



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Rear Liftgate Stay
Voluntary Safety Recall Campaign

Reference: PC459
Date: November 9, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

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.

UPDATE November 9, 2016

- **The announcement from June 15, 2016 has been revised to include:**
 - Effective November 8, 2016, the unrepaired retailed population of affected vehicles previously launched under campaign ID PC458 will be active in SERVICE COMM under Campaign ID PC459.
 - The revised campaign repair bulletin **NTB16-105** is now available
 - Inspection is no longer required for liftgate replacement
 - Includes the new campaign stay assembly kit part number **K0450-4BA0C** (kit includes RH and LH liftgate stays)
 - Dealer may continue to repair affected vehicles using 90450-4BA0B and 90451-4BA0B until their existing stock has been exhausted. Please do not continue to order these parts for campaign use.
 - Dealers that have previously inspected retailed vehicles under PC458 may claim the inspection until **November 22nd, 2016**. Please submit any claims for reimbursement prior to this date.
 - Parts are no longer on restriction and may be ordered via normal process.
 - The rental provision for this campaign will expire on **November 22nd, 2016**
- **Please discard earlier versions of this bulletin.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date Dealer Inventory:
MY2014-16 Rogue (T32)	108,503	39	May 4, 2016
			SERVICE COMM Activation date Retailed: November 8, 2016

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

On May 4, 2016, Nissan announced a voluntary safety recall campaign on approximately 108,503 model year 2014-2016 Nissan Rogue vehicles sold in the United States, Guam, Puerto Rico, and Saipan to replace the rear liftgate stays. Due to a supplier issue, which has since been resolved, the anti-corrosion treatment of the outer tube on the liftgate stay was altered from specification, such that the anti-corrosion coating is insufficient and may allow the outer tube of the rear liftgate stay to corrode over time due to salt and water penetration; which under certain conditions could cause a sudden release of pressure. If this were to occur, the rear liftgate stay may break off and could potentially cause an injury.

Effective November 8, 2016 the unrepaired retailed population of affected vehicles previously launched under PC458 will be active in SERVICE COMM under Campaign ID PC459. It will no longer

be necessary to inspect retailed vehicles using the ring gauge tool (J-52226). The repair will now be to replace both rear liftgate stays on vehicles subject to this campaign ID.

Nissan is committed to a high level of customer safety, service, and satisfaction and is working with dealers to provide an outstanding ownership experience.

******* What Dealers Should Do*******

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **PC459.**
 - **Retailed vehicles affected by this action were previously covered by a different campaign ID (PC458).**
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. If a retailed vehicle affected by campaign ID **PC459** visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered.
4. Dealers should use **NTB16-105** to correct any vehicles subject to this campaign.
5. Once repaired, dealer should submit a warranty claim and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Campaign stay assembly kit parts, K0450-4BA0C (includes RH and LH liftgate stay), are readily available and may be ordered via normal ordering process. • Dealers may continue to repair affected vehicles using 90450-4BA0B and 90451-4BA0B until their existing stock has been exhausted. Please do not continue to order these parts for campaign use.
Special Tools	<p>The following special tools were shipped to dealers on June 15th, 2016:</p> <ul style="list-style-type: none"> • J-52227 Gas Venting Jig – Please see the attached venting procedure. Once the parts have been vented they may be disposed of via normal process. No special disposal procedure is required. • J-52233 Double Sided Velcro (3pcs) • J-52231 Prop Rod • Additional tools can be purchased through TechMate at 1-800-662-2001.
Repair	<ul style="list-style-type: none"> • NTB16-105 • Please discard earlier versions of this campaign repair bulletin.
Owner Notification	<p>Nissan began sending interim notifications to owners of affected vehicles in June, 2016 via U.S. Mail.</p> <ul style="list-style-type: none"> • Owners with vehicles that were inspected and released without repair will receive a second notification inviting them to schedule their vehicle for repair. • Invitation to repair letters will begin mailing in November, 2016.

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

Dealers that have previously inspected retailed vehicles under PC458 may claim the inspection using OP Code PC4580 for the inspection until **November 22, 2016**. Please submit any claims for reimbursement prior to this date.

If submitting a repair claim under PC459, please submit the correct op code for the parts used:

- **PC4590:** If using part numbers parts 90450-4BA0B and 90451-4BA0B
- **PC4591:** If using part number K0450-4BA0C

Note: The rental provision for this campaign will expire on **November 22, 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 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.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes.

Q. What is the reason for safety recall?

A. Due to a supplier issue that has since been resolved, the anti-corrosion treatment of the outer tube on the liftgate stay was altered from specification, such that the outer tube of the liftgate stay may corrode over time due to salt and water penetration.

Q. What is the possible effect of the condition?

A. The rear liftgate stays that provide the power assist to the rear liftgate operate under high pressure gas. In the event the anti-corrosion coating is insufficient, it may allow the outer tube of the rear liftgate stay to corrode over time due to salt and water penetration, which under certain conditions could cause a sudden release of pressure. If this were to occur, the rear liftgate stay may break off and could potentially cause an injury.

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

A. Dealers will replace the RH and LH liftgate stay assemblies.

Q. When will vehicle owners be notified?

- A. Nissan began sending interim notifications to owners of affected vehicles in June, 2016 via U.S. Mail.
- Owners with vehicles that were inspected and released without repair will receive a second notification inviting them to schedule their vehicle for repair.
 - Invitation to repair letters will begin mailing in **November, 2016**.

Q. How long will the corrective action take?

- A. The repair should take less than one (1) hour to complete. However, the Nissan dealer may require the vehicle for a longer period of time based upon the dealer's work schedule. All services will be provided at no cost for parts and labor.

Q. Are parts readily available?

- A. Yes.

Q. Is my vehicle safe to drive?

- A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to the recall, you should make arrangements to have your vehicle remedied as soon as possible.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

- A. Rental is covered by the campaign while parts are on order until November 22, 2016. **The rental provision will expire at that time.**

EXPENSE CODE		DESCRIPTION
502		Rental Expense
		\$120 (Max)

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 the vehicle.

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

- A. No.

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. Certain 2014-16 Nissan Rogue vehicles within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. Approximately **198,927** vehicles manufactured in Smyrna, TN are affected as follows:

Region	Total
USA	103,246
CAN	46,458
GUAM	123
MEX	30,036
PRT	5,133
SAI	1
Other Countries	13,930
TOTAL	198,927

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2014-16 Rogue (T32)	July 31, 2013 (SOP) through January 16, 2016

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

A. No.