

Part 573 Safety Recall Report

24V-053

Manufacturer Name : Nissan North America, Inc.

Submission Date : JAN 30, 2024

NHTSA Recall No. : 24V-053

Manufacturer Recall No. : PD102



Manufacturer Information :

Manufacturer Name : Nissan North America, Inc.

Address : P. O. BOX 685001

Franklin TN 37068-5009

Company phone : 800-647-7261

Population :

Number of potentially involved : 6

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Nissan Murano

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : NR

Descriptive Information : Based on manufacturing production records, Nissan confirmed the issue occurred on a limited number of quarter glass assemblies that were installed on certain Model Year 2024 Nissan Murano vehicles during the specified production range. No other Nissan or INFINITI vehicles are affected.

Production Dates : OCT 11, 2023 - OCT 12, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : On affected Murano vehicles, the incorrect primer may have been used during the quarter glass application within the manufacturing process. As a result, the urethane adhesive bond may be broken and both the left and right quarter glass could separate from the vehicle's body.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the quarter glass separates while driving, it could become a road hazard for other vehicles, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : The customer may notice an increase in quarter glass wind noise and there may be a rattle noise heard prior to quarter glass separation.

Involved Components :

Component Name 1 : Glass Assy – Side Window RH

Component Description : Quarter Glass Assembly

Component Part Number : 83300 5AA0A

Component Name 2 : Glass Assy – Side Window LH

Component Description : Quarter Glass Assembly

Component Part Number : 83301 5AA0A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On October 11, 2023, during a production shift change, a Nissan technician reported that the incorrect primer was inadvertently loaded in the equipment used for quarter glass assembly. Nissan began an investigation.

October 16, 2023 – Nissan conducted a yard audit and identified seventy-two (72) Nissan Murano vehicles with the incorrect primer on both left and right quarter glass panels. All suspect units were repaired.

October 18, 2023 – Nissan initiated a quality hold to dealerships for fourteen (14) potentially affected MY 2024 Murano vehicles. Nissan conducted a dealer action with instructions to replace both the left and right quarter glass due to a potential issue. Nissan repaired eight (8) vehicles during this activity.

End of October 2023 through December 2023 – Nissan investigated the potential effect of using the incorrect primer on the quarter glass. Nissan discovered the adhesive bond between the vehicle's body and the quarter glass assembly may be compromised and began testing to understand the effect on quarter glass retention.

January 23, 2024 - Based on test results using the suspect primer, out of an abundance of caution, Nissan decided to conduct a safety recall campaign to remedy the remaining six (6) affected vehicles in the U.S. market.

Nissan is not aware of any warranty claims, accident or injuries related to the subject condition.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to replace both the left and right side quarter glass panels. All repairs will be performed free of charge for parts and labor and may take three (3) hours to complete.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy since the subject vehicles are under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Nissan will notify the owners of the potentially affected vehicles beginning on March 1, 2024, to bring their Murano to a Nissan dealer for repair. Dealers will be notified on January 31, 2024.

Planned Dealer Notification Date : JAN 31, 2024 - NR

Planned Owner Notification Date : MAR 01, 2024 - NR

* NR - Not Reported