



SAFETY RECALL

CAMPAIGN BULLETIN

Front Brake Caliper Inspection Voluntary Recall Campaign

Reference: PD137
Date: March 20, 2025

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign’s remedy action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2025 Pathfinder (R53)	656	299	March 20, 2025	YES
2025 Murano (Z53)	472	324		

***** Campaign Summary *****

Nissan is committed to the safety and security of our customers and passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Safety Recall Campaign on certain model year 2025 Nissan Pathfinder and Murano vehicles identified in Service Comm and DBS National Service History.

On affected vehicles, one or both front brake calipers may have reduced strength and could potentially break. If either of the front brake calipers fail and separate from the front brake assembly, it can result in reduced braking performance. If this occurs, the condition may not be compliant with certain performance requirements of FMVSS 135 “Light vehicle brake systems”.

Dealers will inspect both front brake calipers by lot code. If the lot code is determined to be suspect, the affected front brake caliper(s) will be replaced with a new one.

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

- Verify if vehicles are affected by this voluntary safety recall campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PD137**
 - 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
 - Some vehicles may still be in transit. Please continue to check newly arriving inventory for applicability.**
- Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been remedied.
- Dealers should use **NTB25-018** to remedy any Pathfinder or Murano vehicles subject to this campaign.
- Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	If inspection results indicate that parts replacement is needed, refer to NTB25-018 to determine the parts required for this remedy. <u>Parts are on restriction and may be ordered via DBS.</u> NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.
Repair	<ul style="list-style-type: none">• NTB25-018
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2025 , via U.S. Mail.

**** Dealer Responsibility ****

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary 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.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. On affected vehicles, one or both front brake calipers may have reduced strength and could potentially break.

Q. What is the possible effect of the condition?

A. If either of the front brake calipers fail and separate from the front brake assembly, it can result in reduced braking performance. If this occurs, the condition may not be compliant with certain

performance requirements of FMVSS 135 "Light vehicle brake systems".

Q. What will be the corrective action for this voluntary non-compliance recall campaign?

A. Dealers will inspect both front brake calipers by lot code. If the lot code is determined to be suspect, the affected front brake caliper(s) will be replaced with a new one.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one and a half (1.5) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **March 2025**, 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 remedied as soon as possible upon notification.

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

A. No.

Q. Are parts readily available?

A. Yes.

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. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
Contact the Warranty claims call center 1-800-777-9999, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

Q. Is there any charge for the repair?

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

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 2025 Nissan Pathfinder and Murano vehicles manufactured from January 27, 2025 to January 30, 2025.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. Certain 2025 INFINITI QX60 vehicles manufactured from January 27, 2025 to January 30, 2025.

Revision History:

Date	Announcement	Purpose
March 20, 2025	Original Document	New campaign announcement