

# NISSAN

**NISSAN NORTH AMERICA, INC.**

RECEIVED  
INV-215

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2005 AUG 15 P 3:03

OFFICE OF  
DEFECTS INVESTIGATION

August 9, 2005

Mr. George Person  
Chief, Recall Analysis Division  
Office of Defects Investigation  
Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Ref: 05V-319

Dear Mr. Person:

The enclosed communication is being provided pursuant to 49 CFR Part 573.6(c)(9).

Technical Compliance Department

Encl.



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# RECALL CAMPAIGN BULLETIN

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Reference:

NTB05-059

Date:

July 28, 2005

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## VOLUNTARY RECALL CAMPAIGN 2003-05 MURANO ALTERNATOR

**CAMPAIGN I.D. # / NHTSA #:** P5215 / 05V-319

**APPLIED VEHICLE:** 2003-05 Murano (Z50) – 2WD and AWD Models

**APPLIED VINS:**

- 2003 MY - 2WD: JN8AZ08T\*3W100007-123688
- 2003 MY - AWD: JN8AZ08W\*3W200005-238520
- 2004 MY - 2WD: JN8AZ08T\*4W200003-228686
- 2004 MY - AWD: JN8AZ08W\*4W300006-343525
- 2005 MY - 2WD: JN8AZ08T\*5W300104-302827
- 2005 MY - AWD: JN8AZ08W\*5W400011-404496

**NOTE: Use Service Comm to confirm campaign eligibility.**

### INTRODUCTION

Nissan has determined that some 2003-2005 model year Nissan Murano vehicles may have a defect which relates to motor vehicle safety. There is a possibility that a wire breaking inside the alternator could stop the battery from charging. If this happens, the charge warning and brake warning lamps will immediately come on and the battery will begin to discharge. After a short time, the engine will go into a "fail safe" condition which will limit vehicle speed. Very shortly after this, the engine will stop running. To prevent this condition from occurring, Nissan is conducting a Voluntary Safety Recall Campaign to inspect and, if necessary, replace the alternator.

### IDENTIFICATION NUMBER

Nissan has assigned identification number P5215 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 125,000.

## **DEALER RESPONSIBILITY**

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to delivery under a sale or lease. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

**NOTE:** This campaign requires special alternator core return procedures. Refer to page 15 for more information.

## **SPECIAL CUSTOMER ASSISTANCE FEATURES**

On some vehicles affected by this campaign, the alternator may have already been replaced. If during the inspection procedure, it is determined that alternator replacement is not required, please inform the customer that the appropriate alternator is currently installed in the vehicle. If the alternator was replaced as a Warranty Repair, no further action is required.

However, if the customer paid to have their alternator replaced, the customer may be eligible for reimbursement of the related expense. Please inform the customer that they can request reimbursement by contacting Nissan Consumer Affairs at 800-647-7261. If the alternator was replaced at your dealership, please provide a copy of the related repair order/invoice, if available, to the customer.

If the repair was completed at a location other than your dealership, please inform the customer that they will need to provide proof of the repair and proof of payment when they contact Nissan Consumer Affairs.

## SERVICE PROCEDURE

### Alternator Replacement Confirmation

Check to see if the Alternator needs to be replaced as follows:

1. Write down all radio station pre-sets.
2. Remove the Air Inlet Duct (see Figure 1).
3. Disconnect the Negative Battery Cable.

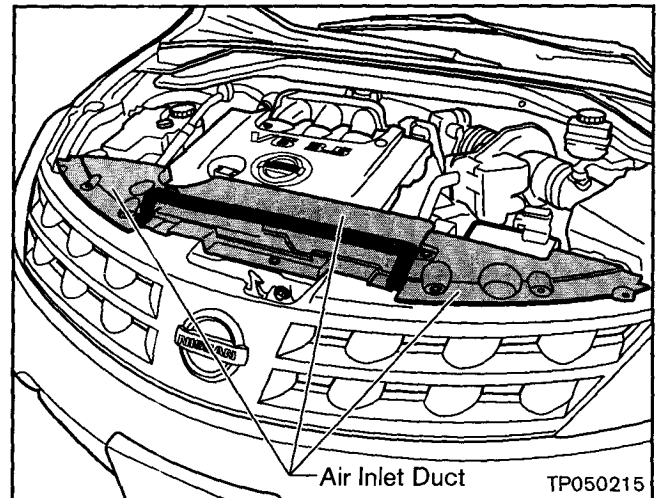


Figure 1

4. Disconnect the B-Terminal Nut and "Eyelet" connector from the Alternator (see Figure 2).

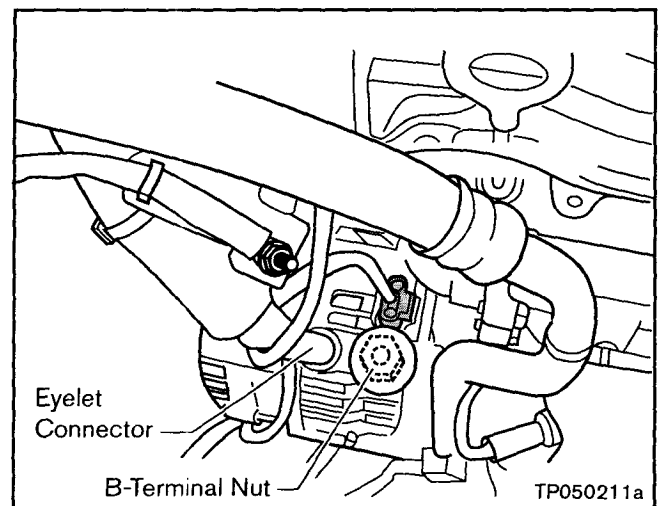


Figure 2

5. Take a look at the Alternator Identification Label (see Figure 3):

- a. If the part numbers on the Label exactly match either one of the highlighted numbers shown in Figure 3, this bulletin does not apply. Do NOT replace the alternator.
  - Re-assemble the vehicle.
  - Re-set all radio station presets.
  - Submit a claim for the inspection and return the vehicle to the customer.
- b. If the part numbers on the Label do NOT exactly match either one of the highlighted numbers shown in Figure 3, replace the Alternator. Refer to the “**Alternator Replacement Procedure**” (next page).

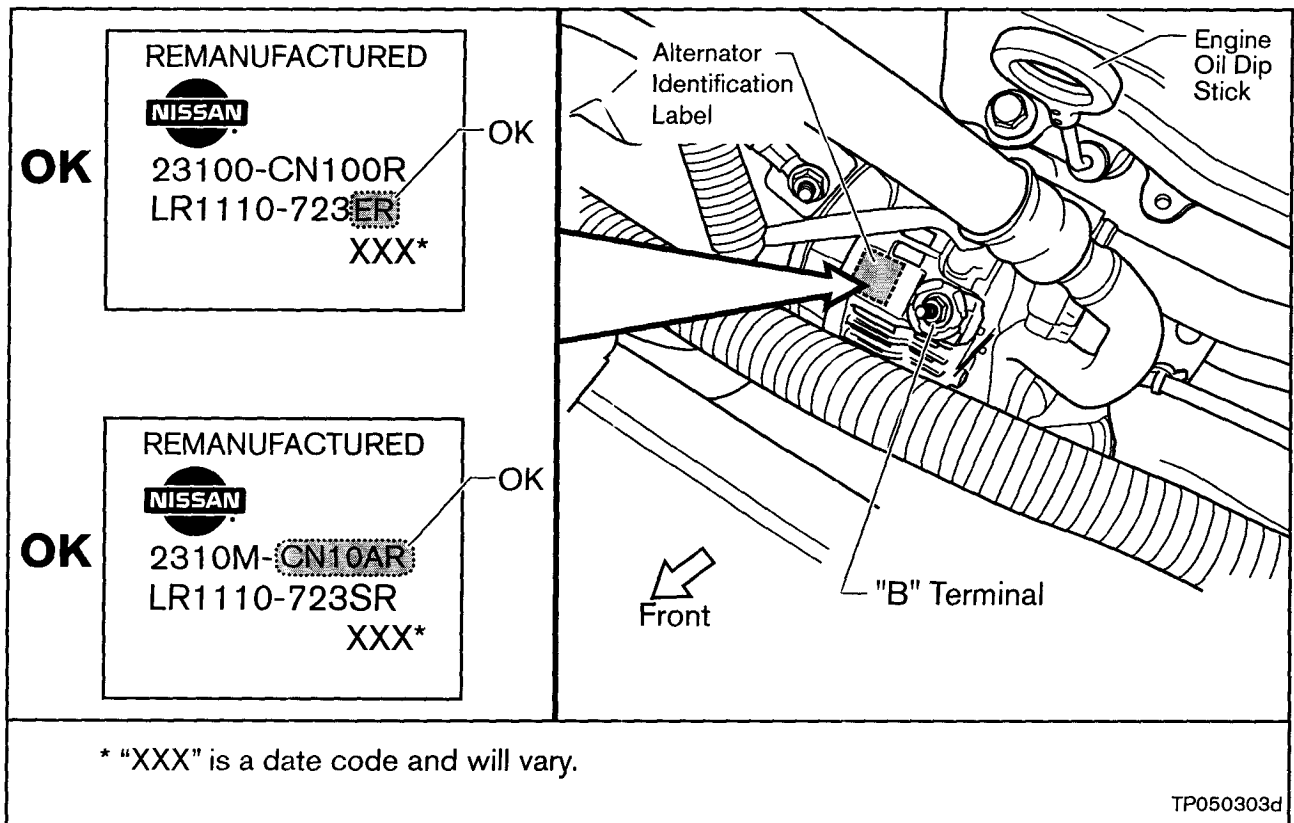


Figure 3

**NOTES:**

- Alternators with part numbers on the labels that do not match the above examples **EXACTLY** should be replaced under this campaign.
- If the alternator cannot be positively identified (i.e.: missing label or unreadable numbers on the label) the alternator must be replaced.

## Alternator Replacement Procedure

Replace the Alternator as follows:

**NOTE:** Use suitable covers to protect paint, trim, etc. when performing this procedure.

### Alternator and Related Components (Reference View)

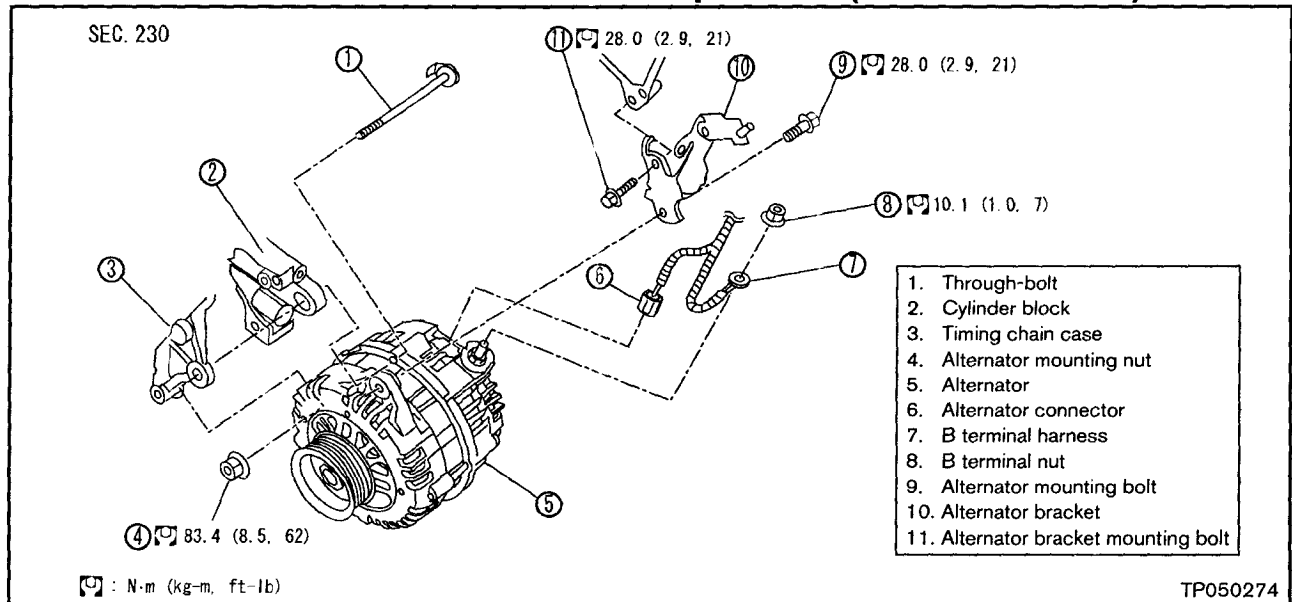


Figure 4

## Removal

1. Raise the vehicle on a hoist.
2. Remove the right front (passenger side, front) Tire/Wheel.
3. Remove the Engine Side Cover (passenger side, front). See Figure 5.

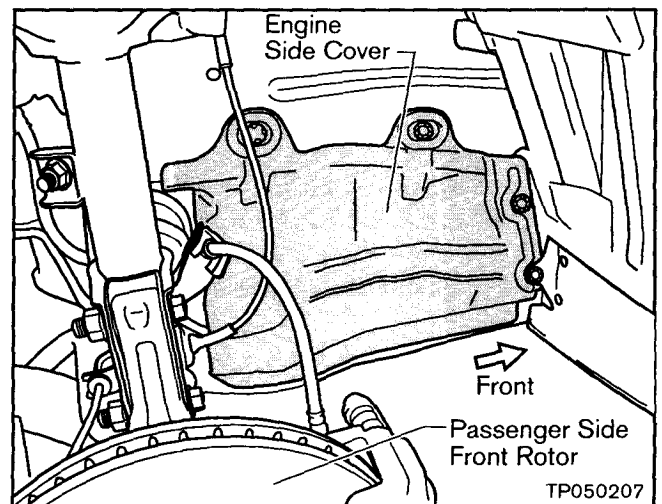


Figure 5

4. Remove the Lower Engine Undercover (see Figure 6).

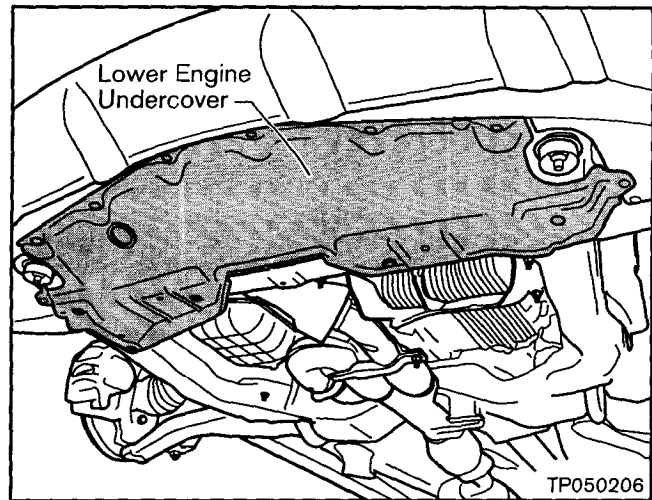


Figure 6

5. Remove the Alternator / AC Compressor Belt as follows:

- a. Loosen the Idler Pulley Lock Nut (see Figure 7).
- b. Loosen the Idler Pulley Adjusting Nut (see Figure 7).
- c. Remove the Alternator / AC Compressor Belt.

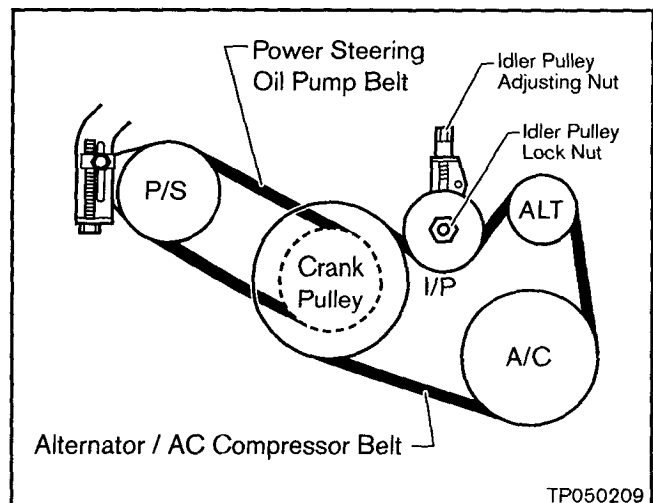


Figure 7

6. Remove the Idler Pulley Lock Nut, and then remove the Idler Pulley (see Figure 8).

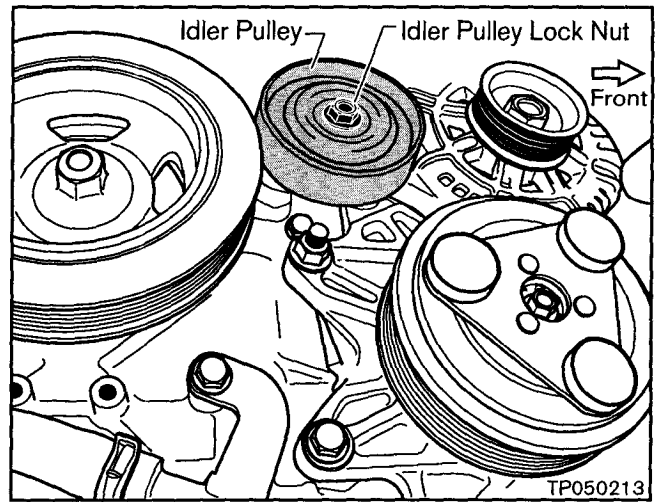


Figure 8

7. Disconnect the A/C Compressor Harness Connector (see Figure 9).

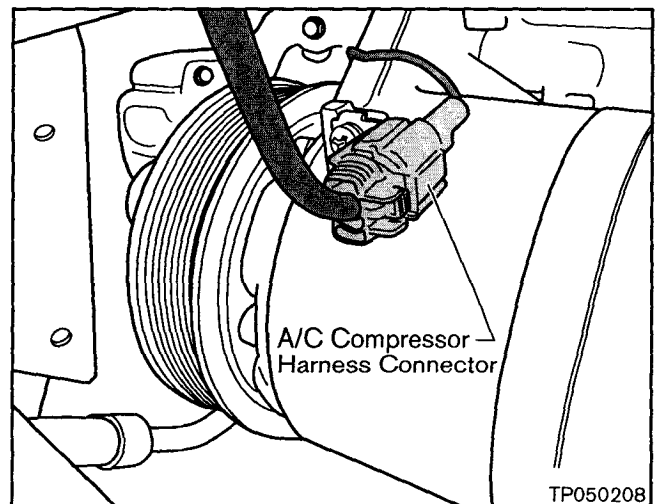


Figure 9



8. Remove the alternator "Through Bolt Nut" and Through Bolt (see Figure 10a).

- Reach up between the Exhaust Manifold and A/C Compressor with a pair of Long-Handle Needle Nose Pliers and remove the Through Bolt (see Figure 10b).

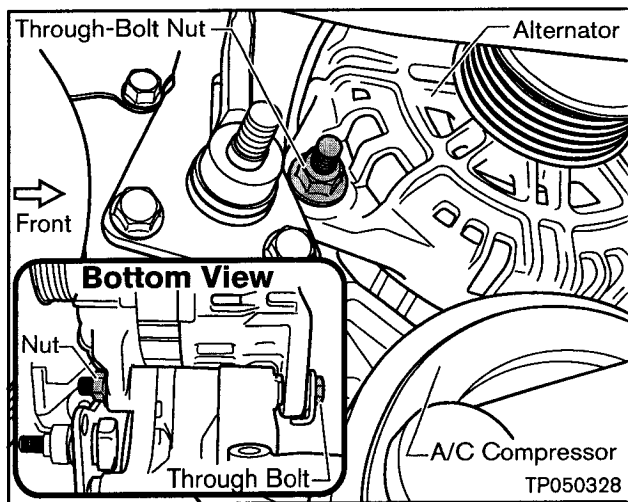


Figure 10a

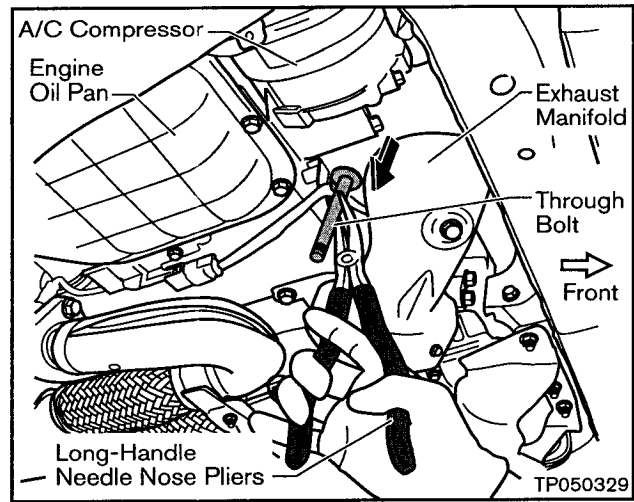


Figure 10b

9. Lower the vehicle on the hoist.

10. Remove the Battery from the vehicle.

11. Re-position the Battery Tray as follows:

- Remove five Bolts that secure the Battery Tray to the vehicle (see Figure 11).
- Re-position the Battery Tray to make room for removing the Cooling Fan Assembly (covered later in this procedure).

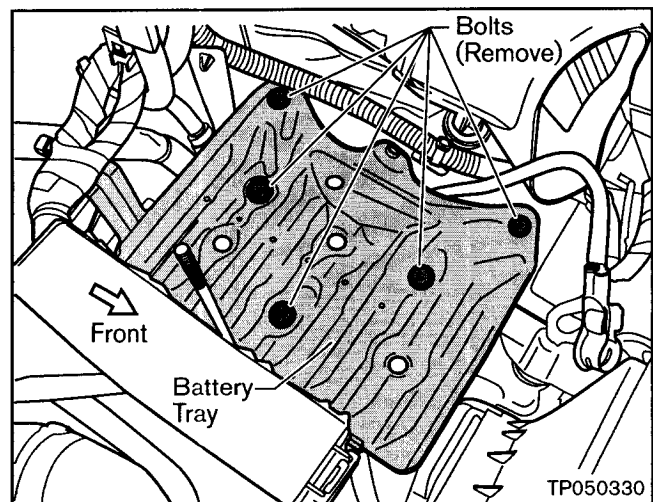


Figure 11

**CAUTION:** Make sure the vehicle's cooling system is completely cooled down before performing the next step.

12. Disconnect the Upper Radiator Hose from the Radiator as follows:

- a. Carefully remove the Radiator Cap.
- b. To avoid spilling, remove all of the coolant from the radiator upper tank.
  - Remove the drain plug at the radiator lower tank.
  - Drain and "capture" enough coolant to drop the level below the upper tank.

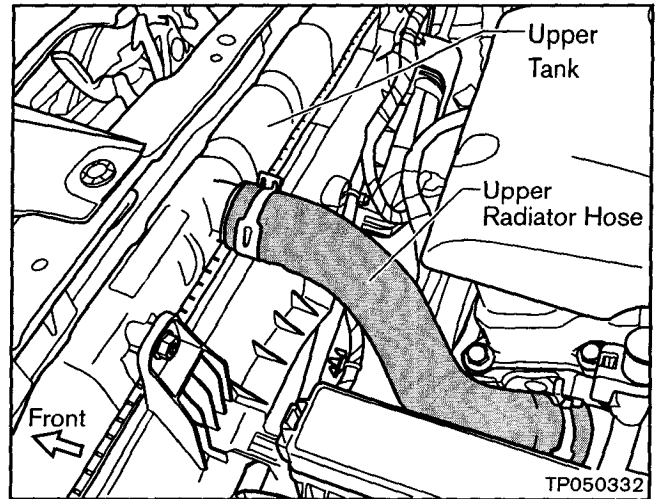


Figure 12

**NOTE:** The O-Ring on the Drain Plug will have to be replaced. The O-Ring P/N is: **21481-18000**.

- c. After the upper tank is empty, disconnect the Upper Radiator Hose from the Radiator (see Figure 12).

13. Remove the Cooling Fan Assembly as follows:

- a. Disconnect the Vehicle Wire Harness from the Fan Assembly (see Figure 13).

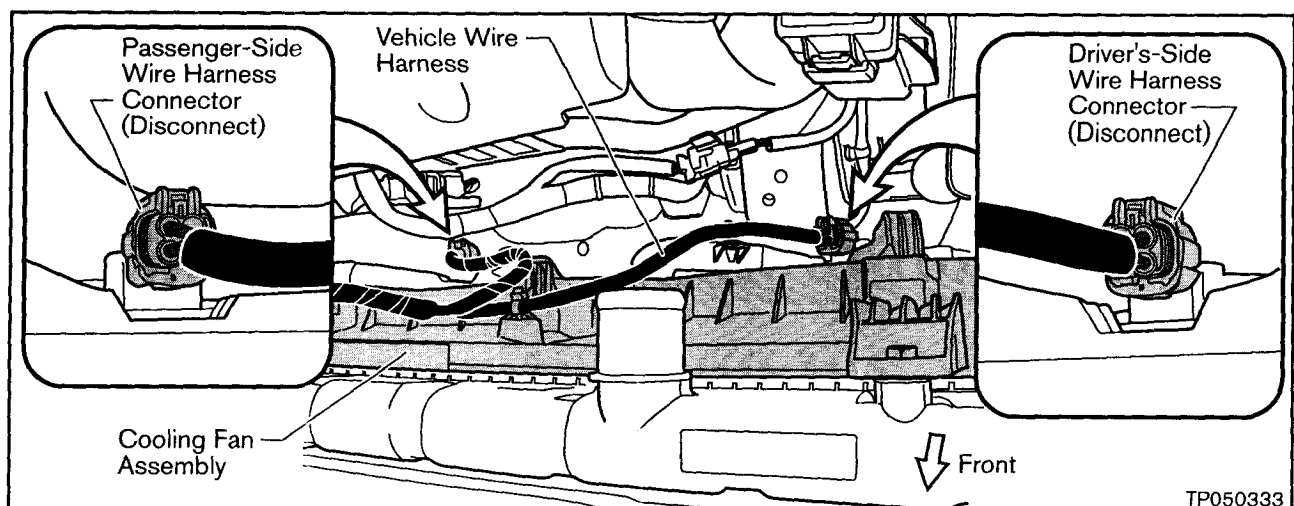


Figure 13

- b. Remove two Screws that secure the top of the Fan Assembly (see Figure 14).

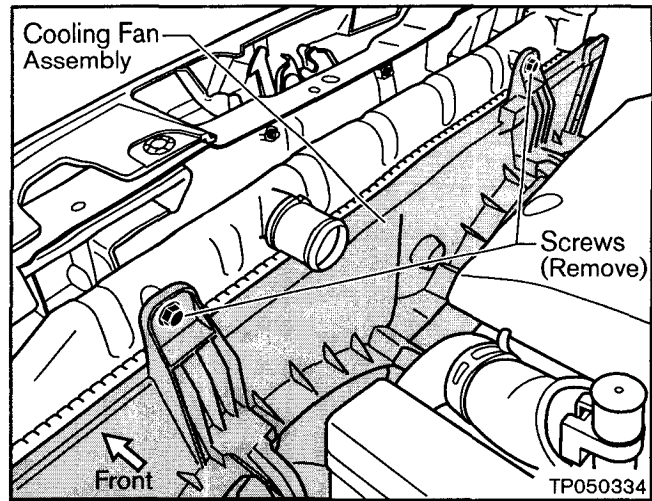


Figure 14

- c. Carefully remove the Fan Assembly by lifting it UP and towards the driver's side of the vehicle (see Figure 15).
- Make sure you remove the A/T Fluid Hose from the Clip at the bottom of the Fan Assembly.

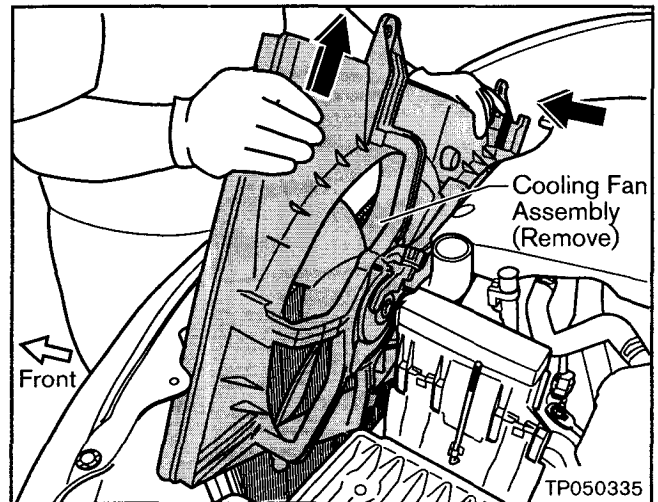


Figure 15

14. Remove the Bolts that hold the Upper and Lower Exhaust Manifold/Catalyst Heat Shields (see Figure 16). Then, remove the shields.

- Removing the Heat Shields will provide the clearance needed for removing the Alternator.

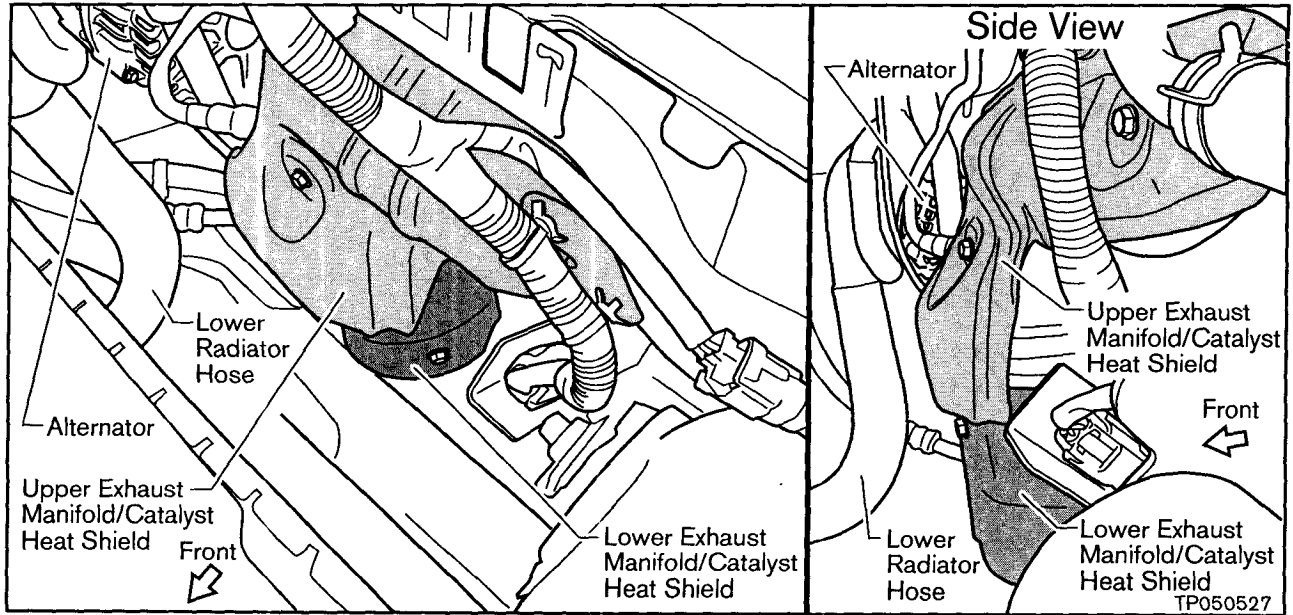


Figure 16

15. Disconnect the Alternator Harness Connector (see Figure 17).

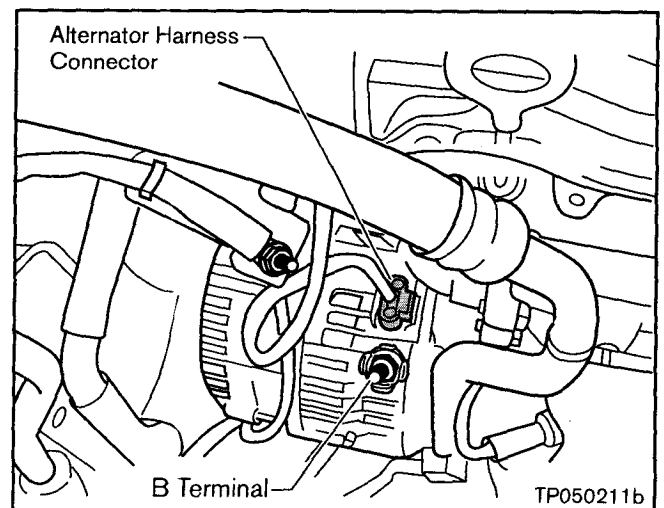


Figure 17

16. Place a piece of cardboard against the inside face of the Radiator to protect it when removing the Alternator (see Figure 18).

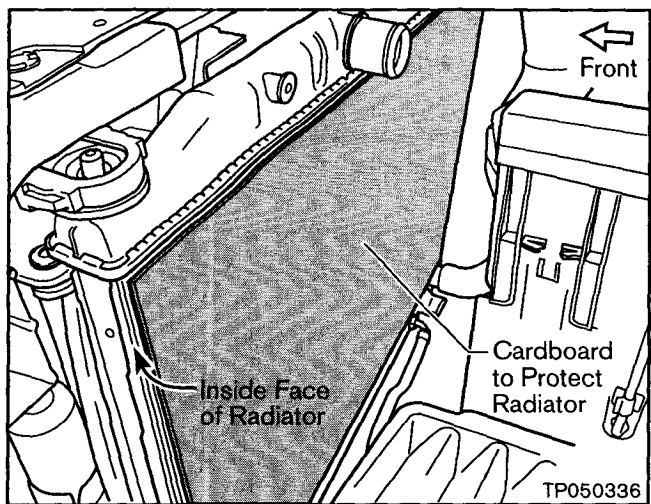


Figure 18

17. Remove the Alternator Upper Mounting Bolt (see Figure 19a). Then remove the Alternator by carefully moving it between the Exhaust Manifold/Catalyst and Radiator towards the Battery tray (see Figure 19b).

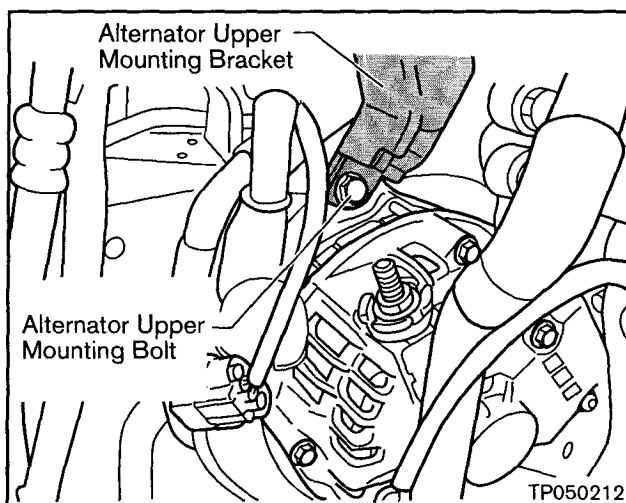


Figure 19a

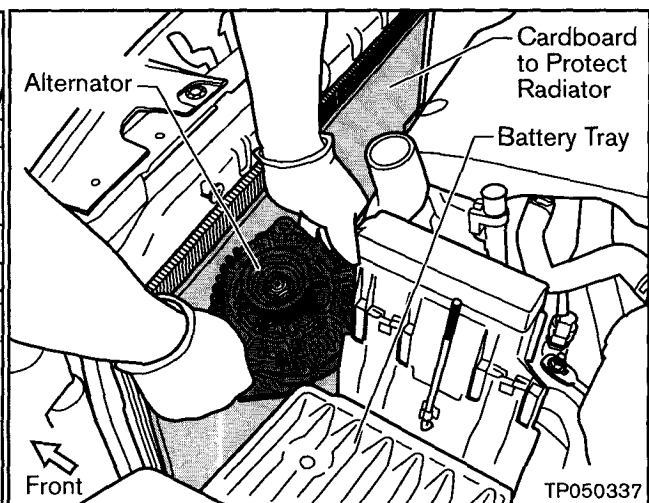


Figure 19b

## Installation

18. Install the new Alternator in the reverse order of removal, making sure:

- The "B" Terminal Nut is carefully tightened to **10.1 N-m (1.0 kg-m, 7 ft-lb)**.
- The belt tension is properly adjusted (see "**Belt Tension Adjustment**", next page).

19. Properly fill and bleed the cooling system.

- Use essential tool J-45695 "Coolant Refill Tool". Refer to NTB02-011a for more information about this tool.

20. Re-program all radio station pre-sets.

21. Return the old Alternator according to the "**Campaign Alternator Core Return Information**" (page 15).

# Belt Tension Adjustment

## DRIVE BELTS

### DRIVE BELTS

PF02117

### Checking Drive Belts

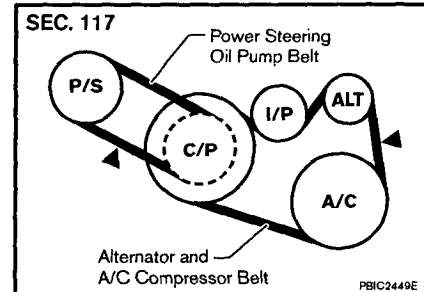
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#### WARNING:

**Be sure to perform when the engine is stopped.**

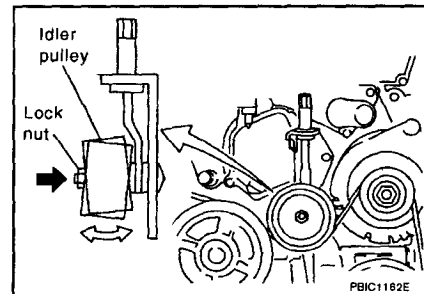
1. Inspect belts for cracks, fraying, wear and oil. If necessary, replace.
2. Inspect drive belt deflection or tension at a point on belt midway between pulleys.

- Inspection should be done only when the engine is cold, or over 30 minutes after engine is stopped.
- Measure the belt tension with belt tension gauge (commercial service tool: BT3373-F or equivalent) at points marked ▼ shown in the figure.
- When measuring deflection, apply 98 N (10 kg, 22 lb) at the ▼ marked point.
- Adjust if the belt deflection exceeds the limit or if the belt tension is not within specifications.



#### CAUTION:

- **When checking the belt deflection or the tension immediately after installation, first adjust it to the specified value. Then, after turning the crankshaft two turns or more, re-adjust to the specified value to avoid variation in deflection between pulleys.**
- **Tighten idler pulley lock nut by hand and measure the deflection or the tension without looseness.**



### Belt Deflection and Tension

	Deflection adjustment		Unit: mm (in)	Tension adjustment*		Unit: N (kg,lb)
	Used belt			Used belt		
	Limit	After adjustment	New belt	Limit	After adjustment	New belt
Alternator and A/C compressor	7 (0.28)	4.2 - 4.6 (0.17 - 0.18)	3.7 - 4.1 (0.15 - 0.16)	294 (30, 66)	730 - 818 (74.5 - 83.5, 164 - 184)	838 - 926 (85.5 - 94.5, 188 - 208)
Power steering oil pump	11 (0.43)	7.3 - 8 (0.29 - 0.30)	6.5 - 7.2 (0.26 - 0.28)	196 (20, 44)	495 - 583 (50.5 - 59.5, 111 - 131)	603 - 691 (61.5 - 70.5, 135.6 - 155.4)
Applied pushing force	98 N (10 Kg, 22 lb)			-		

\*: If belt tension gauge cannot be installed at check points shown, check drive belt tension at different location on the belt.

### Tension Adjustment

ABS0036V

Portion	Belt tightening method for adjustment
Power steering oil pump belt	Adjusting bolt on power steering oil pump
Alternator and A/C compressor belt	Adjusting nut on idler pulley

#### CAUTION:

- **When belt is replaced with a new one, adjust it to value for "New belt" to accommodate for insufficient adaptability with pulley grooves.**

Edition: 2004 September

EM-12

2005 MURANO

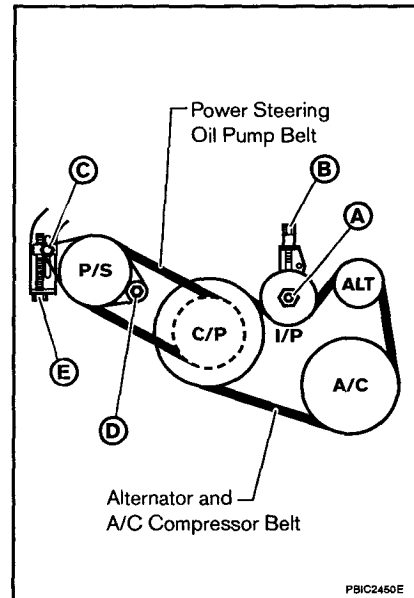
TP050275

## DRIVE BELTS

- When deflection or tension of belt being used exceeds "Limit", adjust it to value for "After adjustment".
  - When checking belt deflection or tension immediately after installation, first adjust it to the specified value. Then, after turning the crankshaft two turns or more, re-adjust to the specified value to avoid variation in deflection between pulleys.
  - When installing belt, make sure that it is correctly engaged with pulley groove.
  - Keep engine oil, working fluid and engine coolant away from belt.
- Do not twist or bend belt excessively.

### ALTERNATOR AND A/C COMPRESSOR BELT

1. Remove splash guard (RH).
2. Loosen idler pulley lock nut (A) and adjust tension by turning adjusting nut (B).
  - For the specified belt tension, refer to EM-12, "Checking Drive Belts".
3. Tighten lock nut (A).
  - 🔧 : 34.8 N·m (3.5 kg-m, 26 ft-lb)
4. Tighten adjusting nut (B).
  - 🔧 : 5.4 N·m (0.55 kg-m, 48 in-lb)



### POWER STEERING OIL PUMP BELT

1. Remove splash guard (RH).
  2. Loosen lock bolt (C).
  3. Loosen power steering oil pump mounting bolt (D).
    - Bolt head (D) is engine rear side.
  4. Adjust tension by turning adjusting bolt (E).
    - For the specified belt tension, refer to EM-12, "Checking Drive Belts".
- NOTE:**  
Adjusting bolt (E) is loosened with counterclockwise rotation.
5. Tighten lock bolt (C).
    - 🔧 : 28.0 N·m (2.9 kg-m, 21 ft-lb)
  6. Tighten power steering oil pump mounting bolt (D).
    - 🔧 : 43.2 N·m (4.4 kg-m, 32 ft-lb)

### Removal and Installation

#### REMOVAL

1. Remove splash guard (RH).
2. Fully loosen each belt by following the guidelines in EM-12, "Tension Adjustment". Remove alternator and A/C compressor belt and then power steering oil pump belt.

# Campaign Alternator Core Return Information

**IMPORTANT:** Use the following procedure when returning Campaign Alternator Cores.

## Technician

After removing the alternator from the vehicle:

1. Place the alternator core in the Genuine Nissan part retail box (the box that the new alternator came in).
2. Return the box to the Parts Department (or other area where the cores are held until they are shipped).

## Parts Department (or other dept. responsible for core return)

**Important:** Keep these alternator cores separate from other cores that may be awaiting shipment as they must be shipped to a separate address. You do not have to accumulate a large number of the Murano alternator cores before they are returned. They can be sent back to Hitachi at any time (using the directions listed below). Quick return of these cores helps to ensure an uninterrupted supply of remanufactured alternators to support this campaign.

Use your normal core return process to return the Murano campaign alternator cores. However, it is important that you:

1. Package the cores in quantities of 1 to 4 per shipping box.
2. Pack only Murano campaign alternator cores in the shipping box.
3. Print your dealer number on the bright green Murano Alternator Campaign Parts Return Label and attach it to the outside of the shipping box (see Figure 20 below).

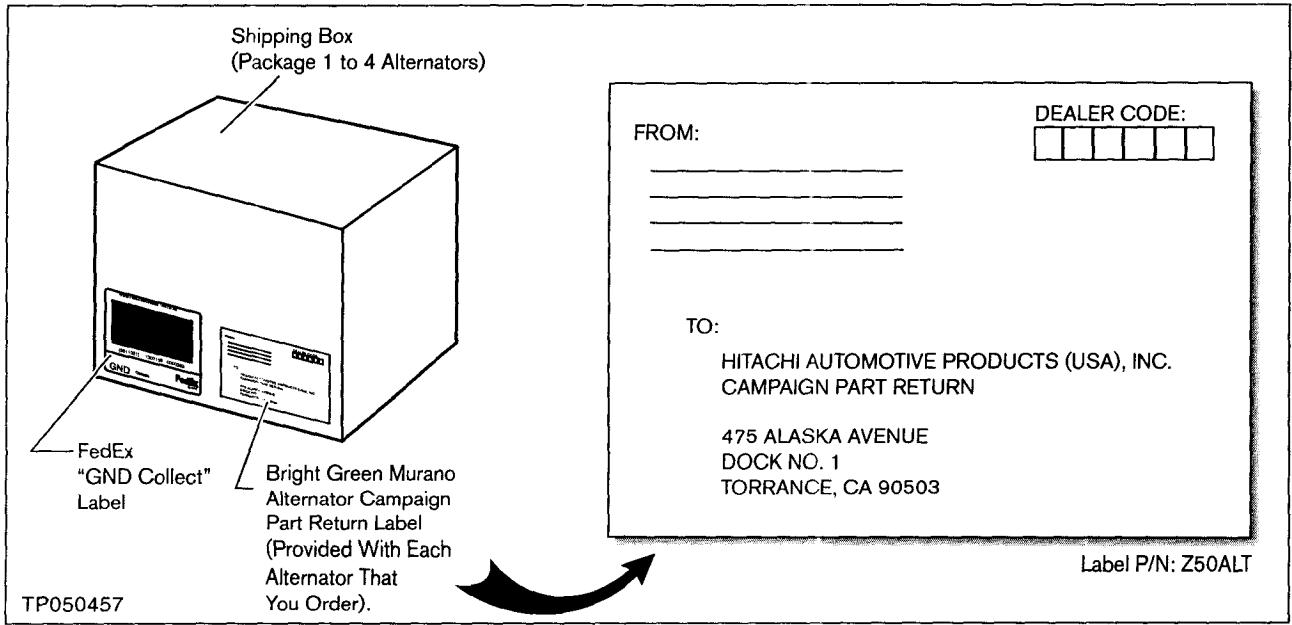


Figure 20

4. Follow all other normal core return procedures:

- Complete the Core Credit Request (CCR)
- Make sure you include your dealer code
- Include a copy of the CCR in the shipping box
- Keep a copy of the CCR for your records

**NOTE:** The bright green Murano Alternator Campaign Part Return Label comes inside each alternator box (PN 2310M-CN10AR) that you order. If needed, these labels can be ordered separately from Resolve using P/N Z50ALT. Contact Resolve at 440-572-7280. The Ground Collect bar code labels must be obtained directly from FedEx.



**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
Alternator *	2310M-CN10AR	1
O-Ring – Radiator Drain Plug	21481-18000	1

\* This campaign requires special alternator core return procedures. Refer to page 15 for more information.

**CLAIMS INFORMATION**

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

“CM” I.D.: P5215

DESCRIPTION	OP CODE	FRT
Inspect Alternator Only	P52150	0.2 hrs

OR:

DESCRIPTION	OP CODE	FRT
RPL Alternator	P52151	1.6 hrs

## OWNER'S LETTER

Dear Nissan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 2003-2005 model year Nissan Murano vehicles.

### Reason for Recall

On some 2003-2005 Nissan Murano vehicles, there is a possibility that a wire breaking inside the alternator could stop the battery from charging. If this happens, the charge warning and brake warning lamps will immediately come on and the battery will begin to discharge. After a short time, the engine will go into a "fail safe" condition which will limit vehicle speed. Very shortly after this, the engine will stop running. This could result in a crash.

### What Nissan Will Do

In order to prevent this condition from occurring, your Nissan dealer will inspect and, if necessary, replace the alternator. This free service should take about two hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. **If the charge warning and brake warning lamps come on while you are driving, you should pull off the road to a safe location and arrange to have your vehicle towed to a Nissan dealer.** Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is (800) 647-7261.

If you have paid to have your alternator replaced prior to this campaign, you may be eligible for reimbursement of the related expense. You will still need to contact your Nissan dealer to arrange an appointment to have your vehicle inspected. You may also contact Nissan Consumer Affairs at the numbers listed above for additional information. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lesser receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.