



# RECALL CAMPAIGN BULLETIN

Reference:

NTB17-036

Date:

March 29, 2017

## VOLUNTARY SAFETY RECALL CAMPAIGN 2013-2014 MURANO; POWER STEERING HOSE

**CAMPAIGN ID #:** R1710

**NHTSA #:** 17V-184

**APPLIED VEHICLES:** 2013-2014 Murano (Z51)  
2014 Murano CrossCabriolet (Z51)

**Check Service COMM to confirm eligibility.**

### INTRODUCTION

Nissan is conducting a Voluntary Safety Recall Campaign on certain specific model year 2013-2014 Murano and 2014 Murano CrossCabriolet vehicles to replace the high pressure power steering hose. This service will be performed at no charge to owners for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number R1710 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM 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 a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

### Removal: Power Steering Hose

**IMPORTANT:** Follow all warning, cautions, and notes in the Electronic Service Manual (ESM) related to the replacement of the power steering hose.

**CAUTION:** Do NOT allow power steering fluid to get on any parts, painted surfaces, shop floor etc. Use suitable covering and containers to keep fluid from getting on the exhaust system, electrical harnesses and components, shop floor, etc.

1. Set the vehicle on a lift.
2. Open the hood.
  - Place suitable covering on all painted and finished surfaces around the work area.

3. Remove the 13 mm bolt holding the power steering hose center bracket.

**NOTE:** The bolt can be accessed from behind the intake manifold collector.

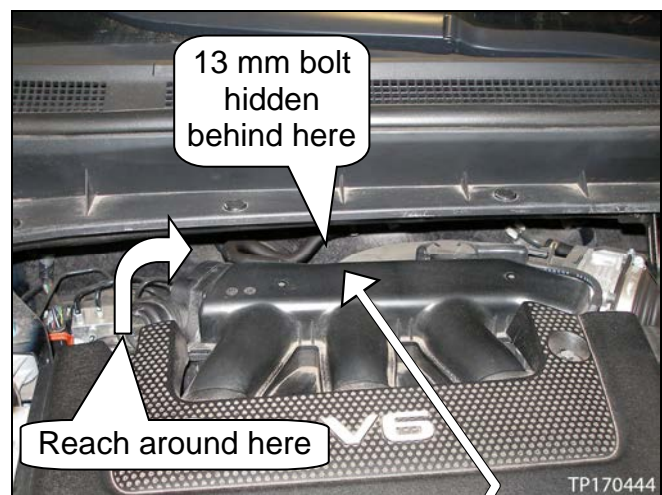


Figure 1

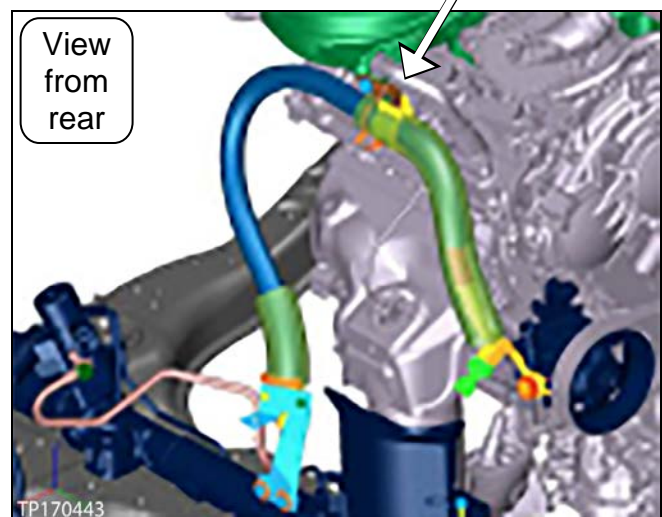


Figure 2

4. Raise the vehicle.
5. Remove the three (3) bolts, and then remove the heat shield.

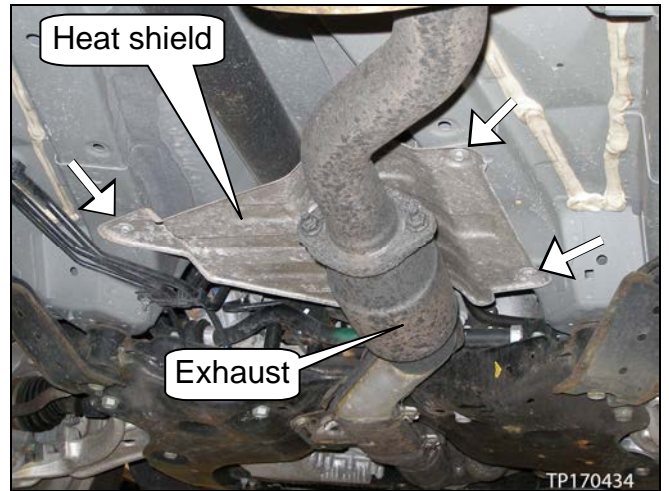


Figure 3

6. Unfasten the clip from the high pressure power steering hose (power steering hose) bracket.
7. Remove the two (2) bolts from the power steering hose bracket.

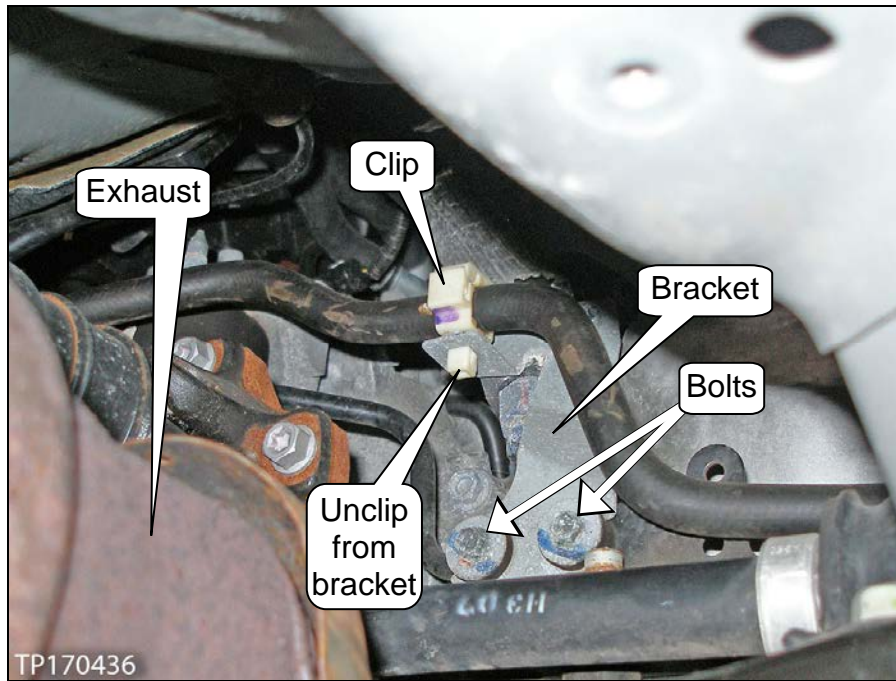


Figure 4

8. Remove the 14 mm eye bolt and copper washers.

**NOTE:**

- Do not reuse the copper washers. They will be replaced with new ones.
- Use suitable covering on vehicle components and a drain pan to avoid fluid spillage.
- AWD vehicle shown, 2WD similar.

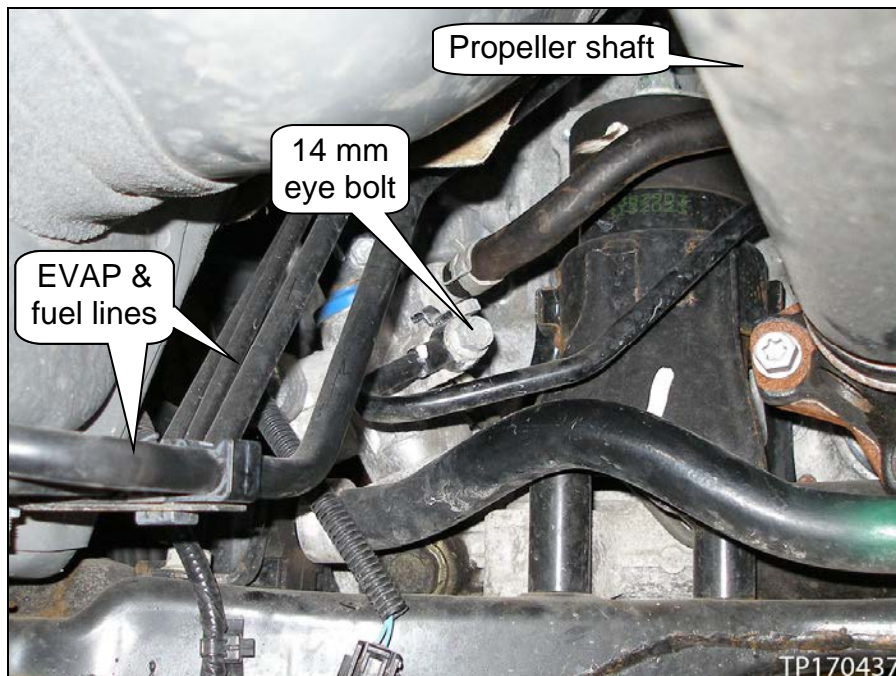


Figure 5

9. Disconnect the electrical connector from the power steering pressure sensor (PSP sensor).
10. Remove the electrical harness clip from the power steering hose.

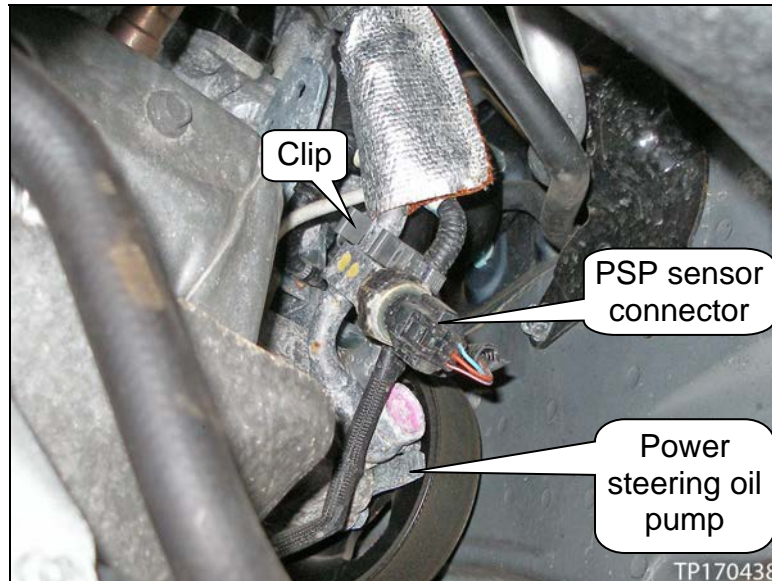


Figure 6

11. Remove the electrical harness from its bracket, and then move the harness between the 24 mm eye bolt and power steering pump pulley.
12. Remove the 24 mm eye bolt and copper washers.

**NOTE:**

- Do not reuse the copper washers. They will be replaced with new ones.
- Use suitable covering on vehicle components and a drain pan to avoid fluid spillage.

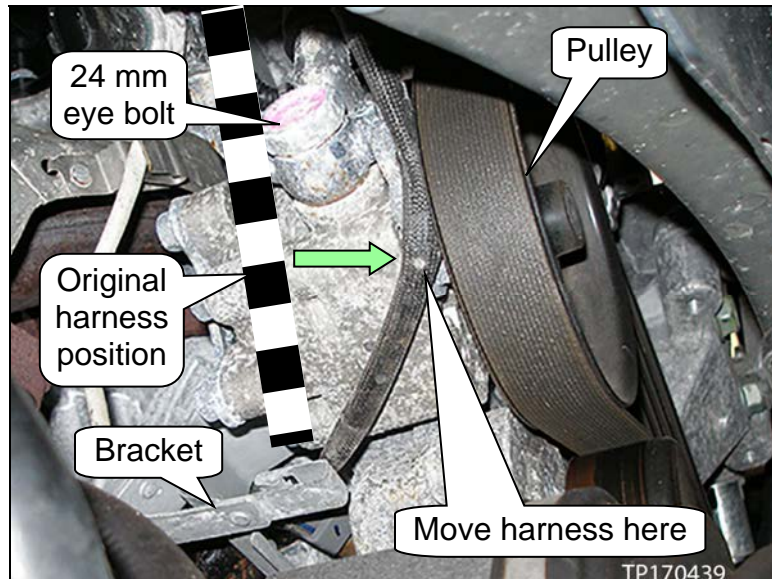


Figure 7

13. Remove the power steering hose from above and to the left of the exhaust.

- AWD vehicles: Remove the power steering hose above and to left of the propeller shaft.

**CAUTION:** Do not contact the A/F sensor or its electrical harness with the power steering hose.



Figure 8

14. Remove the PSP sensor from the removed power steering hose with a 27 mm deep socket as shown in Figure 9.

**NOTE:** The PSP switch will be reused.

**CAUTION:**

- Do not touch the PSP sensor's electrical terminals. Electrostatic discharge may cause PSP sensor damage.
- Properly support the portion of the power steering hose (shown in Figure 9) in a vise before removing and installing the PSP sensor.

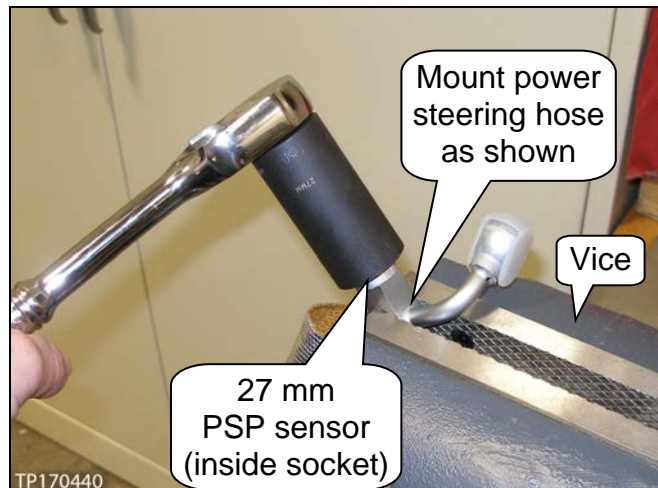


Figure 9

15. Remove the O-ring from the existing PSP sensor, and then clean the threads and installation area.

**CAUTION:**

- Do not reuse the O-ring. It will be replaced with a new one.
- Never clean the electrical connector with any cleaners.
- Do not allow anything to get inside the PSP sensor's opening.



Figure 10

## Installation: Power Steering Hose

1. Install a new O-ring on the existing PSP sensor.

- See **PARTS INFORMATION**.

**CAUTION:** Verify the O-ring is properly fitted to the PSP sensor (see Figure 11).

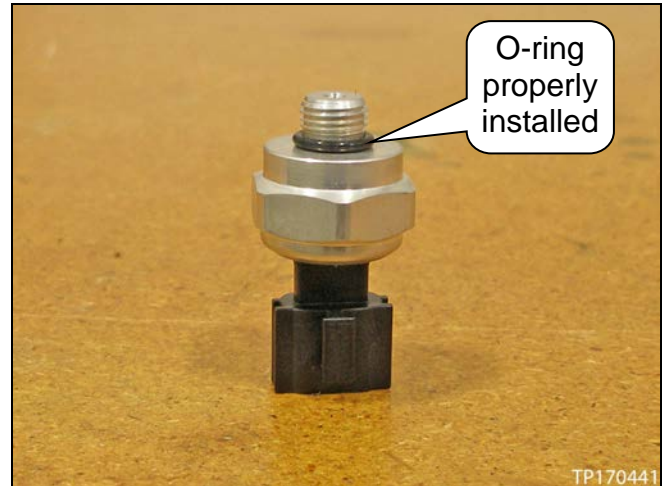


Figure 11

2. Install the PSP sensor to the new power steering hose.

- PSP sensor mounting torque: 20.0 N•m (2.0 kg-m, **15 ft lbs**)

**CAUTION:**

- Never apply fluid to the PSP sensor's threads or the threads of its mounting hole. Make sure these threads are clean and dry.
- Remove the protective cap from the new power steering hose just before installing the PSP sensor.

3. Install the new power steering hose in reverse order of removal.

- Power steering oil pump 24 mm eye bolt torque: 60 N•m (6.1 kg-m, **44 ft lbs**)
  - Use new copper washers (see **PARTS INFORMATION**).
- Power steering gear 14 mm eye bolt torque: 34.0 N•m (3.5 kg-m, **25 ft lbs**)
  - Use new copper washers (see **PARTS INFORMATION**).
- Power steering hose bracket bolts torque: 5.0 N•m (0.5 kg-m, **44 in lbs**)
- Heat shield bolts torque: 10.0 N•m (1.0 kg-m, **89 in lbs**)
- Center bracket 13 mm bolt torque: 12 N•m (1.2 kg-m, **106 in lbs**)

**CAUTION:**

- Do not contact the A/F sensor or its harness with the power steering hose.
- Remove the protective ends on the power steering hose just before mounting each end.

4. Fill and air bleed the power steering hydraulic system.

- Refer to the ESM, section **ST-Steering System**, for power steering system filling and bleeding procedure.
- Use only Nissan Genuine P/S Fluid (see **PARTS INFORMATION**).

5. Check the power steering hydraulic system for leaks.

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
HOSE & TUBE ASSY- POWER STEERING_KIT *	D9720-1AN5A	1
Nissan Power Steering Fluid **	999MP-AG000P	As needed

\* This kit includes a high pressure power steering hose, two (2) sets of copper washers, and an O-ring.

\*\* Order Nissan Power Steering Fluid through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal [www.NNAnet.com](http://www.NNAnet.com) and click on the "Maintenance Advantage" link.

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R1710	Install High Pressure Steering Hose	R17100	1.1 hrs.