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NISSAN

BULLETIN

ABS Actuator

Voluntary Safety Recall Campaign

Reference: PC446

Date: April 7, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

A STOP SALE CONDITION IS IN EFFECT.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: |
|------------------------|----------------------|-------------------|-------------------------------|
| MY2016-17 Maxima (A36) | 8,150 | 4,003 | April 7 th , 2016 |
| MY2016 Murano (Z52) | 4,472 | 2,954 | |

******* Campaign Summary *******

Nissan is conducting a voluntary safety recall campaign on approximately 12,622 vehicles sold in The United States, Guam, and Puerto Rico to inspect and, if necessary, replace the ABS Actuator. Some vehicles within the affected population described above were equipped with ABS Actuators that may have been manufactured out of specification; such that there is a possibility that some ABS Actuators may have been assembled with a pump containing an O-ring that was damaged in such a way that the brake fluid pressure may not be properly controlled during ABS and Vehicle Dynamic Control (VDC) system activation, resulting in degradation of these functions and increase a risk of a crash.

Dealers will inspect the ABS Actuator serial number. If the actuator on a vehicle is found to have been produced within the specified manufacturing date range, a new actuator will be installed at no cost to the customer. It is expected that approximately 159 ABS Actuators will require replacement (112 Maxima (A36), 47 Murano (Z52)).

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

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

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC446.**
 - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers will retrieve the ABS Actuator serial number and enter it into ASIST. ASIST will query the serial number entered against a table of affected serial numbers and instruct the dealer to replace the actuator or release the vehicle.
 - If no repair is needed, dealers may submit the claim (using PC4460), and release the vehicle with no further action.

- If repair is needed, dealers should order the appropriate part. **Once the vehicle has been repaired**, submit the claim (using PC4461), using the claims coding provided, and release the vehicle.
 - ASIST will enable dealers to print the results of the serial number lookup. Dealers are advised to print the results and maintain a copy with their repair orders.

NOTE: Do not submit the claim until parts have been received and the vehicle has been repaired.

4. If a retailed vehicle affected by these campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. If parts replacement is necessary, rental is available while parts are on order:

| EXPENSE CODE | DESCRIPTION |
|---|---------------------------|
| 502 | Rental Expense \$80 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. | |

***** Release Schedule *****

| | |
|---------------------------|--|
| Parts | <ul style="list-style-type: none"> • Parts are not needed for this activity unless the serial number is within the specified manufacturing date range as advised by ASIST. • A limited number of parts are available. Do not order parts unless ASIST has confirmed the serial number on a vehicle’s actuator is affected. <ul style="list-style-type: none"> ○ If repair is needed, replacement parts are currently on restriction and may be ordered using the new DCS restricted campaign parts ordering tool. <p style="color: red; text-align: center;">Please refer to NPSB 16-526 for specific ordering instructions.</p> • Parts replaced under this campaign activity may be collected. Follow the attached inspection procedure prior to determining the necessity of replacing any parts. • Pursuant to APRM policy 2.33.13, 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 inspection and repair guidelines. • 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 | <ul style="list-style-type: none"> • A campaign TSB is currently under development and will be the subject of a future announcement. |
| Owner Notification | Nissan will begin notifying owners of all potentially affected vehicles in May, 2016 via U.S. Mail. |

***** Dealer 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.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes, a Stop Sale is in effect.

Q. What is the reason for safety recall?

A. Due to a supplier manufacturing error that has since been corrected, approximately 159 vehicles within the affected population described above were equipped with ABS Actuators were manufactured out of specification.

Q. What is the possible effect of the condition?

A. There is a possibility that some ABS Actuators may have been assembled with a pump containing an O-ring that was damaged in such a way that the brake fluid pressure may not be properly controlled during ABS and Vehicle Dynamic Control (VDC) system activation, resulting in degradation of these functions and increase a risk of a crash. There will be minimal impact during normal braking.

Q. What will be the corrective action for this voluntary safety recall campaign?

A. Nissan dealers will inspect the ABS Actuator serial number. If the actuator on a vehicle 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 long will the corrective action take?

A. The inspection should take less than 1 hour to complete. If parts replacement is necessary, the repair can take up to 3 hours to perform once parts are available. However, the Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. All services will be provided at no cost for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan will notify owners in May 2016, asking them to bring their vehicle to an authorized Nissan dealer to have the ABS Actuator serial number inspected. If the serial number is within the specified manufacturing date range, a new actuator will be installed at no cost to the customer.

Q. Are parts readily available?

A. A limited number of parts are expected to be available beginning the week of April 18th, 2016. When a serial number requiring replacement has been identified, parts may be ordered via the DCS Restricted Parts Ordering tool. Please refer to **NPSB 16-526** for specific ordering instructions.

Q. Is my vehicle safe to drive?

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to the recall, you should make arrangements to have your vehicle remedied as soon as possible.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. If parts are required, rental is covered by the campaign while parts are on order.

| EXPENSE CODE | | DESCRIPTION |
|---|----------------|-------------|
| 502 | Rental Expense | \$80 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. | | |

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. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the customer free of charge for parts and labor.

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.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2016-2017 Nissan Maxima and 2016 Murano vehicles within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

| <u>Region</u> | <u>Maxima</u> | <u>Murano</u> | <u>Total</u> |
|----------------------|----------------------|----------------------|---------------------|
| USA | 8,113 | 4,433 | 12,546 |
| CANADA | 234 | 488 | 722 |
| GUAM | 0 | 1 | 1 |
| MEXICO | 47 | 0 | 47 |
| PUERTO RICO | 37 | 38 | 75 |
| Total | 8,431 | 4,960 | 13,391 |

| <u>Make/Model</u> | <u>Dates of Manufacture</u> |
|---------------------------|---|
| MY2016 Nissan Murano | December 17, 2015 through February 11, 2016 |
| MY2016-2017 Nissan Maxima | November 25, 2015 through February 12, 2016 |

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

A. No.



VOLUNTARY SAFETY RECALL CAMPAIGN

PC446 - 2016 MURANO, 2016-2017 MAXIMA ABS CONTROL UNIT INSPECTION AND REPLACEMENT

SERVICE PROCEDURE

1. Open the engine hood and locate the ABS Actuator and Electric Unit (ABS control unit).
 - ABS control unit is on the passenger side of the engine compartment next to the engine wall (Figure 1).



Figure 1

2. Locate the serial number on the top of the ABS control unit (see Figures 1 and 2).

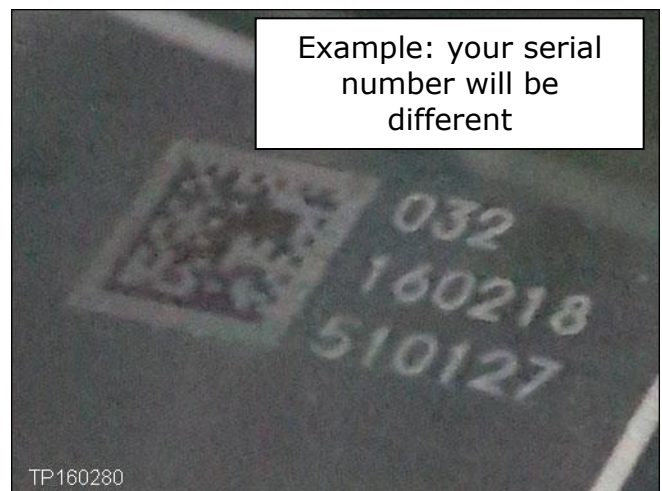


Figure 2

3. Write the 15 digit serial number on the repair order.

- In the **example** in Figure 2, the serial number is **032160218510127** (this is an example, your serial number will be different)

NOTE: It may be easier to take a photo of the serial number with a smart phone and then read it off of the photo.

4. Take the repair order (with serial number) and the photo (if needed) to an ASIST work station.

5. On the left side of the ASIST main menu, select **Tech Support Info**, then **Inventory Vehicle Actions**.

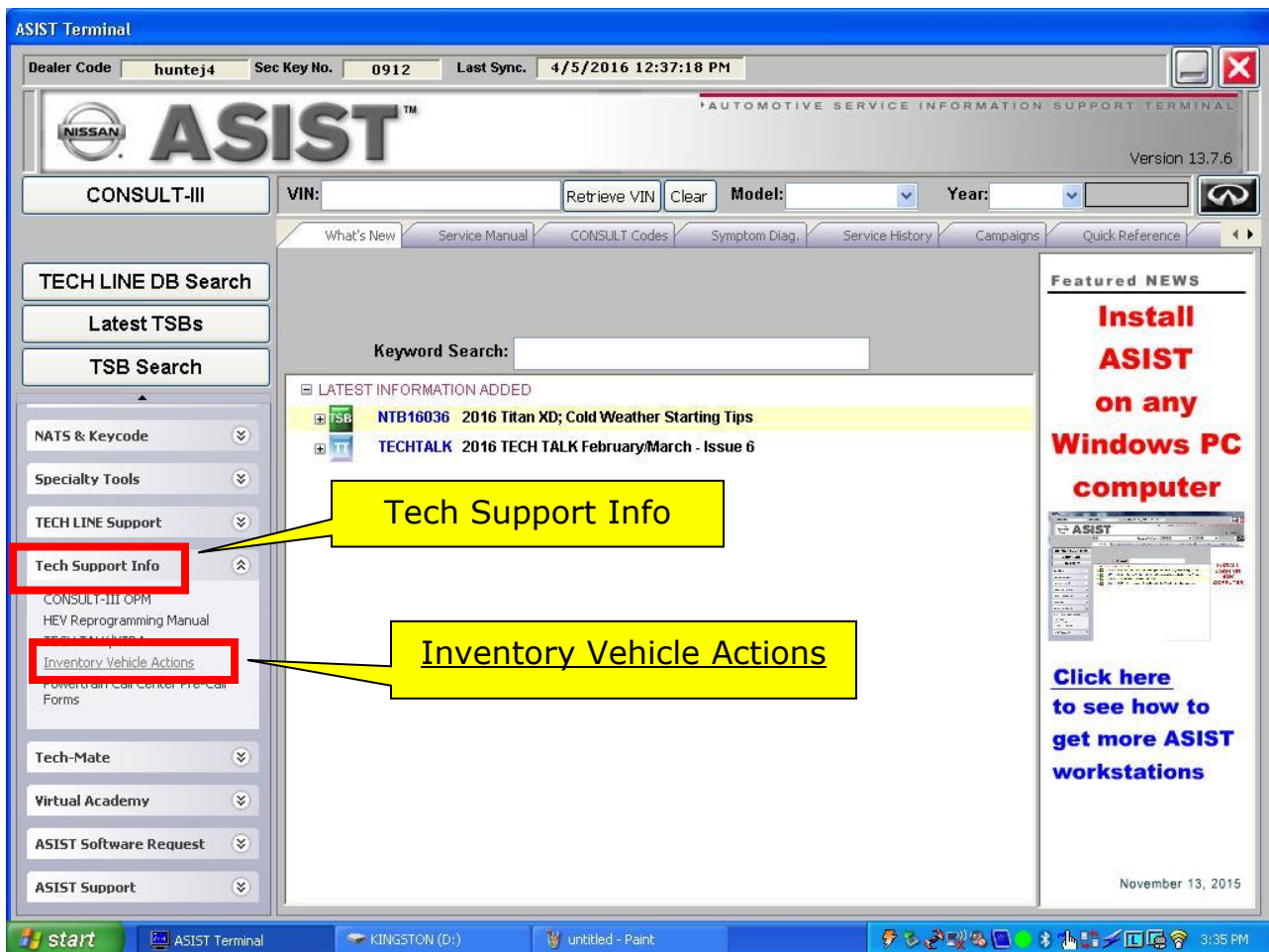


Figure 3

6. Select **CLICK HERE** (PC446-ABS Actuator Inspection).



Figure 4

7. Type in the 15 digit serial number.

8. Select **Check**

- If the ABS control unit is **OK**, the OK message shown in Figure 5 will display.
- **This screen showing the 15 digit serial number and the OK message, MUST be printed and attached to the repair order for warranty documentation.**

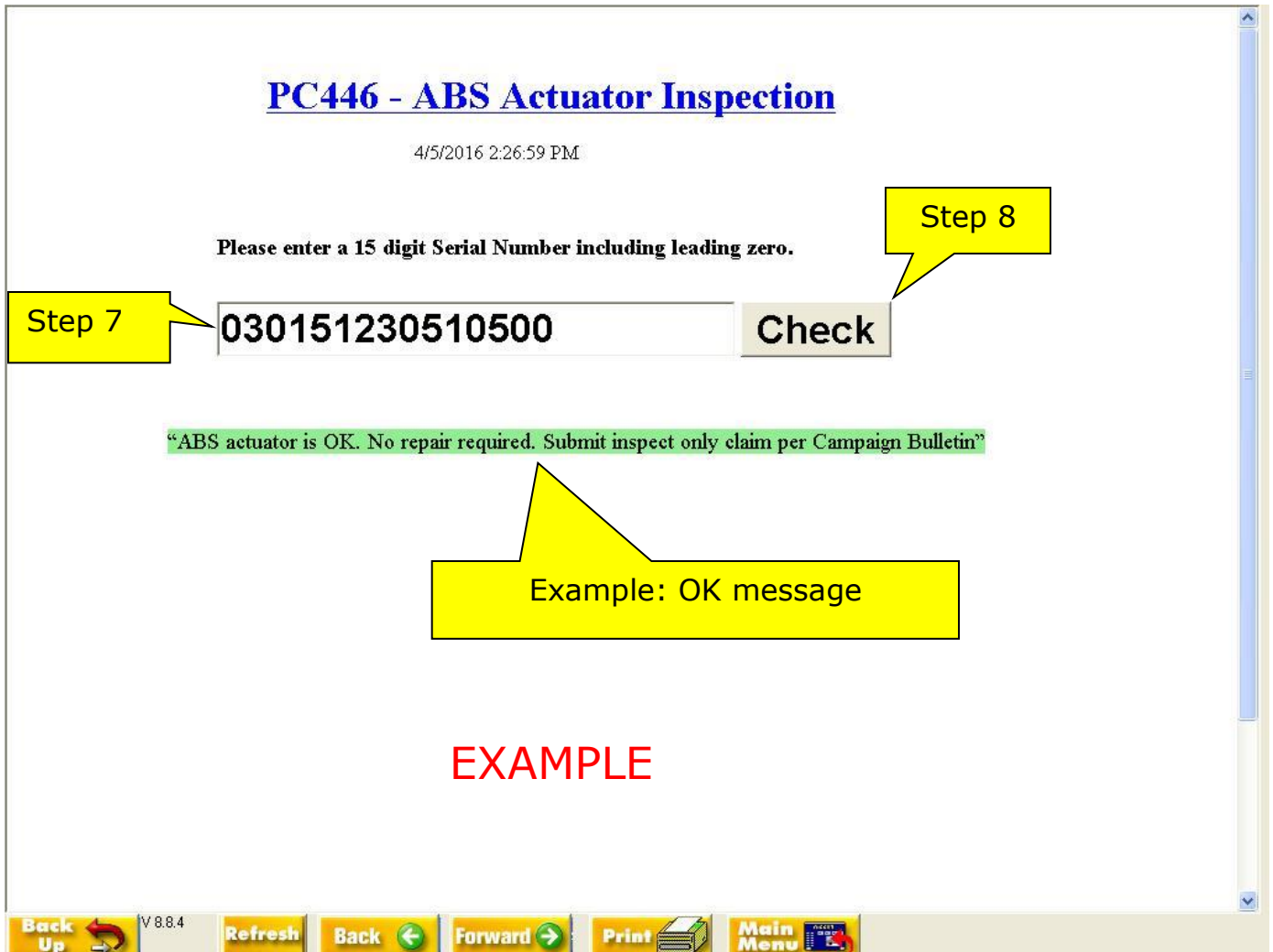


Figure 5

- If the ABS control unit needs replacement, the Needs Repair Message shown in Figure 6 will display.
- **This screen showing the 15 digit serial number and the Needs Repair Message, MUST be printed and attached to the repair order for warranty documentation.**

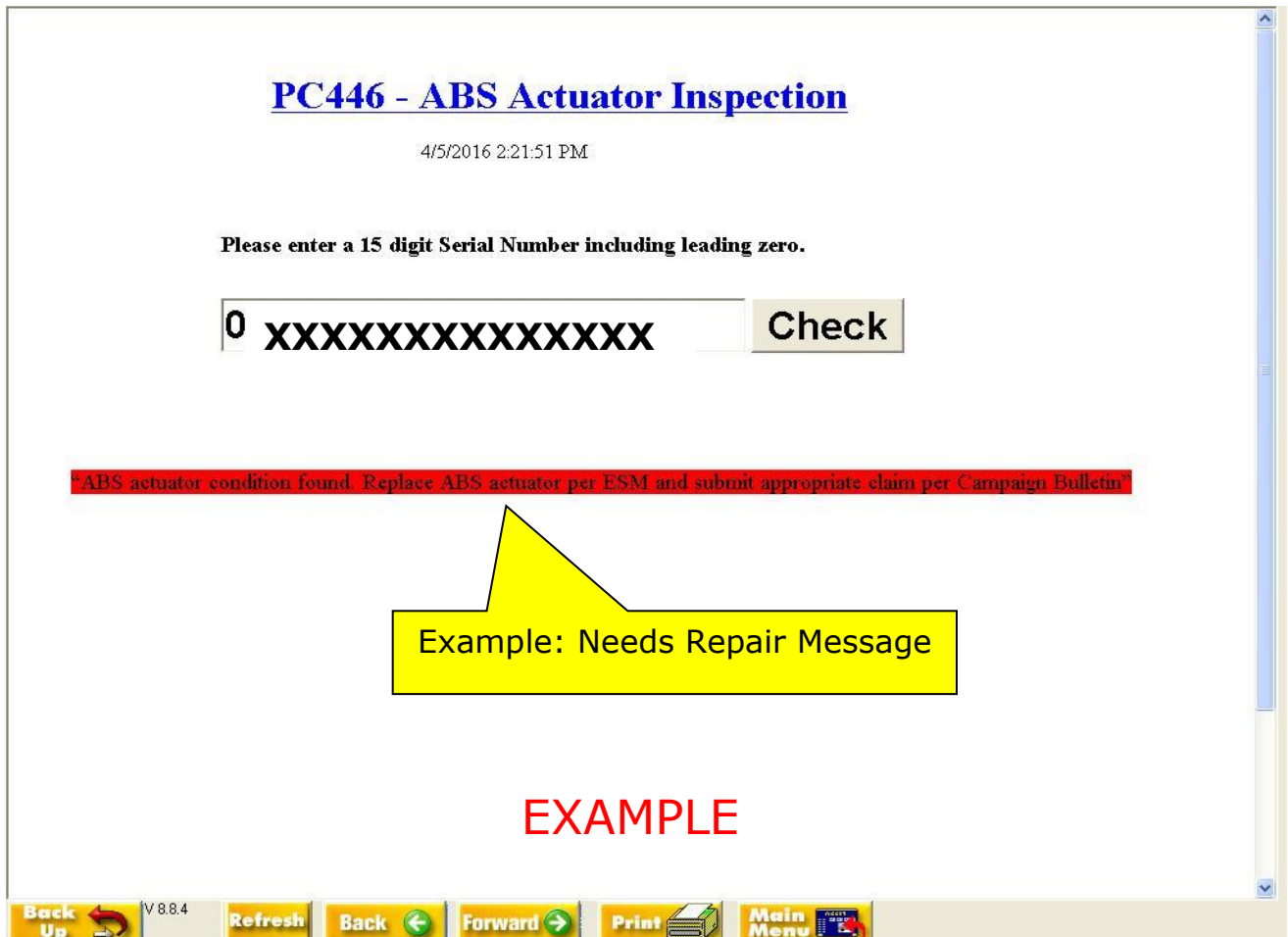


Figure 6

9. If you get the **Needs Repair Message** as shown in Figure 6, replace the ABS control unit.
 - Refer to the Electronic Service Manual, section BRC-Brake Control System, for replacement information.

PARTS INFORMATION

| DESCRIPTION | PART # | QUANTITY |
|-------------------------------|--------------|----------|
| ABS Control Unit (Murano AWD) | 47660-5AA1B | 1 |
| ABS Control Unit (Murano FWD) | 47660-5AE1B | |
| ABS Control Unit (Maxima) | 47660-4RB1B | |
| Brake Fluid | 999MP-A4100P | |

The old parts will be put on parts return. Dealer charge backs will occur if an ABS control unit is replaced incorrectly.

CLAIMS INFORMATION

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

| CAMPAIGN ("CM") I.D. | DESCRIPTION | OP CODE | FRT |
|----------------------|--|---------|----------|
| PC446 | Inspect anti-lock brake system (ABS) actuator serial number – OK Condition | PC4460 | 0.3 hrs. |
| PC446 | Inspect anti-lock brake system (ABS) actuator serial number – and Replace ABS Control Unit – Repair Condition | PC4461 | 2.6 hrs. |