



# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

Engine Coolant  
Voluntary Service Campaign

Reference: PC652  
Date: September 28, 2018

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Pathfinder (R52)	161	NA	September 28, 2018	<b>NO</b>
MY2017 Rogue (T32)	167	1		

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

Nissan is conducting a Voluntary Service Campaign to drain and refill the radiator on specific 2017 Nissan Pathfinder (R52) and Rogue (T32) vehicles.

Due to an issue at the plant that has since been corrected, the radiator glycol/water coolant concentration mix ratio may be out of specification. Customers may notice poor heating performance as a result.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC652**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB18-066** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• No parts are needed. Dealers should use Nissan <b>Blue</b> Extended Life Antifreeze/Coolant (<b>999MP-L25500P</b>)               <ul style="list-style-type: none"> <li>▪ Up to two (2) gallons of coolant may be claimed per vehicle if more than one (1) gallon is required.</li> </ul> </li> <li>• Dealers can order Nissan <b>Blue</b> Extended Life Antifreeze/Coolant through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal <a href="http://www.NNAnet.com">www.NNAnet.com</a> and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB18-066</b></li> </ul> <p><b>NOTE:</b> The campaign bulletin is available on ASIST and NNAnet</p>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>October 2018</b> via U.S. Mail.

**\*\*\*\*\* Dealer's Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 voluntary 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 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. Due to an issue at the plant that has since been corrected, the radiator glycol/water coolant concentration mix ratio may be out of specification.

**Q. What is the possible effect of this condition?**

A. Customers may notice poor heating performance as a result.

**Q. What will be the corrective action?**

A. Nissan dealers will drain and refill the radiator with Nissan **Blue** Extended Life Antifreeze/Coolant.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. Nissan will begin notifying owners of all potentially affected vehicles in **October 2018** via U.S. Mail.

**Q. Are parts readily available?**

A. No parts are needed. Dealers should use Nissan **Blue** Extended Life Antifreeze/Coolant (**999MP-L25500P**)

- Up to two (2) gallons of coolant may be claimed per vehicle if more than one (1) gallon is required.

Dealers can order Nissan **Blue** Extended Life Antifreeze/Coolant through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal [www.NNAnet.com](http://www.NNAnet.com) and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.

**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. Is my vehicle safe to drive?**

A. Yes.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. Is there anything owners can do to mitigate the condition?**

A. No.

**Q. Is there any charge for the repair?**

A. No, the remedy will be performed for the customer free of charge for parts and labor.

**Q. Will I have to take my vehicle back to the selling dealer to have the service performed?**

A. No, any authorized Nissan dealer is able to perform the voluntary service campaign.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

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

A. Certain 2017 Nissan Pathfinder and Rogue vehicles within a specific production range are affected.

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

A. A total of **329** vehicles are potentially affected.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 Nissan Pathfinder (R52)	• Manufactured between July 8, 2017 and July 10, 2017
MY2017 Nissan Rogue (T32)	

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

A. Yes. MY2017 INFINITI QX60, and QX60 Hybrid vehicles may also be affected.