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Attention: Dealer Principal, Sales, Service & Parts Managers

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

Nissan is conducting a Dealer Service Action to inspect for water leaks at the rear liftgate glass on certain specific 2014 Nissan Rogue vehicles currently in dealer inventory only. On a small percentage of vehicles, the rear liftgate window seal may not meet specifications and may allow water to enter the vehicle.

To ensure customer satisfaction, dealers are asked to perform the following water test inspection procedure prior to sale. If no leaks are present, the campaign can be completed and the vehicle can be sold without further action.

*******Repair Procedure/Parts Information*******

If a water leak is identified during the inspection, e-mail the requested information to nafqasupport@nissan-usa.com and await further instructions. Dealers should not retail vehicles with identified water leaks.

The repair procedure and parts supply information will be communicated by December 6, 2013.

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

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

- **SERVICE COMM** – Beginning November 27th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC255** – 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. PC255** – for the status on each vehicle which is currently in its inventory. Nissan requests dealers to perform this procedure on any vehicles in their inventory before they are retailed to ensure customer satisfaction.

******* Inspection Procedure *******

This service action procedure will be available on ASIST and NNA.net.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.

2014 Rogue Rear Liftgate Glass Inspection

Reference: PC255
Date: November 27, 2013



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- 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

SERVICE PROCEDURE

1. Water leak test the top of rear liftgate glass.
 - Use a garden hose to apply low pressure water spray.
 - Apply water to top of rear liftgate glass for 30 seconds to the area shown in Figure 1.
2. Check for water entry to inside of the vehicle at the top of the rear liftgate glass.



Figure 1

3. If no water entry into the vehicle:
 - Submit warranty claim using Op Code PC2550.(see claims info)
 - Release the vehicle.
4. If water entry into the vehicle is verified at the rear liftgate glass area:
 - Continue to HOLD the vehicle.
 - Send E-mail to the below address for parts planning purposes only:
nafgasupport@nissan-usa.com

Make sure to include the below information:

VIN

Dealer Code

Note: Parts, repair and claim information will be provided at a later date for vehicles that have a leak.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC255

Claim Type:	CM			
PNC:	PC255			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Rear Liftgate Glass	PC2550	0.3H	No	No