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# QUALITY ACTION

## CAMPAIGN BULLETIN Steering Column

Reference: PC715  
Date: October 23, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020 Rogue (T32)	NA	10	October 23, 2019	<b>YES</b>

\*\*\*\*\* **Quality Action Summary** \*\*\*\*\*

Nissan is conducting a dealer inventory quality action to replace the steering column and adjust the neutral position of the steering angle sensor on specific MY2020 Rogue (T32) vehicles identified in SERVICE COMM and National Service History – Open Campaigns.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify if vehicles currently in **dealer inventory** are affected by using Service Comm or National Service History – Open Campaign I.D. **PC715**.
  - 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
  - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
3. Dealers should use the Electronic Service Manual (ESM) procedure to remedy any vehicle affected by this quality action.
4. Do not order parts, Nissan will automatically ship parts for vehicles in dealer inventory or assigned and in transit. Parts will arrive by **October 31, 2019**.
  - Campaign ID PC715 will be listed in the order reference number field on the pick list.
5. The service department should submit the applicable warranty claims for the action performed so it can be closed in Service Comm and release the vehicle.

\*\*\*\*\* **Dealer 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 affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**

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



# PC715 - 2020 – ROGUE STEERING COLUMN

## SERVICE PROCEDURE:

**IMPORTANT:** Follow all warnings, cautions, and notes in the Electronic Service Manual (ESM).

1. Remove and Install Steering Column Assembly.
  - Refer to the Electronic Service Manual (ESM) for Steering Column Assembly removal and installation: STEERING>STEERING SYSTEM>REMOVAL AND INSTALLATION>STEERING COLUMN>Removal and Installation
  - After installation, turn steering wheel to make sure it moves smoothly while turning to the left and right stops. Make sure the number of turns is the same from the straight-forward position to left and right stops. Make sure that the steering wheel is in a neutral position when driving straight ahead.
  - After installing the steering column, check the tilt mechanism for proper operation.
  - Adjust the neutral position of the steering angle sensor.

## PARTS INFORMATION:


Order parts per Electronic Parts Catalog (EPC) for each specific VIN.

## CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC715

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC715			
<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>
Remove and Install Steering Column Assembly	PC7150	1.3 Hrs	YES	N/A