puerto Rico, Guam and Canada are affected.

Fuel pumps installed during specified timeframe may contain nickel plating that could separate and in some cases block moving parts within the fuel pump assembly, causing the pump to stop rotating. If this occurs during the engine start-up, the pump will not function and the engine will not start. In some instances, the fuel pump may stop functioning while the vehicle is in motion, causing and the engine to stop.

**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. Maintain **STOP SALE** on all vehicles in dealer inventory previously identified under **PC368, PC369, and PC370.**

**NOTE:** Dealers should not sell, lease, trade, rent, loan any vehicles in dealer inventory affected by these recall campaigns until after the vehicle has been repaired.

2. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using SERVICE COMM I.D. **PC368, PC369, or PC370.**
3. If your dealership has submitted a Parts Order Form and has received parts for **PC368, PC369, or PC370**, repair the vehicle and submit the warranty claim.

4. If a retailed vehicle affected by these campaign IDs visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. Please continue to advise customers to wait for their invitation to repair notification if their vehicle is operational.
  - Remind customers if their vehicle should become inoperable prior to repair, complimentary towing is available by dialing 1-866-821-4145.
  - If an incident has occurred or a customer does not want to drive their vehicle, dealers are authorized to provide a rental to the customer as part of the campaign.
  - If a vehicle is affected by the campaign and the customer requests towing due to a no-start or engine stall condition, towing can also be provided.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
<b>502</b>	<b>Rental Expense</b>	<b>\$120 (Max)</b>
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

5. Please continue using the order form to order parts via [campaign.parts@nissan-usa.com](mailto:campaign.parts@nissan-usa.com).

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

Nissan released a campaign technical service bulletin (NTB15-040) for **Campaign PC368, PC369, & PC370 – 2014 Rogue Fuel Pump**. The bulletin is available on ASIST, NNAnet, and Dealer 360 in the recalls and service campaigns.

- ASIST – **NTB15-040**
- NNAnet.com –This procedure can be found on NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns>
  - Service>Campaigns>
  - Hint search on keywords:
    - PC368
    - PC369
    - PC370

**\*\*\*\*\* Parts Information \*\*\*\*\***

Nissan has been able to meet current demands for parts orders. Fuel pumps will remain on sales restriction until all owner repair notifications have been mailed to ensure adequate parts availability.

**\*\*\*\*\* Special Tools \*\*\*\*\***

**J-45747** will be required for the repair. Please ensure your facility has this tool available. Additional tools may be purchased through TechMate at 1-800-662-2001.

**\*\*\*\*\* 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 \*\*\*\*\***

An interim notification was sent to all affected owners on May 26<sup>th</sup>, 2015 via U.S. Mail. As previously announced, customer instructions will vary based on campaign I.D. Customer will be notified of the potential defect and informed they will receive an invitation to repair. Due to parts supply meeting demand, the [anticipated mail dates have improved](#). We intend to mail according to the timeframe indicated below:

- PC368 – Invitation to repair mailed on August 6<sup>th</sup>, 2015
- PC369 & PC370– Invitation to repair is planned for August and September, 2015

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

**Frequently Asked Questions (FAQ):**

**Q. Is this a safety recall? Does the government know about this?**

A. Yes, this is a voluntary safety recall. Nissan has informed the National Highway Traffic Safety Administration.

**Q. What is the reason for this fuel pump recall notification?**

A. On some affected vehicles, an issue with the fuel pump could cause it to stop operating.

**Q. What is the possible effect of the condition?**

A. If this occurs during engine start-up, the pump will not function and the engine will not start. If this occurs while the vehicle is in motion, the engine will stop. Even if the engine stops running, the 12V power remains on, the air bag system remains fully functional and the vehicle can be brought to a controlled stop. However, the engine stop may increase the risk of a crash.

**Q. What will be the corrective action?**

A. The dealer will replace the fuel pump assembly.

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

A. The repair will take approximately one hour. However, your dealer may require your vehicle for a longer period of time based on their work schedule.

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

A. All owners received an interim notification in May. Final notification and remedy is planned as follows:

- PC368 – Invitation to repair mailed on August 6<sup>th</sup>, 2015
- PC369 & PC370– Invitation to repair is planned for August and September, 2015

**Q. Are parts readily available?**

A. Yes. Parts will remain on restriction until all invitation to repair notifications are mailed. Please continue to send the parts order form to [campaign.parts@nissan-usa.com](mailto:campaign.parts@nissan-usa.com).

**Q. Is my vehicle safe to drive?**

A. Yes. However, you should contact your certified Nissan dealer once you receive an owner notification letter indicating that parts are available to have your vehicle repaired.

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

A. No. Nissan is not aware of any injuries or fatalities related to this issue.

**Q. Will a rental vehicle be provided while the dealer is waiting for parts to repair a customer’s vehicle?**

A. If an incident has occurred or a customer does not want to drive their vehicle, dealers are authorized to provide a rental to the customer as part of the campaign.

If a vehicle is affected by the campaign and the customer requests towing due to a no-start or engine stall condition, towing can also be provided.

EXPENSE CODE	DESCRIPTION	AMOUNT
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**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

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

**Q. Is there anything owners can do to mitigate the condition?**

A. No.

**Q. Is there any charge for this repair?**

A. No, the repair will be performed for the customer free of charge for parts and labor.

**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.

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

A. Certain MY 2014 Nissan Rogue vehicles as identified in SERVICE COMM under PC368, PC369, and PC370.

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

A. No.