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NISSAN BULLETIN

2015 Murano Air Duct Hose Dealer Service Action

Reference: PC337

Date: December 18, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

*****Dealer Announcement*****

Nissan is conducting a dealer inventory service action to inspect the air duct hose, and if necessary, secure the hose to the air filter box on **87** specific 2015 Nissan Murano vehicles identified in SERVICE COMM.

Dealers are strongly requested to perform this Service Action on the affected vehicles in their inventory before retailing to help ensure customer satisfaction.

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Once the vehicle has been inspected, and if necessary repaired, the vehicle can be released for sale. The service department should file a warranty claim for this repair in a timely manner so it can be closed on SERVICE COMM.

*****Parts Information*****

No parts are required for this repair.

***** Vehicle Identification – Dealer Inventory *****

This Dealer Service Action affects approximately **87** Nissan MY15 Nissan Murano vehicles, which are currently in dealer inventory or in-transit.

2015 Nissan Murano vehicles are subject to this Dealer Service Action and can be identified through two methods:

- **SERVICE COMM** – Beginning December 19th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC337**- to determine if a vehicle is subject to this Dealer Service Action.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

***** Dealer Responsibility *****

It is the dealer's responsibility to check SERVICE COMM - **I.D. PC337** for the status on each 2015 Nissan Murano vehicle which is currently in inventory. Nissan requests dealers to perform this inspection on vehicles in inventory prior to being retailed to ensure customer satisfaction.

******* Inspection Procedure *******

This inspection procedure included in this announcement will be available on ASIST, NNAnet.com, and the Dealer360 (Recalls & Service Campaigns Community forum).

- ASIST – Go to “Tech Support Info” on the left column of the ASIST opening page. Under “Tech Support Info”, select “Inventory Vehicle Actions”. A new window will open where you may access the technical procedures.
- NNAnet.com –This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>
 - PC337

Thank you for your prompt attention to this matter and we apologize for the inconvenience.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



DEALER SERVICE ACTION INSTRUCTIONS

PROCESS NAME:	Air Duct Hose			PNC:	PC337	DATE:	12/18/14
VEHICLE AFFECTED:	2015	NISSAN	MURANO			REV:	01

CAUTION:

Ensure parking brake is engaged and engine is off

Inspect and Tighten Air Duct Hose

STEP	INSTRUCTION	ILLUSTRATION / REFERENCE
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1. Open hood and locate Air Duct Hose between air cleaner case (upper) and electric throttle control actuator (*Figure 1*).

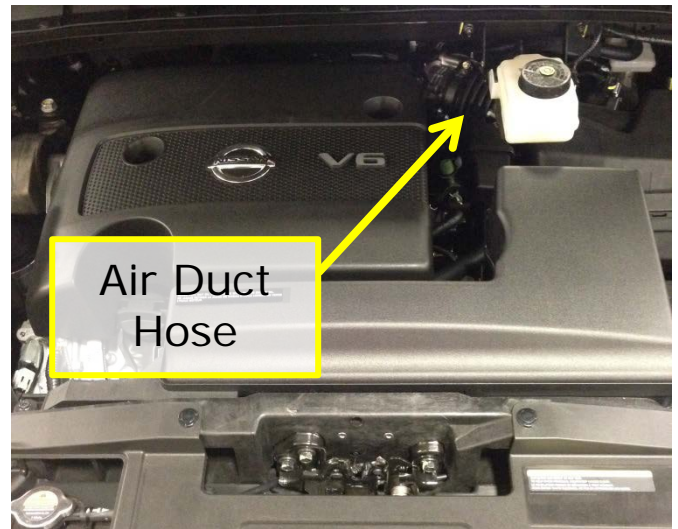


Figure 1

2. Verify air duct hose is fully seated on both ends and confirm both hose clamps are installed/tight (*Figure 2*).

If air duct hose was fully seated and hose clamps did not require tightening

- Close hood and submit appropriate warranty claim

If air duct hose was **not** fully seated or either hose clamp was **loose**

- Properly seat hose and/or tighten hose clamps.
- Close hood and **continue to next step**

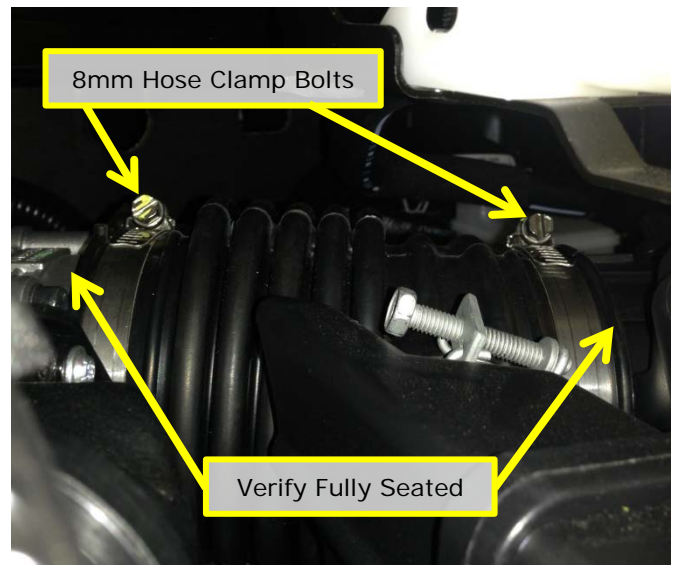


Figure 2

3. Using Consult III, check for DTCs and clear if necessary.



SERVICE ACTION INSTRUCTIONS

(continued)

2015

Air Duct Hose

Rev: 01

12/18/14

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CLAIMS:

Work Order Line Type: "CM" Campaign

Submit claim using the following claims coding:

PC337

CLAIM DATA		OP Code	FRT	Parts Required	Expense Code	Description
CLAIM TYPE:	CM					
PNC:	PC337	PC3370	0.2	No	No	Confirm Air Duct Hose Clamps are tight
SYMPTOM:	ZZ	PC3371	0.2	No	No	Tighten Air Duct Hose Clamps and Clear DTCs
DIAGNOSIS:	99					