



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Fuel Pump Inspection Voluntary Safety Recall Campaign

Reference: PC791  
Date: February 12, 2021

**Attention: Dealer Principal, Sales, Service & Parts Managers**

**IMPORTANT: It is a violation of Federal law for dealers 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
MY2021 Rogue (T33)	2,146	490	February 12, 2021	<b>YES</b>

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

Nissan is issuing a Voluntary Safety Recall Campaign to inspect the fuel pump installation on **2,146** specific model year 2021 Rogue vehicles identified in Service Comm. Vehicles included in Quality Action (PC791) that have not previously been remedied will be included in this campaign. During production, Nissan conducted a manual offline rework activity on certain vehicles to confirm the performance of the fuel pump. This activity required the fuel line at the tank and potentially the fuel tank sending unit lock ring to be removed. During re-installation, the fuel line may not have been fully locked and/or the lock ring was not fully seated. If the fuel hose is not fully locked or the lock ring is not fully engaged, the condition could result in a fuel odor and/or Malfunction Indication Light (MIL) illumination or fuel leakage. Under this condition, the affected vehicle may not comply with certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 301; Fuel System Integrity.

In rare instances, the fuel line may disconnect completely and create a larger fuel leak that could cause the engine to stop running without the ability to restart. If the engine stalls while driving, it may increase the risk of a crash. A fuel leak in the presence of an ignition source may lead to a fire.

Affected vehicles **are subject** to stop sale.

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

- Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **PC791**
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers **must not sell, lease trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.

3. Dealers should use **NTB21-010** to correct any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<p><b>If inspection results indicate that parts replacement is needed, parts are on restriction and may be ordered via DBS beginning February 12, 2021.</b></p> <ul style="list-style-type: none"> <li>➤ Order only the required part, <b>do not</b> use the “add by campaign” function (which will order one of all possible parts)</li> </ul> <p><b>NOTE: Nissan anticipates less than 10 affected vehicles will require replacement.</b></p> <ul style="list-style-type: none"> <li>• Replacement of the lock ring is only necessary <u>if deformations are present</u></li> <li>• Fuel gauge packing replacement should <b>ONLY</b> be replaced if the locking ring needs to be removed to position it correctly</li> </ul>
<b>Special Tool</b>	<ul style="list-style-type: none"> <li>• <b>J-45747</b> (Fuel Tank Lock Ring Wrench)</li> </ul> <p>Additional tools are available via TechMate @ 1-800-662-2001 or <a href="http://www.nissantechmate.com">www.nissantechmate.com</a>.</p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB21-010</b></li> </ul>
<b>Owner Notification</b>	<p>Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>March 2021</b> via U.S. Mail.</p>

\*\*\*\* **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 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 Stop Sale?**

A. Yes.

**Q. What is the reason for this safety recall?**

A. During production, Nissan conducted a manual offline rework activity to confirm the performance of the fuel pump. This activity required the fuel line at the tank and potentially the fuel tank

sending unit lock ring to be removed. During re-installation, the fuel line may not have been fully locked and/or the lock ring was not fully seated.

**Q. What is the possible effect of the condition?**

A. If the fuel hose is not fully locked or the lock ring is not fully engaged, the condition could result in a fuel odor and/or Malfunction Indication Light (MIL) illumination or fuel leakage. Under this condition, the affected vehicle may not comply with certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 301; Fuel System Integrity.

In rare instances, the fuel line may disconnect completely and create a larger fuel leak that could cause the engine to stop running without the ability to restart. If the engine stalls while driving, it may increase the risk of a crash. A fuel leak in the presence of an ignition source may lead to a fire.

**Q. What will be the corrective action?**

A. Dealers will inspect the fuel hose for proper position and to ensure it is locked and also check for proper orientation of the fuel tank lock ring (and mating O-ring).

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

A. The remedy should take approximately 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 sending notifications to owners of all potentially affected vehicles in **March 2021** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. If you detect a fuel odor or leak, and/or the Malfunction Indicator Light (MIL) is illuminated, contact a Nissan dealer for immediate service and direction on how to transport your vehicle to the dealership. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles inspected, and, if necessary, repaired as soon as possible upon notification.

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

A. No.

**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. Are parts readily available?**

A. Parts are currently on restriction. Parts may be ordered, if needed, via DBS **beginning February 12, 2021.**

**NOTE: Nissan anticipates less than 10 of affected vehicles will require parts replacement.**

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If inspection results indicate that parts replacement is needed,** and parts need to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

**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.

**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 MY2021 Rogue (T33) vehicles manufactured in Smyrna, Tennessee between September 24, 2020 and November 11, 2020 are affected.

**Revision History:**

Date	Announcement	Purpose
February 12, 2021	Voluntary Safety Recall Campaign	New campaign announcement