



RECALL CAMPAIGN BULLETIN

Reference:

NTB08-024

Date:

February 13, 2008

VOLUNTARY RECALL CAMPAIGN 2009 MURANO AIR BAG CONTROL MODULE REPROGRAM

CAMPAIGN ID #: P8201
APPLIED VEHICLE(S): 2009 Murano (Z51)
APPLIED VIN(S): JN8AZ18U(*)9W 000101 – 008983
JN8AZ18W(*)9W 100101 – 119273

NOTE: Use Service COMM to confirm campaign eligibility

INTRODUCTION

Nissan has decided that a defect which relates to motor vehicle safety exists in some 2009 model year Nissan Murano vehicles. Due to incorrect software programming, the Air Bag Control Unit may cause the passenger air bag not to operate as designed if the vehicle battery becomes significantly discharged. This could result in the passenger air bag not inflating in a crash in which it was designed to do so, and increasing the risk of injury. In order to prevent this from occurring, Nissan is conducting a Voluntary Safety Recall to reprogram the Airbag Control Unit in affected vehicles free of charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number P8201 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 by this campaign is approximately 11,500

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 sale. 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.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- **ASIST on the Toughbook® PC has been freshly synchronized (updated).**
- **Your C-III has software version 8.15.01.07.00 or later.**
- A screen print for Warranty documentation can be done from C-III during this process while still cable-connected to the vehicle.

1. Use the USB cable to connect the Vehicle Interface (VI) to the Toughbook® PC and then connect the VI to the vehicle.

2. Connect the AC Adapter to the Toughbook® PC.

CAUTION: Be sure to connect the AC Adapter. If PC battery voltage drops the process will be interrupted.

3. Connect a battery charger:

- Set the battery charger at a low charge rate (trickle charge).

4. Turn the ignition ON with the engine OFF.

- The engine must be OFF (not running) during the reprogramming procedure.

5. Open / start ASIST on the Toughbook® PC.

6. Select CONSULT Utilities, and select CONSULT-III.

7. Wait for the “Detecting VI/MI in progress” message to clear.

8. Select the detected VI from the list. (See Figure 1.)
9. Select **Connect**.

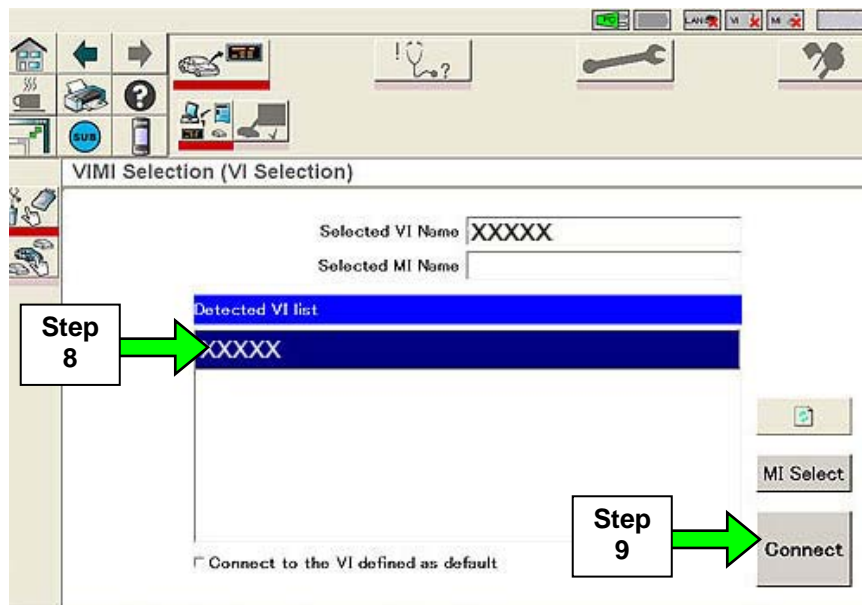


Figure 1

10. Wait for the “Checking the firmware version” message to clear.
11. Select ***MURANO Camp:P8201** (see Figure 2).
12. Select **Select**.

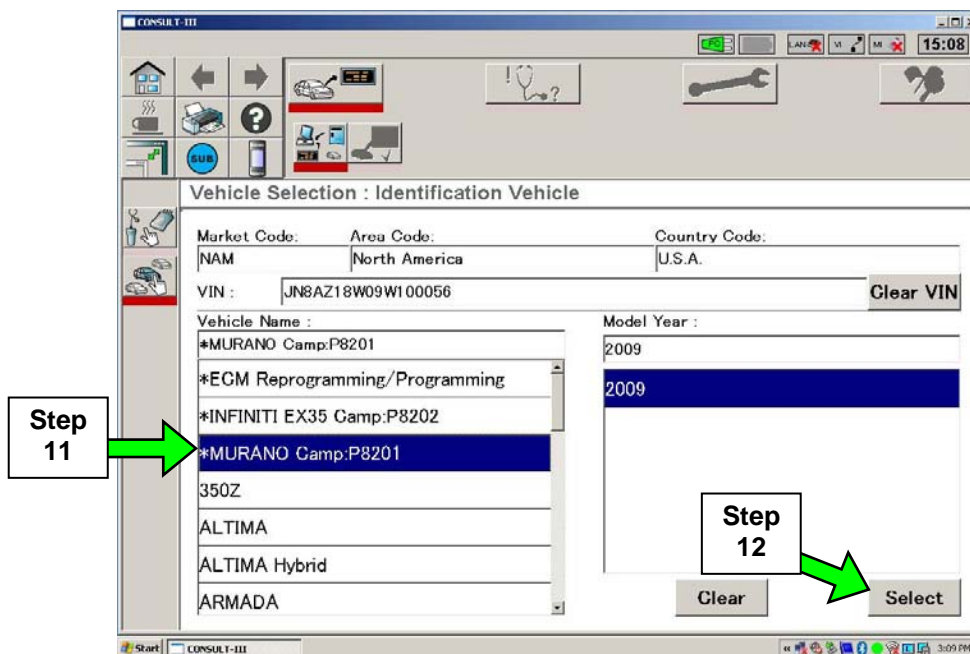


Figure 2

16. Select **Special function**.

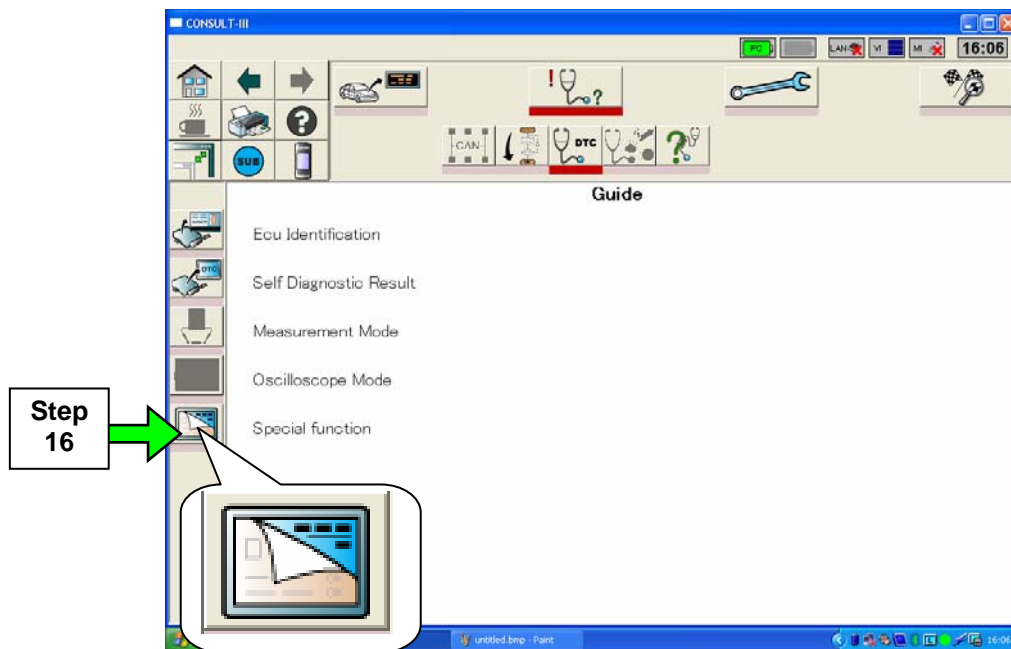


Figure 5

17. Select **Next**.

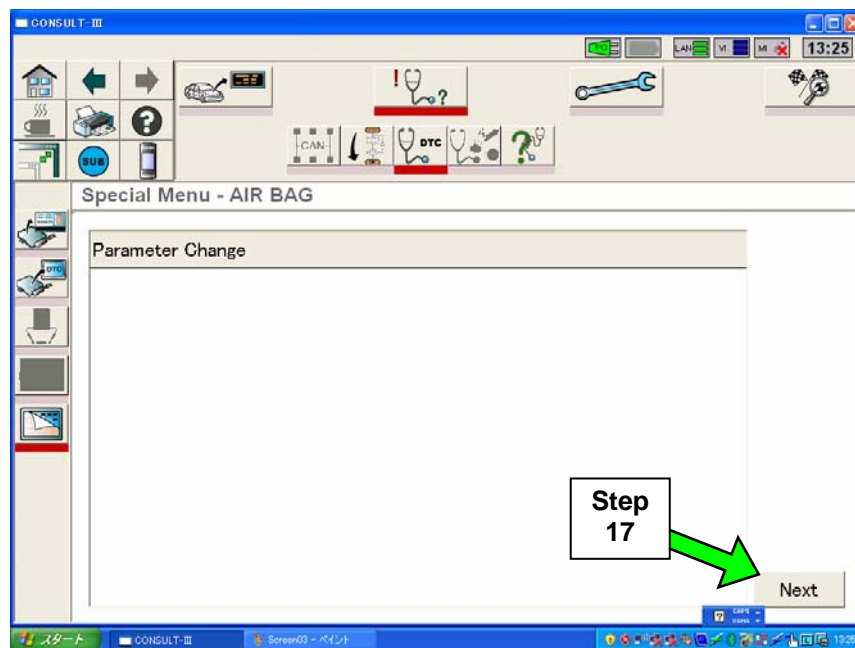


Figure 6

NOTE: If the error message shown in Figure 7 is displayed, the campaign has already been completed on this vehicle.

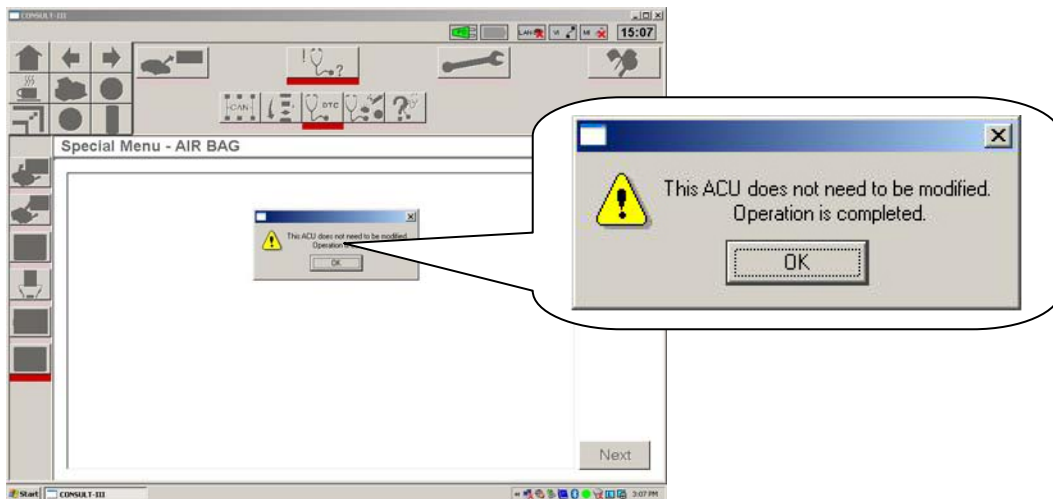


Figure 7

18. Select **Yes**.

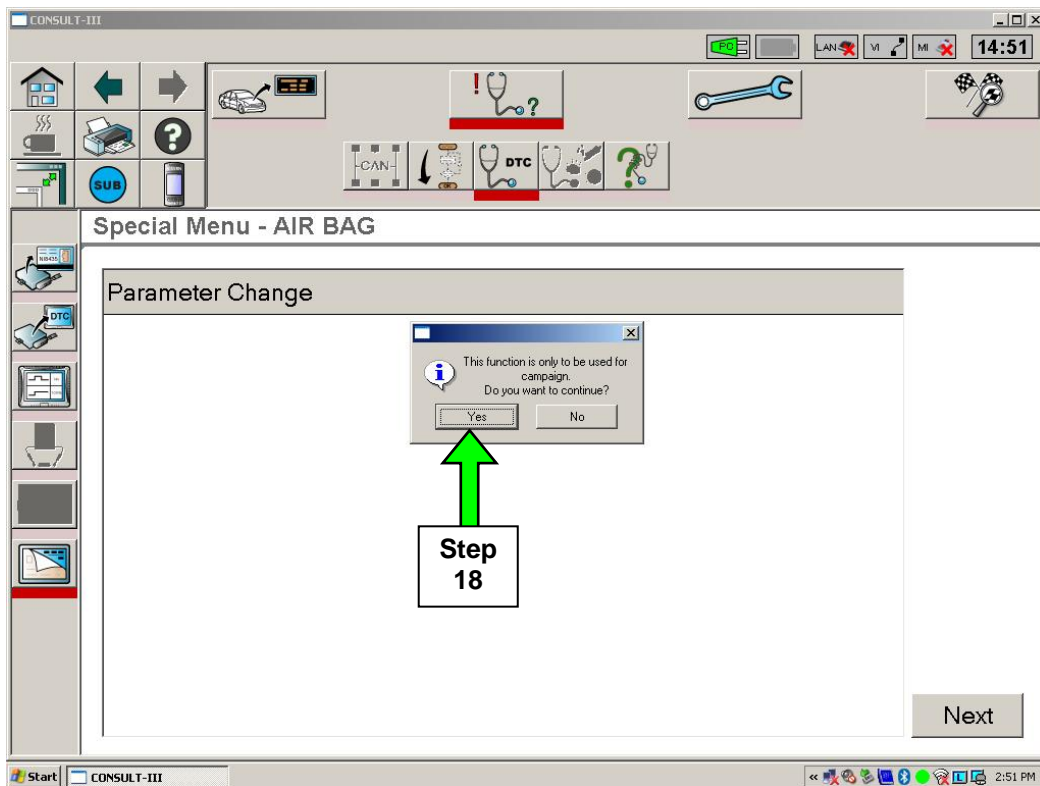


Figure 8

19. The screen in Figure 9 should display. Read the items on the screen and make sure each of the conditions have been met.

20. Select **Next**.

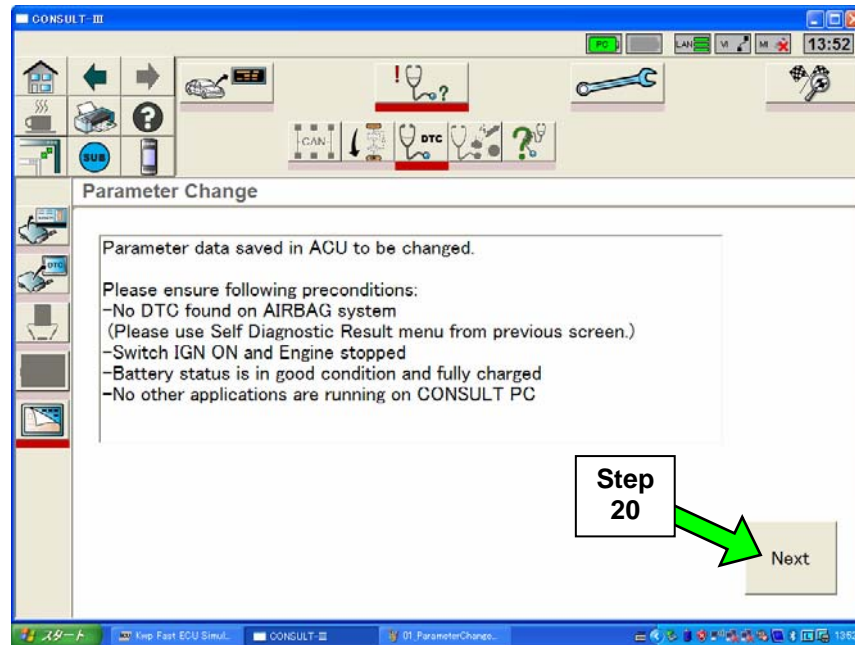


Figure 9

21. C-III will now perform the Parameter Change (reprogram).

- The process will take about 5 seconds.
- An on-screen progress bar will display during the process.
- **DO NOT** disturb the VI, or USB connections.
- **DO NOT** try to start the engine or turn the ignition OFF during the process.

NOTE: If an error message appears refer to page 11.

22. Select **Print**.

- When the screen in Figure 10 appears, the Parameter Change (reprogram) has successfully completed.
- **Print this screen and attach it to the Repair Order for Warranty documentation.**

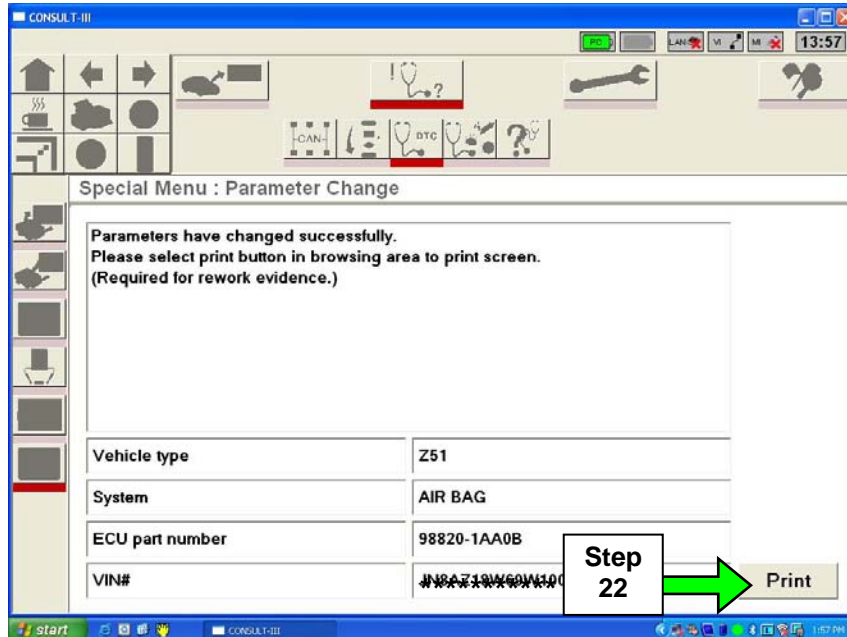


Figure 10

23. Select **Print** (see Figure 11).

NOTE: If you can not print the screen, select **Save**. A copy of the screen will be saved in the Toughbook® PC.

24. Select **OK**.

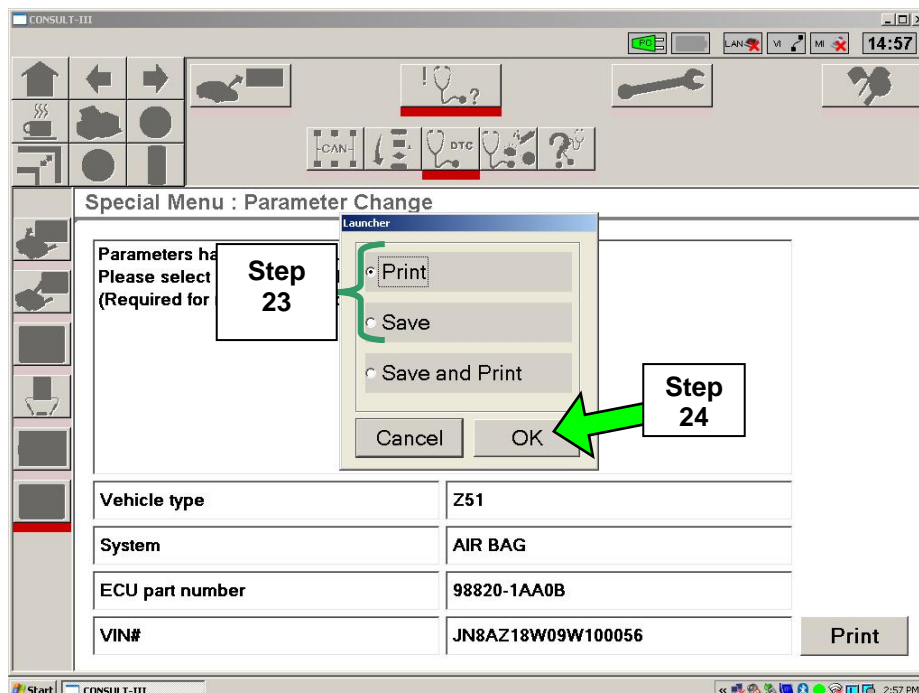


Figure 11

NOTE: If you saved a copy of the screen in Figure 10 and need to print it at a later date, you can find it in the following file location:

At the bottom left corner of the Toughbook® screen, click on **Start**.

In the Administrator window select **My Computer**.

In the My Computer screen select **Local Disc (C)**.

In the Local Disc (C) screen select **Consult III** folder.

In the Consult III screen/folder select **ApplicationData** folder.

In the ApplicationData screen/folder select **PrintImages** folder.

When the file was saved it was automatically given a file name using the current date and time. Select and print the file/screen image that you want.

25. Perform steps 1 and 2 listed on the screen:

- 1) Turn the ignition OFF for at least 5 seconds, then turn the ignition ON.
- 2) Select the DTC icon to confirm Self Diagnostic results again.

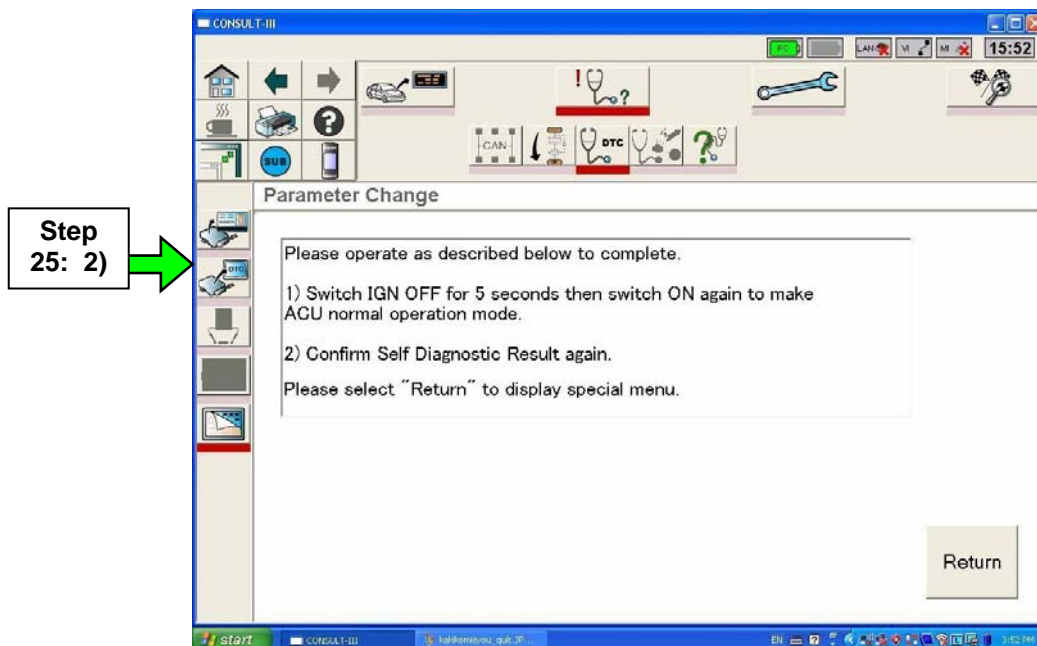


Figure 12

26. Wait for System Call and DTC diagnosis to complete.

27. Make sure no DTCs are stored.

- If there are any DTCs, select erase.

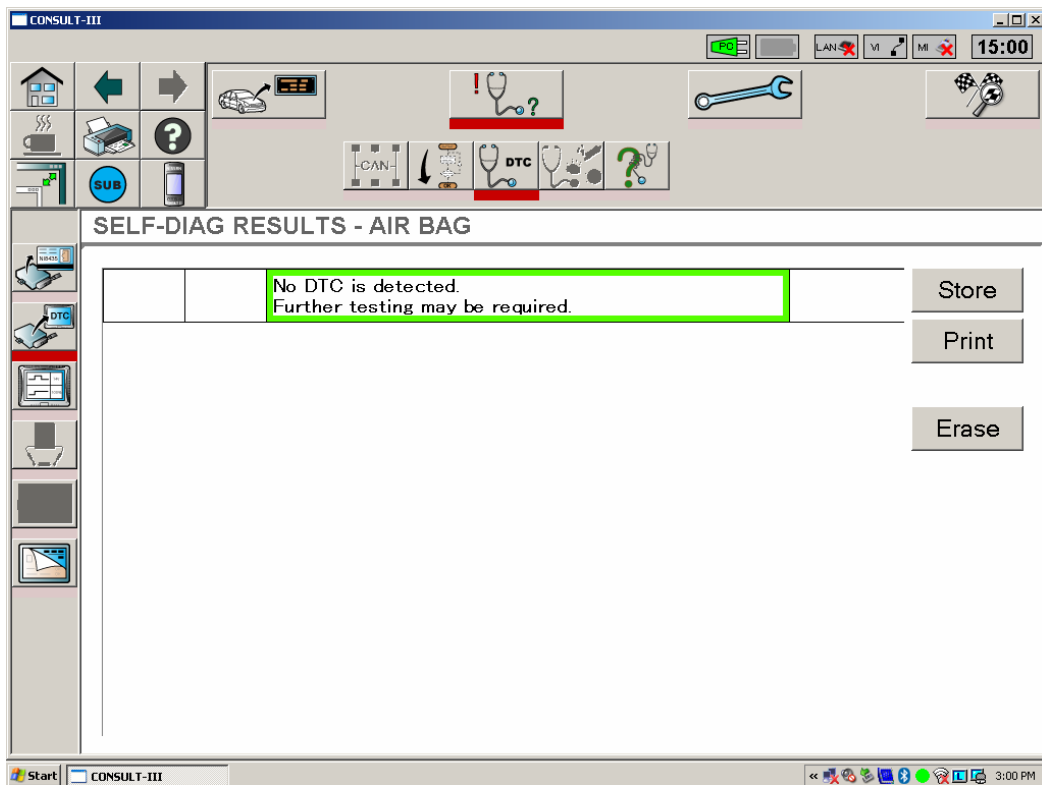


Figure 13

END

NOTE: Possible Error Messages During Parameter Change (Reprogram) Process

- If the message in Figure A is displayed, the ACU (Air Bag Control Unit) is damaged and must be replaced.

Replace the ACU.

Do not reprogram the new ACU.

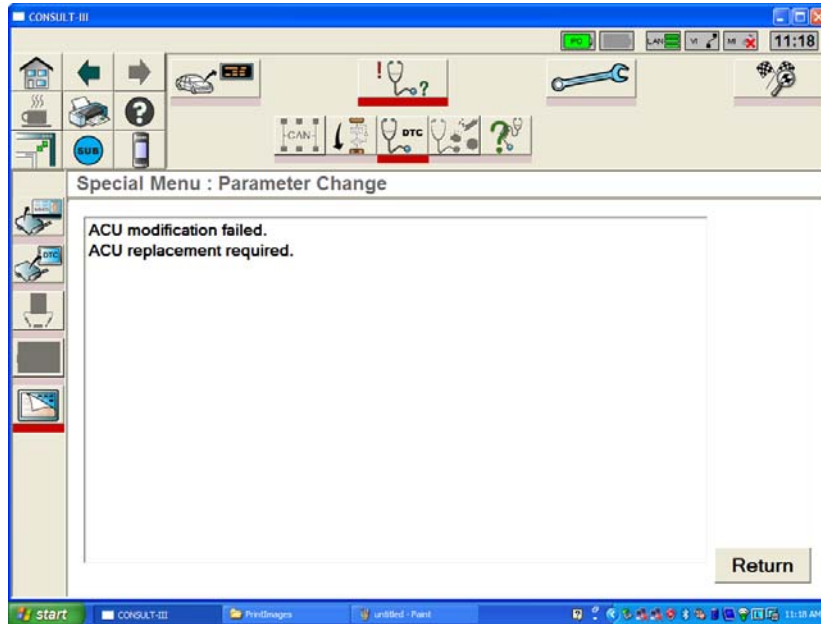


Figure A

- If the message in Figure B is displayed select **OK**, then go back to step 1 on page 2 and perform the procedure again.

Follow each step in the procedure exactly.

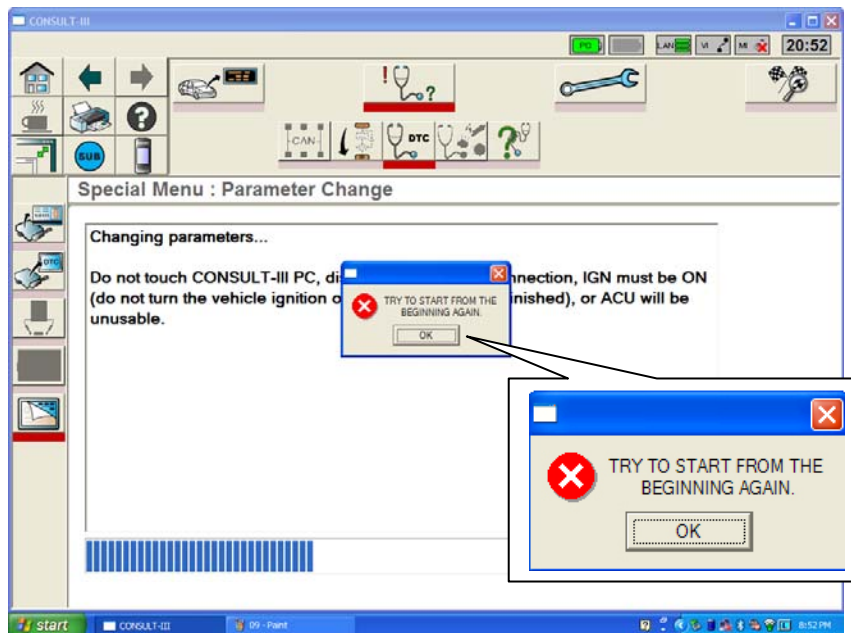


Figure B

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

“CM” I.D.: R8201

DESCRIPTION	OP CODE	FRT
Reprogram the ACU With CONSULT-III	P82011	0.2

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 which relates to motor vehicle safety exists in some 2009 model year Nissan Murano vehicles. Our records indicate that you own the Nissan vehicle identified by the Vehicle Identification Number on the cover of this notice.

Reason for Recall

Due to incorrect software programming, the Air Bag Control Unit may cause the passenger air bag not to operate as designed if the vehicle battery becomes significantly discharged. This could result in the passenger air bag not inflating in a crash in which it was designed to do so, and increasing the risk of injury.

What Nissan Will Do

In order to prevent this from occurring, your Nissan dealer will reprogram the Airbag Control Unit in your vehicle. This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

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. 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 Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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 law requires that any vehicle lessor 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.

