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# NISSAN BULLETIN

## 2014 Rogue (T32) Fuel Pump Voluntary Safety Recall Campaign Update 4: Parts Ordering

Reference: PC368, PC369, PC370

Date: May 29, 2015

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

As a follow-up to our campaign bulletin update on April 30<sup>th</sup>, Nissan would like to inform Dealers that the customer notification has been mailed to all affected owners. The letter advises owners that Nissan is currently awaiting parts to remedy the affected vehicles and will send owners a second letter asking them to bring their vehicle to a Nissan dealer for the remedy once parts are available.

### \*\*\*\*\* Invitation to Repair Timing\*\*\*\*\*

Nissan expects to mail repair notifications as follows:

- PC368 - July
- PC369 - September
- PC370 - December

### \*\*\*\*\* Parts Update\*\*\*\*\*

Nissan has been able to meet current demands for vehicles that are disabled and/or have customers in rentals. At this time, Nissan is able to fill all back orders placed between April 30<sup>th</sup> and May 5<sup>th</sup>, 2015. Nissan will place the orders in the system beginning Wednesday, June 3<sup>rd</sup>, 2015. However, dealers should be aware that **supplies are still limited**. Nissan will continue to accept orders for stock, new vehicle inventory, and service for operational vehicles, but these orders will not be immediately filled. Nissan will send an itemized shipment list to affected dealers once shipments have been confirmed.

Nissan will send out an additional parts update in mid-June.

### \*\*\*\*\* What Dealers Should Do\*\*\*\*\*

1. Please advise customers to wait for their invitation to repair notification if their vehicle is operational.
  - Remind customers if their vehicle should become disabled prior to repair, complimentary towing is available by dialing 1-866-821-4145.
2. Please continue using the order form to order parts via [campaign.parts@nissan-usa.com](mailto:campaign.parts@nissan-usa.com).
  - Parts will be prioritized towards vehicles that are disabled and/or have customers in rentals.

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