SAFETY RECALL





Second Row Seat Voluntary Recall Campaign

Reference: PC592 Date: October 19, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

| Affected Models/Years: | Affected Population: | | SERVICE COMM Activation date: | _ |
|------------------------|----------------------|----|-------------------------------|-----|
| 2016-17 Rogue (T32) | 4,883 | 44 | October 19, 2017 | YES |

***** Campaign Summary *****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will recall certain 2016-2017 model year Rogue (T32) vehicles manufactured at the Smyrna, TN plant between August 5, 2016 and September 9, 2016 and sold in the U.S. to inspect and, if necessary, replace the second row lower seat frame assembly with a new one.

Due to a supplier manufacturing issue that has since been corrected, the subject seat frame assemblies in the affected vehicles may not meet certain performance requirements of the Federal Motor Vehicle Safety Standards (FMVSS) No. 207; Seating Systems and FMVSS No. 210; Seat Belt Assembly Anchorages.

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

- 1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Open Campaign I.D. <u>PC592.</u>
 - New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
- 2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
- 3. If a retailed vehicle affected by campaign ID **PC592** visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered dependent upon inspection results.
- 4. Dealers should use the attached procedure to inspect the seat frame barcode. If replacement is required, a repair procedure will be released on November 1, 2017.
 - **If no repair is needed**, dealers may submit the inspection claim (see next page), and release the vehicle for sale with no further action
 - If the lot code inspection reveals the seat frame assembly should be replaced, dealers will need to order parts using an SVC order in DBS
 - Parts will be orderable on DBS beginning November 1, 2017
 - Do not submit claims for vehicles requiring repairs at this time

***** Release Schedule *****

| Parts | Parts are only necessary for this campaign if the inspection result (via ASIST) indicates replacement is required. • Dealers may place an SVC order on DBS to obtain parts as needed beginning November 1, 2017 at 9:00 AM CST. | |
|-----------------------|--|--|
| Special Tools | J-52352 USB Bar Code Scanner Dealers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001 | |
| Repair | Replacement repair will be available beginning November 1, 2017 | |
| Owner Notification | Nissan will begin notifying owners of all potentially affected vehicles in December 2017 via U.S. Mail. | |

***** Claims Information *****

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

| CAMPAIGN ("CM") ID | DESCRIPTION | OP CODE | FRT |
|-----------------------|--|---------|-----|
| PC592 | Inspect Rear Seat Frame – No Repair Needed | PC5920 | 0.2 |
| PC392 | Inspect and Replace Rear Seat Frame | TBD | TBD |

***** 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 vehicle falling within the range of this voluntary recall 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 recall 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 recall?

A. Yes. A Stop Sale is in effect.

Q. What is the reason for recall?

A. Due to a supplier manufacturing issue that has since been corrected, the subject seat frame assemblies in the affected vehicles may not meet certain performance requirements of the Federal Motor Vehicle Safety Standards (FMVSS) No. 207; Seating Systems and FMVSS No. 210; Seat Belt Assembly Anchorages.

Q. What will be the corrective action for this voluntary noncompliance recall campaign?

A. Dealers will inspect the seat frame LOT codes on the suspect vehicles and, if necessary, replace the second row lower seat frame assembly with a new one.

Q. How long will the corrective action take?

A. The remedy should take approximately one and one half (1.5) hours to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **December 2017** via U.S. Mail.

Q. Are parts available?

- A. Yes. Parts are only necessary if the inspection result (via ASIST) indicates replacement is required. Parts are currently on restriction and will be orderable via the DBS SVC parts ordering tool beginning November 1, 2017.
 - Please refer to NPSB 16-526 for specific ordering instructions.

Q. Will alternate transportation be provided while the dealer is awaiting parts?

A. Rental is covered by the campaign while parts are on order.

| EXPENSE CODE | DESCRIPTION | |
|---|----------------|-------------|
| 502 | Rental Expense | \$280 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement. | | |

Q. Is my vehicle safe to drive?

A. Owners are strongly encouraged to have their vehicle inspected (and repaired if necessary) if affected, but may continue to drive their vehicles at their discretion. If your vehicle is subject to this campaign, you will received an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle.

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

A. Owners should avoid using the left side of the second row seat until the seat frame lot-barcode is inspected and, if necessary, replaced.

Q. Is there any charge for this 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 recall campaign.

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

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. What model year vehicles are involved?

A. Certain 2016-17 Nissan Rogue (T32) vehicles built in Smyrna, TN and Russia within a specific production range are affected.

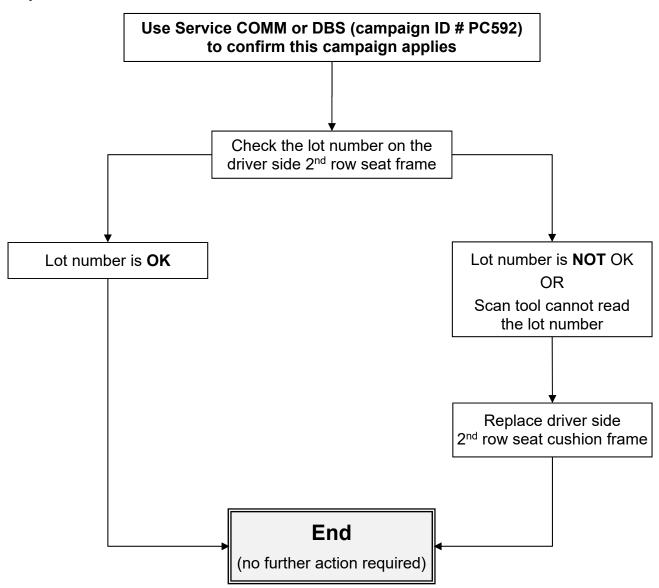
Q. How many vehicles are involved in the campaign?

A. The number of units potentially affected is as follows:

| Region | Rogue (T32) |
|--------|-------------|
| USA | 4,875 |
| GUAM | 8 |
| CANADA | 1,296 |
| RUSSIA | 792 |
| Total | 6,971 |

| Make/Model | Dates of Manufacture |
|------------------------------|--|
| MY2016-17 Rogue (T32) Smyrna | August 5, 2016 through September 9, 2017 |

Repair Overview



REQUIRED SPECIAL TOOL

Quick Scan Tool (J-52352)

- Each retailer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from Tech•Mate at 1-800-662-2001.



Quick Scan Tool (J-52352)

SERVICE PROCEDURE

Driver Side 2nd Row Seat Frame: Inspection

1. Attach the Quick Scan Tool (J-52352) to your CONSULT PC USB port.



Figure 1

 On the left side of the ASIST main menu, select Tech Support Info, and then Inventory Vehicle Actions.



Figure 2

3. Select CLICK HERE

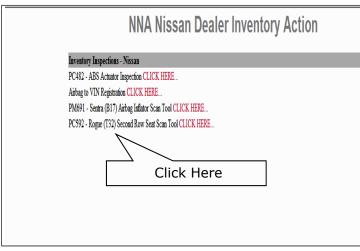


Figure 3

4. Locate the area of the driver side 2nd row seat shown in Figure 4.



Figure 4

5. Reach under the seat trim and unfasten the J-hook (see Figure 5 and 6).

WARNING: The 2nd row LH seat's metal seat frame has sharp edges.



Figure 5



Figure 6

6. Locate the lot number label by carefully pulling up on the seat trim (see Figure 7 and 8).



Figure 7

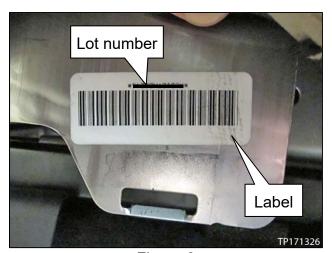


Figure 8

- 7. Scan the lot number from the bar code on the lot number label with the guick scan tool.
- 8. After scanning, the lot number will populate in the "Check" field on the CONSULT PC screen (see examples in Figure 9 and 10).
- 9. Check the message where shown in Figure 9 and 10.
 - If **OK**, STOP HERE. Reassemble the seat. Inspection is complete, no repairs are necessary.
 - Select Print, and then attach a copy to the repair order.

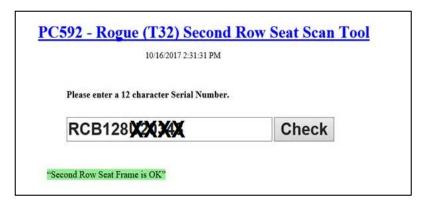


Figure 9

- If **NG**, replace the driver side 2nd row seat cushion frame.
 - > Select **Print**, and then attach a copy to the repair order.
- If the quick scan tool cannot read the lot number, manually input the lot number printed above the bar code. If the lot number also cannot be read, the driver side 2nd row seat frame will need to be replaced.

Parts and replacement procedure will be available November 1, 2017.

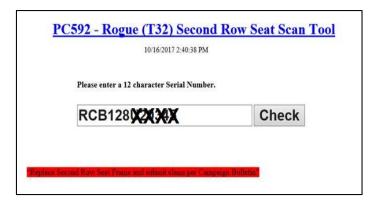


Figure 10