

**Gilliam, David**

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**From:** NNA Service Actions & Campaigns  
**Sent:** Tuesday, December 20, 2016 2:01 PM  
**To:** \*NNA NIS FOMs; \*NNA NIS CEM; \*NNA NIS RAM; \*NNA NIS ADM  
**Cc:** \*NNA NIS Service Actions & Campaign Announcements; \*NNA NIS AGMs; \*NNA NIS RVP; Ghajarieh, Ashkan; Mulla, Nilofar; White, Robert; \*NNA NIS DOM; \*NNA NIS ROM  
**Subject:** INFORMATION: AFTERSALES: DEALER SUPPORT: Revision 2 - PC436, PC437 - Rogue Fuel Pump - VSRC - Dealer Announcement

## Nissan Aftersales Division

### Electronic Field Communication

#### INFORMATION

**Date:** December 20, 2016

**To:** FOMs, DOMs, RAMs, ROMs, CEMs & ADMs

**Subject:** Revision 2 - PC436, PC437 - Rogue Fuel Pump - VSRC - Dealer Announcement

**UPDATE December 20, 2016**

**The announcement from June 17, 2016 has been revised to include:**

- Parts have been removed from restriction in DCS and can be ordered under normal process.
- **Please discard earlier versions of this bulletin.**

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

Potentially Affected Models/Years:	Remaining Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2014 Rogue (T32)	76,047	N/A	March 11, 2016	<b>YES</b>

#### Campaign Summary

Nissan is expanding the number of affected vehicles covered under a previously announced Voluntary Safety Recall Campaign to replace the fuel pump assembly in an additional **58,864** MY2014 Rogue (T32) vehicles. The previous campaign is identified by PC368, PC369, and PC370 and was announced on April 2, 2015.

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 retailers to sell or deliver vehicles in their inventory covered by this notification until the remedy is performed.

## What Dealers Should Do

Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **PC368, PC369, PC370, PC436, and PC437.**

- 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.
- 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.
  - If a customer's vehicle is within the Powertrain Warranty (5 years, 60,000 miles) and it becomes 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 while parts are on order, 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 on a vehicle that is outside of the powertrain warranty, towing can also be provided.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
<b>502</b>	<b>Rental Expense</b>	<b>\$400 (Max)</b>
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

- Dealers should use **NTB15-040(PC436 & PC437)** and **NTB15-040b (PC368, PC369 & PC370)** to correct any vehicles subject to this campaign.
- Once repaired, dealer should submit a warranty claim and release the vehicle.  
**NOTE: The existing bulletin is in the process of being updated to include the new campaign IDs. In the mean-time please use the following claims information:**

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PC368	PC3680	Replace Fuel Pump Assembly	1.2 hrs
PC369	PC3690	Replace Fuel Pump Assembly	1.2 hrs
PC370	PC3700	Replace Fuel Pump Assembly	1.2 hrs
PC436	PC4360	Replace Fuel Pump Assembly	1.2 hrs
PC437	PC4370	Replace Fuel Pump Assembly	1.2 hrs

## Release Schedule

<b>Parts</b>	<ul style="list-style-type: none"> <li>Fuel Pumps (part #17040-4BA0C) may be ordered using the normal channels.</li> <li>Each Fuel Pump replacement requires 2 packing-fuel gauge (O-Rings) (part# 17342-1HJ0A), which must be ordered separately via normal stock order process.</li> </ul>
<b>Special Tool</b>	<ul style="list-style-type: none"> <li><b>J-45747</b> will be required for the repair. Please ensure your facility has this tool available.</li> <li>Additional tools may be purchased through TechMate at 1-800-662-2001.</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li><b>NTB15-040</b></li> <li><b>The campaign bulletin is available on ASIST and NNAnet.com</b></li> </ul>

**Owner Notification**

- Nissan will begin notifying all owners of potentially affected vehicles in May, 2016 via U.S. Mail.
  - PC436 – Invitation to repair is planned for **May, 2016**
  - PC437 – An interim notification will be sent in **May, 2016**  
An invitation to repair is planned for late **July, 2016**

**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 voluntary recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for repair completion.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**Attachments (1):**

1. PC368, PC369, PC370, PC436, PC437 – Dealer Announcement - Revision 2

**Dealer Communication:**

This information will also be posted to NNAnet and Dealer360 later this evening. Dealer personnel in the following positions will receive direct email notification of this notice using the email address entered into NNAnet.

Position Name
Assistant Parts Manager
Assistant Service Manager
Part & Service Director
Parts Director
Parts Manager
Service Advisor/Consultant
Service Advisor/Consultant - Express Service
Service Director
Service Manager
Warranty Administrator

If any dealers are not receiving this information via email from the [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com) mailbox, please check spam folders and enable their inbox to process these emails as a safe sender. All dealer email addresses for these positions are taken from the dealer portal (NNAnet) and updated regularly. Dealers should verify the dealer

portal administrator has the current contact information entered for these key positions to ensure information is received.

Please cascade as necessary.

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**Division:** Aftersales

**Department:** Dealer Support