



Innovation that excites

# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

Key Fob  
Voluntary Service Campaign

Reference: PC593  
Date: December 15, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Rogue (T32) (SV and SL trim ONLY)	50,944	NA	NA	<b>NO</b>

Nissan is conducting a Voluntary Service Campaign on approximately 50,944 model year 2017 Nissan Rogue SV and SL trim level vehicles. Nissan has discovered that the I-Key fob may be missing the FCC ID label required by the Federal Communications Commission.

To correct this condition, Nissan is conducting a Voluntary Service Campaign to provide customers with two FCC ID labels (included with the owner letter) that can be easily affixed to each I-Key fob for your 2017 Rogue.

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

1. No dealer action is necessary for this Voluntary Service Campaign.
2. If a customer has a notification letter, but has lost or damaged the two (2) FCC ID labels, replacement labels can be acquired by sending an email to [nafgasupport@nissan-usa.com](mailto:nafgasupport@nissan-usa.com)
  - Dealers should specify:
    - PC593 – I-Key Fob Labels Required (in title of email)
    - Customer VIN
    - I-Key fob part number
    - Name and address to send the new labels to

**NOTE: SERVICE COMM will not be active for this campaign.**

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Nissan will begin mailing Owner Letters containing two (2) FCC ID labels to affected customers beginning the first week of <b>January, 2018</b>.</li> </ul>
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**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

## Frequently Asked Questions (FAQ):

**Q. Is this a safety recall?**

A. No.

**Q. How do I identify an affected vehicle in SERVICE COMM?**

A. This service campaign will not be active in SERVICE COMM. An official letter and FCC ID stickers are being sent to all affected owners. The letters are VIN specific.

**Q. What is the reason for this notification?**

A. Nissan has discovered that model year 2017 Nissan Rogue SV and SL trim level vehicles that have the I-Key fob may be missing the FCC ID label required by the Federal Communications Commission.

**Q. What will be the corrective action for this voluntary service campaign?**

A. To correct this condition, Nissan will provide affected customers with two (2) FCC ID labels (included with the owner letter) that can be easily affixed to each I-Key fob for your 2017 Rogue.

**Q. When will vehicle owners be notified?**

A. Nissan will begin mailing Owner Letters, containing two FCC ID labels, to affected customers the first week of **January 2018**, via U.S. mail.

**Q. How can replacement labels be obtained if a customer claims to have lost or damaged their FCC ID labels?**

A. Nissan If a customer has a notification letter, but has lost or damaged the two (2) FCC ID labels, replacement labels can be acquired by sending an email to [nnafgasupport@nissan-usa.com](mailto:nnafgasupport@nissan-usa.com)

- Request should specify:
  - PC593 – I-Key Fob Labels Required (in title of email)
  - Customer VIN
  - I-Key fob part number
  - Name and address to send the new labels to

**Q. Is there any charge for the FCC ID labels?**

A. No.

**Q. What model year Rogue vehicles are involved?**

A. Approximately 55,137 Nissan Rogue (T32) (SV and SL trim level) vehicles in Canada, the United States, and territories are affected.

**Q. I have a 2017 Rogue vehicle but did not receive a letter, how can I tell if my vehicle is affected?**

A. Owners affected by this action will receive a notification letter in the mail, which will also

contain two (2) FCC ID labels.

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

A. No

**Q. Does this campaign affect Rogue (SV and SL) vehicles sold in Canada?**

A. Yes.

**Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.