



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Power Steering Hose
Voluntary Safety Recall Campaign

Reference: R1710
Date: March 28, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

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
MY2013-14 Murano (Z51)	56,766	NA	March 28, 2017	YES

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

Nissan is conducting a voluntary safety recall campaign on the subject vehicles to replace the power steering high pressure hose. Due to a supplier issue that has since been corrected, an incorrect clamp diameter may allow power steering hose separation under certain conditions while driving. If this occurs, the customer may experience a gradual increase in steering effort due to loss of power steering fluid. However, in certain rare instances, if the power steering fluid leaks onto a heat source, it may lead to a thermal incident.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1710**.
 - **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. Nissan expects to have parts and repair instructions available by **April 7, 2017**. Dealers can begin placing SVC orders on DCS as needed for customers, but parts will not be sent until the repair instructions are available.
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. Rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION
502	Rental Expense \$200 (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">The repair kit necessary for this remedy (D9720-1AN5A) is currently on restriction and may be ordered via the DCS SVC parts ordering tool. Parts fulfilment will begin on or before April 7, 2017.
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 2017 , 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 issue that has since been corrected, an incorrect clamp diameter may allow power steering hose to separate.

Q. What is the possible effect of the condition?

A. If hose separation occurs, power steering fluid may leak, and the operator may experience a gradual increase in steering effort. However, in certain rare instances, if the power steering fluid leaks onto a heat source, it may lead to a thermal incident.

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

A. Nissan dealers will replace the power steering high pressure hose. A unique parts kit and repair procedure is under development and will be used to remedy vehicles subject to this campaign.

Q. How long will the corrective action take?

A. The remedy should take up to two (2) 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.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **May 2017**, via U.S. Mail.

Q. Are parts readily available?

A. The part necessary for this repair (D9720-1AN5A) is currently on restriction and may be ordered via the DCS SVC parts ordering tool. Parts fulfillment will begin **on or before April 7, 2017**.

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

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, Nissan strongly urges owners to make arrangements to have their vehicle remedied as soon as possible.

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

A. No.

Q. Is there any charge for the repair?

A. No, the remedy 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:

Country	Murano (Z51)
CANADA	4,932
GUAM	10
PUERTO RICO	53
USA	56,710
OTHER MARKETS	10,695
Total	72,400

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2013-14 Nissan Murano (Z51)	July 18, 2013 through August 28, 2014

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

A. No.