



Innovation that excites

NISSAN BULLETIN

Shift Selector Knob Voluntary Recall Campaign

Reference: PC415
Date: January 8, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE January 8, 2016

- The announcement from November 20th, 2015 has been revised to **include**:
 - Campaign Bulletin **NTB16-004** is now available on NNAnet, ASIST & Dealer360.
- Please discard earlier versions of this bulletin.

A STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected USA Population:	Dealer Inventory:	SERVICE COMM Activation date:
2015 Rogue	33,880	895	November 20, 2015

***** Campaign Summary *****

Nissan is conducting a Voluntary Recall Campaign on certain MY2015 Nissan Rogue (T32) vehicles, manufactured between February 10, 2015 and May 13, 2015 at the Smyrna, TN manufacturing plant, to inspect, and in some cases, replace the transmission shift selector knob.

Due to a supplier manufacturing issue that has since been corrected, the transmission shift selector knob in some of the affected vehicles may have been manufactured out of specification. If the vehicle is affected, it is possible that the transmission could be shifted out of Park without depressing the brake pedal, which is noncompliant with the applicable Federal requirements. In addition, the customer may not be able to remove the key on some models when the shifter is in Park "P" position.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with 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 are affected by this Voluntary Recall Campaign using Service Comm I.D. **PC415**
 - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.

3. Retail customers can continue to drive their vehicle at their discretion.
 - Rental is available under the campaign for customers who do not wish to drive their vehicle until it can be repaired.
4. Inspect and, if necessary, repair the vehicle using the procedure in the campaign bulletin.
5. Submit the appropriate warranty claim to close the campaign in service comm.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • A part restriction is in effect, parts are available via parts order form. • Nissan expects less than half the vehicles will require parts. Dealers are requested not to unnecessarily stock these parts. • Nissan is implementing a 100% parts collection on all parts replaced under this campaign. Dealers will be charged back for parts and labor found to be out of compliance with published campaign inspection and repair guidelines. <p>REMINDER: Please review WBP/15-019 for new warranty part return requirements, which become effective on December 1, 2015.</p>
Repair	<ul style="list-style-type: none"> • Campaign bulletin NTB15-004 is now available on NNAnet, ASIST & Dealer360.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in January, 2016 via U.S. Mail.

******* Claims Information *******

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$200 (Max)
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7 , for pre-approval for rental expenses exceeding campaign allowance.		
Owners or dealers may call 1-866-821-4145, Option 1 to obtain Roadside Assistance .		

******* 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 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.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes, a stop sale is in effect.

Q. What is the reason for this recall?

A. Due to a supplier manufacturing issue that has since been corrected, the transmission shift selector knob in some of the affected vehicles may have been manufactured out of specification. If the vehicle is affected, it is possible that the transmission could be shifted out of Park without depressing the brake pedal, which is noncompliant with the applicable Federal requirements. In addition, the customer may not be able to remove the key on some models when the shifter is in Park "P" position.

Q. What will be the corrective action for this voluntary recall campaign?

A. Dealers will inspect the affected vehicle's transmission shift selector knob, and, if necessary replaced it with a new part.

Q. How long will the corrective action take?

A. This service, free for parts and labor, should take less than 1 hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will notify all owners of affected vehicles in January, 2016, asking them to bring their vehicle in for repair.

Q. Are parts readily available?

A. A limited number of parts are available for retail customers. Nissan will have a better supply of parts in January to support repair of all vehicles subject to this recall campaign.

Q. Is my vehicle safe to drive?

A. Yes, customers can continue to drive their vehicle at their discretion. However, if your vehicle is subject to this recall, you should make arrangements to have your vehicle remedied as soon as possible.

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

A. Nissan is not aware of any accidents or injuries associated with this issue.

Q. Will a rental vehicle be provided while the dealer is awaiting parts to repair a vehicle?

A. Yes.

- **If a customer is unable to remove their ignition key** due to an issue related to this

recall, they should be directed to drive their vehicle to the dealer. If the customer requires towing, direct them to contact Roadside Assistance for towing.

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

A. No, except to make arrangements to have your vehicle remedied as soon as possible after they receive notification of the recall.

Q. Is there any charge for the 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.
For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Model Year 2015 Nissan Rogues manufactured between February 10 and May 13, 2015.

Q. Are any other models involved?

A. No

Q. How many vehicles are involved in the campaign?

A.

Region	Total
CANADA	10,956
USA	33,506
GUAM	20
PUERTO RICO	354
Total	44,836

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2015 Nissan Rogue	February 10, 2015 through May 13, 2015

Q. Who can answer additional customer questions?

A. Customers may contact Nissan's national Consumer Affairs Department for further assistance. The toll free number is 1-800-NISSAN1 (1-800-647-7261).