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# NISSAN BULLETIN

## Rear Liftgate Stay Voluntary Safety Recall Campaign

Reference: PC458

Date: June 3, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE June 3, 2016

- **The announcement from May 4, 2016 has been revised to include:**
  - Campaign repair bulletin, **NTB16-058**, has been developed and is now available.
- **Please discard earlier versions of this bulletin.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2014-16 Rogue (T32)	108,503	<b>1,184</b>	May 4, 2016

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Pursuant to our preliminary announcement on April 14, 2016, Nissan is conducting 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 inspect and, if necessary, 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.

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 entering your service department are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC458**.
  - **New vehicles in Dealer Inventory affected by this action will be covered by a different campaign ID and announcement.**
2. If a retailed vehicle affected by campaign ID **PC458** visits the dealer for service, the dealer should inform the customer about the recall campaign.
  - Dealers should inform customers this campaign will be completed in **two steps**.
    1. Dealers will inspect the vehicle (using special tool J-52226) using campaign repair bulletin **NTB16-058** and determine if the vehicle can be safely operated until parts are available.
    2. Customers will receive an invitation repair notice in the fall of 2016 when parts are available. Customers may then return to the dealer to have their rear liftgate stays replaced.

3. If no immediate repair is needed, dealers may submit the claim (using PC4580) and release the vehicle to the customer.
4. If the inspection result is "**NG**" (J-52226 does not pass over both rear liftgate stay caps as shown in the procedure included with this announcement), dealers should **hold the vehicle** and contact [CampaignAnnouncements@nissan-usa.com](mailto:CampaignAnnouncements@nissan-usa.com) for further direction **and** submit a claim using PC4580). Please provide the following information in the email:
  - Technician Name
  - Contact phone #
  - Dealer Code
  - VIN
  - Mileage
  - Description and picture of NG result

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Parts are not readily available</li> <li>• This step is an inspection only, which will allow the customer to continue operating the vehicle until parts are available.</li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• <b>J-52226 Ring Gauge</b></li> <li>• Once available, additional tools can be purchased through TechMate at 1-800-662-2001.</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB16-058</b></li> <li>• The campaign bulletin will be available on ASIST, NNAnet, and Dealer 360 in the recalls and service campaigns forum on June 3<sup>rd</sup>, 2016.</li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>June, 2016</b> 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.

**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 should inform customers this campaign will be completed in **two steps**:
1. Dealers will inspect the vehicle (using special tool J-52226) using campaign repair bulletin **NTB16-058** and determine if the vehicle can be safely operated until parts are available.
  2. Customers will receive an invitation repair notice in the fall of 2016 when parts are available. Customers may then return to the dealer to have their rear liftgate stays replaced.

**Q. How long will the corrective action take?**

A. The inspection 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 in for repair. Customers may visit the dealer sooner for a free inspection of their vehicle that will allow them to know if their vehicle can continue to be operated safely until parts are available.

**Q. Are parts readily available?**

A. Parts are expected to be available in the fall of 2016. A limited number of parts are available should an inspection reveal the vehicle cannot continue to be operated in its present condition. Dealers should follow the instructions in this announcement for vehicles that do not pass the inspection.

**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 inspected as soon as possible.

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

A. The inspection procedure does not take long, so rental is not provided under the campaign. If a dealer has customers that do not want to drive their vehicle prior to the inspection tools being available, dealers may have rental pre-approved by contacting the warranty claims call center for 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:

<b>Region</b>	<b>Total</b>
USA	<b>103,246</b>
CAN	<b>46,458</b>
GUAM	<b>123</b>
MEX	<b>30,036</b>
PRT	<b>5,133</b>
SAI	<b>1</b>

Other Countries	<b>13,930</b>
<b>TOTAL</b>	<b>198,927</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
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.