



Innovation that excites

NISSAN BULLETIN

Shift Selector Knob Voluntary Recall Campaign

Reference: PC415
Date: November 20, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

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.**
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 the die mark on the shifter rod using the attached procedure included with this announcement.
 - If the vehicle is not affected, dealers may release the vehicle for sale with no additional action.
 - If the vehicle is NG, dealers should use the attached order form to order the part. Once repaired the vehicle may be released for sale.
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 the parts order form included with this announcement. • Nissan expects less than half the vehicles will require parts. Parts supply is expected to improve by mid-December, so dealers are requested to only order parts as needed for now and do not 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"> • Please use the attached procedure to inspect any affected vehicles in dealer inventory. • A campaign bulletin is still under development and will be the subject of a future announcement.
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 mid-December 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.

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 .		

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.

<u>Region</u>	<u>Total</u>
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).

2015 ROGUE SHIFT SELECTOR KNOB

Removal

1. Apply the parking brake.
2. Pull DOWN the shift selector knob cover (chrome finisher).
3. Remove the retaining clip using a suitable tool.
4. Pull the shift selector knob UP to remove it.

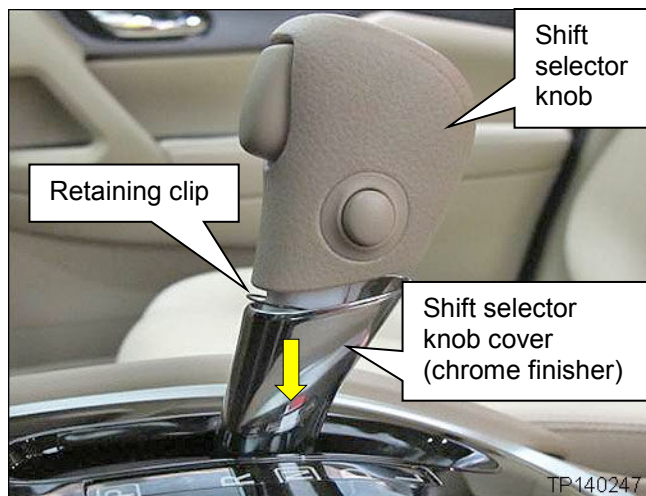


Figure 1

5. Inspect the front of the shift selector knob shaft for the number "2" (Figure 2).

NOTE: The number is very small and hard to see. A magnifying glass may be helpful.

6. Is the number 2 present?
 - No: Replace the shift selector knob with new part.
 - Yes: Inspection is complete and no replacement is required.

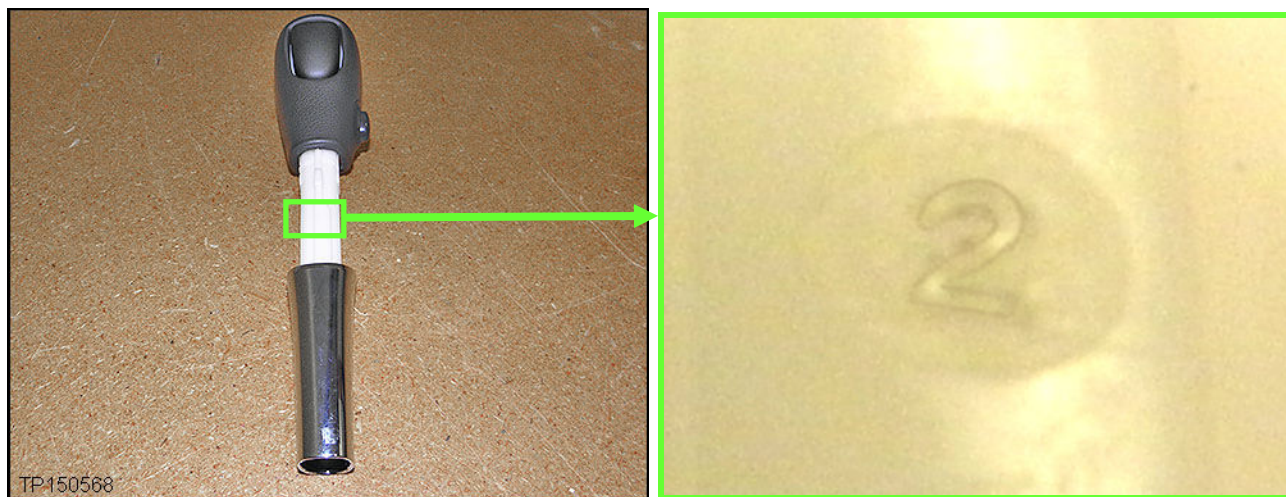


Figure 2

Installation

NOTE: The inspection criteria does not apply to the replacement shifter knob.

1. Make sure the retaining clip is fully seated on the shift selector knob.
2. Slide the chrome finisher up and snap in place.

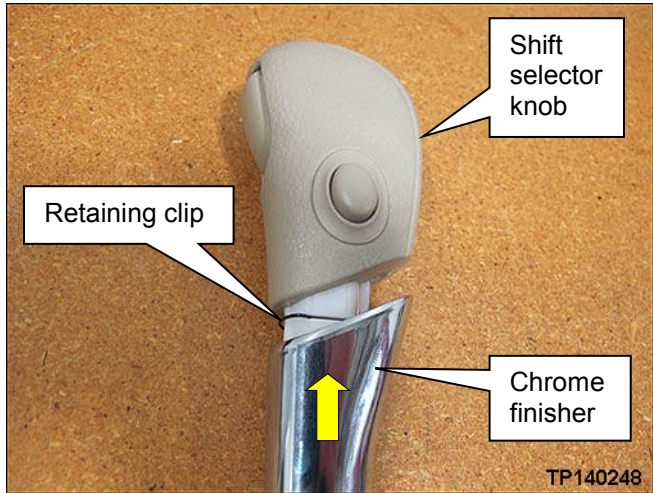


Figure 3

3. Use a pick tool to pull out the shift selector knob button, and hold it out.
4. While holding the button out, slide the shift selector knob onto the shift shaft until you feel it click into place.
5. Release the shift selector knob button.
6. Pull UP on the shift selector knob to make sure it is locked in place, and does not come off.



Figure 4

NOTE: If block-pull and spring is removed when removing shifter knob. Please refer to Appendix A for installation instructions.

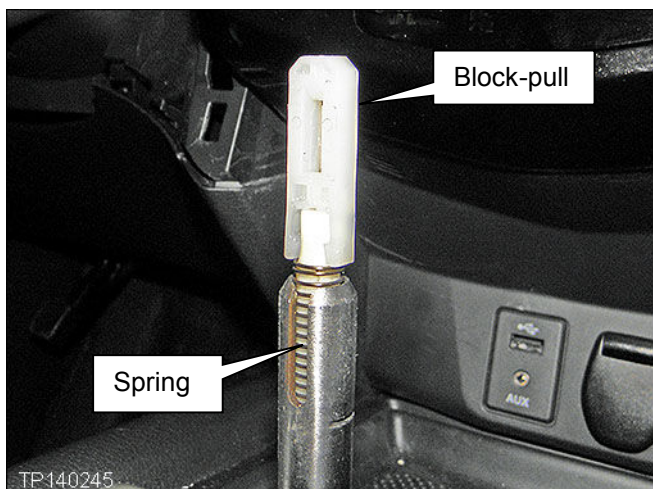


Figure 5

PARTS INFORMATION

DESCRIPTION	COLOR	MATERIAL	PART NUMBER	QUANTITY
SHIFT SELECTOR KNOB	G (Charcoal)	Leather (1)	34910-4BA1A	1
		Vinyl (2)	34910-4BA1C	1
	C (Almond)	Leather(1)	34910-4BA1B	1
		Vinyl (2)	34910-4BA1D	1

(1) Leather shift selector knob shown in Figure 6.

(2) Vinyl shift selector knob shown in Figure 7 with simulated seam.

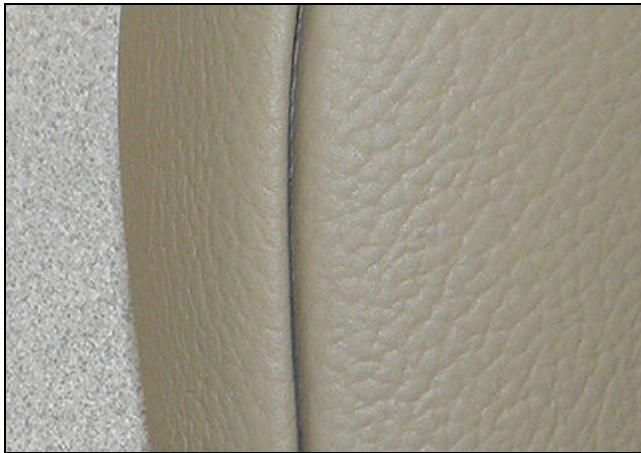


Figure 6

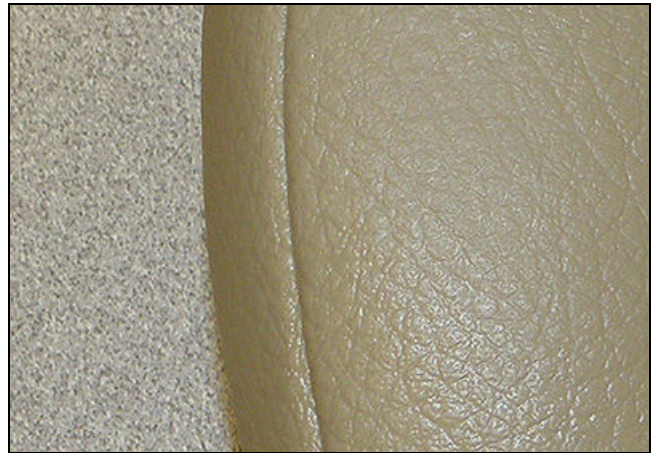


Figure 7

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC415	Inspect Shift Selector Knob	PC4150	0.2 hrs.



Appendix A

Block-pull and Spring Installation

With the shift selector knob removed, the block-pull and spring will be exposed.

If for any reason the block-pull and spring are removed as shown in Figure 9:

- **DO NOT** replace the entire shifter assembly if the block-pull and spring have been removed.
- Make sure they are reinstalled correctly, as shown in Figure 8.
- The opening at the bottom of the block-pull must be aligned with the slot on the shift shaft as shown in Figure 8.
- Figure 9 shows the Block-pull and spring removed.

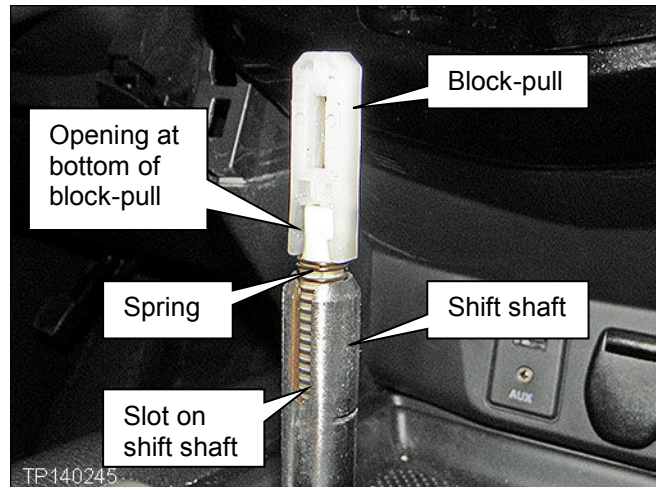


Figure 8

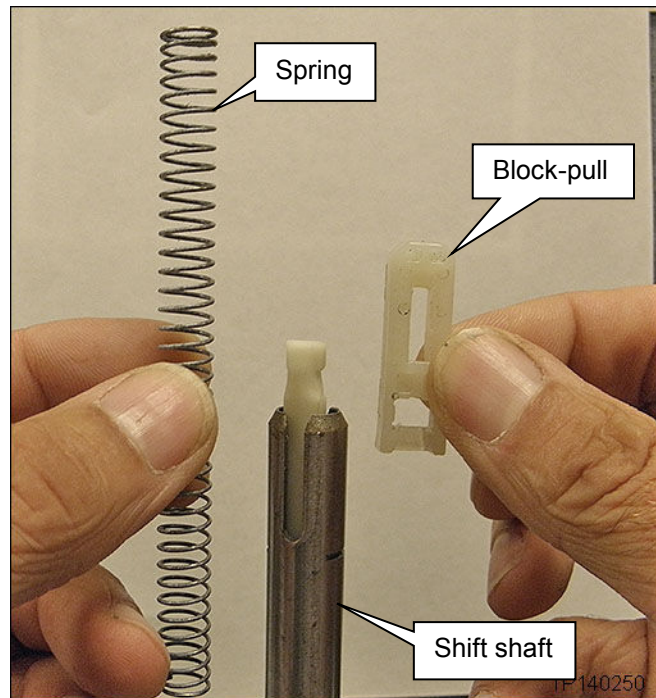


Figure 9