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NISSAN BULLETIN

2015 Murano ABS Actuator Voluntary Safety Recall Campaign

Reference: PC375

Date: June 5, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

A STOP SALE CONDITION IS IN EFFECT.

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

Nissan is conducting a Voluntary Safety Recall Campaign on approximately 9,730 MY2015 Nissan Murano (Z52) vehicles produced at the Canton, Mississippi plant between December 4, 2014 and March 17, 2015 and sold in the United States and its territories.

Nissan dealers will inspect the ABS Actuator date code on affected vehicles. If the actuator is found to have been produced within a specific manufacturing date range, a new actuator will be installed at no cost to the customer.

Nissan is committed to a high level of customer safety, service, and satisfaction and are working with dealers to provide an outstanding ownership experience to Murano owners.

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign repair is performed.

******* What Dealers Should Do*******

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC375**
2. Dealers should not sell or trade any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been inspected and if necessary, repaired.
3. **Inspect all affected vehicles entering the dealer for service and vehicles in dealer inventory prior to sale** using the attached interim inspection procedure.
 - If the inspection results require ABS actuator replacement, complete and submit the attached parts order form and hold the vehicle until the parts and repair are available.
 - If the inspection results indicate the ABS actuator is not affected, release the vehicle for sale and file the claim per the information provided. No further action is required.
4. If a retailed vehicle affected by this campaign visits the dealer for service, the dealer should inform the customer about the recall campaign and perform the attached inspection.
 - Parts are not currently available for repairs. Nissan expects to begin receiving parts the week of June 22, 2015
 - Rental will be available under the campaign for affected vehicles requiring repair.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$40 (per day)

*******Parts Information*******

Parts are currently on sales restriction and **are not** currently available. Nissan expects to begin receiving parts the week of June 22, 2015. Use the parts order form included with this announcement to order parts. Nissan will ship parts for retailed units first, followed by parts for dealer inventory vehicles in the order they are received.

******* Parts Collection *******

ABS Actuators replaced under this campaign will be collected.

Pursuant to APRM policy 2.32.13, dealers are expected to comply with the parts return procedure. **Dealers will be charged back for parts and labor found to be out of compliance with campaign inspection and repair guidelines published in the campaign bulletins and interim inspection procedures.**

NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.

******* Repair Instructions *******

The repair procedure for the affected Murano vehicles is still under development. A separate announcement will be released once parts and procedure are available.

An interim inspection procedure is available on ASIST and NNAnet.com.

- ASIST – Go to “Tech Support Info” on the left column of the ASIST opening page. Under “Tech Support Info”, select “Inventory Vehicle Actions”. A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Sales>Campaigns>
 - Parts>Campaigns>
 - Service>Campaigns>
 - **Key Word: PC375**

******* Vehicle Identification – Dealer Inventory *******

There are approximately **9,730** Nissan Murano vehicles affected by this voluntary safety recall. Approximately **2,945** vehicles are currently in dealer inventory and subject to immediate STOP SALE. Vehicles subject to this campaign can be identified using the following methods:

- **SERVICE COMM** – Beginning June 5th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC375** - to determine additional vehicles subject to this Voluntary Safety Recall Campaign.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district, and dealer.

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

******* Owner Notification *******

Nissan plans to complete notification to all owners of potentially affected vehicles in July 2015 via U.S. Mail.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ

Q. What model year Murano vehicles are involved?

A. Approximately 10,570 MY15 Murano vehicles manufactured at Canton, Mississippi between December 4, 2014 and March 17, 2015 are potentially affected. This includes approximately 9,730 in the U.S. and its territories and 839 in Canada.

Q. What is the reason for this campaign repair?

A. Due to a supplier quality issue that has since been corrected, a component of the ABS Actuator may have been contaminated and could malfunction.

Q. Is this a safety recall?

A. Yes.

Q. When will vehicle owners be notified?

A. Nissan plans to complete notification to all owners of potentially affected vehicles by July 2015 via U.S. Mail.

Q. What will be the service department action?

A. The ABS Actuator date code will be inspected. If the actuator is found to have been produced within the specified manufacturing date range, a new actuator will be installed at no cost to the customer.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This recall campaign is identified as Campaign I.D. **PC375**.

Q. A customer brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?

A. Check SERVICE COMM to confirm **PC375** is displayed as an open campaign. If a customer vehicle is identified in service comm., the recall inspection procedure should be performed.

Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?

A. No.

Q. Have there been any injuries or fatalities related to this?

A. No.

Q. Can I use my vehicle until the ABS Actuator on my vehicle has been inspected?

A. Yes, but you should contact your Nissan dealer as soon as possible to have your vehicle inspected if you receive an owner notification letter indicating your vehicle is potentially affected.

Q. Will a rental vehicle be provided while the dealer is waiting for parts to repair a customer's vehicle?

A. Dealers can provide a rental to the customer until parts are available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$40 (per day)

Q. How long will the corrective action take?

A. This service, free for parts and labor, could take up to several hours to complete if repairs are necessary. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

SERVICE PROCEDURE

1. Locate the ABS Actuator and Electric Unit (Control Unit).
 - ABS Actuator and Electric Unit is located on the passenger side of the engine compartment behind the engine.

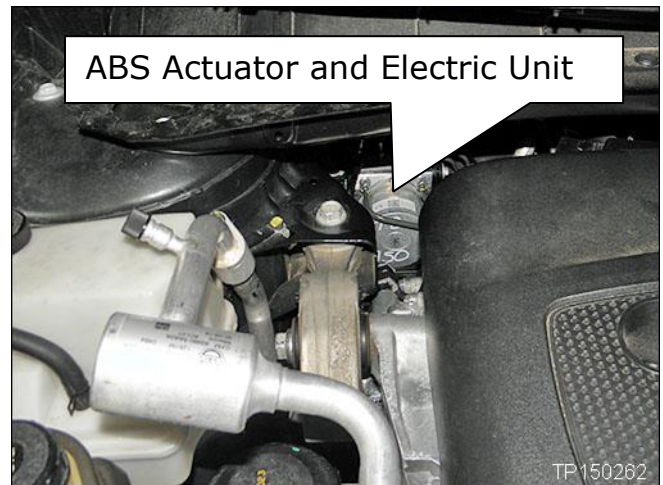


Figure 1

2. Read the Date Code and Serial Number on the top of the ABS Actuator and Electric Unit (see Figures 2 and 3).

NOTE: It may be helpful to take a photo of the Date Code and Serial Numbers and then read them from the photo.

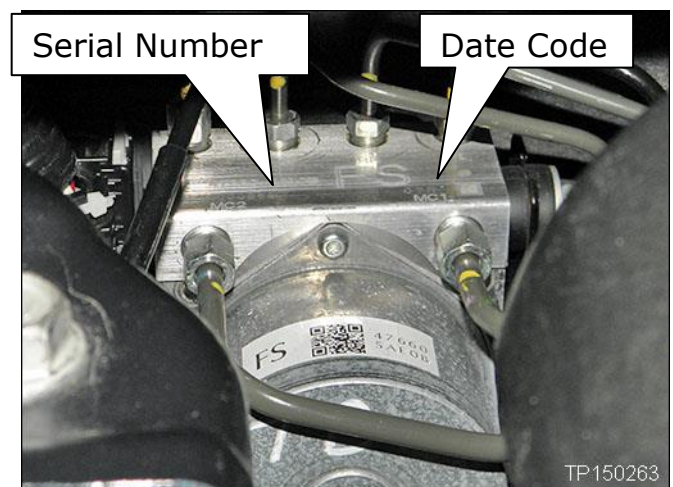


Figure 2

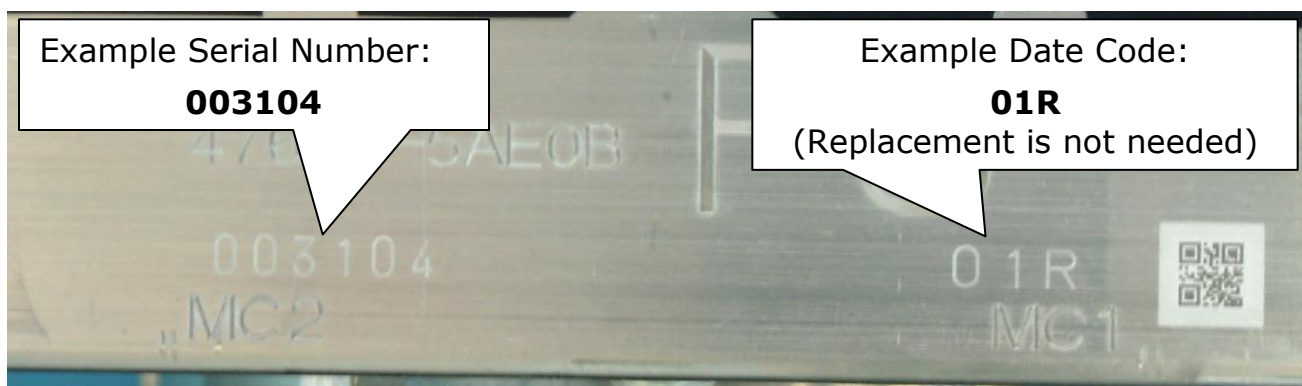
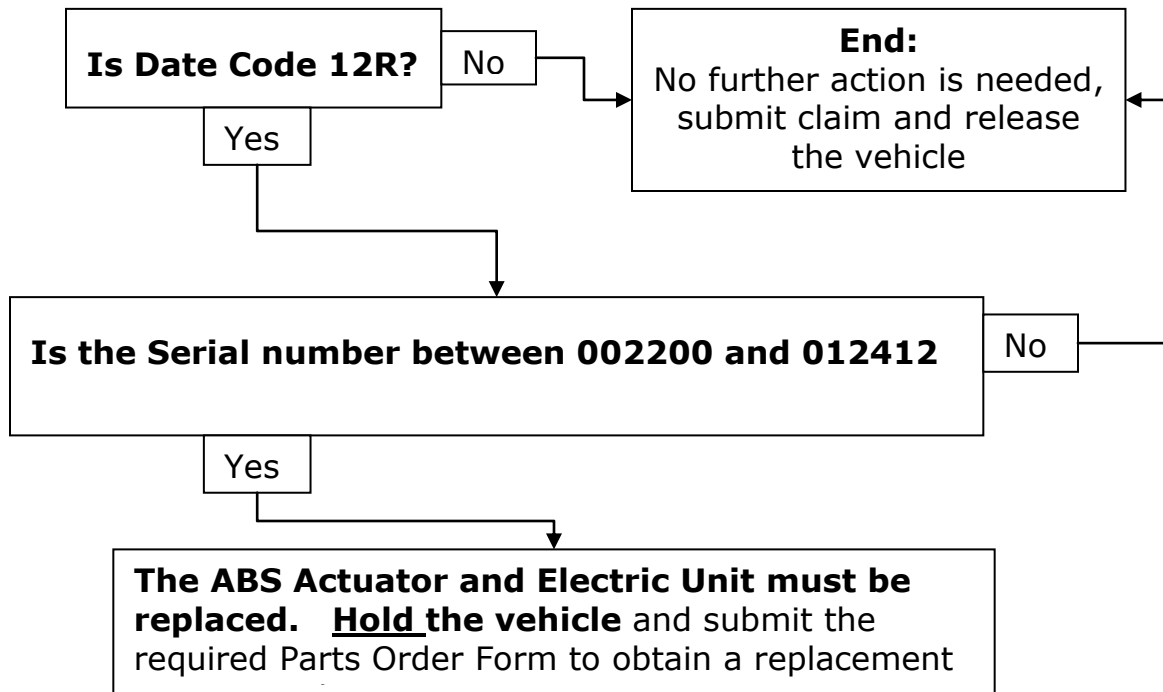


Figure 3

3. Determine if ABS Actuator and Electric Unit replacement is needed as follows:



4. If needed: order the ABS Actuator and Electric Unit using the Parts Order Form.

NOTE: Repair information will be provided at a later date for vehicles that Step 3 determined replacement of the ABS Actuator and Electric Unit is required.

PARTS INFORMATION

Replacement parts are currently on parts restriction. Please complete and submit the Parts Order Form to obtain a replacement ABS Actuator and Electric Unit.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
PC375	Inspect ABS Actuator and Electric Unit Product Serial Code	PC3750	0.2 hrs.