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SAFETY RECALL

CAMPAIGN BULLETIN

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

Reference: PC649, R1807, and R1809

Date: September 25, 2018

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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-17 Maxima	65,722	24	September 25, 2018	YES
MY2015-17 Murano	86,731	11		
MY2015-16 Murano Hybrid	170			
MY2017-18 Pathfinder	46,232	20		

***** 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 MY2016-2017 Nissan Maxima, MY2015-2017 Nissan Murano, and MY2017-2018 Nissan Pathfinder 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, 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*****

There are specific instructions based on the campaign ID identified in Service Comm or DBS National Service History – Open Campaign I.D. Please ensure all service personnel are aware of how to handle each campaign ID for this campaign.

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, R1807, or R1809.**
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 **must 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.
 - 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 the TSB listed below to apply the appropriate remedy.

Cmp I.D.	Models	TSB	Action Required
PC649	Murano Hybrid	NTB16-088	Inspect, and if necessary, replace the ABS actuator
R1807	Maxima, Murano, or Pathfinder	NTB18-064	Inspect, and if necessary, replace the ABS actuator
R1809	Maxima & Murano	NTB18-065	Replace the ABS actuator

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

As communicated in the September 11, 2018 preliminary announcement, dealers should return all of the following parts to their PDC by **no later than September 30, 2018** using an **I-code**.

These parts are obsolete and should not be used for any repairs (including warranty or customer pay).

- **47660-4RB1B**
- **47660-5AA1C**
- **47660-5AE1C**
- **47660-9UC1B**
- **47660-9UC1D**

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

Parts	<ul style="list-style-type: none"> • Parts are on restriction. Nissan has developed an automatic parts shipment, which will arrive at dealers by September 27, 2018. Dealers can place SVC orders on DBS beginning September 26, 2018. <ul style="list-style-type: none"> ▪ 47660-4RB1C (Maxima) – Qty. 1 ▪ 47660-9UD6D (Murano AWD) – Qty. 1 ▪ 47660-9UD6C (Murano FWD) – Qty. 0 (SVC Order only) ▪ 47660-9PP1B (Pathfinder Platinum) – Qty. 1 ▪ 47660-9PP1D (Pathfinder S/SV/SL) – Qty. 1 ▪ 47660-5AH1E (Murano FWD Hybrid) Qty. 0 (SVC Order only) ▪ 47660-5AF1E (Murano AWD Hybrid – Qty. 0 (SVC Order only) ▪ 999MP-A4100P DOT 3 brake fluid – Qty. 0 (order as needed) • Murano FWD parts will be in short supply until November. Orders will be filled in DBS as parts are available – please order only as needed for vehicles confirmed to require parts. • Parts replaced under this campaign activity may be collected. Pursuant to APRM policy 2.35.15, 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.
Repair	<ul style="list-style-type: none"> • PC649: NTB16-088 • R1807: NTB18-064 • R1809: NTB18-065
Owner Notification	<ul style="list-style-type: none"> • Nissan will begin notifying 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. Some vehicles within the affected population described above were equipped with ABS actuators that may have been manufactured out of specification. More specifically, 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 could potentially lead to a thermal incident.

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

A. The corrective action differs by campaign ID. Dealers will either replace the ABS actuator or inspect the serial number, and if necessary, replace the ABS actuator.

Cmp I.D.	Models	TSB	Action Required
PC649	Murano Hybrid	NTB16-088	Inspect, and if necessary, replace the ABS actuator
R1807	Maxima, Murano, or Pathfinder	NTB18-064	Inspect, and if necessary, replace the ABS actuator
R1809	Maxima & Murano	NTB18-065	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 for sale with no further action.

Note: If there is no serial number present on the ABS actuator control unit, the part is **OK** and **will not** require replacement.

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 ~ 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 will begin notifying owners of all potentially affected vehicles in **October 2018** via U.S. Mail.

Q. Are parts readily available?

A. Yes. However, parts are on restriction and can be ordered via an SVC order on DBS beginning September 26, 2018. Nissan will also automatically ship parts to each dealer, which are expected to arrive by September 27, 2018.

Q. What should I tell inquiring customers?

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

Ask MY2015-17 Murano, MY2016-17 Maxima, and MY2017 Pathfinder owners if the ABS warning lamp is illuminated:

- If yes:
 1. Arrange with Nissan Roadside Assistance (1-800-647-7261 option 1) to tow the vehicle to the dealership.
 2. Park the vehicle outside and away from structures.
 3. Retrieve any diagnostic trouble codes from the ABS control unit and keep the results with a repair order for this vehicle.
 4. **Disconnect the 12-volt battery** while awaiting further instructions to determine if the vehicle is subject to this recall.
- If no:
 1. Customers may drive their vehicle at their discretion, but Nissan urges owners to contact Nissan Roadside Assistance if the ABS warning lamp illuminates and bring their vehicle to a Nissan dealer as soon as possible to have their ABS actuator inspected if they receive a notification letter.

Q. My vehicle was recalled and inspected or repaired before (PC375, PC446, or 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 drive their vehicle at their own discretion, but Nissan urges owners to bring their vehicle to a Nissan dealer as soon as possible to have their ABS actuator inspected once they receive 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.

- 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.		

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. 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. 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
Maxima	65,722	February 10, 2015 through January 5, 2017
Murano	86,731	August 22, 2014 (SOP) through February 24, 2017
Murano Hybrid	170	August 22, 2014 through July 19, 2016
Pathfinder	46,232	April 20, 2016 (SOP) through January 9, 2017

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

A. Yes, certain MY2017 INFINITI QX60 vehicles may also be affected.