



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Front Passenger Seat Back Weld Voluntary Recall Campaign

Reference: PC599
Date: November 15, 2017

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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2016 Rogue (T32)	210	NA	November 15, 2017	YES

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will recall certain 2016 model year Rogue (T32) vehicles manufactured at the Smyrna, TN plant between July 12, 2016 and July 14, 2016 to replace the front passenger seat back assembly.

Due to a supplier manufacturing issue that has since been corrected, a small number of vehicles may have been equipped with seat frame assemblies that may not meet the applicable Federal safety standards for FMVSS 202A and FMVSS 207.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC599**.
 - **New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
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 **PC599** 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 **NTB17-115** to remedy any vehicles subject to this campaign.
5. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> Dealers may place an SVC order on DBS to obtain parts as needed beginning November 15, 2017 at 9:00 AM CST. <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="background-color: #333; color: white;">Color</th> <th style="background-color: #333; color: white;">DESCRIPTION</th> <th style="background-color: #333; color: white;">PART NUMBER</th> <th style="background-color: #333; color: white;">QTY</th> </tr> </thead> <tbody> <tr> <td rowspan="3">G- Charcoal</td> <td rowspan="3">*Front Seat Back, RH</td> <td>876004BC2A</td> <td rowspan="3" style="text-align: center;">1</td> </tr> <tr> <td>876004BC8A</td> </tr> <tr> <td>876004BL3A</td> </tr> <tr> <td rowspan="3">C - Almond</td> <td rowspan="3">*Front Seat Back, RH</td> <td>876004BC2B</td> <td rowspan="3" style="text-align: center;">1</td> </tr> <tr> <td>876004BC8B</td> </tr> <tr> <td>876004BL3B</td> </tr> <tr> <td></td> <td>Bolt</td> <td>868995HA0A</td> <td style="text-align: center;">4</td> </tr> </tbody> </table> <p style="color: red; margin-left: 40px;">* Please only order 1 appropriate seatback per VIN. Orders will be validated for correct part prior to fulfilment. Incorrect part orders are subject to cancellation.</p>	Color	DESCRIPTION	PART NUMBER	QTY	G- Charcoal	*Front Seat Back, RH	876004BC2A	1	876004BC8A	876004BL3A	C - Almond	*Front Seat Back, RH	876004BC2B	1	876004BC8B	876004BL3B		Bolt	868995HA0A	4
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Special Tools	<ul style="list-style-type: none"> J-52352 USB Bar Code Scanner Dealers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001 																				
Repair	<ul style="list-style-type: none"> NTB17-115 																				
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in January 2018 via U.S. Mail.																				

***** Dealer Responsibility *****

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 recall?

A. Yes. A Stop Sale is in effect.

Q. What is the reason for recall?

A. The front passenger seats in the affected vehicles may have improper welds on front passenger seat recliner mechanisms. As a result of this condition, the front passenger seat frame may not meet certain performance requirements specified in FMVSS 202A and FMVSS207.

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

A. Dealers will replace the front passenger seat back assembly with a new one.

Q. How long will the corrective action take?

A. The remedy should take approximately one and one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **January 2018** via U.S. Mail.

Q. Are parts available?

A. Yes. Parts are currently on restriction and will be orderable via the DBS SVC parts ordering tool beginning November 15, 2017.
o Please refer to **NPSB 16-526** for specific ordering instructions.

Q. Will alternate transportation be provided while the dealer is awaiting parts?

A. Upon customer request, rental is covered by the campaign while parts are on order.

EXPENSE CODE		DESCRIPTION
502		Rental Expense \$400 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

Q. Is my vehicle safe to drive?

A. Owners may continue to drive their vehicle, but Nissan recommends owners have their vehicle remedied as soon as possible after receiving notice of the recall. In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed.

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

A. Owners should avoid using the front passenger seat until the front seat back assembly has been replaced.

Q. Is there any charge for this repair?

A. No, the remedy 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. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain 2016 Nissan Rogue (T32) vehicles built in Smyrna, TN within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. The number of units potentially affected is as follows:

Region	Rogue (T32)
USA	196
GUAM	2
CANADA	86
PUERTO RICO	12
Total	296

Make/Model	Dates of Manufacture
MY2016 Rogue (T32) Smyrna	July 12, 2016 through July 14, 2016