



Innovation that excites

NISSAN BULLETIN

2014 Rogue (T32) Fuel Pump Voluntary Safety Recall Campaign

Reference: PC436, PC437

Date: June 17, 2016

UPDATE June 17, 2016

The announcement from March 11, 2016 has been revised to include:

- Rental has been extended due to parts availability.
- Please schedule appointments with an expectation of up to 7 weeks delivery time.
- **Please discard earlier versions of this bulletin.**

A STOP SALE CONDITION IS IN EFFECT.

Potentially Affected Models/Years:	Remaining Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2014 Rogue (T32)	45,674	6	March 11, 2016

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

Nissan is expanding the number of affected vehicles covered under a previously announced Voluntary Safety Recall Campaign to replace the fuel pump assembly in an additional **58,864** MY2014 Rogue (T32) vehicles. The previous campaign is identified by PC368, PC369, and PC370 and was announced on April 2, 2015.

Fuel pumps installed during specified timeframe may contain nickel plating that could separate and in some cases block moving parts within the fuel pump assembly, causing the pump to stop rotating. If this occurs during the engine start-up, the pump will not function and the engine will not start. In some instances, the fuel pump may stop functioning while the vehicle is in motion, causing and the engine to stop.

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

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **PC436, PC437.**
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 these campaign IDs visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered.
 - If a customer’s vehicle is within the Powertrain Warranty (5 years, 60,000 miles) and it becomes inoperable prior to repair, complimentary towing is available by dialing 1-866-821-4145.
 - If an incident has occurred or a customer does not want to drive their vehicle while parts are on order, dealers are authorized to provide a rental to the customer as part

of the campaign.

- If a vehicle is affected by the campaign and the customer requests towing due to a no-start or engine stall condition on a vehicle that is outside of the powertrain warranty, towing can also be provided.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
502	Rental Expense	\$400 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

4. Dealers should use **NTB15-040** to correct any vehicles subject to this campaign.

5. Once repaired, dealer should submit a warranty claim and release the vehicle.

NOTE: The existing bulletin is in the process of being updated to include the new campaign IDs. In the mean-time please use the following claims information:

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PC436	PC4360	Replace Fuel Pump Assembly	1.2 hrs
PC437	PC4370	Replace Fuel Pump Assembly	1.2 hrs

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

Parts	<ul style="list-style-type: none"> • Fuel Pumps (part #17040-4BA0C) are currently on restriction and may be ordered using the new DCS restricted campaign parts ordering tool. Please refer to NPSB 16-526 for specific instructions. • Each Fuel Pump replacement requires 2 packing-fuel gauge (O-Rings) (part# 17342-1HJ0A), which are not on restriction and must be ordered separately via normal stock order process. • Fuel pumps will remain on sales restriction until all owner repair notifications have been mailed to ensure adequate parts availability.
Special Tool	<ul style="list-style-type: none"> • J-45747 will be required for the repair. Please ensure your facility has this tool available. • Additional tools may be purchased through TechMate at 1-800-662-2001.
Repair	<ul style="list-style-type: none"> • NTB15-040 • The campaign bulletin is available on ASIST and NNAnet.com
Owner Notification	<ul style="list-style-type: none"> • Nissan will begin notifying all owners of potentially affected vehicles in May, 2016 via U.S. Mail. <ul style="list-style-type: none"> ▪ PC436 – Invitation to repair is planned for May, 2016 ▪ PC437 – An interim notification will be sent in May, 2016 An invitation to repair is planned for late July, 2016

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm 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 voluntary recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for repair completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall? Does the government know about this?

A. Yes, this is a voluntary safety recall. Nissan has informed the National Highway Traffic Safety Administration.

Q. What is the reason for this fuel pump recall notification?

A. On some affected vehicles, an issue with the fuel pump could cause it to stop operating.

Q. What is the possible effect of the condition?

A. If this occurs during engine start-up, the pump will not function and the engine will not start. In some instances, the fuel pump may stop functioning and the engine may stop running. If the engine de-powers while the vehicle is in use, the 12V power supplied by the battery will remain on thereby powering the air bag system, allowing it to remain fully functional. Also, the vehicle can be brought to a controlled stop. If the engine de-powers, while the vehicle is in use, this loss of power may increase the risk of a crash.

Q. What will be the corrective action?

A. The dealer will replace the fuel pump assembly.

Q. How long will the corrective action take?

A. The repair will take approximately one hour. However, your dealer may require your vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying all owners of potentially affected vehicles in May, 2016 via U.S. Mail.

- PC436 – Invitation to repair is planned for May, 2016
- PC437 – An interim notification will be sent in May, 2016
An invitation to repair is planned for late July, 2016

Q. Are parts readily available?

A. Yes. Parts will remain on restriction until all invitation to repair notifications are mailed. Campaign restricted parts can be ordered through DCS. Please refer to NPSB 16-526 for additional information on ordering campaign restricted parts.

Q. Is my vehicle safe to drive?

A. Yes. However, you should contact your certified Nissan dealer once you receive an owner notification letter indicating that parts are available to have your vehicle repaired.

Q. Will a rental vehicle be provided while the dealer is waiting for parts to repair a customer's vehicle?

A. At customer's request, dealers are authorized to provide a rental as part of the campaign. If a vehicle is affected by the campaign and the customer requests towing due to a no-start or engine stall condition, towing can also be provided.

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

A. Once parts are available, the repair 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 this repair?

A. No, the repair 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 safety recall campaign. **For CA:** Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. 2014 Nissan Rogue (T32) vehicles are involved.

Q. How many vehicles are involved in the campaign expansion?

A. The North American market is affected as follows:

Region	Rogue
USA	45,674
Canada	12,193
Puerto Rico	969
Guam	28
Total	58,864
Make/Model	Dates of Manufacture
MY2014 Nissan Rogue	July 25, 2013 (Start of Production) to December 21, 2013
	February 1, 2014 to June 7, 2014