

**INTERIM OWNER NOTIFICATION**  
**NOTIFICACIÓN PROVISIONAL AL PROPIETARIO**

**NHTSA Recall 21V-774**

Dear Nissan Murano Hybrid Owner:

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2015 Model Year Nissan Murano Hybrid vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

**Reason for Recall**  
**Motivo del Retiro**

The Hybrid Powertrain Control Module (HCPM) on your Murano Hybrid vehicle may contain software that could cause an engine stall under certain conditions. In the event of bearing damage, the HPCM detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, you may experience an engine stall while driving, increasing the risk of a crash.

**What Nissan Will Do**  
**Qué Hará Nissan**

The software is currently being developed by Nissan to remedy your vehicle. The remedy for this recall is anticipated to be available in March 2022. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a dealer to have the HPCM reprogrammed with updated software, at no cost to you.

**What You Should Do**  
**Qué Debes Hacer**



For more information about the recall, please visit  
<https://nna.secure.force.com/recall?camp=R21B5>.

Para obtener más información sobre el retiro, visite  
<https://nna.secure.force.com/recall?camp=R21B5>.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer

Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.