



Innovation that excites

# SAFETY RECALL

## CAMPAIGN BULLETIN

ABS Actuator  
Voluntary Safety Recall Campaign

Reference: PC482  
Date: January 13, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE January 13, 2017

**The announcement from November 30, 2016 has been revised to include:**

- Campaign repair bulletin, **NTB16-088**, has been updated and a revised version is now available on NNAnet, ASIST, and Dealer360.
- Dealers must inspect ABS actuators for all affected vehicles regardless if the ABS warning lamp is illuminated or not.
- Instructions were added to park vehicles outdoors away from other structures and vehicles with the 12 Volt battery disconnected while parts are on order or if there will be a delay between the vehicle's arrival at the dealership and the serial number inspection

**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.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-17 Maxima (A36)	52,406	<b>10,598</b>	September 7, 2016	<b>YES</b>
MY2015-17 Murano (Z52)	67,309	<b>8,476</b>		
MY2015-16 Murano Hybrid (Z52H)	614			

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

Nissan is conducting a voluntary safety recall campaign on the subject vehicles to inspect and, if necessary, replace the ABS actuator. Some of the subject vehicles were equipped with ABS actuators that may have been manufactured out of specification. More specifically, inappropriate die temperature controls during manufacturing may have led to the seal hardness installed in ABS actuator pumps for certain vehicles equipped with Intelligent Cruise Control (and all Murano Hybrid vehicles) being lower than specification. Under this condition, the seal may leak brake fluid. If this occurs, an ABS warning lamp will continuously illuminate on the instrument panel to warn the driver. However, if the warning is ignored and 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 instances, may lead to a fire.

**\*\*\*\* IMPORTANT \*\*\***

Dealers should inspect the ABS actuator control unit serial number on **ALL AFFECTED VEHICLES, EVEN IF ABS LIGHT IS NOT ILLUMINATED**. If the ABS actuator control unit serial number is affected, a new ABS actuator control unit will need to be installed. **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 and 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 I.D. **PC482**.
  - **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 safety recall campaign until after the vehicle has been remedied.
3. Dealers will retrieve the ABS actuator control unit serial number and enter it into ASIST for **any** affected vehicles (retail or new vehicle inventory). ASIST will query the serial number entered against a table of affected serial numbers and instruct the dealer to replace the ABS actuator control unit or release the vehicle.
  - **If the serial number inspection reveals the actuator should be replaced:**
    - The vehicle should not be driven
    - If parts are not available, provide the customer with a rental
    - Dealers will need to order parts using an SVC order in DCS
      - Parts are orderable on DCS as of September 14, 2016
    - **Vehicles should be parked outside away from other structures and vehicles and disconnect the 12 Volt battery while waiting for parts to arrive**
  - **If no repair is needed**, dealers may submit the inspection claim, and release the vehicle for sale with no further action.
    - **Note:** If there is no serial number present on the ABS actuator control unit, the part will need to be replaced.
    - The new ABS actuator control unit may also not have a serial number. However, this does not mean the new ABS actuator control unit requires replacement. Parts received after September 12, 2016 without a serial number are ok to be used.
  - **Once the vehicle has been repaired**, submit the claim, using the claims coding provided in the repair procedure, 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 remedied.**

**\*\*\*\*\* Dealer Inventory Parts Inspection \*\*\*\*\***

Dealers should inspect the serial numbers of any parts in dealer inventory that were received prior to September 12, 2016.

1. If no serial number is present, **do not use** these parts and return the NG parts to the PDC using a "**G-Code**". Parts received after September 12, 2016 are ok to use.
2. If a serial number is present, enter the part number into ASIST (refer to the procedure included with this announcement). If ASIST indicates the serial number for the part is NG, **do not use** these parts and return the NG parts to the PDC using a "**G-Code**".

3. Dealers should have completed parts inventory inspections and returned any NG parts to facing PDCs by **September 15, 2016**.

**\*\*\*\* Release Schedule \*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Part supply was <u>very limited</u> until November 2016             <ul style="list-style-type: none"> <li>▪ Parts are on restriction and have been orderable via the DCS SVC parts ordering tool as of September 14<sup>th</sup>, 2016                 <ul style="list-style-type: none"> <li>○ Please refer to <b>NPSB 16-526</b> for specific ordering instructions</li> </ul> </li> </ul> </li> <li>• Parts replaced under this campaign activity may be collected</li> <li>• Pursuant to APRM policy <b>2.33.13</b>, dealers are expected to comply with the parts return procedure. <b>Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines</b></li> <li>• <b>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</b></li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB16-088</b></li> <li>• <b>Please discard earlier versions of this dealer announcement</b></li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Nissan began sending interim notifications to owners of affected vehicles in <b>September, 2016</b> via U.S. Mail             <ul style="list-style-type: none"> <li>▪ These owners will receive a second notification inviting them to schedule their vehicle for repair when parts are readily available</li> </ul> </li> <li>• Nissan sent email notifications to affected owners on <b>September 9, 2016</b></li> <li>• Nissan began mailing invitation to repair letters to owners on <b>December 12, 2016</b>. Notification mailing will be completed by the end of January 2017</li> </ul>

**\*\*\*\*\* 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. Some vehicles within the affected population described above were equipped with ABS actuators that may have been manufactured out of specification. More specifically, due to a supplier issue that has since been corrected, the ABS actuator pump seal may leak, causing the electric circuit board to malfunction and the ABS warning lamp to illuminate. If the vehicle continues to operate in this condition, the leak could cause a short, which in rare instances could result in a fire. If the ABS warning lamp is illuminated, Nissan recommends contacting Nissan Roadside Assistance to have the vehicle towed to an authorized Nissan Service Department as soon as possible.

**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 ABS actuator serial number is affected, a new ABS actuator will need to be installed. Dealers should provide customers a rental if replacement parts need to be ordered for retailed vehicles. This service will be provided at no cost for parts and labor.

- **If the serial number inspection reveals the actuator should be replaced:**
  - The vehicle should not be driven
  - If parts are not available, provide the customer with a rental
  - Dealers will need to order parts using an SVC order in DCS
    - Parts are orderable on DCS as of September 14, 2016
  - **Vehicles should be parked outside away from other structures and vehicles and disconnect the 12 Volt battery while waiting for parts to arrive**
- **If no repair is needed**, dealers may submit the inspection claim, and release the vehicle for sale with no further action.
  - **Note:** If there is no serial number present on the ABS actuator control unit, the part will need to be replaced.
  - The new ABS actuator control unit may also not have a serial number. However, this does not mean the new ABS actuator control unit requires replacement. Parts received after September 12, 2016 without a serial number are ok to be used.

**Q. What model year vehicles are involved?**

A. Certain 2016-17 Nissan Maxima and 2015-17 Murano vehicles equipped with Intelligent Cruise Control and certain 2015-16 Murano Hybrid vehicles built within a specific production range are affected.

**Q. How long will the corrective action take?**

A. The serial number inspection should take less than 15 minutes to complete. The dealer will require the vehicle for a longer period of time if additional actions are necessary.

**Q. Are parts readily available?**

A. Yes, dealers may order parts through DCS using an SVC order type. Please refer to **NPSB 16-526** for specific ordering instructions.

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

A. Rental is covered by the campaign while parts are on order.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$1,200 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

For affected vehicles that are no longer eligible for Nissan Roadside Assistance (out of warranty) towing is available under the campaign:

EXPENSE CODE		DESCRIPTION
501	Towing	\$100 (Max)

**Q. Is my vehicle safe to drive?**

A. Customers may drive their vehicle at their discretion, but Nissan urges owners to bring their vehicle to a Nissan dealer as soon as possible to have their ABS actuator inspected.

**Q: What should I tell inquiring customers?**

- A:
1. Verify if the vehicle is affected by PC482
    - Make arrangements for the customer to have their vehicle inspected at the dealer as soon as possible.
      - Inform customers parts may need to be ordered after inspection; a complimentary rental vehicle will be available until parts arrive
    - If the ABS warning lamp is illuminated, make arrangements with Nissan Roadside Assistance (1-800-647-7261 option 1) to tow the vehicle to the dealership
    - Advise customers to park outdoors – away from vehicles and structures until their vehicle can be inspected or towed (if applicable)
    - Nissan began mailing the second letter inviting owners to schedule an appointment for a full inspection and repair beginning December 12, 2016. Notification mailing will be completed by the end of January 2017.

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

- A. Instruct the customer to bring the vehicle to the dealership for inspection as soon as possible. If the ABS warning lamp is illuminated, instruct the customer to stop driving the vehicle immediately and make arrangements to have the customer’s vehicle towed to the dealership.
- 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 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. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

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

**Q. How many vehicles are involved in the campaign?**

- A. The number of units potentially affected is as follows:

<b>Model</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>Total</b>
MAXIMA	0	45,216	7,190	52,406
MURANO	44,703	22,602	4	67,309
MURANO HYBRID	4	610	0	614
<b>Total</b>	<b>44,707</b>	<b>68,428</b>	<b>7,194</b>	<b>120,329</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2016-17 Nissan Maxima (A36)	February 10, 2015 through August 19, 2016
MY2015-17 Nissan Murano (Z52)	August 22, 2014 through August 19, 2016
MY2015-16 Nissan Murano Hybrid (Z52H)	August 22, 2014 through July 19, 2016

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

- A. No.