



RECALL CAMPAIGN BULLETIN

Classification: BR19-005	Reference: NTB19-103	Date: November 12, 2019
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VOLUNTARY SAFETY RECALL CAMPAIGN 2016-2018 MAXIMA, 2015-2018 MURANO AND 2017-2019 PATHFINDER; ABS ACTUATOR INSPECTION

CAMPAIGN ID #: R1916
APPLIED VEHICLES: 2016-2018 Maxima (A36)
2015-2018 Murano (Z52)
2017-2019 Pathfinder (R52)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2016-2018 Maxima, 2015-2018 Murano and 2017-2019 Pathfinder to inspect the ABS Actuator and Electric Unit (ABS control unit). This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number R1916 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer’s responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall 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

1. Start the engine and let it idle for ten (10) seconds.
2. Observe the ABS warning light:



Figure 1

ABS warning light is not illuminated:

- Take no action at this time.
- Release the vehicle. The vehicle can continue to be driven until the parts are available.
- Inform the customer to contact Nissan Roadside Assistance if the ABS warning light should illuminate. Complimentary towing will be provided and the customer will be eligible for a complimentary rental while awaiting parts.

ABS warning light is continuously illuminated:

- Provide the customer with a rental.
- Inform the customer that a limited number of parts are available.

NOTICE If the ABS light is on and there is a delay for receiving parts or completing the repair, park the vehicle outside away from other vehicles and structures, disconnect the vehicle 12 volt battery and leave it disconnected while the vehicle is parked waiting for service.

3. Take a clear video while moving from one item to the next, in the following order:
 - ABS Actuator connector (must be connected)
 - VIN certification label
 - ABS warning light continuously illuminated

4. Send an email with the attached video (from step 3) and the following information (below) by entering "fqa_abs_support@nissan-usa.com" into an internet browser or by clicking on fqa_abs_support@nissan-usa.com :

- Email subject line: **R1916 ABS Actuator**
- Replacement ABS actuator part number
- Dealer name
- Dealer code
- Dealer address
- VIN
- Contact person name
- Contact person phone number

5. Continue to hold the vehicle.

- Nissan North America (NNA) will reply back with further instructions once the video is reviewed.

CLAIMS INFORMATION

Claims information will be provided upon video review.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 12, 2019	NTB19-103	Original bulletin published

