



Innovation that excites

NISSAN BULLETIN

Hood Primary Latch Dealer Service Action

Reference: PC419

Date: December 17, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE December 17th, 2015

The announcement from December 16th, 2015 has been revised to **include:**

- **This activity will expire on December 18th, 2015.** Dealers can continue to schedule and repair vehicles eligible for this service action until close of business **December 18th, 2015.** Claims will be honored for RO's opened on or before the 18th of December.
- Nissan asks that dealers **cancel any unnecessary parts stock orders.**
- **Nissan is implementing a 100% parts collection on all parts replaced under this action.**
- **The FRT under Claims Information has been revised** to include re-checking hood-latch operation after parts replacement.
- **Please discard earlier versions of this bulletin.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2016 Maxima (A36)	NA	9,025	December 16, 2015
MY2015 Murano (Z52)		9,863	SERVICE COMM Expiration date:
MY2015-16 Pathfinder (R52)		9,247	
MY2015-16 Rogue (T32)		13,791	December 18 th , 2015

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

Nissan is conducting a dealer inventory service action to inspect and, if necessary, replace the hood latch on certain MY 2015 Murano, MY2016 Maxima, and MY2015-16 Rogue and Pathfinder vehicles currently in dealer inventory or assigned and in transit to check for possible out-of-specification primary hood latch sub-component.

This dealer inventory service action will **expire on December 18th, 2015.** Claims will be honored for RO's opened on or before the 18th of December, 2015. **Nissan asks that dealers cancel any unnecessary parts stock orders at this time.**

IMPORTANT: Dealers should not sell or trade any affected vehicles in dealer inventory subject to this service action until the hood latch has been inspected and proper operation has been confirmed.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in dealer inventory are affected by this inventory inspection using Service Comm **I.D. PC419**.
2. Use the attached procedure to inspect and, if necessary, repair the vehicle.
 - If parts are required, dealers may locate the part in the FAST catalog and place order as necessary.
3. Dealers can continue to schedule and repair vehicles eligible for this service action until close of business **December 18th, 2015**. Claims will be honored for RO's opened **on or before the 18th of December**.
4. The service department should immediately submit a warranty claim so that the results of this inspection can be tracked, and then release the vehicle for sale.

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

It is the dealer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in inventory. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

******* Inspection procedure on next page *******

PC419 – Rogue, Pathfinder, Murano, Maxima Hood Latch SERVICE PROCEDURE

1. Open the hood for inspection.
2. Inspect the black hood latch spring position (Figure 1):
 - **If the hood latch spring is in the proper position, shown in (Figure 2), continue to step 3.**
 - **If the hood latch spring is out of position, as shown in (Figure 1), replace hood latch per the Electronic Service Manual, and perform inspection procedure outlined in step 3.**

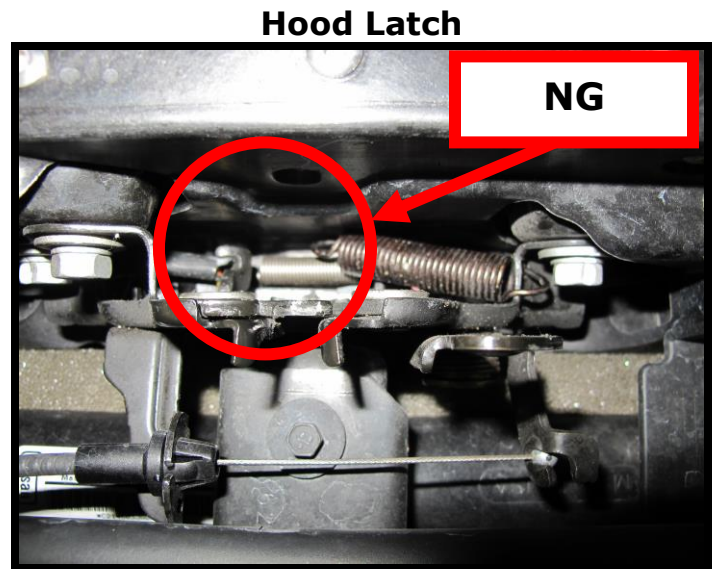


Figure 1

3. Open and close the hood 30 times.
 - Pull release lever
 - Open hood
 - Close hood fully
 - Repeat 30 times
4. After cycling the hood inspect the black hood spring position:
 - **If the spring is still in place (Figure 2), the inspection is complete.**
 - **If the spring has dislodged (Figure 1), replace the hood latch assembly per the Electronic Service Manual, and re-perform the inspection process outlined in step 3.**

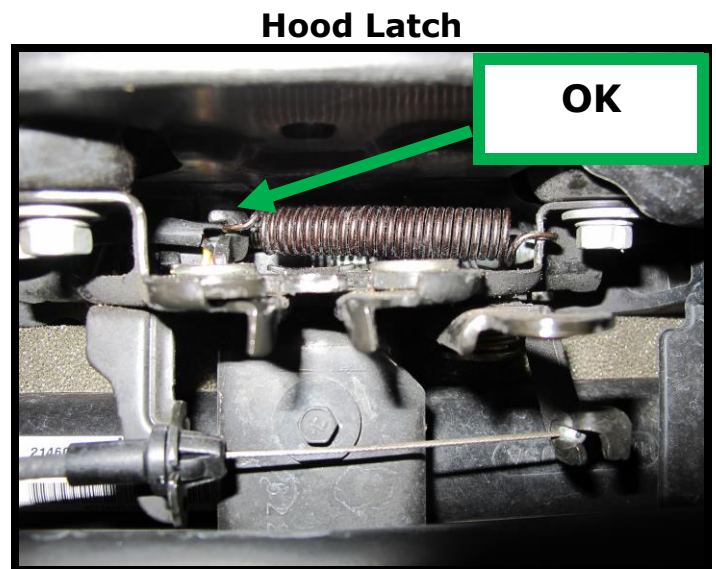


Figure 2

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC419

Claim Type:	CM			
PNC:	PC419			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Hood Latch Assembly	PC4190	0.4 hrs.	No	No
Inspect and Replace and Re-Inspect Hood Latch Assembly (Maxima A36)	PC4191	1.9 hrs.	YES	No
Inspect and Replace and Re-Inspect Hood Latch Assembly (Rogue T32, Murano Z52)	PC4192	1.0 hrs.	YES	No
Inspect and Replace and Re-Inspect Hood Latch Assembly (Pathfinder R52)	PC4193	1.1 hrs.	YES	No