



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Left Rear Brake Caliper Voluntary Service Campaign

Reference: PC687
Date: June 27, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Rogue (T32)	17	0	June 27, 2019	NO

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

Nissan is conducting a Voluntary Service Campaign to inspect and if necessary replace the left rear brake caliper in certain 2019 model year Rogue (T32) vehicles. Subject vehicles that are equipped with a left rear caliper with a specific lot code do not meet Nissan quality standards. If the vehicle is equipped with a subject brake caliper, the caliper mounting may crack. While vehicle braking effectiveness may be reduced in this condition, the customer's ability to control and decelerate the vehicle will not be significantly affected. To identify if this condition exists, dealers will inspect the lot code and, if applicable, replace the left rear brake caliper.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.D. **PC687**.
2. Dealers should repair any affected vehicles in retailer new or pre-owned inventory to help ensure customer satisfaction.
3. Dealers should use **NTB19-051** to inspect and, if necessary, remedy any vehicles subject to this campaign.
4. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

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

Parts	<p>Dealers do not need to order parts. If the lot code inspection indicates a brake caliper requires replacement, parts will be automatically shipped to the dealer upon entry of the information in ASIST.</p> <ul style="list-style-type: none"> • Most vehicles will not require parts replacement. Nissan anticipates only two (2) of the potentially affected units will require replacement. <ul style="list-style-type: none"> ○ This campaign will be discontinued once the two suspect calipers are found. • Parts replaced under this campaign activity may be collected. Follow the inspection procedure the campaign bulletin prior to determining the necessity of replacing any parts. • Pursuant to APRM policy, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.
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	<ul style="list-style-type: none"> 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.
Repair	<ul style="list-style-type: none"> NTB19-051
Owner Notification	Nissan Consumer Affairs will begin notifying owners of all potentially affected vehicles beginning July 27, 2019 .

******* Dealer's 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 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.

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

A. Due to a manufacturing issue, which has since been corrected, certain brake calipers may not meet Nissan's quality standards.

Q. What is the possible effect of this condition?

A. If the vehicle is equipped with a subject brake caliper, the caliper mounting may crack. While vehicle braking effectiveness may be reduced in this condition, the customer's ability to control and decelerate the vehicle will not be significantly affected.

Q. What will be the corrective action?

A. Dealers will inspect the lot code and, if applicable, replace the left rear brake caliper.

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 (1) hour to complete. 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 Consumer Affairs will begin notifying owners of all potentially affected vehicles beginning **July 27, 2019**.

Q. Are parts readily available?

A. Yes. Nissan anticipates only two (2) vehicles will require replacement. If the inspection reveals parts replacement is required, parts will be automatically ordered via ASIST when the technician enters the required information.

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. Is my vehicle safe to drive?

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to this service campaign, you should arrange to have your vehicle inspected and, if necessary, remedied as soon as possible.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If a replacement caliper is required, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION
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 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 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 2019 Nissan Rogue (T32) vehicles produced at the Smyrna, Tennessee plant and within a specific production range are potentially affected.

<u>Make/Model</u>	<u>Date of Manufacture</u>
MY2019 Nissan Rogue(T32)	January 31, 2019

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

A. No.

Revision History:

Date	Announcement	Purpose
June 27, 2019	Original	New campaign announcement