



# RECALL CAMPAIGN BULLETIN

Classification: FA21-003	Reference: NTB21-022	Date: March 11, 2021
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2020 MURANO; TRANSVERSE LINK INSPECTION AND REPLACEMENT

**CAMPAIGN ID #:** PC797  
**APPLIED VEHICLES:** 2020 Murano (Z52)

**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 2020 Murano vehicles, to inspect and, if necessary, replace the transverse link. This service will be performed at no charge to the customer for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC797 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. Place the vehicle on a suitable lift.



Figure 1

2. Remove both front wheel and tire assemblies from the vehicle.



Figure 2

3. Locate the driver side and passenger side transverse (TV) link (Figure 3).

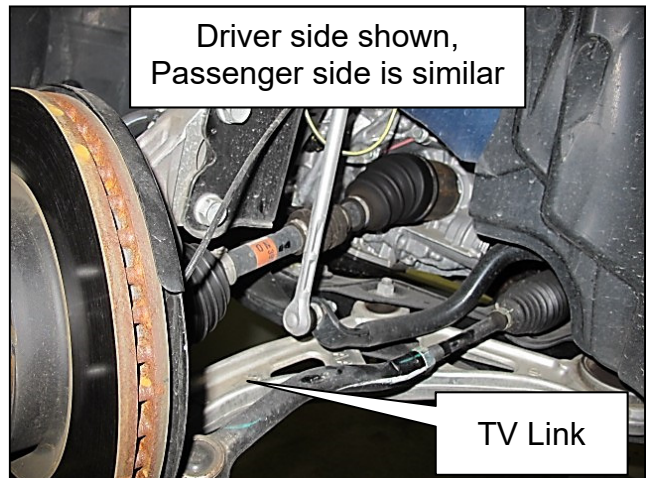


Figure 3

4. Locate the 3-digit Forging Lot Code on the top side of the driver side and passenger side TV link (Figure 4 and Figure 5).

**HINT:** Use of a light source (flashlight) may be required to see the Forging Lot Code.

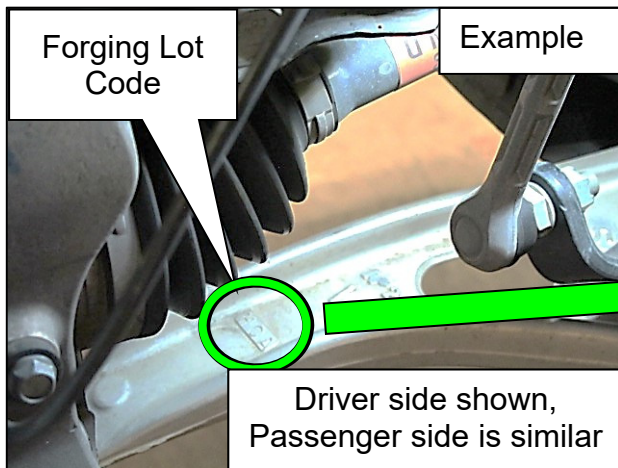


Figure 4

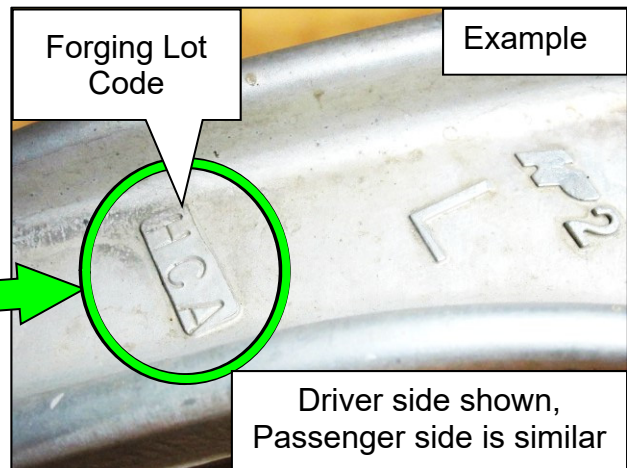


Figure 5

- Are the first 2 digits of the Forging Lot Code one of the following listed below?
  - Driver Side: **GF**
  - Passenger Side: **GH** or **GL**
    - **YES:** Continue to step 5 to replace the affected TV link(s).
    - **NO:** Do NOT replace the TV link(s). Skip to step 6 on page 4 to install the wheel and tire assemblies.

5. Replace the TV link(s).

- For TV link replacement, refer to the ESM section below.

➤ **SUSPENSION > FRONT SUSPENSION > REMOVAL AND INSTALLATION > TRANSVERSE LINK > Removal and Installation.**

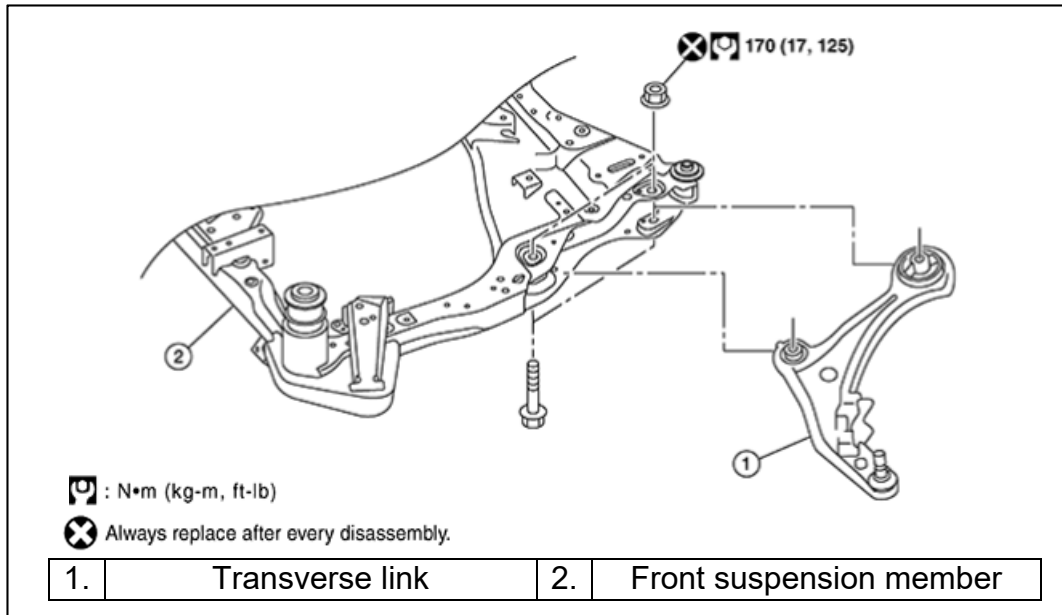


Figure 6

6. Reinstall the wheel and tire assemblies.

- Wheel nut torque: 113 N·m (12 kg-m, **83 ft-lb**)

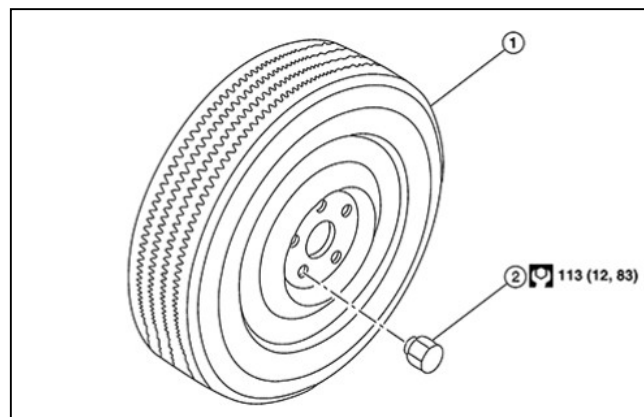


Figure 7

7. Remove the vehicle from the lift.

- If TV link(s) were replaced, perform an alignment on the vehicle.
- If a TV link was not replaced, an alignment is not required. Proceed to **CLAIMS INFORMATION** on the next page.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
LINK COMPL – TRANSVERSE, RH (Passenger Side TV Link)	54500-5AA0C	1 (if needed)
LINK COMPL – TRANSVERSE, LH (Driver Side TV Link)	54501-5AA0C	1 (if needed)
NUT	54588-JA060	2 per side (4 max, if needed)
NUT – KNUCKLE SPINDLE	40262-JA000	1 per side (2 max, if needed)
NUT - HEX	40262-2Y00A	1 per side (2 max, if needed)
PIN - COTTER	40073-0L700	1 per side (2 max, if needed)

## CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PC797	Inspect Driver Side and Passenger Side TV links (OK Condition)	PC7970	0.4 hr
	Inspect Driver Side and Passenger Side TV links and replace 1 TV link (includes alignment)	PC7971	1.8 hrs
	Inspect Driver Side and Passenger Side TV links and replace both TV links (includes alignment)	PC7972	2.4 hrs

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 11, 2021	NTB21-022	Original bulletin published