



Innovation that excites

QUALITY ACTION

CAMPAIGN BULLETIN

Rear Brake Hose Bracket

Reference: PC651

Date: September 21, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2018.5 Rogue | NA | 1,072 | September 21, 2018 | NO |
| MY2018.5 Rogue Hybrid | | 48 | | |

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

Nissan is conducting a quality action to inspect **1,120** specific 2018.5 Rogue and Rogue Hybrid vehicles identified in Service Comm, and if necessary, tighten the rear brake hose bracket fasteners to the specification.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. Nissan requests dealers to complete this inspection and, if necessary, repair prior to sale to ensure customer satisfaction.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles currently in new dealer inventory are affected by this service action using Service Comm **I.D. PC651**
 - New vehicles in dealer inventory can also be identified using DCS (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.**
- Use the attached procedure to inspect the vehicle.
 - Do not file a claim if the bracket is loose (moveable by hand) or the bolt(s) are missing. Additional Steps are required for a Loose Bracket or Missing bolts.**
 - Email the following information to: nafqasupport@nissan-usa.com
 - E-mail subject line: PC651 Rear Brake Hose Bracket**
 - Attach clear pictures of bracket
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:
 - Continue to HOLD the vehicle.

Nissan Field Quality will review the E-mail submissions within 48 hours of receipt and send the necessary repair instructions and claim information.

3. If the bolts are properly torqued or moved more than ¼ turn, submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

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

It is the dealer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Nissan requests dealers to perform this repair on new vehicles in inventory prior to being retailed to ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

******* Inspection procedure begins on next page *******



PC651 – ROGUE/ROGUE HYBRID REAR BRAKE HOSE BRACKET (LH & RH)

SERVICE PROCEDURE:

1. Verify VIN of affected Rogue (Figure 1).
 - Review Certification Label on B-Pillar

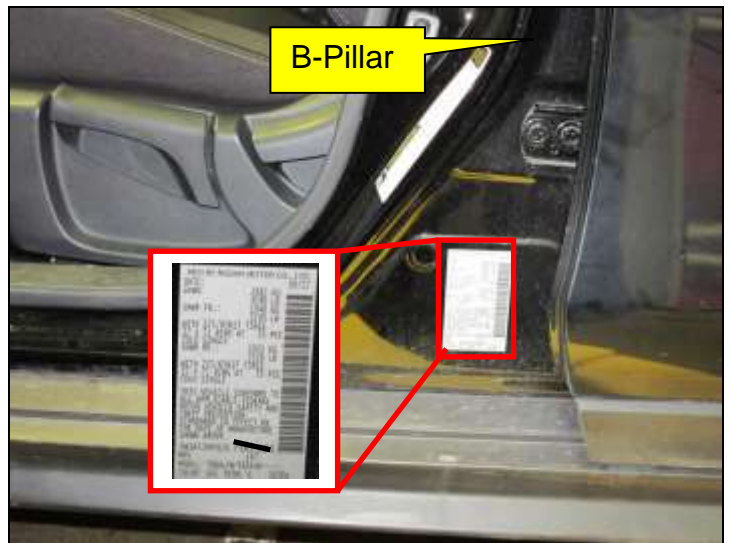


Figure 1

2. Place Rogue on lift (Figure 2).



Figure 2

3. Locate L/H and R/H Rear Brake Hose Brackets (Figure 3, 4).

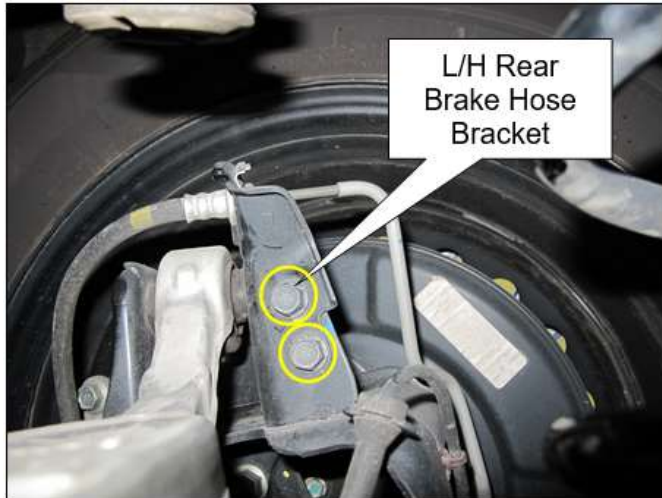


Figure 3



Figure 4

- If the Brake Hose Bracket is Loose (Moveable by hand) or a Bracket Bolt is missing go to step 5.

4. Place suitable Torque wrench on L/H and R/H bolts and torque to **15.75 N.m (1.61 kg-m, 12 ft-lbs)** (Figure 5, 6).



Figure 5



Figure 6

Did any of the bolts move over one quarter (1/4) turn before appropriate torque was achieved?

- If **NO** (Bolt did not move) lower the vehicle and remove from lift, submit a warranty claim using OP Code PC6510 (See claims info), and release the vehicle. No further repair is needed.
- If **YES** (Bolt moved more than one quarter (1/4) turn) lower the vehicle and remove from lift, submit a warranty claim using OP Code PC6511 (See claims info), and release the vehicle. No further repair is needed.

5. Additional Steps for a Loose Bracket or Missing bolts.

Email clear pictures of bracket, to nnafgasupport@nissan-usa.com.

Make sure to include the below information:

E-Mail Subject Line: PC651 Rear Brake Hose Bracket

Attach Clear Pictures referenced above

Dealer Name:

Dealer Code:

Dealer Address:

VIN:

Contact Person Name:

Contact Person Phone Number:

Continue to HOLD the vehicle. **Do not Submit warranty claim.**

Nissan FQA will review the E-mail submissions within 48 hours of receipt and send the necessary repair instructions and claim information.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC651

| | | | | |
|--|-----------------|-----------------------|--------------------------------|------------------------------|
| Claim Type: | CM | | | |
| PNC: | PC651 | | | |
| Symptom: | ZZ | | | |
| Diagnosis: | 99 | | | |
| Description: | Op Codes | Flat Rate Time | Parts Required on claim | Expense Code Required |
| L/H and R/H Rear Brake Hose Bracket bolts <u>properly Torqued</u> | PC6510 | 0.3 Hr | No | No |
| L/H and/or R/H Rear Brake Hose Bracket bolt(s) moved over (1/4) turn and <u>required Torque</u> | PC6511 | 0.3 Hr | No | No |