

2014 Rogue Engine On/Off Push Button
Voluntary Service Campaign

Reference: PC311
Date: August 20, 2014



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Attention: Dealer Principal, Sales, Service & Parts Managers

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

Nissan is conducting a Voluntary Service Campaign on approximately 133 2014 Nissan Rogue vehicles to replace the engine on/off push button. Due to an isolated quality control error that has since been corrected, the engine on/off push button circuit on the subject vehicles may have been damaged. The issue does not affect normal starting or regular operation of the vehicle. However, in rare instances, the damaged circuit could cause customers difficulty in shutting off the engine. Nissan does not believe this is a safety defect, and is not aware of any accidents related to this issue.

Nissan plans to notify potentially affected customers in September, asking them to bring their vehicles to an authorized dealer to have the engine on/off push button replaced.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Rogue owners.

IMPORTANT: Dealers are requested to repair any vehicles currently in inventory prior to retail delivery to ensure customer satisfaction.

***** Part Information *****

Part Number	Description
25150-4BJ0A	Engine on/off push button

Use the parts order form provided to order parts. Parts are available at all the facing PDCs.

***** Repair Instructions *****

A technical procedure is included with this announcement and is also 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>

A campaign update will be sent at the time a Campaign Technical Service Bulletin is available.

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

There are approximately **133** 2014 Nissan Rogue vehicles affected by this voluntary service campaign, of which 10 are in dealer inventory.

2014 Rogue On/Off Push Button Voluntary Service Campaign Affected Dealer Inventory I.D.PC311 <i>As of 8-19-14</i>		
Count of VIN17		% of Dlr Inv Nationally
RGN	Total	
	24	1
	26	5
	32	2
	44	2
Grand Total	10	100%

2014 Nissan Rogue vehicles subject to this Voluntary Service Campaign can be identified through two methods:

- **SERVICE COMM** – Beginning August 20th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC311** - to determine if a vehicle is subject to this voluntary service campaign.
- **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 using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

******* Owner Notification *******

Nissan will begin notifying affected owners in September 2014 via U.S. Mail to take their vehicles to a Nissan dealer for repair under this service campaign.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ:

Q. What is the reason for this service campaign?

A. On a very small number of model year 2014 Rogue vehicles manufactured between June 2nd and June 4th, the engine on/off push button may have been damaged during the manufacturing process.

Q. Is there any charge for this repair?

A. No, the repairs will be made at no charge for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of potentially affected vehicles in September, asking them to bring their vehicle in for repair.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. What model year vehicles are involved?

A. This service campaign potentially affects 133 MY2014 Rogue vehicles produced in Smyrna, Tennessee plant between June 2nd, 2014 and June 4th, 2014 and sold in the U.S. (85), Canada (46) and Puerto Rico (2).

Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

A. No. This condition does not affect any other Nissan (or Infiniti) vehicles.

I. SAFETY QUESTIONS

Q. Is this a safety recall?

A. No, this is a service campaign being conducted for customer satisfaction purposes, but it is important that your vehicle is remedied if you received a notification letter.

II. Dealer Service Questions

Q. What will be the service department action?

- A. To assure your continued satisfaction and confidence in your vehicle, Nissan is offering to replace engine on/off push button with a new one at an authorized Nissan dealer at **no charge to you for parts or labor**.

Q. How long will the corrective action take?

- A. It should take approximately 1 hour to replace the vehicle's engine on/off push button. Your dealer may require your vehicle for a longer period of time based on their work schedule.

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

- A. No. The repair can be performed quickly and a rental car should not be necessary. Dealers may contact the Assurance Products Claims Call Center at 1-800-258-7008, option 7 for rental coverage instructions should a rental be required.

Q. Are there any parts required for the dealer to perform this service campaign?

- A. Yes. A new engine on/off push button will need to be ordered.

Q. Do I need to make an appointment in advance?

- A. Yes. An appointment made in advance might be helpful to ensure that your Nissan dealer has the necessary parts available to repair your vehicle.

Q. What should I do if I experience this issue and cannot shut off my vehicle?

- A. Park the vehicle outside (NEVER in garage) and call Nissan roadside assistance at 866-821-4145.

DEALER SERVICE PROCEDURE

1. Remove Front Air Control from center of dash and gently rest it on the center console.

- Use a protective rag on center console below the front air control.
- Starting from the bottom, pull out and up to release the clips and pawls retaining the front air control as shown in Figure 1.
- Do not unplug the front air control connectors



Figure 1

2. Remove Instrument Finisher B from dash as shown in Figure 2.



Figure 2

3. Disconnect engine on/off push-button switch and NATS antenna amp connectors from Instrument Finisher B assembly as shown in Figure 3.

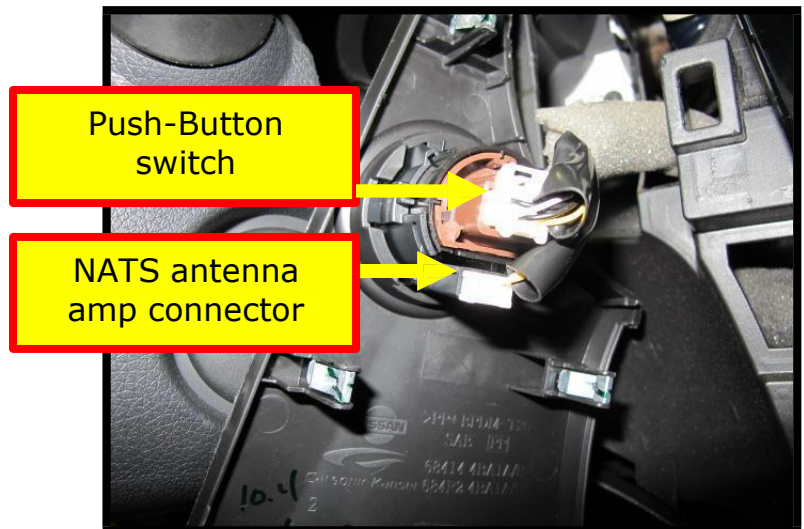


Figure 3

4. Remove engine on/off push-button switch from Finisher B assembly as shown in Figure 4.

- Disengage the three engine on/off push-button switch retaining clips while pushing on the face of the switch.
- **Do not remove the NATS antenna amp (chrome ring around engine on/off push-button switch) from Instrument Finisher B.**

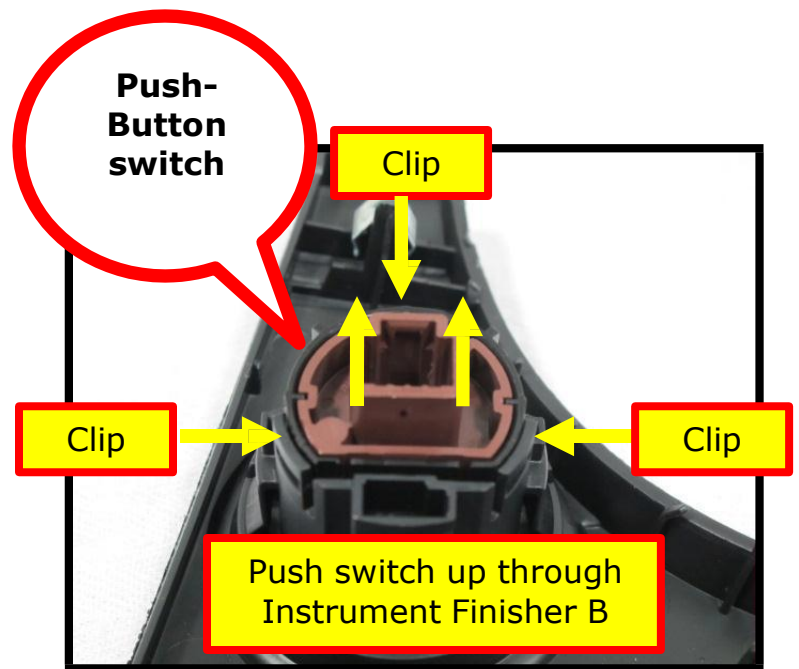


Figure 4

5. Install **new** engine on/off push-button switch in Instrument Finisher B assembly as shown in Figure 5.

Note: An audible click sound will be heard when the engine on/off push-button switch is fully seated in the Instrument Finisher B assembly.



Figure 5

6. Reconnect engine on/off push-button switch and NATS antenna amp connectors.

7. Reinstall Instrument Finisher B and the Front Air Control in reverse order.

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
Engine On/Off Push-Button Switch	25150-4BJ0A	1

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign ID: PC311

Claim Type:	CM			
PNC:	PC311			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Replace Engine On/Off Push-Button Switch.	PC3110	0.2 Hrs.	Yes	No