



SAFETY RECALL

CAMPAIGN BULLETIN

Anti-lock Braking System (ABS) Actuator Voluntary Safety Recall Campaign

Reference: PC649
Date: September 11, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

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 action is performed.

UPDATE September 11, 2020
Please discard earlier versions of this bulletin.

The announcement from November 13, 2019 has been revised to include:

- Unused parts have a 12-month shelf life. Nissan recommends dealers use first-in, first-out (FIFO) inventory management to reduce the likelihood of parts expiration. Dealers may use their DBS VIN ordered parts for other repairs as needed.
 - Dealers should return campaign parts in inventory that are expired, or that will expire on or before December 31, 2020, to their facing PDC using a **G-Code by no later than September 25, 2020** (See Q&A section for how to identify the expiration date of parts).
 - **Parts will not be returnable after September 25, 2020**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2015-16 Murano Hybrid	170*	NA	September 25, 2018	YES

***74 VINs remain un-remediated at the time of this announcement**

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

As previously announced on September 11, 2018, Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Safety Recall Campaign on specific 2015-2016 Nissan Murano Hybrid vehicles to inspect and, if necessary replace the Anti-lock Braking System (ABS) actuator.

The ABS actuator pump seal may leak brake fluid onto the control electronic circuit board. If this occurs, an ABS warning lamp will illuminate to warn the driver. If the vehicle continues to be operated in this condition, the brake fluid leak may create an electrical short in the actuator circuit, which in rare cases could potentially lead to a thermal incident. If the ABS warning lamp is continually illuminated (10 seconds or longer), Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance (1-800-647-7261 option 1) to have the vehicle towed to an authorized Nissan service department as soon as possible.

******* IMPORTANT *******

If there is a delay between when the vehicle arrives at the dealer and the inspection, park the vehicle outside away from any structures and other vehicles, retrieve any ABS diagnostic trouble codes and

attach the print-out to the repair order for this vehicle, then DISCONNECT the 12-volt battery until the vehicle can be inspected.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC649**.
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information

2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been remedied.
 - Dealers should not use any Nissan Rental Cars (NRC) subject to this recall until they have been inspected and, if necessary, repaired.

3. Dealers should use **NTB16-088** to remedy any vehicles subject to this campaign.

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

Parts	<ul style="list-style-type: none"> • The parts listed below may be ordered via normal process: <ul style="list-style-type: none"> ▪ 47660-5AH1E (Murano FWD Hybrid) ▪ 47660-5AF1E (Murano AWD Hybrid) ▪ 999MP-A4100P DOT 3 brake fluid • Unused parts have a 12-month shelf life. Nissan recommends dealers use first-in, first-out (FIFO) inventory management to reduce the likelihood of parts expiration. <ul style="list-style-type: none"> ▪ Dealers should return campaign parts in inventory that are expired, or that will expire on or before December 31, 2020, to their facing PDC, using a G-Code by no later than September 25, 2020 (See Q&A section for how to identify the expiration date of parts). <ul style="list-style-type: none"> ▪ Parts will not be returnable after September 25, 2020. • Parts replaced under this campaign activity may be collected. Pursuant to APRM policy, dealers are expected to comply with the parts return procedure.
Repair	<ul style="list-style-type: none"> • NTB16-088
Owner Notification	<ul style="list-style-type: none"> • Nissan notified owners of all potentially affected vehicles in October 2018 via U.S. Mail.

****** Dealer Responsibility ******

It is the dealer’s responsibility to check Service Comm or DBS National Service History - Open Campaign 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.

Q. What is the reason for safety recall?

A. The ABS actuator pump seal may leak, causing the electronic circuit board to malfunction and the ABS warning lamp to illuminate. If the vehicle continues to be operated in this condition, the leak could cause an electrical short in the actuator circuit, which in rare cases, may lead to a fire.

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

A. Dealers will inspect the serial number, and if necessary, replace the ABS actuator.

If the serial number inspection reveals the actuator should be replaced:

1. The vehicle should not be driven
2. Rental is covered by the campaign while parts are on order
3. Vehicles should be parked outside away from other structures and vehicles and the 12-volt battery should be disconnected while waiting for parts to arrive

If no repair is needed, dealers may submit the inspection claim, and release the vehicle with no further action.

Note:

If there is no serial number present on the ABS actuator control unit for campaign ID **PC649**, the ABS actuator **should be replaced**

Q. What should I tell inquiring customers?

A. Inform owners that Nissan notified them by mail in October 2018, if their vehicle is affected, and instructed them to contact an authorized Nissan dealer to inspect their vehicle.

Ask owners if the ABS warning lamp is illuminated:

▪ **If yes:**

Tell the customer to park the vehicle outside and away from structures and contact Nissan Roadside Assistance (1-800-647-7261, option 1) to have the vehicle towed to the dealership as soon as possible.

▪ **If no:**

Offer to make an appointment to repair the vehicle as soon as possible. Customers may continue to drive their vehicle, but if the ABS warning lamp remains continuously illuminated (10 seconds or longer), Nissan urges owners to park the vehicle outside and away from structures, and contact Nissan Roadside Assistance to have the vehicle towed to the dealership as soon as possible.

Q. How long will the corrective action take?

A. The serial number inspection will take ~twenty (20) minutes to complete. If the ABS actuator requires replacement, repair time can take up to three (3) hours. However, your dealer may require your vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

A. Nissan notified owners of all potentially affected vehicles in **October 2018** via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. How do I identify if unused parts in inventory have exceeded their shelf life?

A. The date code is located on the part as per the screenshot below:



Alternatively, if the date code is damaged or illegible, a QR Code Reader application may be downloaded to a smartphone and used to scan the QR code to identify the manufacture date of the part.

- Dealers should return campaign parts in inventory that are expired, or that will expire on or before December 31, 2020, to their facing PDC, using a **G-Code by no later than September 25, 2020** (See Q&A section for how to identify the expiration date of parts).
 - **Parts will not be returnable after September 25, 2020.**

Q. My vehicle was recalled and inspected or repaired before (PC482). Why do I need to bring my vehicle in again?

A. This recall also affects the ABS actuator, but your vehicle is now being recalled for a different reason and needs to be inspected.

Q. Is my vehicle safe to drive?

A. If the ABS Warning Light is ON, do not drive your vehicle; park it outside away from structures and other vehicles. Have your vehicle towed to a Nissan dealer by calling Nissan Roadside Assistance (1-800-647-7261 option 1).

If the ABS Warning Light is Not ON, Owners may continue to drive their vehicle, but Nissan urges owners to bring their vehicle to a Nissan dealer as soon as possible to have their ABS actuator inspected once they received an owner notification letter.

Q. Is there anything owners can do to mitigate this condition?

A. Instruct the owner to bring the vehicle to the dealer for inspection as soon as possible if the vehicle is subject to this recall. If the ABS warning lamp remains continuously illuminated after starting the vehicle, instruct the customer to stop driving the vehicle immediately and arrange to have the customer's vehicle towed to the dealership as soon as possible.

- Nissan Roadside Assistance 1-800-647-7261 (option 1)
- Customers should park outdoors – away from vehicles and structures until the tow truck arrives.

Q. Is there any charge for the inspection, and if necessary, repair?

A. No, the inspection and remedy, if necessary, will be performed for the customer free of charge for parts and labor.

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

A. Rental is available while replacement parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on rental guidelines.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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

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. How many vehicles are involved in the campaign?

A.

Model	Total	Production Range
Murano Hybrid	170	August 22, 2014 through July 19, 2016

Revision History:

Date	Announcement	Purpose
September 25, 2018	Original	New campaign announcement
October 4, 2018	REVISION 1	Parts update
December 19, 2018	REVISION 2	Parts restriction release
November 13, 2019	REVISION 3	Update to PC649. R1807 & R1809 superseded to new Campaign IDs R1916 and R1920
September 11, 2020	REVISION 4	Update regarding 12-month part shelf life and provide return instructions for expiring stock until September 25, 2020.