



Innovation that excites

NISSAN BULLETIN

Transverse Link Dealer Inventory Inspection

Reference: PC392

Date: August 28, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY15 Pathfinder (R52) MY15 Rogue (T32)	N/A	7,889	August 28, 2015

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

Nissan is conducting a dealer inventory inspection to inspect the right and left transverse link (TV) pivot bolt to ensure that the locking nut is present and torqued to the correct specification on certain vehicles identified in SERVICE COMM.

*******What Dealers Should Do*******

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

1. Verify if vehicles currently in dealer inventory are affected by this inventory inspection using Service Comm **I.D. PC392**.
2. If the vehicle in dealer inventory is affected by this inspection, confirm the presence of the correct locking nut and torque the right and left transverse link pivot bolt to specification.
 - If the locking nut is present and torqued to the correct specification the vehicle may be immediately released for sale.
 - If the locking nut is missing, incorrect, or has moved before the torque wrench clicked the **VEHICLE MUST BE PLACED ON HOLD AND CANNOT BE RETAILED**. Do not submit a warranty claim. Dealers should hold the vehicle and send an email to nnafqasupport@nissan-usa.com. Dealers should include the following information in the email:
 - VIN
 - Dealer Code
 - Dealer Name
 - Contact Name
 - Contact Phone Number
 - Location of Affected TV Link Nut (Driver/Passenger)
 - Condition of Affected TV Link Pivot Nut (Missing Nut, Non-Locking Nut, Nut Turned During Torque Check)

NOTE: NNA FQA will respond to the Dealer with further direction within 1 business day.

3. The service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM and release the vehicle.

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

It is the dealer's responsibility to check SERVICE COMM using the appropriate campaign I.D for the inspection status on each affected vehicle currently in inventory. Nissan requests dealers to perform this inspection prior to being retailed to ensure client satisfaction.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Continue to next page for inspection procedure

PC392 – 2015 Nissan – Pathfinder (R52) / Rogue (T32) – Transverse (TV) Link Pivot Locking Nut and Torque Service Inspection

SERVICE PROCEDURE

1. Lift the vehicle using a hoist.
2. On the driver side knuckle, inspect the TV Link Pivot Nut/Bolt (Figure 1) to ensure it has a locking nut as pictured in (Figure 2).
3. If locking nut is present, use a torque wrench and an 18MM wrench to hold the bolt secure while checking the torque to the following spec:
 - **For Pathfinder:** TV Link Pivot Nut/Bolt:
63.8 N·m (47 ft-lb)
 - **For Rogue:** TV Link Pivot Nut/Bolt:
71.3 N·m (53 ft-lb)
4. On the passenger side knuckle, inspect TV Link Pivot Nut/Bolt to ensure it is a locking nut as pictured in (Figure 2).
5. If locking nut is present, use a torque wrench and an 18MM wrench to hold the bolt secure while checking the torque to the following spec:
 - **For Pathfinder:** TV Link Pivot Nut/Bolt:
63.8 N·m (47 ft-lb)
 - **For Rogue:** TV Link Pivot Nut/Bolt:
71.3 N·m (53 ft-lb)

Driver Side Shown (Passenger is Similar)



Figure 1

Correct Locking Nuts (OK)



Figure 2

**Not Correct NON-Locking Nut
(Send E-Mail)**

6. If a locking nut is **NOT** present (Figure 3), proceed to Step 7b.



Figure 3

7. Were the TV Link Pivot Locking Nuts present and found to be correctly torqued?
- a. If the correct locking nuts ARE present and the locking nuts did NOT move when torque was checked:**
- Submit warranty claim using Op Code **PC3920** (see claims info).
 - Release the vehicle.
- b. If a TV Link Pivot nut is MISSING, or a NON-Locking TV Link Pivot nut is found, or the locking nut MOVED before the torque wrench clicked:**
- Continue to **HOLD** the vehicle.
 - Do not submit warranty claim.
 - Send an E-mail to the below address:

nnafgasupport@nissan-usa.com

Make sure to include the following information:

Dealer Code
Dealer Name
Contact Name
Contact Phone Number
Location of Affected TV Link Pivot Nut (Driver/Passenger)
Condition of Affected TV Link Pivot Nut (Missing Nut, Non-Locking Nut, Nut Turned During Torque Check)

****NNA FQA will respond back to the Dealer with further direction within 1 business day****

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC392

Claim Type:	CM			
PNC:	PC392			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Locking Nuts are present and torqued properly – OK Condition.	PC3920	0.2 hrs.	No	No