

QUALITY ACTION

CAMPAIGN BULLETIN Shift Lever Hang Tag Dealer Inventory

> Reference: PC779 Date: January 20, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected	Dealer	SERVICE COMM	Stop Sale
	Population:	Inventory:	Activation date:	In Effect
MY2021 Rogue (T33)	NA	16,253	January 20, 2021	NO

*****Dealer Announcement*****

Nissan is conducting a dealer inventory quality action to place a Hang Tag on the shift lever on **16,253** specific 2021 Rogue vehicles identified in Service Comm. This tag puts instructions on the operation of the newly designed electronic shifter conspicuously right at the driver's hand. Further detailed instructions are available in the Quick Reference Guide and Owner's Manual. Vehicles manufactured after mid-December will have the hang tag in place.

Affected vehicles are <u>not</u> subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. <u>PC779</u>
 - 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. Use the attached procedure to remedy vehicles affected by this quality action.
 - Dealers will receive one (1) hang tag for every affected vehicle in dealer inventory via FedEx. Tags will be sent to the **Service Manager's** attention.
 - Hang tags will begin mailing January 22, 2021 and should arrive no later than January 29, 2021.
 - If replacement tags are needed, please send your request to:
 - <u>CampaignAnnouncements@nissan-usa.com</u> along with your dealer name, address, VIN, contact name and phone number.
- 3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm.

***** 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 inspection 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

***** Scroll down for attached Repair Instructions *****



PC779 – 2021 ROGUE SHIFT LEVER HANG TAG

SERVICE PROCEDURE: Shift Lever DO NOT REMOVE THIS LABEL EXCEPT BY CUSTOMER Hang Tag Shifting operation How to shift to each position The ignition switch must be in the ON position and the brake must be depressed. A: Home position (cert To move the shift in Shift to PARK Shift to PARK Push the park button Shift to REVERSE 1. Obtain a shift lever hang tag 1. Push the shift lever button (1) 2. Move the shift lever from home position to R (Reverse) position (Figure 1). Shift to NEUTRAL • NNA FQA provided shift lever hang From P (Park) & D (Drive) Without pushing shift lever button, Push the shift lever forward (1 not home position and hold 0.5 second From P (Park) & R (Reverse) Without pushing shift lever button, Pull the shift lever backward (1 notch home position and hold 0.5 seconds. tags to the Dealers. Shift to DRIVE he shift lever fro (Drive) position Figure 1 2. Open the Driver's door. (Figure 2). Figure 2

- 3. Locate the Shift Lever (Figure 3).
 - Found on the top of the center console left of the twin cup holders



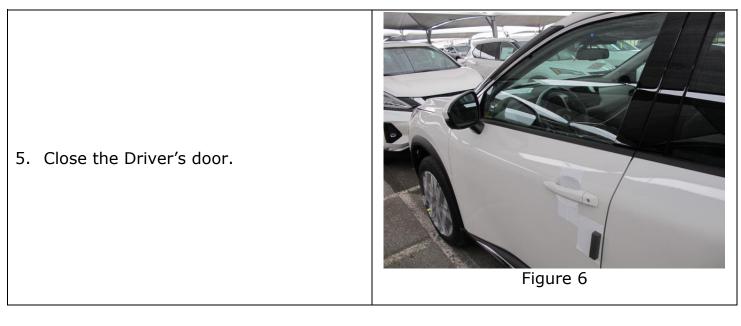


- 4. Install the Shift Lever hang tag.
 - Pull elastic cord over the shift lever (Figure 4)
 - Verify the tag is hanging on the driver's side of the center console in full view of a driver
 - Place tag with "Shifting **operation**" side facing out toward the driver
 - Figure 5 shows correct tag position and orientation









CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC779

Claim Type:	СМ			
PNC:	PC779			
Symptom:	ZZ		NIS	SAN
Diagnosis:	99		1	
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Install shift lever hang tag.	PC7790	0.2 Hr	NO	NO