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# SAFETY RECALL

# CAMPAIGN BULLETIN

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

Reference: PC649, R1807 and R1809

Date: November 13, 2019

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.**

**UPDATE November 13, 2019**

**Please discard earlier versions of this bulletin.**

- **Campaigns R1807 and R1809 are no longer active**
- Campaigns R1807 and R1809 have been superseded by R1916 and R1920
  - Any VINs subject to R1807 and R1809 that received notifications, but were not remedied, will be included in the new campaigns and will receive a new notification
  - For any R1807 and R1809 claims that resulted in a replacement but have not yet been filed: contact [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com) with a request to manually close R1916 or R1920. A copy of the repair RO for R1807 or R1809 should be included with the request.
- **Campaign PC649 remains active**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2015-16 Murano Hybrid	170*	NA	September 25, 2018	<b>YES</b>

**\*81 VINs remain un-remedied at the time of this announcement**

**\*\*\*\*\* 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 2015-2016 Nissan Murano Hybrid 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 (10 seconds or longer), 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.**  
**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 **NTB16-088** to apply the appropriate remedy.

**\*\*\*\*\* 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 \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"><li>• The parts listed below are not on restriction and may be ordered via normal process:<ul style="list-style-type: none"><li>▪ <b>47660-5AH1E</b> (Murano FWD Hybrid)</li><li>▪ <b>47660-5AF1E</b> (Murano AWD Hybrid)</li><li>▪ <b>999MP-A4100P</b> DOT 3 brake fluid</li></ul></li><li>• Parts replaced under this campaign activity may be collected. Pursuant to APRM policy, 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></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• <b>PC649: NTB16-088</b></li></ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"><li>• Nissan notified owners of all potentially affected vehicles in <b>October 2018</b> via U.S. Mail.</li></ul>

**\*\*\*\*\* 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. 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, may lead to a fire.

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

A. Dealers will inspect the serial number, and if necessary, 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 with no further action.

**Note:**

If there is no serial number present on the ABS actuator control unit for campaign ID **PC649**, the ABS actuator **should be replaced**.

**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 notified owners of all potentially affected vehicles in **October 2018** via U.S. Mail.

**Q. Are parts readily available?**

A. Yes.

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

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

Ask owners if the ABS warning lamp is illuminated:

- If yes:  
Tell the customer to park the vehicle outside and away from structures and contact Nissan Roadside Assistance (1-800-647-7261, option 1) to have the vehicle towed to the dealership as soon as possible.
- If no:  
Customers may continue to drive their vehicle, but if the ABS warning lamp remains continuously illuminated (10 seconds or longer), Nissan urges owners to park the vehicle outside and away from structures, and contact Nissan Roadside Assistance to have the vehicle towed to the dealership as soon as possible.

**Q. My vehicle was recalled and inspected or repaired before (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 continue to drive their vehicle, but Nissan urges owners to bring their vehicle to a Nissan dealer as soon as possible to have their ABS actuator inspected once they received 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 as soon as possible.

- 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. 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
Murano Hybrid	170	August 22, 2014 through July 19, 2016

**Revision History:**

Date	Announcement	Purpose
September 25, 2018	Original	New campaign announcement
October 4, 2018	REVISION 1	Parts update
December 19, 2018	REVISION 2	Parts restriction release
November 13, 2019	REVISION 3	Update to PC649 and R1807 & R1809 supersede to a new campaign