



# QUALITY ACTION

## CAMPAIGN BULLETIN

### Shift Lever Hang Tag Dealer Inventory

Reference: PC779  
Date: January 20, 2021

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Rogue (T33)	NA	<b>16,253</b>	January 20, 2021	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a dealer inventory quality action to place a Hang Tag on the shift lever on **16,253** specific 2021 Rogue vehicles identified in Service Comm. This tag puts instructions on the operation of the newly designed electronic shifter conspicuously right at the driver’s hand. Further detailed instructions are available in the Quick Reference Guide and Owner’s Manual. Vehicles manufactured after mid-December will have the hang tag in place.

Affected vehicles are not subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

**PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:**

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC779**
  - 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
  - Please continue to check newly arriving inventory for campaign applicability.**
- Use the attached procedure to remedy vehicles affected by this quality action.
  - Dealers will receive one (1) hang tag for every affected vehicle in dealer inventory via FedEx. Tags will be sent to the **Service Manager’s** attention.
    - Hang tags will begin mailing **January 22, 2021** and should arrive no later than **January 29, 2021**.
  - If replacement tags are needed, please send your request to:
    - [CampaignAnnouncements@nissan-usa.com](mailto:CampaignAnnouncements@nissan-usa.com) along with your dealer name, address, VIN, contact name and phone number.
- The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm.

**\*\*\*\* 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 inspection status on each affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**\*\*\*\* Scroll down for attached Repair Instructions \*\*\*\***



# PC779 – 2021 ROGUE SHIFT LEVER HANG TAG

## SERVICE PROCEDURE:

1. Obtain a shift lever hang tag (Figure 1).
  - NNA FQA provided shift lever hang tags to the Dealers.

Shift Lever  
Hang Tag



Figure 1

2. Open the Driver's door. (Figure 2).



Figure 2

3. Locate the Shift Lever (Figure 3).

- Found on the top of the center console left of the twin cup holders



Figure 3

4. Install the Shift Lever hang tag.

- Pull elastic cord over the shift lever (Figure 4)
- Verify the tag is hanging on the driver's side of the center console in full view of a driver
- Place tag with "**Shifting operation**" side facing out toward the driver
- Figure 5 shows correct tag position and orientation



Figure 4



Figure 5

5. Close the Driver's door.



Figure 6

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC779**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC779			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Install shift lever hang tag.	PC7790	0.2 Hr	NO	NO