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# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

Left Hand Engine Mounting Insulator  
Voluntary Service Campaign

Reference: PC601  
Date: March 2, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE March 2, 2018**  
**Please discard earlier versions of this bulletin**

**The announcement from January 18, 2018 has been revised to include:**

- Retailed vehicles affected by this campaign are now include in this announcement
- Campaign repair bulletin, **NTB18-002** has been revised to include the location of a repair video, which is now available in Virtual Academy under the Tech Training Garage Videos tab. See video #554: "2016-17 Rogue Left Hand Engine Mount Insulator Campaign".
- Nissan has developed a parts shipment plan for use on retailed units. Parts (2 per dealer) will begin to arrive at dealerships on **Monday, March 5, 2018**.
  - Dealers may order parts via normal ordering process **beginning March 12, 2018, if additional parts are needed.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2016-18 Rogue (T32)	105,507	<b>2,316</b>	January 18, 2018	<b>NO</b>

**\*\*\*\*\* Campaign Summary\*\*\*\*\***

Nissan is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the left hand (LH) engine-mounting insulator.

On some of the affected vehicles, the LH engine-mounting insulator may have been manufactured out of specification, and could break. To help prevent this from occurring, Nissan will inspect the LH engine-mounting insulator and replace it if needed at no cost to the customer for parts and labor.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign or DBS National Service History – Open Campaign I.D. **PC601**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
  - **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
3. Dealers should use **NTB18-002** to inspect and, if necessary, remedy any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

\*\*\*\*\* Release Schedule \*\*\*\*\*

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Nissan has temporarily placed parts on restriction:               <ul style="list-style-type: none"> <li>○ Nissan previously shipped 1 part to each dealer <u>with affected new vehicle inventory</u> on January 19, 2018.</li> <li>○ Nissan will ship two (2) parts to <u>each dealer</u> for use on retailed vehicles. Parts will begin to arrive <b>Monday, March 5, 2018</b>.</li> <li>○ Dealers may order parts via normal ordering process <b>beginning March 12, 2018</b> if additional parts are needed.</li> </ul> </li> <li>• Most vehicles <b>will not</b> require parts replacement. Nissan estimates ~15% of engine-mounting insulators inspected <b>will require replacement</b>.</li> </ul> <p><b>NOTE: Parts are only necessary if the inspection of vulcanization mold number and specific molding marks indicate replacement is necessary.</b></p> <ul style="list-style-type: none"> <li>• Parts replaced under this campaign activity may be collected. <b>Follow the inspection procedure the campaign bulletin prior to determining the necessity of replacing any parts.</b></li> <li>• Pursuant to APRM policy 2.34.4, dealers are expected to comply with the parts return procedure. <b>Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.</b></li> </ul> <p><b>NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></p>
<b>Special Tool</b>	<ul style="list-style-type: none"> <li>• <b>J-52524 16mm Torque Adapter is required</b> <ul style="list-style-type: none"> <li>○ This required tool was shipped to dealers the week of January 18, 2018.</li> </ul> </li> </ul> <p>Additional tools are available via TechMate @ 1-800-662-2001</p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB18-002</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>March 2018</b> via U.S. Mail.

\*\*\*\*\* Dealer's Responsibility \*\*\*\*\*

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 service 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 Stop Sale?**

A. No.

**Q. Is this a safety recall?**

A. No, but it is important that all vehicles subject to this service campaign be inspected and remedied, if necessary.

**Q. What is the reason for this Voluntary Service Campaign?**

A. Due to some changes made during molding modification, the left hand (LH) engine-mounting insulator may break during normal driving conditions. If the engine-mounting insulator breaks, the engine may descend and make contact with the suspension member, causing abnormal noise.

**Q. What will be the corrective action?**

A. Dealers will inspect the vulcanization mold number on the engine-mounting insulator and, if applicable for specific molding marks. If necessary, the engine-mounting insulator will be replaced based on these inspection results.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to one and a half (1.5) hours to complete if the engine-mounting insulator requires replacement. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan will begin notifying owners of all potentially affected vehicles in **March 2018** via U.S. Mail.

**Q. Are parts readily available?**

A. Yes, parts are only necessary if the inspection of the vulcanization mold number and specific molding marks indicate replacement is necessary. Nissan will ship two (2) parts to each dealer beginning March 5, 2018.

Parts may be ordered via normal process **beginning March 12, 2018** if additional parts are needed.

**Q. Is my vehicle safe to drive?**

A. Yes.

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

A. If parts replacement is necessary, and upon customer request, rental is covered by the campaign while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
502	Rental Expense	\$120 (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. I did not receive a letter, how can I tell if my vehicle is affected?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

**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. Is there anything owners can do to mitigate the condition?**

A. No.

**Q. Is there any charge for the repair?**

A. No, the inspection and, if necessary, 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 voluntary service campaign.  
**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. What model year vehicles are involved?**

A. Certain 2016-18 Nissan Rogue (T32) vehicles within a specific production range are affected.

**Q. How many vehicles are involved in the service campaign?**

A. Affected vehicle counts are:

<b><u>Country</u></b>	<b><u>Rogue (T32)</u></b>
CANADA	34,083
USA	103,842
GUAM	27
PUERTO RICO	1,627
SAIPAN	1
<b>Total</b>	<b>139/590</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2016-18 Nissan Rogue (T32)	<ul style="list-style-type: none"><li>• Produced in Smyrna, TN between September 1, 2016 and July 14, 2017<ul style="list-style-type: none"><li>○ 5 vehicles in USA and 3 in other markets were affected for MY18</li></ul></li></ul>

**Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?**

A. No.