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# NISSAN BULLETIN

## 2014 Rogue (T32) Rear Liftgate Dealer Service Action

Reference: PC315  
Date: August 27, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

**\*\*\*\*\* Detailed Information \*\*\*\*\***

Nissan is conducting a dealer service action of the rear lift gate hinge mounting bolt torque on **1,372** 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 have the rear liftgate hinge mounting bolts tightened to the correct specification. To ensure customer satisfaction dealers are requested to inspect the torque of the liftgate hinge mounting bolts and, if necessary, tighten them to the correct specification before retail delivery of the vehicle.

**PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:**

- Upon completion of the inspection, submit the warranty claim and release the vehicle without further action.

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

**1,372** 2014 Rogue vehicles are subject to this dealer service action and can be identified through two methods:

- **SERVICE COMM** – Beginning August 28, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC315** - 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.

| 2014 Rogue (T32) Rear Liftgate<br>Dealer Service Action<br>Affected Dealer Inventory<br>I.D.PC315<br><i>As of 8-27-14</i> |             |                            |
|---|-------------|----------------------------|
| Count of VIN17  |             | % of Dlr Inv<br>Nationally |
| RGN   | Total       |                            |
|   | 24 149      | 12%                        |
|   | 26 506      | 41%                        |
|   | 32 180      | 14%                        |
|   | 34 153      | 12%                        |
|   | 44 257      | 21%                        |
| <b>Grand Total</b>  | <b>1245</b> | <b>100%</b>                |

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check SERVICE COMM -**I.D. PC315**- 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.**

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

## PC315 Rogue Liftgate Hinge Bolt

### SERVICE PROCEDURE

1. Park the vehicle in a safe working area, set the parking brake and open the rear liftgate.
2. Locate the (4) liftgate hinge bolts.
  - Look at top left/right corners of the liftgate as shown in Figure 1.

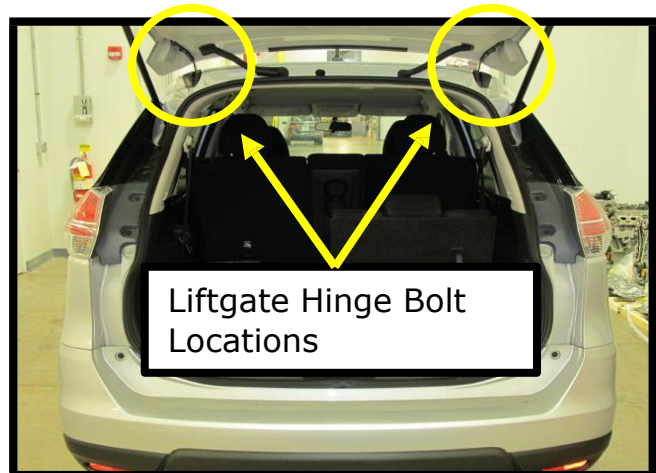


Figure 1

3. Using a Torque wrench, torque all (4) liftgate hinge bolts (Figure 2) to 25 N•m (**18 ft-lb**).
4. Close the rear liftgate, submit a claim using **Op Code PC3150** (See claims info) and release the vehicle.

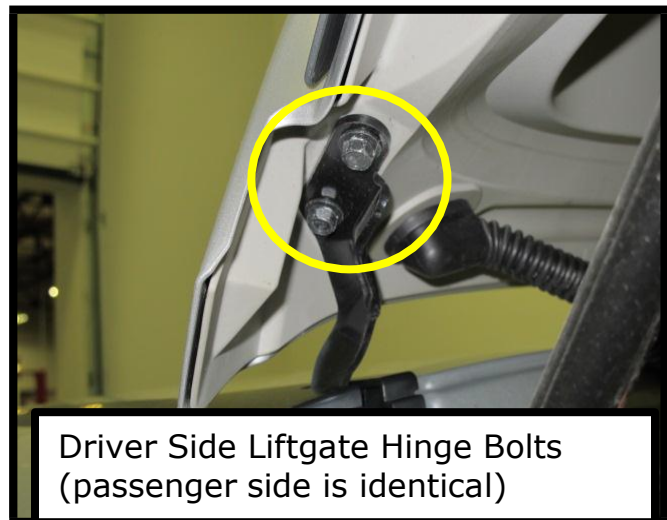


Figure 2

### CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC315

|                              |                 |                       |                                |                              |
|------------------------------|-----------------|-----------------------|--------------------------------|------------------------------|
| <b>Claim Type:</b>           | CM              |                       |                                |                              |
| <b>PNC:</b>                  | PC315           |                       |                                |                              |
| <b>Symptom:</b>              | ZZ              |                       |                                |                              |
| <b>Diagnosis:</b>            | 99              |                       |                                |                              |
| <b>Description:</b>          | <b>Op Codes</b> | <b>Flat Rate Time</b> | <b>Parts Required on claim</b> | <b>Expense Code Required</b> |
| Torque liftgate hinge bolts. | PC3150          | 0.2H                  | No                             | No                           |