

2014 Rogue Shifter Knob Repair Procedure

Reference: PC254
Date: November 20, 2013



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Attention: Dealer Principal, Sales, Service & Parts Managers

******* Dealer Announcement *******

Nissan is conducting a Dealer Service Action to inspect, remove, clean and, reinstall the shifter knob assembly on certain specific 2014 Nissan Rogue vehicles currently in dealer inventory only. In some isolated cases, the shifter knob will need to be replaced if the O/D OFF indicator lamp is not functioning correctly.

******* Parts Information*******

The service action part is currently under a part sales restriction. Nissan predicts that a small population (approximately 1%) of vehicles will need a replacement shifter knob assembly.

After inspection, if a replacement part is needed a request should be sent to nafqasupport@nissan-usa.com with the requested information.

******* Vehicle Identification – Dealer Inventory *******

2014 Nissan Rogue vehicles subject to this Dealer Service Action can be identified through two methods:

- **SERVICE COMM** – Beginning November 21st, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC254** - to determine if a vehicle is subject to this Dealer Service Action.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

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

It is the dealer's responsibility to check SERVICE COMM – **I.D. PC254** – for the status on each vehicle which is currently in its inventory. Nissan requires dealers to perform this procedure on any vehicles in their inventory before they are retailed.

******* Repair Procedure *******

This service action procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories: Sales>Campaigns>; Parts>Campaigns;> Service>Campaigns>

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION