



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Rear Window Defogger Dealer Inventory

Reference: PC814

Date: September 3, 2021

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

**UPDATE September 3, 2021**  
**Please discard earlier versions of this bulletin.**

**The announcement from August 5, 2021 has been revised to include the following:**

- The parts restriction will be removed and dealers can order parts, as needed, via normal ordering process **beginning September 10, 2021.**
  - **Parts on order in DBS will be fulfilled.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Rogue (T33)	NA	<b>664</b>	August 5, 2021	<b>YES</b>

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

Nissan is conducting a dealer inventory quality action to inspect the rear hatch glass date code and, if necessary, the defogger heating wires on **664** specific MY2021 Nissan Rogue vehicles identified in Service Comm and National Service History – Open Campaigns to identify if parts replacement is necessary. During manufacturing, the rear hatch glass cardboard lining became soaked in water and may have reacted with the silver in the defogger heating wires which may cause the defogger grid to separate from the hatch glass.

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 INSPECTION INSTRUCTIONS:**

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC814**
  - 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.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.

3. Use the attached procedure to inspect the rear hatch glass date code and, if necessary, remedy any vehicles affected by this quality action prior to sale.

**Nissan anticipates a low number of affected vehicles will require replacement.**

- The parts restriction will be removed and dealers can order parts, as needed, via normal ordering process **beginning September 10, 2021.**
4. Once remedied, dealers should submit the applicable warranty claim for the action performed to close the campaign in Service Comm and release the vehicle for sale.

**\*\*\*\* Dealer Responsibility \*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign ID for the 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 \*\*\*\***



# PC814 – 2021 ROGUE REAR WINDOW DEFOGGER INSPECTION

## REQUIRED SUPPLIES

**Gorilla Tape Brand Duct Tape (2X Double Thick Adhesive)  
1.88 in. X 30 yd. (48 mm X 27.4 m)**

- Must use only the above specified Duct Tape (No substitute is allowed)
- Tape color is not important



This tape can be purchased locally from the following retailers:

1. Home Improvement Centers
2. Hardware Stores
3. Big Box Stores
4. Farm and Fleet Stores
5. On-Line Retailers

## SERVICE PROCEDURE:

### 1. Locate back door glass date code (Figure 1).

- Found on lower left side of back door glass above the combination lamp
- Use of a small LED light may enhance the date code making it easier to see
- Taping a piece of white paper to the inside glass over the date code will assist with reading the code (Figure 2)



Figure 1



Figure 2

**NOTE:** Figure 2 shows the back door open.

2. Decode the back door glass date code and write it on the Repair Order.

**How to Read the Date Code:**

The date code in the Figure 3 example is: **January 24, 2021 (01/24/21)**

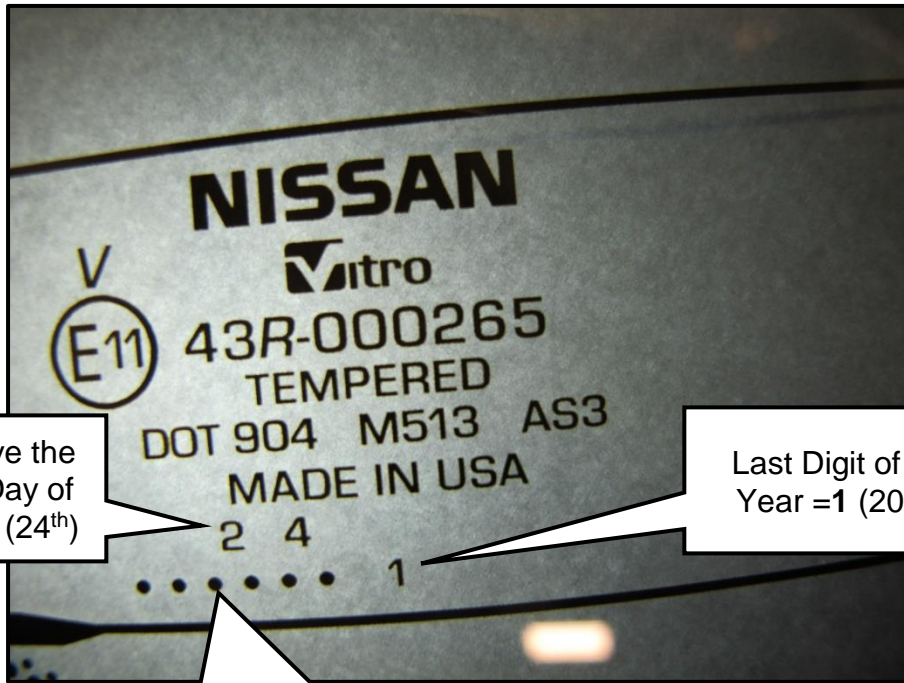


Figure 3

**MONTH is coded in dots:**

6 dots to left side of year number = **January**

5 dots to left side of year number = February

4 dots to left side of year number = March

3 dots to left side of year number = April

2 dots to left side of year number = May

1 dot to left side of year number = June

\*\*Dots move to right side of year number from July to December\*\*



3. Is the back door glass date code one of the below dates?

- **03/02/21** (March 2, 2021) (As Shown in Figure 4)
- **03/09/21** (March 9<sup>th</sup>, 2021) (As Shown in Figure 5)
  - **YES** > Proceed to Step 4 to inspect for rear window defogger heating wire transfer.
  - **NO** > The back door glass is **GOOD**. Proceed to Step 12.



Figure 4



Figure 5

4. Start the engine.

- Verify parking brake is applied
- Push service brake pedal, then push **START ENGINE STOP** button (Figure 6)

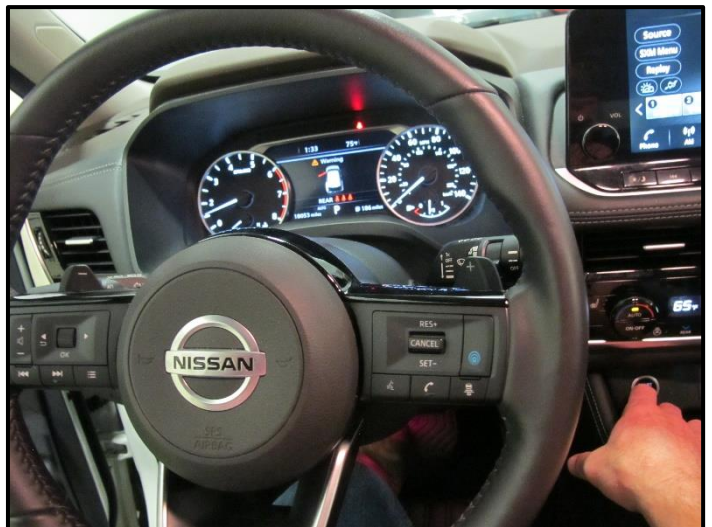


Figure 6

5. Turn the rear defogger ON (Figures 7 and 8) and set a timer for 30 Seconds.



Figure 7



Figure 8

6. After 30 seconds, open back door and apply Gorilla brand duct tape to the rear window defogger heating wires (Figure 9).

- Tape should be approximately 8 inches long and cover (6) heating wires
- Tape should be applied vertically and in the center of the glass
- Tape should be applied with the back door open and on the inside of the glass
- Ensure tape is pressed fully to the glass



Figure 9

7. Turn the rear defogger OFF.

8. Pull the tape off then inspect the tape and the back door glass to verify if heating wires have transferred to the tape. Refer to Figures 10, 11, 12, and 13 below.



Figure 10



Figure 11

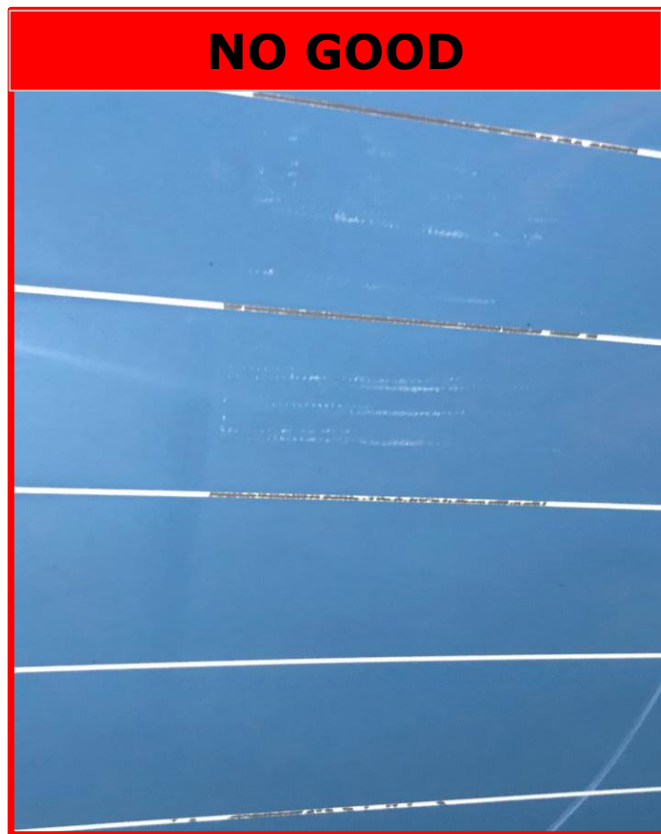


Figure 12



Figure 13



<p>9. Did the heating wires pull off the glass and transfer to the tape? (Refer to Figures 10 and 12)</p> <ul style="list-style-type: none"> <li>➤ <b>YES</b> &gt; The back door glass is <b>NO GOOD</b>. Proceed to Step 10 to replace the back door glass and both side air spoiler extensions.</li> <li>➤ <b>NO</b> &gt; The back door glass is <b>GOOD</b>. Proceed to Step 12.</li> </ul>
<p>10. Replace the back door glass and both side air spoiler extensions per the Electronic Service Manual (ESM): BODY EXTERIOR, DOORS, ROOF &amp; VEHICLE SECURITY – GLASS &amp; WINDOW SYSTEM – REMOVAL AND INSTALLATION – BACK DOOR WINDOW GLASS – Removal and Installation</p>
<p>11. Turn the ignition off and close the back door.</p>
<p>12. Submit warranty claim per the CLAIMS INFORMATION and release the vehicle.</p>

## PARTS INFORMATION

Description	Part #	Quantity
GLASS-BACK DOOR WINDOW	90300-6RR0A	1
AIR SPOILER EXTENSION-LH (LOW-GLOSS)	960336RR2A	*
AIR SPOILER EXTENSION-RH (LOW-GLOSS)	960326RR2A	*
AIR SPOILER EXTENSION-LH (HIGH-GLOSS)	960336RR0A	*
AIR SPOILER EXTENSION-RH (HIGH-GLOSS)	960326RR0A	*

\*Use VIN in Parts System to order these parts.

## EXPENSE CODES:

Code #	Description	Amount (MAX)
061	Gorilla Tape	\$12.00
515	Miscellaneous Glass Repair	\$150.00

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

<b>Campaign ("CM") ID</b>	<b>Description:</b>	<b>Op Code</b>	<b>FRT</b>
<b>PC814</b>	Inspect Back Door Glass Date Code and Defogger Heating Wires	PC8140	0.2 Hr
	Inspect Back Door Glass Date Code, Defogger Heating Wires and Replace Back Door Glass	PC8141	1.9 Hr

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