



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Transverse Link Inspection Voluntary Safety Recall Campaign

Reference: PC797

Date: March 12, 2021

**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 |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2020 Murano (Z52)    | 15,223               | <b>1,219</b>      | March 12, 2021                | <b>YES</b>          |

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

Nissan has reclassified and expanded the previously announced quality action (PC767) for new vehicle inventory as a Voluntary Safety Recall Campaign on **15,223** specific 2020 Murano vehicles identified in Service Comm. Nissan dealers will inspect both the left-hand and right-hand transverse links for the affected LOT code. If the LOT code is identified, the dealer will replace the affected transverse link and perform an alignment.

During manufacturing, the billet was formed improperly during the roll form process prior to forging. The manipulator chuck, used to form the part, did not rotate 90 degrees before the required second pass, resulting in excess material being folded over. As a result, the ball joint may separate from the transverse link. If the ball joint separates from the transverse link, vehicle drivability may be affected and may result in loss of vehicle control.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

- Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **PC797**.
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers **must not sell, lease trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
- Dealers should use **NTB21-022** to remedy any vehicles subject to this campaign.

4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**\*\*\*\* Release Schedule \*\*\*\***

| <b>Parts</b>              | <p><b>Parts are on restriction.</b> If inspection results indicate that parts replacement is necessary, dealers may place SVC orders for the parts listed below via DBS.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #333; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity (If Needed)</th> </tr> </thead> <tbody> <tr> <td>54500-5AA0C</td> <td>Link Compl-Transverse, RH</td> <td>1</td> </tr> <tr> <td>54501-5AA0C</td> <td>Link Compl-Transverse, LH</td> <td>1</td> </tr> </tbody> </table> <p><b>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></p> | Part Number          | Description | Quantity (If Needed) | 54500-5AA0C | Link Compl-Transverse, RH | 1 | 54501-5AA0C | Link Compl-Transverse, LH | 1 |
|---------------------------|---|----------------------|-------------|----------------------|-------------|---------------------------|---|-------------|---------------------------|---|
| Part Number               | Description   | Quantity (If Needed) |             |                      |             |                           |   |             |                           |   |
| 54500-5AA0C               | Link Compl-Transverse, RH   | 1                    |             |                      |             |                           |   |             |                           |   |
| 54501-5AA0C               | Link Compl-Transverse, LH   | 1                    |             |                      |             |                           |   |             |                           |   |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li><b>NTB21-022</b></li> </ul>  |                      |             |                      |             |                           |   |             |                           |   |
| <b>Owner Notification</b> | <p>Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>May 2021</b> via U.S. Mail.</p>   |                      |             |                      |             |                           |   |             |                           |   |

**\*\*\*\* 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 Stop Sale?**

A. Yes.

**Q. What is the reason for this safety recall?**

A. Due to a manufacturing process error, affected transverse links may not meet specification.

**Q. What is the possible effect of the condition?**

A. As a result, the ball joint may separate from the transverse link. If the ball joint separates from the transverse link, vehicle drivability may be affected and may result in loss of vehicle control.

**Q. What will be the corrective action?**

A. Nissan dealers will inspect both the left-hand and right-hand transverse links for the affected LOT code. If the LOT code is identified, the dealer will replace the affected transverse link and perform an alignment.

**Q. How long will the corrective action take?**

A. The inspection and/or remedy could take up to three (3) hours depending on LOT code applicability (none, left-hand, right-hand, or both) identified in the inspection. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **May 2021** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles inspected, and, if necessary, repaired as soon as possible upon notification.

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

A. No.

**Q. Is there any charge for this repair?**

A. No, the remedy will be performed for the customer free of charge for parts and labor.

**Q. Are parts readily available?**

A. Parts are currently on restriction. If inspection results indicate that parts replacement is necessary, dealers may place orders for parts.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If inspection results indicate that parts replacement is needed** rental is available, upon customer request, while parts are on order.

| <b>EXPENSE CODE</b>  | <b>DESCRIPTION</b>    | <b>A M O U N T</b> |
|--|-----------------------|--------------------|
| <b>502</b>   | <b>Rental Expense</b> | <b>\$120 (Max)</b> |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement. |                       |                    |

**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.

**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. What model year vehicles are involved?**

A. Certain Model Year 2020 Nissan Murano vehicles manufactured from Jul 28, 2020 to September 16, 2020 at the Canton, MS plant are affected.

**Revision History:**

| <b>Date</b>    | <b>Announcement</b>              | <b>Purpose</b>            |
|----------------|----------------------------------|---------------------------|
| March 12, 2021 | Voluntary Safety Recall Campaign | New campaign announcement |