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NISSAN BULLETIN

Rear Liftgate Stay Voluntary Safety Recall Campaign

Reference: PC459

Date: May 4, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

A STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2014-16 Rogue (T32)	108,503	1,184	May 5, 2016

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

Pursuant to the preliminary announcement on April 14, 2016, Nissan is conducting a voluntary safety recall campaign on approximately 108,503 model year 2014-2016 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 can cause a sudden release of pressure. If this were to occur, the rear liftgate stay may break off and could potentially cause an injury.

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

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 Safety Recall Campaign using Service Comm I.D. **PC459**.
 - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information

NOTE: Service Comm and DCS will not be active for PC459 until Thursday, May 5, 2016. Dealers should use the VIN list included with this announcement to locate and secure vehicles subject to this recall and stop sale.

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 any vehicle in dealer inventory is affected by campaign ID **PC459**, **hold** the vehicle until parts are available.
 - Nissan plans to automatically ship parts to repair all units currently in dealer inventory. **Dealers should not order parts.**
 - Dealer part shipments will arrive over the next three (3) weeks and may take up to one (1) week to arrive after seeing parts allocated on the daily parts allocation report.

- Once parts arrive, dealers may use the attached repair procedure to replace both the right and left hand liftgate stays on any affected vehicles in their inventory.
- **Once the vehicle has been repaired**, submit the claim (using PC4590), and release the vehicle for sale.
 - Dealers will need to safely vent the liftgate stays removed from affected vehicles in inventory using special tool J-52227 Gas Venting Jig.

NOTE: J-52227 Gas Venting Jig is not expected to be available until late May. Dealers are advised to store the unvented stay assemblies in a safe, dry place until the tool arrives and the gas can be safely vented. Do not discard removed stay assemblies until they have been safely vented.

******* Parts Return Information *******

Dealers should use the attached inspection procedure to inspect the date code on any of the following parts remaining in their inventory:

Rogue Stay Assembly – Back Door	
Item – Description	Part # - Return to NNA
Stay Assembly-Back Door, RH	90450-4BA0B
Stay Assembly-Back Door, LH	90451-4BA0B

Pursuant to the parts inspection procedure included with this announcement, any part with a date stamp code that shows the part was produced **on or after** October 9, 2015 is **OK**. Parts produced **before** October 9, 2015 are **NO GOOD**.

Effective immediately, a parts return program is available for any 90450-4BA0B or 90451-4BA0B parts that were produced before October 9, 2015.

This return program allows dealers with inventory of the specified parts to return them to NNA on an RFC. The NO GOOD parts should be removed from your Dealer parts inventory and returned to your servicing PDC. **Do not sell or use these parts for vehicle repairs.**

A Return For Credit (RFC) needs to be completed and the parts returned using **“G”** (non-compliant merchandise) as the return code. To receive credit, parts must be returned in their original and undamaged containers. This will not affect a dealer’s obsolescence accrual credit.

Note: Credit for freight should be processed as a **“J”** code on a separate RFC for parts returned via LTL/FedEx.

Nissan requests dealers return these quarantined parts as soon as possible for destruction.

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

Parts	<ul style="list-style-type: none"> Do not use any 90450-4BA0B or 90451-4BA0B parts with a date code prior to October 9, 2015 (see parts return instructions above). Nissan plans to automatically ship parts to repair all units currently in dealer inventory. Dealers should not order parts. <ul style="list-style-type: none"> Dealer part shipments will arrive over the next 3 weeks and may take up to 1 week to arrive after seeing parts allocated on the daily parts allocation report.
Special Tools	<ul style="list-style-type: none"> Dealers will need to safely vent the liftgate stays removed from affected vehicles in inventory using special tool J-52227 Gas Venting Jig. NOTE: J-52227 Gas Venting Jig is not expected to be available until late May. Dealers are advised to store the unvented stay assemblies in a safe, dry place until the tool arrives and the gas can be safely vented. Do not discard removed stay assemblies until they have been safely vented. <ul style="list-style-type: none"> Once available, additional tools can be purchased through TechMate at 1-800-662-2001.
Repair	<ul style="list-style-type: none"> Please use the repair instructions included with this announcement. A campaign repair bulletin is under development and will be the subject of a future announcement.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in June, 2016 via U.S. Mail.

***** 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, a Stop Sale is in effect.

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. Once parts available, dealers will replace the RH and LH liftgate stay assemblies.

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. When will vehicle owners be notified?

A. Nissan will notify owners in June 2016, informing them of the issue and indicating they will be notified in the fall of 2016 to bring their vehicle for repair.

Q. Are parts readily available?

A. Parts are expected to be available in the fall of 2016.

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. This campaign ID is addressing affected new vehicles in dealer inventory so rental is not necessary. In the event that a retail customer is affected by this action, dealers may have rental pre-approved by contacting the warranty claims call center authorization @ 1-800-258-7008 Option 7.

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.



PC459 – Rogue – Liftgate Stay Voluntary Safety Recall Campaign

Liftgate Stay Replacement Procedure

To replace the right and left hand Liftgate stays, refer to the Electronic Service Manual (ESM), section **DLK – Door & Lock** for the procedure to replace both lift gate (back door) stays.

PARTS INFORMATION:

Part Description	Part Number	QTY.
90450-4BA0B	Stay Assy-Back Door, RH	1
90451-4BA0B	Stay Assy-Back Door, LH	1

CLAIMS INFORMATION:

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC459	Replace Both Liftgate Stays	PC4590	0.4 Hrs.