



Innovation that excites

# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

ProPILOT Assist Owner's Manual Update  
Voluntary Service Campaign

Reference: PC626  
Date: May 2, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018 Rogue (T32)	1,377	427	NA	<b>NO</b>

\*\*\*\*\* Campaign Summary\*\*\*\*\*

Nissan is providing owners of approximately **1,377** MY2018 Nissan Rogue (T32) vehicles with an Owner's Manual addendum booklet. The addendum booklet corrects the description of how the customer should activate the Intelligent Lane Intervention (ILI) function on vehicles equipped with ProPILOT Assist. Customers will be asked to place the addendum booklet inside the Owner's Manual for future reference. A copy of the addendum booklet is included with this announcement.

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

1. Verify if new vehicles in their inventory are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC626**.
  - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
    - SERV COMM will only be active for vehicles in new vehicle dealer inventory
2. If a dealer receives an addendum booklet for a vehicle they have retailed, currently have in their pre-owned inventory, or placed into NRC Service, the dealer should either forward the Owner's Manual addendum to the current owner or add the addendum booklet to the Owner's Manual of any vehicles they currently control.
3. Customers receiving this addendum booklet have been advised to insert this booklet into their Owner's Manual.

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

**Owner Notification**

Nissan will begin providing Owner's Manual addendum booklets in **May 2018** via U.S. Mail.

\*\*\*\*\* Claims Information \*\*\*\*\*

The following claims information should be used for affected vehicles in new vehicle inventory.

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC626	Install Owner's Manual Addendum	PC6260	0.2

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

## Frequently Asked Questions (FAQ):

**Q. Is this a Stop Sale?**

A. No.

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

A. No.

**Q. What is the reason for this Voluntary Service Campaign?**

A. The addendum booklet corrects the description of how the customer should activate the Intelligent Lane Intervention (ILI) function on vehicles equipped with ProPILOT Assist.

**Q. What language in the Owner's Manual, more specifically, could be potentially misunderstood by the customer?**

A. The affected Owner's Manual states provides incorrect information for enabling the Intelligent Lane Intervention function

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

A. Nissan will begin mailing Owner's Manual addendum booklet to all affected customers in **May 2018**, via U.S. Mail.

**Q. Will I have to take my vehicle back to the selling dealer or contact a dealer to obtain a new Owner's Manual?**

A. No, Owner's Manual addendum booklets will be mailed directly to affected owners.

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

A. Certain 2018 Nissan Rogue (T32) vehicles with specific trim levels and equipped with ProPILOT Assist are affected.

**Q. How many vehicles are involved in the service campaign?**

A. A total of **1,381** vehicles are affected.

<b>Country</b>	<b>Rogue (T32)</b>
CANADA	4
USA	1,377
<b>Total</b>	<b>1,381</b>