

2014 Rogue (T32) Fuel Pump
Voluntary Safety Recall Campaign – Preliminary Announcement

Reference: PC365
Date: April 2, 2015



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Attention: Dealer Principal, Sales, Service & Parts Managers

***** Preliminary Announcement *****

A STOP SALE CONDITION IS IN EFFECT.

Nissan is conducting a Voluntary Safety Recall Campaign on certain MY2014 Nissan Rogue (T32) to replace the fuel pump assembly.

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. The specific number of affected vehicles will be provided at a later date.

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. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC365**
2. Dealers should not sell or trade any vehicles in dealer inventory affected by this recall campaign.
3. If a retailed vehicle affected by this campaign visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts are not currently available.

NOTE: To date, only a very small percentage of vehicles have experienced this issue.

- 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)
502	Rental Expense	\$40 (per day)

4. Dealers should complete the attached **rental notification form** and send it to the email address provided. Nissan will use this form to prioritize orders once parts become available and track how long customers have been out of their vehicles.

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

Fuel pumps are being placed on sales restriction and **are not** currently available. Nissan is having regular discussions with the supplier to develop a supply plan for the part. Nissan will keep dealers informed of our progress and provide a parts order form when parts are available to fill dealer orders.

Nissan will provide another update on our progress **by April 15th**.

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

The repair procedure is still under development and parts are not immediately available. A separate announcement will be released once the parts and procedure become available.

******* Special Tools *******

J-45747 will be required for the repair. Please ensure your facility has this tool available when parts become available.

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

There are approximately **102** vehicles currently in dealer inventory, which are subject to immediate STOP SALE. Vehicles subject to this campaign can be identified through the following methods:

- **SERVICE COMM** – Beginning April 2nd, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC365** - to determine additional vehicles subject to this Voluntary Safety Recall Campaign.
- **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 and Dealer360 (recalls & campaigns community forum) on April 2nd, 2015.

- NNA.net under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - PC365

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

Nissan plans notify owners of potentially affected Rogue vehicles in May via U.S. Mail. Owners will be notified of next steps based on parts availability.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

FAQ:

Q. When will vehicle owners be notified?

A. Owners will be notified in May.

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 will be the corrective action?

A. The dealer will replace the fuel pump assembly.

Q. Is there any charge for this repair?

A. No, the repair is offered free to the customer for parts and labor.

Q. I have a Nissan Rogue vehicle but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

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 model year vehicles are involved?

A. Certain MY 2014 Nissan Rogue vehicles manufactured between June 11, 2013 and June 7, 2014.

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

A. No.

Q. Can I drive my vehicle until the fuel pump has been replaced?

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

A. If a customer requests a rental because they do not want to drive their vehicle, dealers can provide a rental to the customer until parts are available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$40 (per day)

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. 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. 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. 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.