VOLUNTARY SERVICE CAMPAIGN
2011 – 2012 MURANO CROSS CABRIOLET SOFT TOP

CAMPAIGN I.D. #: P1261
APPLIED VEHICLES: 2011 – 2012 Murano Cross Cabriolet (EZ51)
Check Service Comm to confirm campaign eligibility.

INTRODUCTION
Nissan is conducting this voluntary service campaign on 2011 and 2012 Murano Cross Cabriolet vehicles to prevent possible conditions with the soft top roof that may cause customer dissatisfaction. The procedures in this campaign will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER
Nissan has assigned identification number P1261 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY
Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer’s inventory.
SERVICE PROCEDURE

NOTE: Use protective covers as needed for interior and exterior surfaces while performing this Service Procedure.

There are 5 separate repairs within this Service Procedure:

- Repair Item # 1: Replace Skylight Links (page 3)
- Repair Item # 2: Check/Replace e-clip for 3.5 Bow Link Pin (page 11)
- Repair Item # 3: Check Rear Window De-fogger Harness Connection (page 16)
- Repair Item # 4: Replace Rubber Cap on Inner Flap Hinges (page 18)
- Repair Item # 5: Check/Replace Shims for Storage Lid Device (page 22)

During this procedure, the soft top will need to be operated several times.

CAUTION: Before operating the soft top, make sure:

- The engine is running; keep the engine running while operating the soft top.
- There is 5 feet of horizontal clearance behind the rear bumper.
- There is 10 feet of vertical clearance from the ground above the vehicle.
- The luggage cover is pulled out and hooked so the roof storage area is separate from the trunk area.
- The trunk is closed.
- Top is clean; free from water, snow, sand, or other debris.
- Rear window defroster is turned OFF.
- Vehicle is in an area with temperatures above 32°F (0°C).

NOTE:
- Do not operate the soft top in temperatures below 32°F (0°C).
- If the vehicle is in an area with temperatures below 32°F (0°C), move it to an area with temperature above 32°F (0°C) and wait for the vehicle to adapt to the warmer temperature.
- If the soft top is operated in temperatures below 32°F (0°C) the soft top material may not stow correctly.
Repair Item # 1: Replace Skylight Links

1. Partially open the soft top as follows (see Figure 1-1):
   a. Set the parking brake.
   b. Keep the transmission in Park.
   c. Start the engine.
   d. Operate the soft top until the rear window is straight up, the storage lid is open, and the outer flap is folded down.
   e. Turn the ignition OFF.

![Figure 1-1](image-url)
2. Locate the bottom end of the skylight link.

3. Locate the retaining clip on the bottom end of the skylight link.

4. Use a flat blade screwdriver (or other suitable tool) to bend the retaining clip away from the skylight link.
5. Use diagonal side cutters (or other suitable tool) to grip and remove the retaining clip. (Cut the clip if necessary.)

**NOTE**: Do not remove link from the pin at this time. Leave the link attached to the pin.

6. Disconnect the headliner from around the skylight (see Figures 1-6 and 1-7).
   a. Make sure your hands are clean.
   b. Locate the molding end points.
   c. Use a small flat blade screwdriver to carefully disconnect the molding from the edge of the glass.
7. Disconnect the front half of the headlining/molding as shown (see Figure 1-8).

- With headlining/molding disconnected the upper ends of the skylight links are accessible.

8. Remove the 2 nuts from the upper end of the skylight link.

- Discard the nuts.
- Use new nuts for reassembly.
- New nuts are included in the repair kit.
9. Disconnect the lower end of the skylight link.
   - Slide it off of the pin.

   **NOTE:** With both ends of the skylight link disconnected, the link can be rotated 180 degrees to access the bungee band connecting screws at the upper end.

10. Rotate the skylight link 180 degrees.

11. At the upper end of the skylight link, remove the bungee band connecting screws.

12. Install the new skylight link in reverse order:

   **Note the following items during instllation:**
   - Do not reconnect the headlining until both skylight links have been replaced.
   - Make sure the bungee band is not twisted. Refer to Figure 1-14 on page 10 for help with bungee band routing and positioning.
   - Reuse the bungee band connecting screws.
• At the lower end of the skylight link
  ➢ Attach the link with a new pin. New pins are included in the repair kit.

  ➢ Place a new retaining clip on the pin,

  ➢ Use a 10 mm socket and adjustable pliers to seat the retaining clip.
13. Make sure to replace both skylight links.

14. Reconnect the headlining.

15. Make sure the headlining near the rear hinge assembly (both sides) is positioned as shown.

**NOTE:** During the procedure the headlining may get caught in a hinge assembly. When finished make sure the headlining is positioned as shown.

![Figure 1-15](image)

16. Operate the soft top full open and full close 2 times. Make sure there are no abnormal noises and the top works correctly.

   Before operating the soft top, make sure to:
   - Set the parking brake.
   - Keep the transmission in Park.
   - Start the engine.
Bungee Band Routing and Positioning (for reference during skylight link replacement)

On vehicle position. View from outside of vehicle.

Figure 1-14
Repair Item # 2: Check/Replace e-clip for 3.5 Bow Link Pin

**NOTE:** Photos in this procedure are of the left side. The right side is a mirror image.

1. Partially open the soft top as follows (see Figure 2-1):
   a. Set the parking brake.
   b. Keep the transmission in Park.
   c. Start the engine.
   d. Operate the soft top until the top is at mid point of travel as shown in Figure 2-1.
   e. Turn the ignition OFF.

![Figure 2-1](image)

**IMPORTANT:** Read and understand all of the steps in this procedure before continuing.

The remainder of the steps in this procedure will require one person to hold/support the top while a second person removes the 3.5 bow pin, checks the pin size, and then reinstalls the pin – which will only take about 2 minutes.

**WARNING:** During this repair, oil pressure in the soft top system may drop low enough to allow the top to move. Keep fingers and other body parts safely away from areas that could result in injury.
2. Have one person hold/support the top.

**NOTE:** The person holding the top must continue to hold the top while the 2nd person performs steps 3 through 6 (about 2 minutes).

3. Have the 2nd person remove the e-clip from the 3.5 bow pin.

**NOTE:** If needed, refer to Figure 2-1 for 3.5 bow pin location.
NOTE:

a. In the next step you will be removing the 3.5 bow pin.

b. You will find one of the following:
   - No washer
   - Washer in location A
   - Washer in location B

c. Make a mental note of what you find so you can reassemble it the same as you found it.

4. Remove the 3.5 bow pin.

   NOTE: When the pin is removed the pin holes will move out of alignment.
5. Measure the pin size in the e-clip channel as shown in Figure 2-6.

- Use a caliper (or other suitable measuring tool).

- Make sure the caliper touches the bottom of the channel as shown in Figure 2-6 and 2-7.

- There are 2 possible pin sizes: **6 mm or 7 mm**

6. After measuring the pin, reinstall it and then go to the next step to determine which e-clip to use.

**NOTE:**

- The 3.5 bow will need to be pushed into place to get the pin holes aligned.

- If a washer was found with the bow pin (see page 13), make sure to reinstall it in the same location.

- With the pin reinstalled the top does not need to be held by the 2nd person, but the top may move as pressure in the system decreases.

**WARNING:** During this repair, oil pressure in the soft top system may drop low enough to allow the top to move. Keep fingers and other body parts safely away from areas that could result in injury.
7. Determine which e-clip to use:

- If pin size is 7 mm, use e-clip P/N 97166 - 1GR3A (7 mm e-clip is included with the repair kit)
- If pin size is 6 mm, use e-clip P/N 97166 - 1GR4B (6 mm e-clip must be ordered separately)

8. Install the correct e-clip on the 3.5 bow pin.

9. Make sure to perform this procedure for both sides.

**NOTE:** Before performing this procedure for the other side, operate the soft top to restore hydraulic pressure in the system.

10. After the procedure has been performed for both sides, operate the soft top full open and full close 2 or 3 times. Make sure there is no abnormal noise and the top operates correctly.

   Before operating the soft top, make sure to:
   - Set the parking brake.
   - Keep the transmission in Park.
   - Start the engine.
**Repair Item # 3: Check Rear Window De-fogger Harness Connection**

**NOTE:** Photos in this procedure are of the left side. The right side is a mirror image.

1. Partially open the soft top as follows (see Figure 3-1):
   a. Set the parking brake.
   b. Keep the transmission in Park.
   c. Start the engine.
   d. Operate the soft top until the rear window is straight up and the storage lid is open.
   e. Turn the ignition OFF.

![Figure 3-1](image-url)

- Location of defogger connectors
- Storage lid open
- Rear window straight up
2. Locate the defogger connector (see Figures 3-1 and 3-2).

3. Remove the cloth tape from the connector.

4. With the cloth tape removed, make sure the connector is securely connected.

5. Re-cover the connector with cloth tape. (A roll of cloth tape is supplied with the repair kit.)

6. Make sure to check the defogger connector (steps 2 through 5) on both sides of the rear window.
Repair Item # 4: Replace Rubber Cap on Inner Flap Hinges

NOTE: Some photos in this procedure are of the left side. The right side is a mirror image.

1. Partially open the soft top as follows (see Figure 4-1):
   a. Set the parking brake.
   b. Keep the transmission in Park.
   c. Start the engine.
   d. Operate the soft top until the top is in the stowed position, the storage lid is open, and the outer flap is folded down.
   e. Turn the ignition OFF.

2. Remove the rear seat cushion.
   a. Pull out on the lock straps.
   b. Lift and remove the seat cushion.
3. Remove the rear seatback.
   a. Remove 2 bolts at the lower corners.
   b. Lift up to unhook the seatback.
   c. Move the seatback forward.

**NOTE:**
- Do not remove the seat belt mounting bolts.
- The seatback does not need to be completely removed from the vehicle.
4. Locate the rubber cap on inner flap hinge and remove it.

5. Obtain a new rubber cap from the repair kit.

6. Apply adhesive to the entire inside surface of the cap.
   - Use LOCTITE® Super Glue Ultra Gel Control only.
   - Do Not use any other adhesive.
7. Install the new rubber cap as shown in Figure 4-6.

8. Make sure to install a new rubber cap on both the left side and right side inner flap hinge.

9. Reinstall the rear seatback and seat cushion.
Repair Item # 5: Check/Replace Shims for Storage Lid Device

NOTE: Photos in this procedure are of the left side. The right side is a mirror image.

1. Partially open the soft top as follows (see Figure 5-1):
   a. Set the parking brake.
   b. Keep the transmission in Park.
   c. Start the engine.
   d. Operate the soft top until the top is in the stowed position and the storage lid is fully open.
   e. Turn the ignition OFF.

   ![Figure 5-1]

2. Place a protective cover on the soft top.

3. Place a sturdy cardboard box (about 9 inches high) between the storage lid and the soft top.

4. Manually (by hand) push the storage lid forward so the weight of the lid is resting on the cardboard box.

   ![Figure 5-2]
5. Locate the shim attachment area of the storage lid device.

6. Examine the shim attachment. You will find it in one of the following conditions:

   • If tape and shim are attached as shown;
     Go to step 7, on the next page.

   • If only a shim is attached;
     Skip to step 8, on the next page.

   • If no tape and no shim are attached;
     Skip to step 9, on page 25.
7. Remove the tape from around the shim.

8. Check the shim for secure attachment as follows:

   Use a flat blade screwdriver to push and slightly pry on the shim.

   • If the shim stays attached, skip to step 15 on page 26.

   • If the shim comes loose, go to step 9 on the next page.
9. Clean the surface where the new shim will be attached.
   a. If needed, use emery paper to clean adhesive residue from the storage lid device attachment surface.
   b. Use isopropyl alcohol for final cleaning.

10. Clean the surface of the new shim with isopropyl alcohol.
    - New shims are included in the repair kit.

11. Generously apply epoxy to the shim.
    - Use LOCTITE® Heavy Duty Epoxy, or Devcon® High Strength 5 Minute Epoxy.
    - Follow the package directions.
    - **Do Not** use any other epoxy.

12. Attach the new shim.

13. Clean off excess epoxy from around the shim.

14. Allow the epoxy to cure. Follow the package directions.
15. Apply new cloth tape around the shim.
   - A roll of cloth tape is included in the repair kit.

16. Manually (by hand) pull the storage lid back to the full open position.

17. Remove the cardboard box and protective cover.

18. Make sure to perform this procedure for both sides.

19. Operate the soft top (full open and full close) 2 or 3 times. Make sure there is no abnormal noise and all moving parts work correctly.
PARTS INFORMATION

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<th>DESCRIPTION</th>
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<td>Linkage Kit – Rod</td>
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Kit includes:

- 1 – LH skylight link
- 1 – RH skylight link
- 2 – Retaining clips for skylight link
- 2 – Pins for skylight link
- 4 – Nuts for skylight link
- 2 – 7 mm e-clips for 3rd bow
- 2 – Rubber caps for flap hinge
- 2 – Shims for storage lid device
- 1 – Roll of cloth tape

| 6 mm e-clip                   | 97166 – 1GR4B | 2   - if needed |

LOCTITE® Epoxy Heavy Duty *

or

Devcon® High Strength 5 Minute Epoxy **

| LOCTITE® Super Glue – Ultra Gel Control | Local Source | 1 package will service several vehicles (shop supply) |

* For help with finding LOCTITE® products, visit www.loctiteproducts.com

** Devcon® High Strength 5 Minute Epoxy is available at many local hardware stores.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

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<th>CAMPAIGN (CM) I.D #</th>
<th>DESCRIPTION</th>
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<td>Perform all repairs: Repair # 5 does not need shim attached with epoxy.</td>
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<td>1.7 hrs.</td>
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OR

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OWNER’S LETTER

Dear Murano Cross-Cabriolet Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding the convertible top on your Murano.

REASON FOR SERVICE CAMPAIGN

In certain cases affecting a small number of vehicles, the convertible top may not operate properly. In such cases, customers may notice an unusual noise or erratic operation while operating the convertible top. If this occurs, continued operation of the convertible top may cause it to be damaged.

WHAT NISSAN WILL DO

While the majority of vehicles may never experience any of these issues, to assure your continued satisfaction and confidence in your Murano, Nissan is conducting a voluntary service campaign to inspect several components of the convertible top, and where necessary, repair or replace those components. Specifically, the following items will be performed:

- Replace the skylight links.
- Replace the e-clip for the 3.5 bow link pin.
- Inspect electrical connection for the rear window defogger.
- Replace a rubber cap on the inner flap hinges.
- Inspect, and if necessary, replace shims for the storage lid device.

These repairs will be performed free of charge for parts and labor.

WHAT YOU SHOULD DO

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment. To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to complete the service 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 1-800-647-7261.

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan.