



QUALITY ACTION

CAMPAIGN BULLETIN

Final All Wheel Drive Clutch Break-In

Reference: POA33
Date: January 22, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE January 22, 2021
Please discard earlier versions of this bulletin.

The announcement from November 24, 2020 has been revised to include:

- Additional affected vehicles have been identified, thus the dealer inventory population has increased. Affected vehicles are either currently in dealer inventory or assigned and in transit to the dealer. **Please continue to check newly arriving inventory for campaign applicability. Remaining affected inventory should arrive at dealers by the first week of February.**

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2021 Rogue (T33) | NA | 21,208 | November 24, 2020 | YES |

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

Nissan is conducting a dealer inventory quality action to complete the final all-wheel drive (AWD) clutch break-in process on **21,208** 2021 Nissan Rogue vehicles identified in Service Comm. Due to a design issue, that has since been corrected, Nissan has determined that the break-in process was not properly completed on the subject vehicles. As a result, customers may experience a vibration felt through the floorboard while making a ninety (90) degree turn.

Affected vehicles **are 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 REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **POA33**
 - New vehicles in dealer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for applicability.**
2. Please **do not drive, sell, loan, or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.

3. Use the attached procedure to complete the final all-wheel drive clutch break-in process prior to retail delivery of the vehicle.
4. Once remedied, dealers may submit the applicable warranty claim for the action performed and release the vehicle.

****** 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 ******



P0A33 – 2021 ROGUE FINAL DRIVE BREAK-IN

SERVICE PROCEDURE:

Caution:

- **Read this entire procedure prior to performing.**
- **Make sure this procedure is performed in a parking lot with no pedestrians, obstacles or other vehicles present.**

1. Verify both the extended storage switch and the BCM transit mode have been disabled.

2. Ensure the vehicle is at ambient temperature.

- If the vehicle is above ambient temperature, allow the vehicle to sit for at least 30 minutes before proceeding.

3. Verify the AWD selector is in AUTO mode. (Figure 1)

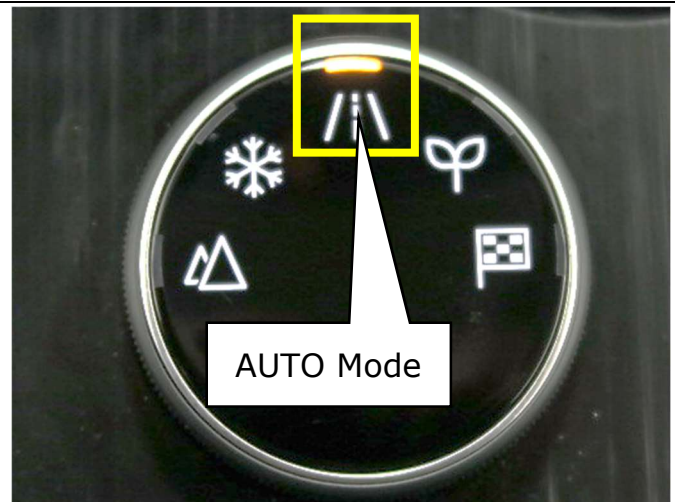


Figure 1

4. Drive sixteen (16) figure-8 patterns in a parking lot.

- The vehicle **MUST** maintain a constant speed of **10mph**.
- The steering angle **MUST** be at full lock.

NOTE:

While performing the drive pattern there may be a vibration feeling that should reduce with each circuit as the AWD clutch breaks-in.

5. If the vibration is not resolved after performing Step 4, repeat Step 4.

- Step 4 can be performed a maximum of 3 times.


NOTE: If vibration is still present after performing this procedure, use the ESM for further diagnosis.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: P0A33

| | | | | |
|---------------------------------------|-----------------|---|--------------------------------|------------------------------|
| Claim Type: | CM |  | | |
| PNC: | P0A33 | | | |
| Symptom: | ZZ | | | |
| Diagnosis: | 99 | | | |
| Description: | Op Codes | Flat Rate Time | Parts Required on Claim | Expense Code Required |
| Perform Figure-8 Drive Pattern | P0A330 | 0.4 Hr | NO | NO |