



# CAMPAIGN BULLETIN

Classification: BT21-021	Reference: NTB21-098	Date: October 25, 2021
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## QUALITY REVIEW FOR RECALL CAMPAIGN R21A7 2021 ROGUE SPORT; BACK DOOR HINGE TORQUE INSPECTION

**CAMPAIGN ID #:** PC848  
**APPLIED VEHICLES:** 2021 Rogue Sport (J11)

**Check Service COMM or Dealer Business Systems (DBS)  
National Service History to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting this quality review on certain specific model year 2021 Rogue Sport vehicles remedied under campaign ID R21A7 using NTB21-062, to re-torque the nuts on both back door hinge bolts. This service will be performed at no charge to the customer for parts or labor. VINs identified with this campaign ID are being inspected to ensure the R21A7 recall remedy was performed in accordance with Nissan’s quality standards.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC848 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer’s inventory.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

1. Open the back door and both rear passenger doors.
  - Remove the tonneau cover assembly from the rear cargo area, if equipped.



Figure 1

2. Fold both the rear seat backs into the flat position.



Figure 2

3. Remove the body side welt (weather strip) from the body side of both rear passenger doors that covers the luggage upper finisher (upper C pillar trim), as shown in Figure 3.



Figure 3

4. Remove the upper portion of the weather strip from the body side of the back door opening, as shown in Figure 4.



Figure 4

5. On the passenger (RH) side of the vehicle, remove the trim cover shown in Figure 5, using a finesse stick.

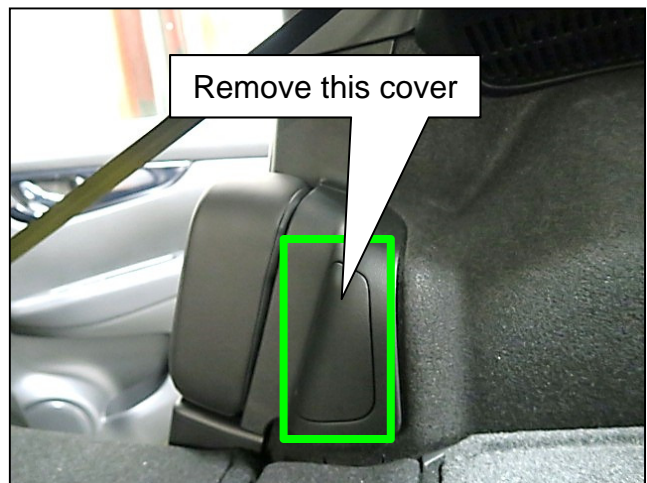


Figure 5

6. Remove the rear back-side base bracket bolt.
  - Discard the bolt, it will not be reused.

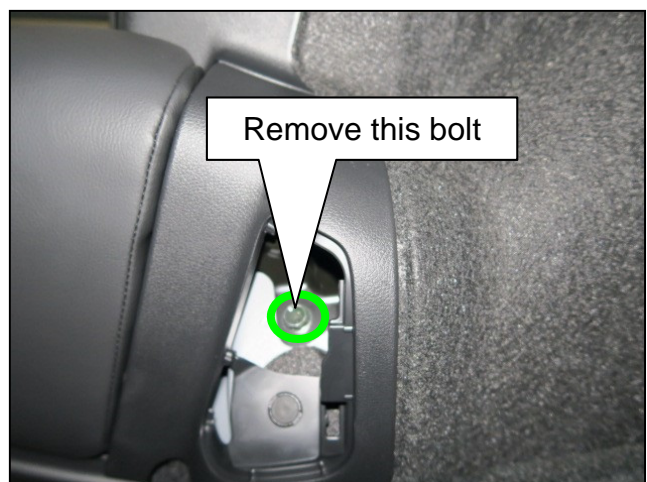


Figure 6

7. To protect the rear C pillar trim panels, apply masking tape to the upper and lower trim panels, as shown in Figure 7.

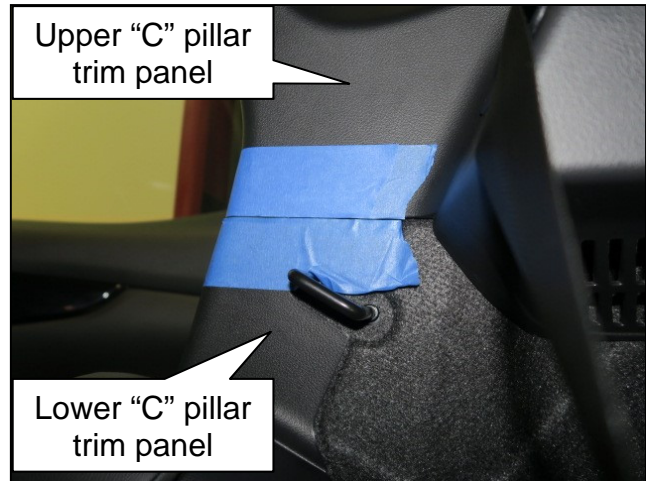


Figure 7

8. Disengage the upper clip of the lower C pillar trim panel and pull away from the upper C pillar trim panel.

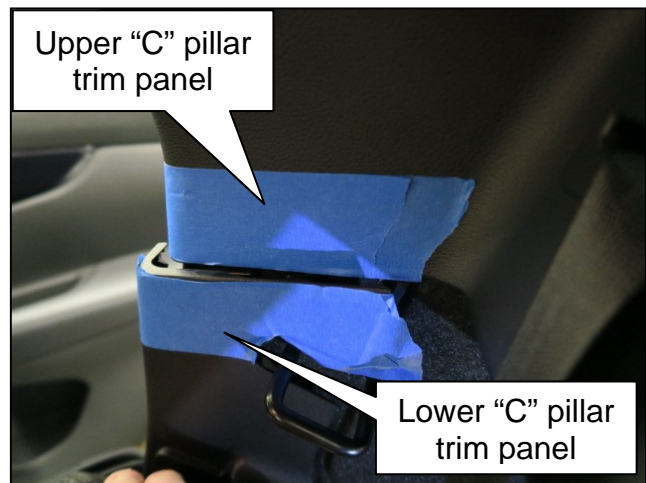


Figure 8

9. Disengage the two (2) plastic clips and the one (1) metal clip from the front edge of the upper C pillar trim panel.

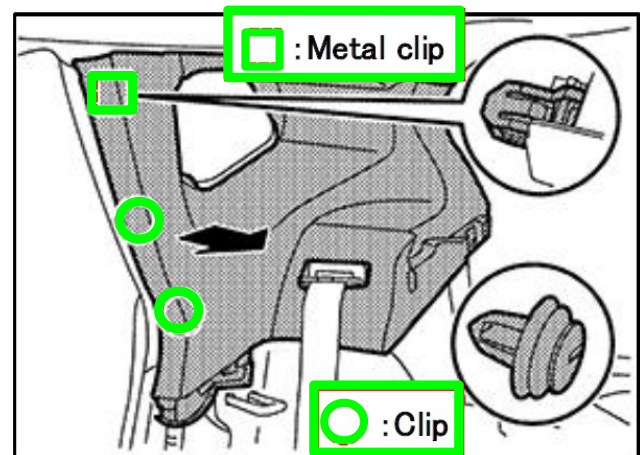


Figure 9

10. Disengage the two (2) plastic clips and the one (1) metal clip from the rear edge of the upper C pillar trim panel.

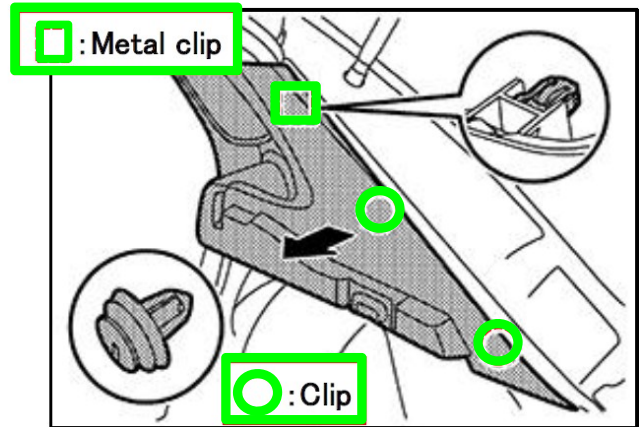


Figure 10

11. Disengage the upper metal clip of the upper C pillar trim panel by pulling downward.

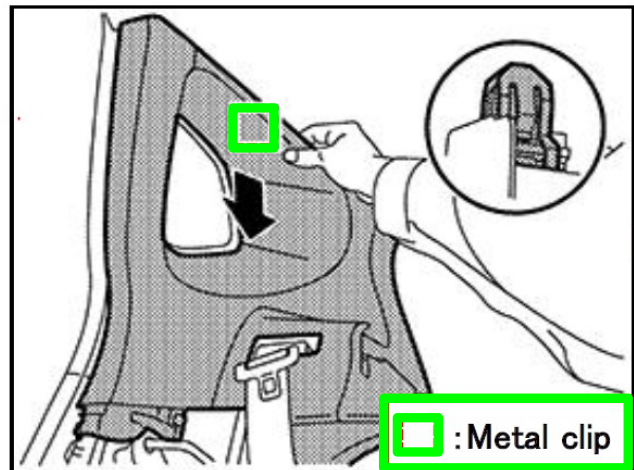


Figure 11

12. Lower the upper C pillar trim panel and lay it in the cargo area.

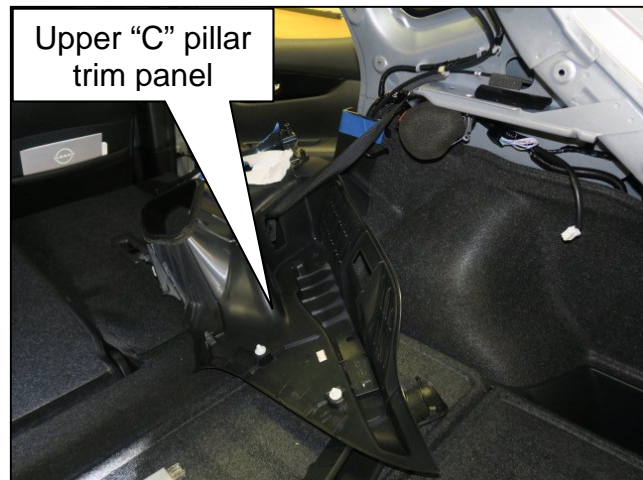


Figure 12

13. Perform steps 5 - 12 for the driver (LH) side, and then proceed to step 14.

14. Using a forked finesse stick, remove the three (3) rear headliner retaining clips.

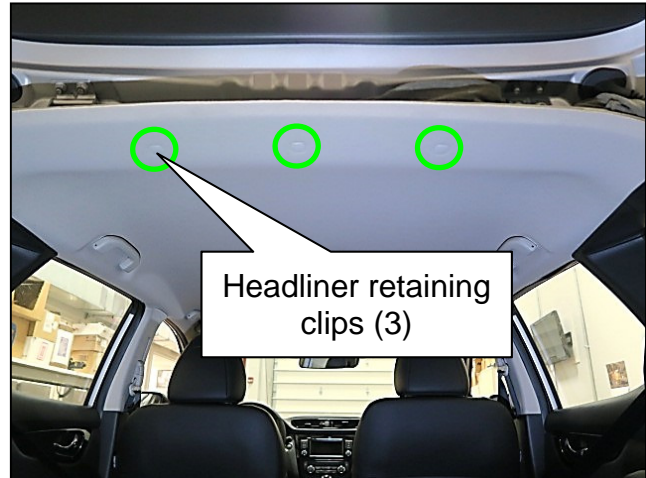


Figure 13

15. Loosen the RH side upper and lower back door hinge mounting nuts.

16. Torque all four (4) hinge mounting nuts to 26.0 N•m (2.7 kg-m, **19 ft-lb**).

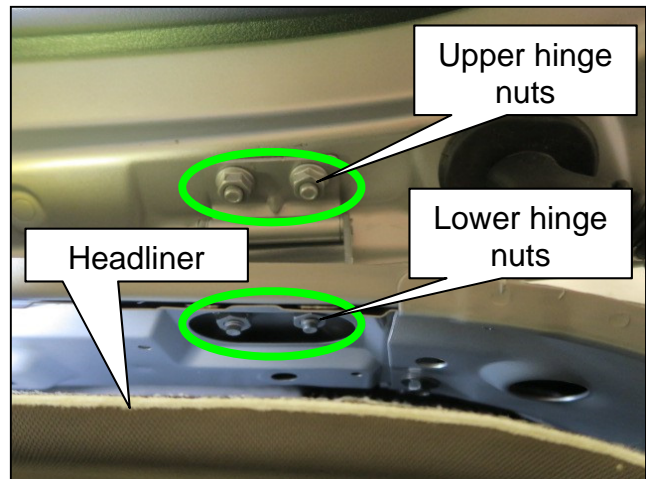


Figure 14

17. Perform steps 15 and 16 for the LH side hinge, and then proceed to step 18.

18. Reassemble the vehicle in the reverse order of removal.

- Install new rear back-side base bracket bolts from **PARTS INFORMATION** and torque to 25.0 N•m (2.6 kg-m, **18 ft-lb**).

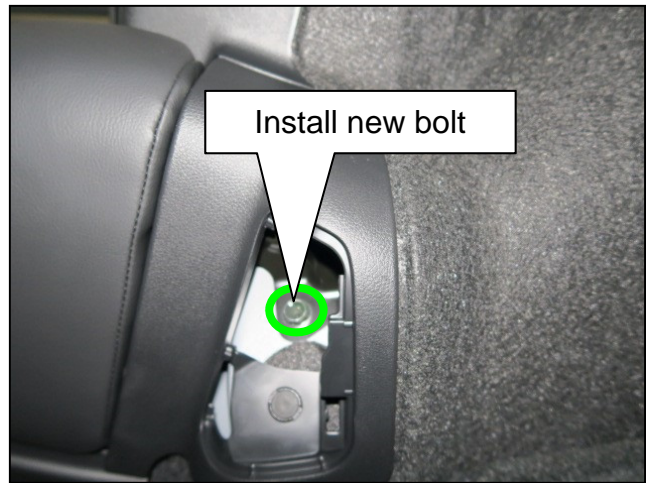


Figure 15

19. Close the back door and inspect the body and door fitment. Adjust the body fitment as needed using the ESM section below.

- **REPAIR > BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > BACK DOOR ASSEMBLY > BACK DOOR ASSEMBLY: Adjustment**

### PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BOLT (Rear Back-Side Base Bracket Bolt)	01125-N8031	2

### CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PC848	Torque Both Back Door Hinges and Replace Rear Back-Side Base Bracket Bolts	PC8480	0.5

### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 25, 2021	NTB21-098	Original bulletin published