



SERVICE BULLETIN

Classification: BT14-023a	Reference: NTB14-105a	Date: January 7, 2021
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2014-2020 ROGUE; CARPET WET FRONT FLOOR AREA

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Discard all previous versions of this bulletin.

APPLIED VEHICLE: 2014-2020 Rogue (T32)
2017-2019 Rogue Hybrid (T32H)

APPLIED VIN and DATE: All Smyrna built vehicles (VIN must start with '5N1'),
built on or before 8/14/2020
Does not apply to Rogue Select (S35)

IF YOU CONFIRM:

The carpet is wet on the driver and/or front passenger floor (see Figure 1).

- A “sloshing” type noise may be heard while driving.

AND

The source of the wetness is not caused by the air conditioning system.

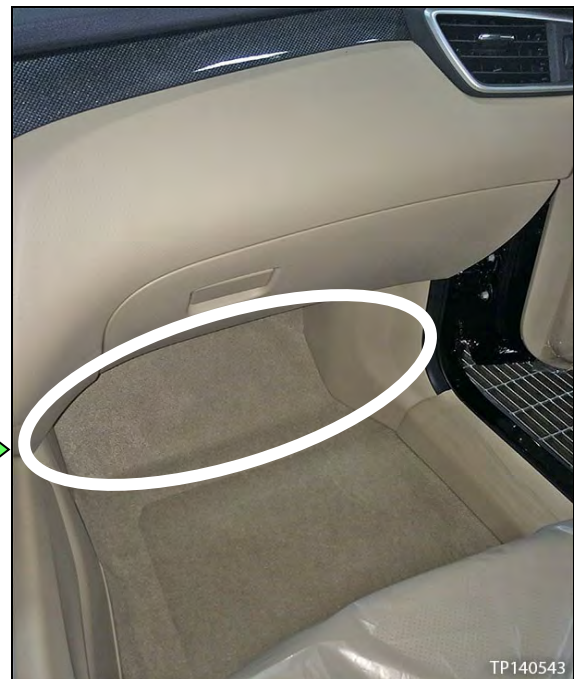
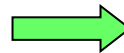


Figure 1

ACTION:

1. Determine if the leak is from the kick panel and/or cowl end area.
2. If confirmed, apply body sealant to the incident areas as outlined in this bulletin.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing the repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, **DO NOT** assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

Front Floor Trim (Carpet) Inspection

1. Pull back on the front floor trim (carpet) on both driver and front passenger floors, even if only one side is wet (see Figure 2, and 2a on the next page).
2. In order to pull back the carpet:
 - a. Remove the front kicking plates.
 - b. Pull off the front body side welts at the bottom.
 - c. Remove the dash side finishers.
 - Refer to the Electronic Service Manual (ESM), section **INT-Interior** or **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FLOOR TRIM**, for removal of the parts stated in step 2a - 2c.
3. Check for water under the front floor spacers (see Figure 2 and 2a).

CAUTION: Lift up the front floor spacers no more than necessary to look and feel for water underneath. Lifting the front floor spacers too much may damage it.

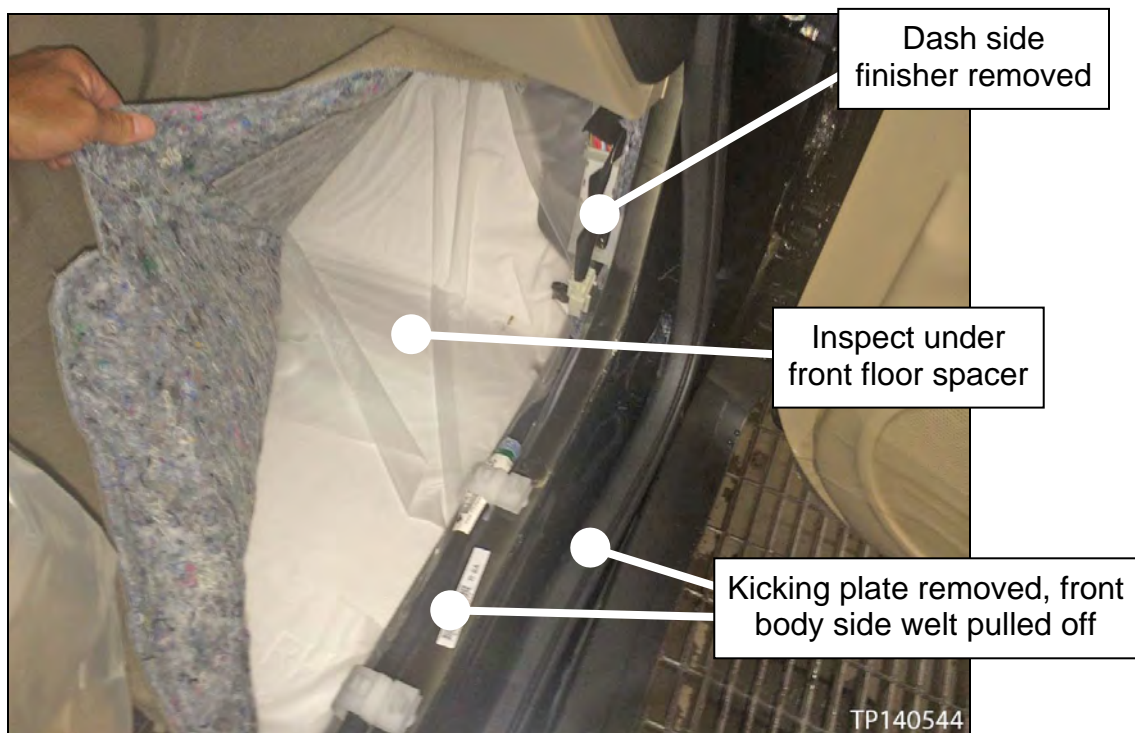


Figure 2

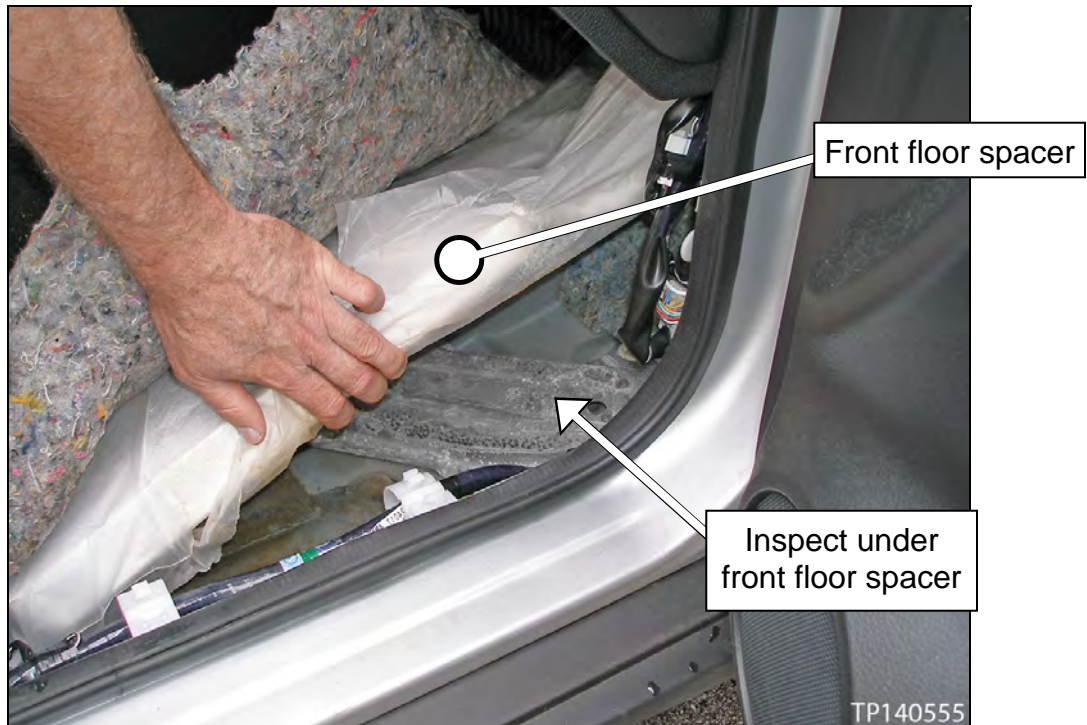


Figure 2a

4. If water is found under one or both front floor spacer(s):
 - a. Thoroughly dry the area(s).
 - b. Skip to **Body Sealing** on the next page.
5. If no water is found below either front floor spacer:
 - a. Leave the vehicle interior disassembled.
 - b. Perform a water leak test at the cowl and wheel well areas.
 - Run water down inside the cowl and spray water in the wheel well areas with a garden hose or similar water supply.
 - Do not use an excessive amount of water. Do not use a pressure sprayer.
 - c. Check again for water under both front floor spacers.
6. If there is still no water detected after water leak testing:
 - a. This bulletin does not apply. Refer to ASIST and the ESM for further diagnosis.
7. If water is found:
 - a. Leave the vehicle interior disassembled.
 - b. Go to **Body Sealing** on the next page.

Body Sealing

Cowl Area

1. Remove the cowl top cover (see Figure 3).
 - Refer to the ESM, section **EXT-Exterior** or **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > EXTERIOR > REMOVAL AND INSTALLATION > COWL TOP**, for the cowl top cover removal procedure.

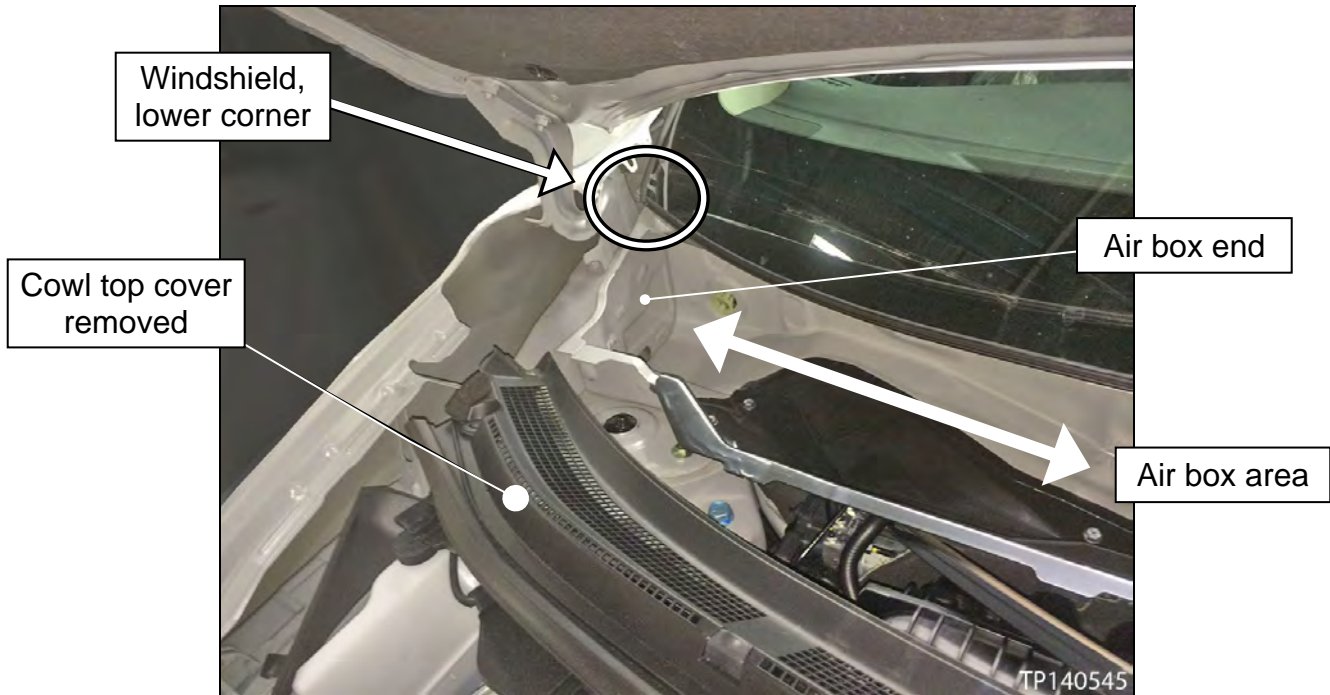


Figure 3: View of passenger side. Driver side similar.

2. If water is found on the driver side, remove the front wiper drive assembly and position where shown in Figure 3a.
 - a. Remove the three bolts.
 - b. Unfasten the harness fastener.
 - There is no need to disconnect the wiper motor's connector.
 - c. Move the wiper drive assembly out of the way (see Figure 3a).

CAUTION: Do not lay the wiper drive assembly on the battery. A short to ground may occur.

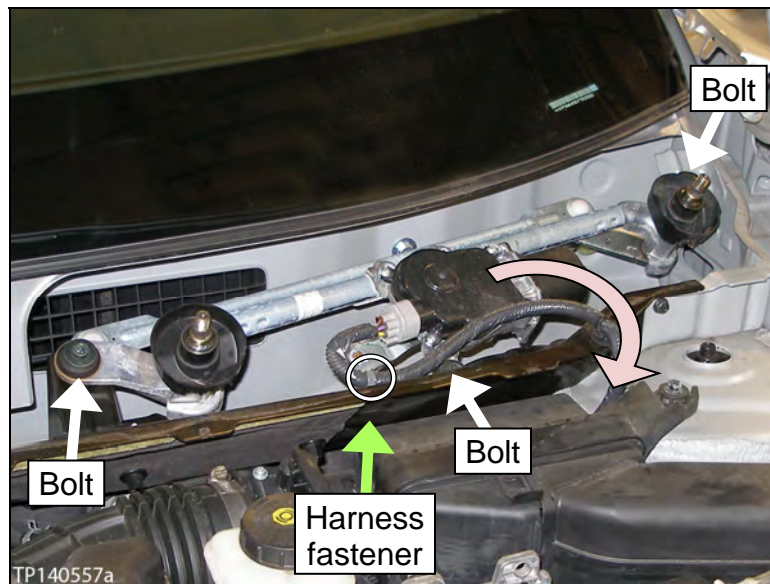


Figure 3a

2a. Inspect for body sealer on the side that leaks where shown in Figure 4 and 5.

- Apply body sealer with a suitable applicator to all areas where body sealer is not seen.
- If an area is questionable, add body sealer.
- Use one of the body sealers listed in the **PARTS INFORMATION** or equivalent.
- Follow the body sealer's directions for proper application.

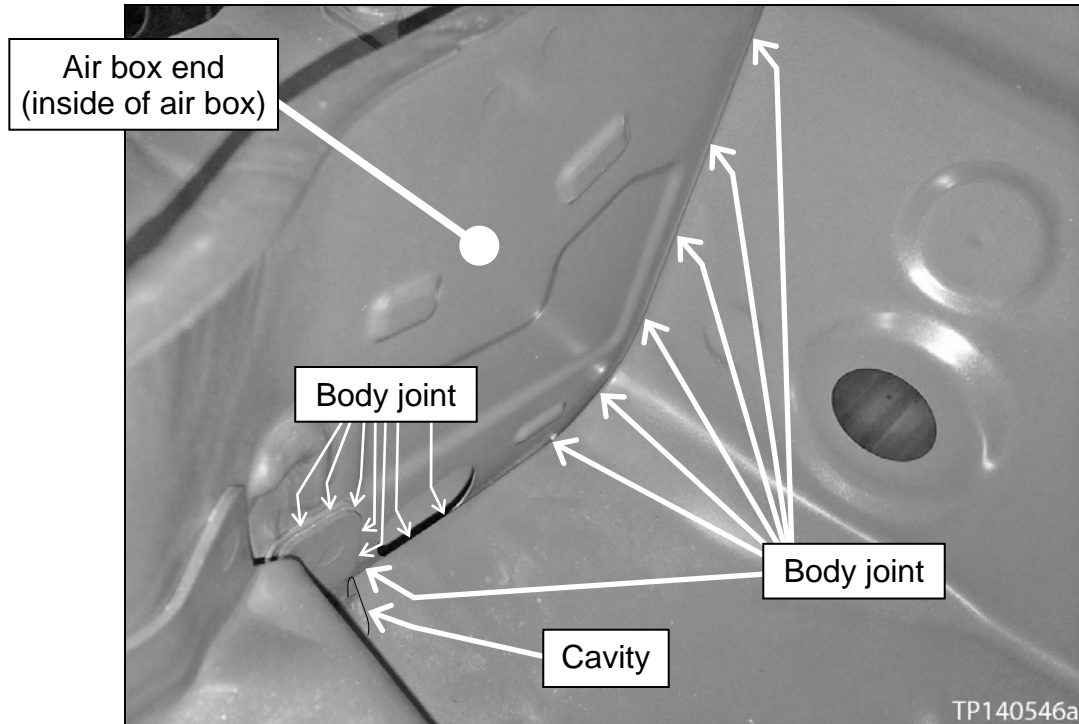


Figure 4: Body joint, passenger side. Driver side is similar.

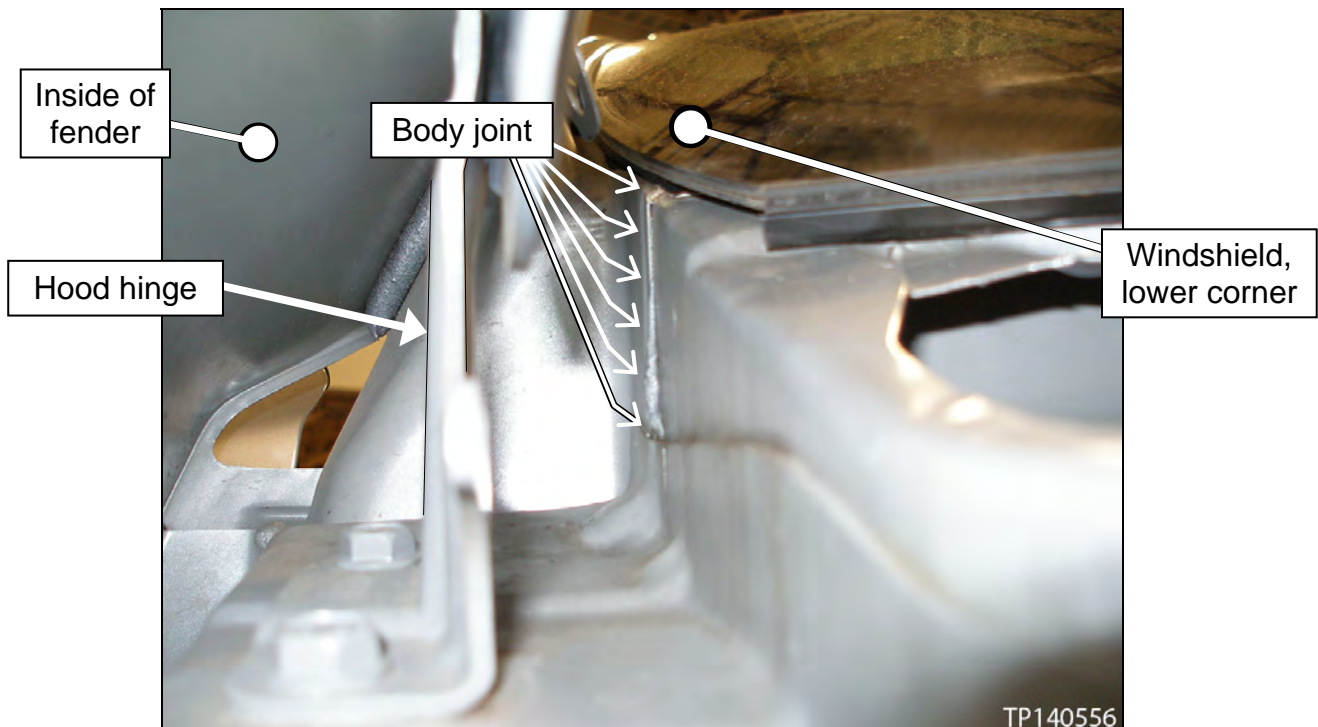


Figure 5: Body joint, passenger side. Driver side is similar.

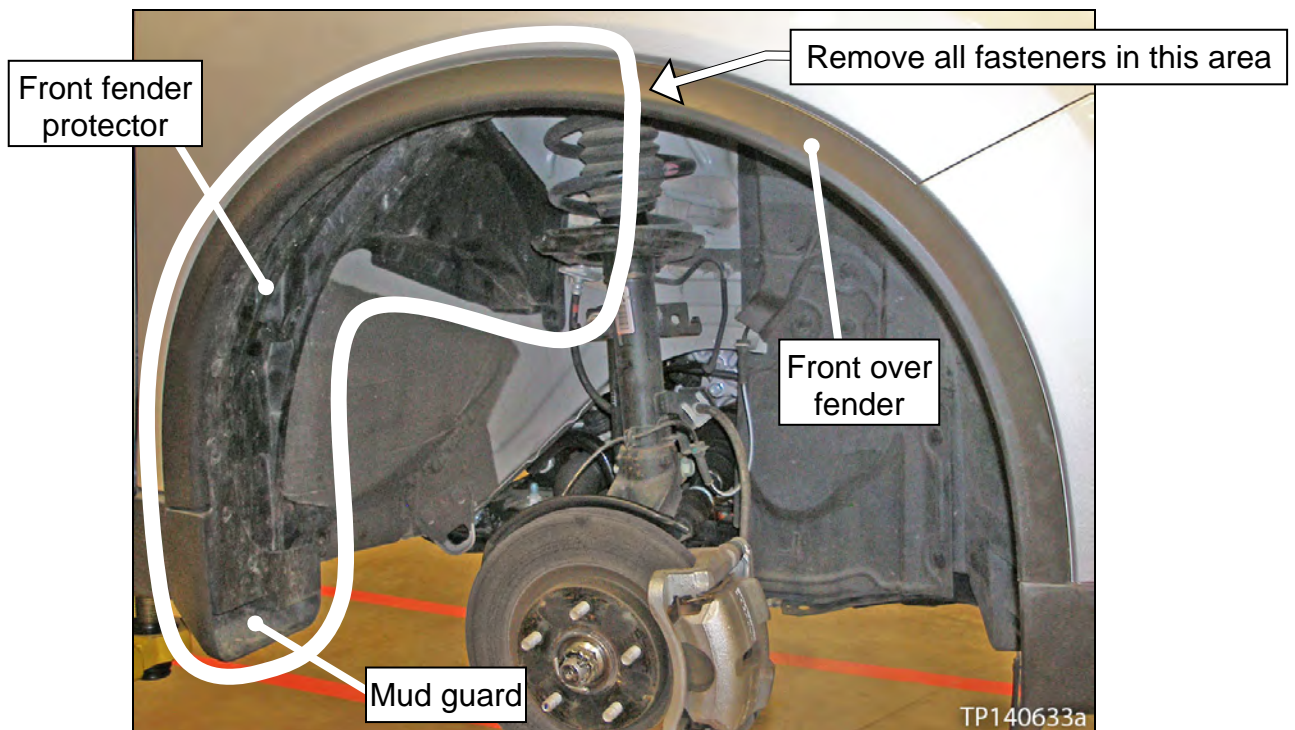
3. Leave the cowl top cover off and the interior disassembled at this time.

Go to the **Wheel Well Area** below.

Wheel Well Area

1. Lift the vehicle on a hoist.
2. Remove the front tire and wheel assembly on the side that has a leak.
3. Partially remove the front fender protector(s).
 - a. Remove all T15 TORX® screws, phillips screws, and clips in the area shown in Figure 5a.
 - Only the mud guard(s) will completely detach from the vehicle.

CAUTION: Be careful when removing the clips and clip inserts. They may become damaged if not properly removed. See the next page for removal procedure.



- b. Unfasten the front over fender's clips by pinching the clips' tabs (you can use your fingers), and then push through (see Figure 5b).

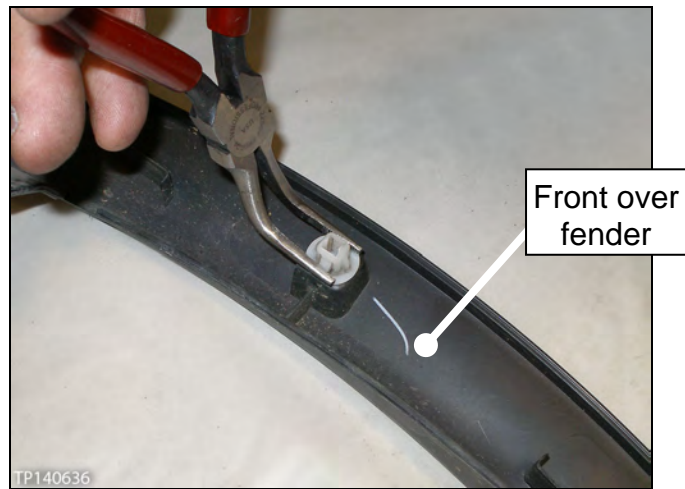


Figure 5b: Shown off vehicle for easier viewing

- c. Remove the clip inserts as shown in Figure 5c and 5d.



Figure 5c



Figure 5d

- d. Position the front fender protector(s) as shown in Figure 5e.



Figure 5e

4. Inspect the areas shown in Figure 6 – 11 for body sealer or gaps in body sealer.
- Seal all areas where body sealer is not seen.
 - If an area is questionable, apply body sealer.

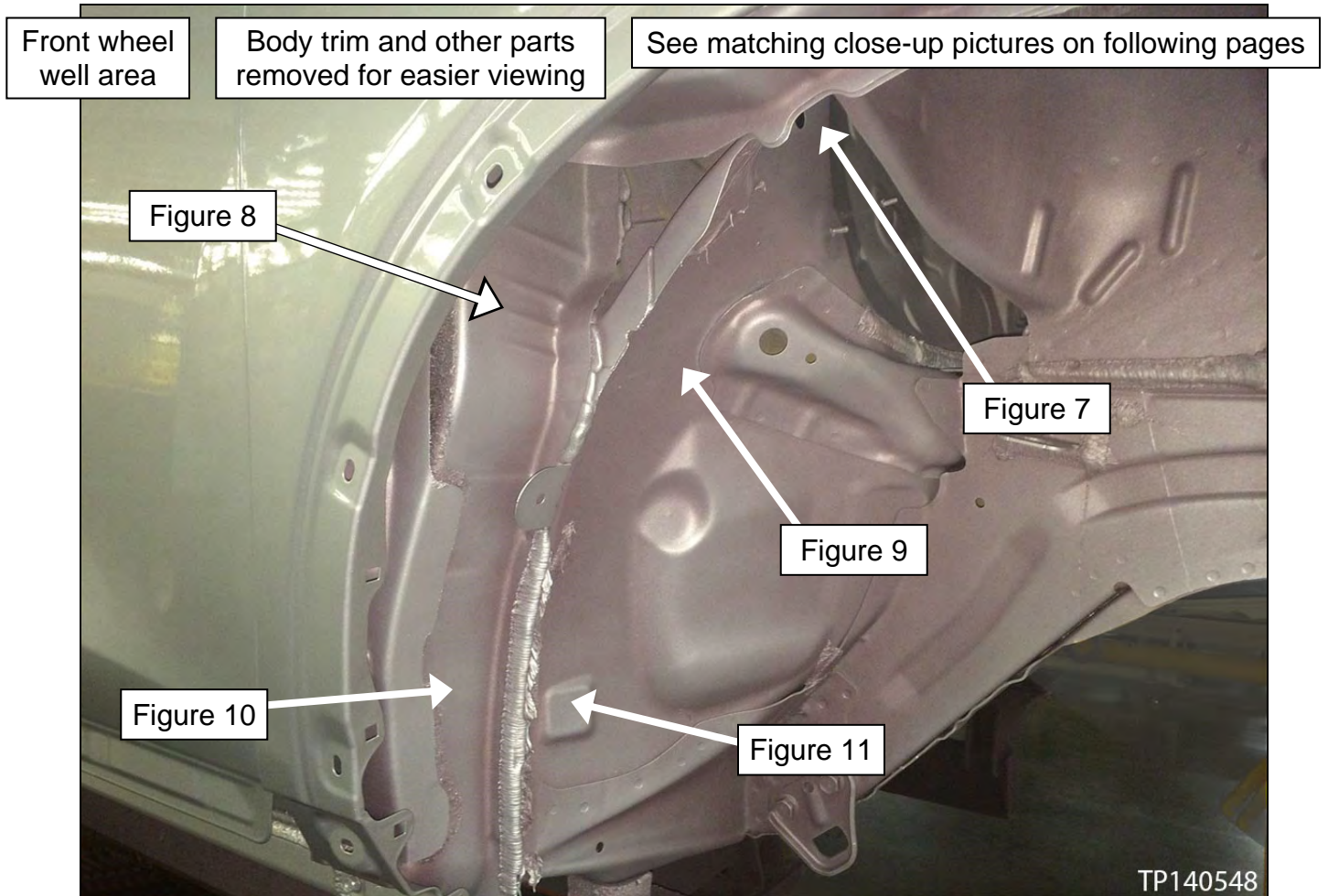


Figure 6: Body trim and other pieces removed for easier viewing

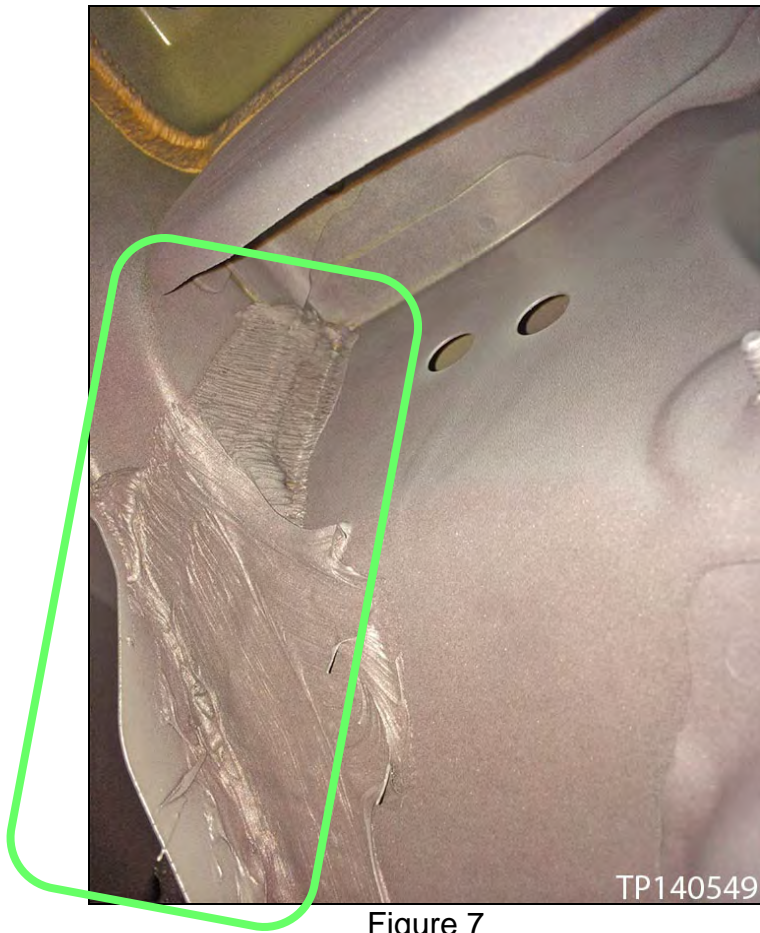


Figure 7

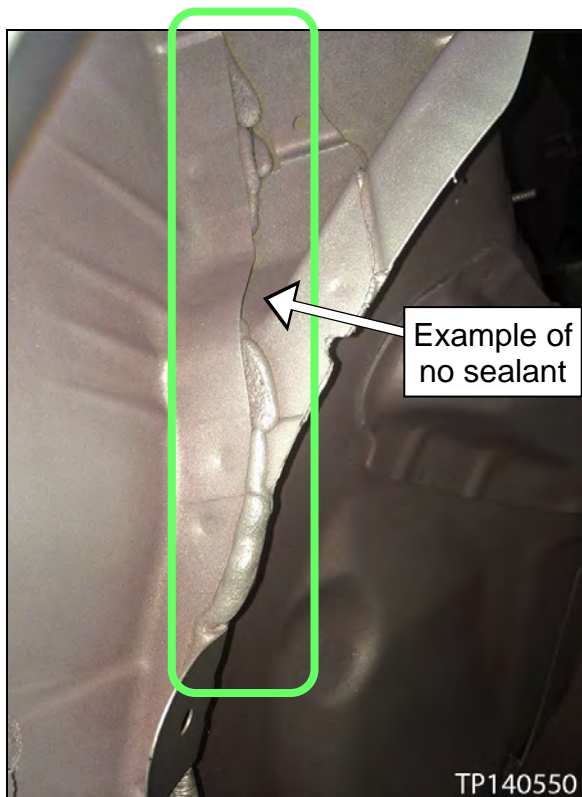


Figure 8

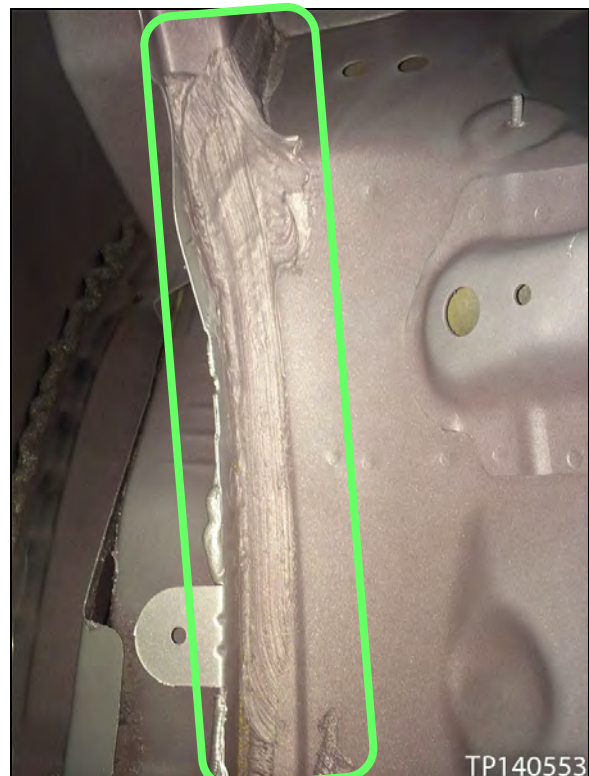


Figure 9

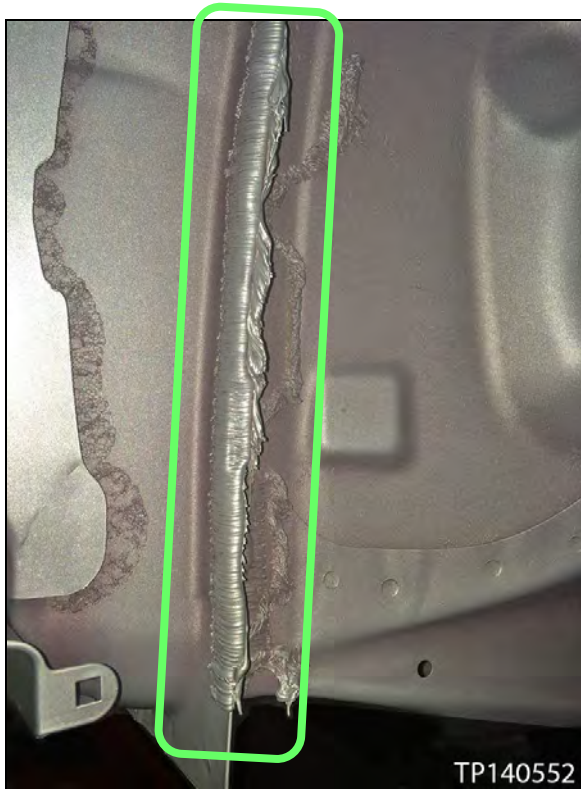


Figure 10

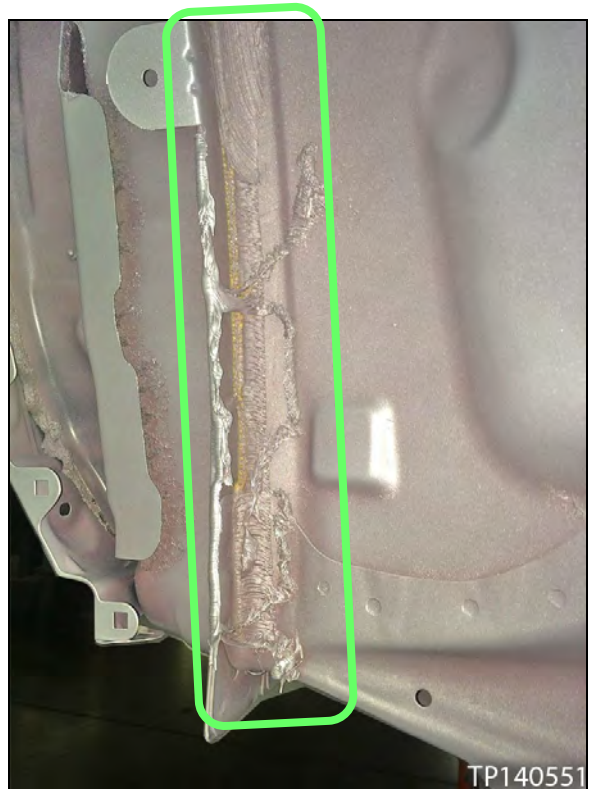


Figure 11

5. Once the sealer has sufficiently cured, perform another water leak test at the cowl and wheel well area(s).
 - First reassemble the fender protector(s) before testing the wheel well area(s).
 - Refer to the ESM, section **EXT-Exterior** or **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > EXTERIOR > REMOVAL AND INSTALLATION > FENDER PROTECTOR > FENDER PROTECTOR**, for front fender protector installation procedure.
 - Run water throughout in the cowl/air box area and spray water in the wheel well area(s) from a garden hose or similar water supply.
 - Drench these areas for a while but do not use an excessive volume of water. Do not use a pressure sprayer.

6. If no leaks are detected under the front floor spacer(s):
 - a. Reassemble the interior.
 - Refer to the ESM, section **INT-Interior** or **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FLOOR TRIM**, for assembly of all removed interior parts.
 - b. Reinstall the tire and wheel assembly(ies).
 - Lug nuts torque: 113 N•m (12 kg-m, **83 ft lbs**)

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
Fusor™ Urethane 800EZ*	999MP-9G000P**	(b) (c)
3M™ Fast 'n Firm™ Seam Sealer or Equivalent*	3M™ P/N 08505***	(b) (c)
Sunstar Penguin Seal 353 White*	(a)	(b) (c)

* Use one of these sealers, or an equivalent sealer.

** Order Fusor™ Urethane 800EZ through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621) Website order via link on dealer portal www.NNAnet.com and click on “Maintenance Advantage” link. The MSDS for this chemical will also be found on this site.

*****Local 3M™ Supplier:** For help finding a local source for the 3M™ products listed above or obtaining an MSDS, contact 3M™ Automotive Aftermarket Division at 1-877-MMM-CARS.

(a) Order Sunstar Penguin Seal 353 White through a local supplier.

(b) Bill out body sealer used under **expense code 008**. Do not include the sealant part number on the claim.

(c) One tube will repair two (2) vehicles.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	OP CODE	PFP	SYM	DIA	FRT
Inspect Water Leaks – None Found	BX4RAA	G6240-4BAMA	ZE	32	0.3

OR

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	OP CODE	PFP	SYM	DIA	FRT
Inspect and Repair Water Leaks – Cowl and One Wheel Well	BX4SAA	G6240-4BAMA	ZE	32	1.2

OR

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	OP CODE	PFP	SYM	DIA	FRT
Inspect and Repair Water Leaks – Cowl and Both Wheel Wells	BX4TAA	G6240-4BAMA	ZE	32	1.5

Expense Code:

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
008	Body Sealer	\$24.00

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 14, 2014	NTB14-105	Original bulletin published
January 7, 2021	NTB14-105a	APPLIED VEHICLES updated