



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

ABS Actuator

Voluntary Safety Recall Campaign

Reference: PC482

Date: October 28, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE October 28, 2016

The announcement from September 7th, 2016 has been revised to include:

- Campaign repair bulletin, **NTB16-088**, has been developed and is now available on NNAnet, ASIST, and Dealer360.

Please discard earlier versions of this bulletin.

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	10,598	September 7, 2016	YES
MY2015-17 Murano (Z52)	67,309	8476		
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.

Dealers will inspect the ABS Actuator control unit serial number. If the ABS actuator control unit serial number is affected, a new ABS actuator control unit will need to be installed prior to sale or vehicle release.

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

There are specific instructions for new vehicle inventory and retailed vehicles. Please ensure all service personnel are aware of how to handle each vehicle type for this campaign.

New Vehicle Inventory:

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 **currently in dealer 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 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 12th, 2016 without a serial number are ok to be used.
 - All inspection claims will temporarily suspend for national review (error code CM071) and will be processed within 1-2 business days.
 - If repair is needed, dealers will need to order parts using an SVC order in DCS.
 - Parts are orderable on DCS as of September 14th, 2016
 - **IMPORTANT:** Dealers should disconnect the negative battery cable to the 12-volt battery while awaiting parts to arrive.
 - **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.

Retailed Vehicles:

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC482.**
2. Verify if the ABS warning lamp on the instrument cluster is illuminated continuously.
 - **If the ABS warning lamp is illuminated:**
 - Provide the customer with a rental and inform them that a limited number of parts are available and it may take several weeks for parts to arrive.
 - Parts are orderable on DCS as of September 14th, 2016
 - Order an ABS Actuator
 - Park the vehicle and **disconnect the negative battery cable to the 12-volt battery.**

- **If the ABS warning lamp is not illuminated:**
 - Take no action at this time.
 - Release the vehicle as it is safe to drive unless the ABS warning lamp is illuminated
 - Inform the customer to contact Nissan Roadside Assistance if the ABS warning lamp should illuminate. Complimentary towing will be provided and the customer will be eligible for a complimentary rental while awaiting parts.
 - The customer will need to return to the dealership for a full inspection once they receive their second recall notification from Nissan indicating parts are available.

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

Dealers should inspect the serial numbers of any parts currently in dealer inventory.

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 12th, 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 inspect their parts inventory and return any NG parts to facing PDCs by **September 15th, 2016**.

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

Parts	<ul style="list-style-type: none"> • Inspect parts currently in dealer inventory and return any NG parts to facing PDCS (using a G-Code) by September 15th, 2016 • Part supply will be <u>very limited</u> until November 2016. <ul style="list-style-type: none"> ▪ Parts are on restriction and have been orderable via the DCS SVC parts ordering tool as of September 14th, 2016. <ul style="list-style-type: none"> ○ Please refer to NPSB 16-526 for specific ordering instructions. • 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"> • NTB16-088 • Please discard earlier versions of this dealer announcement
Owner Notification	<ul style="list-style-type: none"> • Nissan began sending interim notifications to owners of affected vehicles in September, 2016 via U.S. Mail. <ul style="list-style-type: none"> ▪ These owners will receive a second notification inviting them to schedule their vehicle for repair when parts are readily available. • Nissan sent direct email notifications to affected owners on September 9th, 2016. • Nissan expects to begin mailing invitation to repair letters to owners in December, 2016

******* 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. **For Dealer Inventory:** 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 prior to sale or vehicle release.

For Retailed vehicles: Nissan dealers will verify if the ABS warning lamp is illuminated continuously.

- **If the ABS warning lamp is illuminated**, dealers should provide the customer a rental and order a replacement actuator. This service will be provided at no cost for parts and labor.
- **If the ABS warning lamp is not illuminated**, the customer may continue driving their vehicle until they receive a second notification from Nissan indicating parts are available. Upon receipt of the letter, customers will return to the dealer for a complete inspection.

IMPORTANT: If parts are required, dealers should disconnect the negative battery cable while awaiting parts to arrive.

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 warning lamp 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. Parts are expected to be very limited until November, 2016. Parts are currently on restriction and have been orderable via the DCS SVC parts ordering tool as of September 14th, 2016. 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. If the ABS warning lamp is continuously illuminated, 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. If the ABS warning lamp is not continually illuminated, it is safe to drive the vehicle until the customer receives the second recall notification asking them to schedule an appointment with their Nissan dealer to have their vehicle remedied.

Q: What should I tell inquiring customers?

- A:
1. Verify if the vehicle is affected by PC482
 2. If yes, ask the customer if the ABS warning lamp is illuminated continuously
 3. If the ABS warning lamp is continuously 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.
 4. If the ABS warning lamp is not illuminated, no further action is required at this time.
 - In the coming weeks, customers will also receive an interim recall notification letter.

- Nissan is currently preparing parts to remedy your vehicle. When parts become available, Nissan will send you a second recall letter asking you to bring your vehicle to a dealer for a remedy at no cost to you.
- Nissan expects to begin mailing the second letter inviting owners to schedule an appointment for a full inspection and repair beginning in December, 2016.

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

- A. If the ABS warning lamp is continuously 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:

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

Make/Model	Dates of Manufacture
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
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Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

A. No.