

2014 Rogue Automatic Air Conditioning
Dealer Inventory Inspection

Reference: PC304

Date: June 26, 2014



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Attention: Dealer Principal, Sales, Service & Parts Managers

***** Detailed Information *****

Nissan is conducting a dealer inventory inspection of the automatic climate control system operation on **910** specific 2014 Rogue vehicles identified in SERVICE COMM. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

The subject vehicle may not properly switch from cool to hot air as the temperature is adjusted.

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- If inspection result is OK, submit the warranty claim and release the vehicle without further action.
- If inspection reveals the air discharge does not change temperature, dealerships should hold the vehicle and send the requested information to nnafgasupport@nissan-usa.com. Further instruction will be provided within 1-2 business days.

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

910 2014 Rogue vehicles **are** subject to this dealer inventory inspection and can be identified through two methods:

- **SERVICE COMM** – Beginning June 26th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC304** – to determine if a vehicle is subject to this dealer inventory 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. PC304**- for the status on each 2014 Rogue vehicle which is currently in inventory. Nissan requests dealers to perform this inspection on vehicles in inventory prior to being retailed to ensure customer satisfaction.

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

This repair 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:
 - Parts>Campaigns>

- Sales>Campaigns>
- Service>Campaigns>

Thank you for your prompt attention to this matter and we apologize for the inconvenience.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

DEALER INSPECTION PROCEDURE

1. Park the vehicle in a safe working area, and then set the parking brake.
2. Start engine and idle for 10 minutes for engine to reach operating temp.
3. Put the automatic air conditioning in auto mode by pushing the "AUTO" switch and push the "DUAL" switch to turn-on passenger control.
 - Verify LED on the AUTO switch and the Driver/Passenger temperature knobs is illuminated as shown in Figure 1.

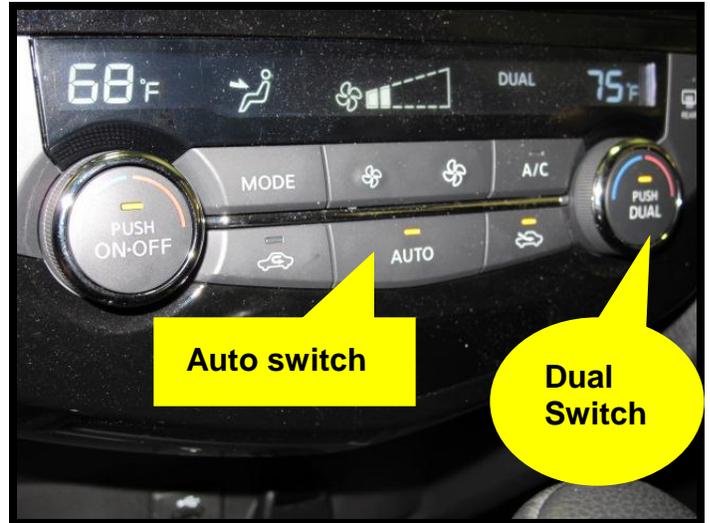


Figure 1

4. Adjust both driver/passenger temperature knobs to full HOT (display should read 90F for both). See Figure 2.
 - Place hand down at floor vent and verify discharge air is HOT.



Figure 2

5. Adjust both driver/passenger temperature knobs to full COLD (display should read 60F for both). See Figure 3.
 - Place hand near center vent and verify vent discharge air is COLD.



Figure 3

6. Does the auto air conditioning discharge air temperature change from HOT to COLD when the set temperatures were adjusted?

- If **YES**, then submit warranty claim using PC3040 (see claims info), and release the vehicle.
- If **NO**, then continue to Hold the vehicle. **Do not submit warranty claim.**
E-mail the information below to:

nafgasupport@nissan-usa.com

Make sure to include the below information:

Dealer Name
Dealer Code
Dealer Address
VIN
Contact Person Name
Contact Person Phone Number

Nissan FQA will review the E-mail submissions and send a reply with repair instructions/claim information.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign ID: PC304

Claim Type:	CM			
PNC:	PC304			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect the Automatic Air Conditioning operation.	PC3040	0.3 Hrs.	No	No