



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Brake Fluid Flush
Voluntary Service Campaign

Reference: P8305
Date: March 22, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

NOTE: This campaign procedure requires two (2) people, but does not require two (2) technicians. Another non-technical employee may assist with actuating the vehicle brake pedal as required.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2009 Murano (Z51)	88,662	NA	March 22, 2018	NO

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

Nissan is committed to customer satisfaction. Nissan is conducting a Voluntary Service Campaign to flush the brake fluid, install new DOT 4 brake fluid, and inspect the Antilock Brake System (ABS) actuator on specific 2009 Nissan Murano vehicles. If the ABS actuator does not pass the inspection after the system has had the brake fluid flushed and upgraded, dealers will replace the ABS brake actuator. A new brake fluid cap with DOT 4 fluid specifications will be installed and an owner’s manual update will be provided to the customer.

The ABS actuators manufactured during this time period are potentially susceptible to a chemical reaction between the valve surface coating and the DOT 3 brake fluid, which in rare instances, may cause a gel to form around the normally closed valve and in some cases cause it to stick open. As a result, brake fluid pressure may fluctuate and the customer may experience increased brake pedal travel (soft brake pedal).

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P8305**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB18-025** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> • Nissan previously shipped one (1) touch up paint (999PP-SDQAK) and one (1) case of brake fluid (999MP-1LM6D4) to each dealer on February 21, 2018. <ul style="list-style-type: none"> ○ Each case will service up to 12 vehicles. ○ Most vehicles will only require one (1) liter of brake fluid, but some vehicles may require more. <ul style="list-style-type: none"> ▪ Up to two (2) liters of DOT 4 brake fluid may be claimed per vehicle if more than one (1) liter is required. • In addition, Nissan will ship six (6) DOT 4 brake fluid tank caps (D6020-64J0A) to <u>each dealer</u>. Parts began to arrive Wednesday, March 21, 2018. • If a brake actuator is required, a unique part will be provided. <ul style="list-style-type: none"> ○ Technicians must complete the inspection form on ASIST <ul style="list-style-type: none"> ▪ Access the online form through ASIST > Bulletin Support Items > Voluntary Service Campaign – 2009 (Z51) Brake Fluid Flush Check Sheet ○ ASIST will notify the technician if an ABS actuator is required and place an order for the appropriate part. ○ ABS actuators will be shipped to dealers within two (2) business days and will include the VIN on the label. <ul style="list-style-type: none"> ▪ D7660-1SW0B - AWD ABS Actuator ▪ D7660-1SW0C - FWD ABS Actuator ○ Parts replaced under this campaign activity may be collected. Follow the inspection procedure in the campaign bulletin prior to determining the necessity of replacing any parts. ○ Pursuant to APRM policy 2.35.15, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. ○ NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.
Special Tools	<ul style="list-style-type: none"> • CONSULT III
Repair	<ul style="list-style-type: none"> • NTB18-025
Owner Notification	Nissan will send notification to owners of all potentially affected vehicles within 60 days via U.S. Mail.

***** Dealer's Responsibility *****

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

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No, but it is important that all vehicles subject to this service campaign be remedied as quickly as possible, and always, when entering the service department for any reason. If customers call, encourage them to schedule an appointment at their earliest convenience.

Q. What is the reason for this Voluntary Service Campaign?

A. The customer may experience increased brake pedal travel or low pedal feel because of brake fluid-pressure fluctuation.

Q. What is the possible effect of this condition?

A. Failure to have this brake fluid flush and inspection performed may cause a soft brake pedal (excessive pedal travel).

Q. What will be the corrective action?

A. Nissan dealers will flush the brake system and remove the DOT 3 brake fluid and install new DOT 4 fluid. The dealer will also inspect the ABS actuator for correct operation and, if necessary, replace the ABS actuator with a new one. A new DOT 4 specification brake fluid cap will be installed and owners will be provided with an owner's manual update for the new fluid specification ([see the last page of this announcement for owner's manual materials](#)).

Q. Why can't technicians use a power brake bleeder for this repair procedure?

A. A high amount of system pressure is required for this repair. Use of a power brake bleeder is being studied to ensure various brands of power brake bleeder tools can satisfactorily remove any gel deposits and prevent cross contamination of brake fluid types.

Q. I have previously paid to replace the ABS brake actuator(s) in my vehicle and Nissan did not cover the repair. Am I eligible for reimbursement?

A. If you have previously replaced the ABS actuator in your vehicle due to a soft brake pedal or excessive brake pedal travel and Nissan did not cover the repair, please visit www.NissanAssist.com, download the Reimbursement Claim Form, and follow the instructions on the website once you have gathered the following necessary documentation:

- Repair order(s)
- Proof of payment [may be on repair order(s)]
- Proof of vehicle ownership if repair is over \$1,000

Criteria for reimbursement:

- ABS warning lamp was not illuminated
- Customer concern was a soft or low brake pedal (excessive brake pedal travel) and an ABS actuator was installed to correct the concern.
 - Brake pad replacement was not the reason for the low brake pedal

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 two and a half (2.5) hours to complete depending on the inspection results. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule or if the ABS actuator requires replacement.

Q. When will vehicle owners be notified?

A. Nissan will send notification to owners of all potentially affected vehicles within 60 days via U.S. Mail.

Q. Are parts readily available?

A. Yes. Brake fluid and brake caps are readily available and can be ordered normally. Dealers will enter inspection results into Nissan ASIST to determine if an ABS actuator is required. ASIST will generate an order for the necessary parts if needed and parts will be shipped to dealers within two (2) business days. **Do not order or use normal service parts for this campaign remedy when ABS actuators are required.**

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

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. If an ABS actuator replacement is required, a complimentary rental is available upon request while parts are on order.

EXPENSE CODE	DESCRIPTION	
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

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. Is there anything owners can do to mitigate the condition?

A. Customers should have the brake fluid flush and ABS actuator inspection performed at their earliest convenience upon receiving notification of this campaign.

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 voluntary service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2009 Nissan Murano vehicles within a specific production range are affected.

Q. How many vehicles are involved in the service campaign?

A. Affected vehicle counts are:

Country	Murano (Z51)
CAN	4,640
USA	88,231
Guam	31
Puerto Rico	400
Total	93,302

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2009 Nissan Murano (Z51)	<ul style="list-style-type: none">Produced in Kyushu, Japan between July 9, 2007, and October 31, 2008

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

A. No.

OWNER MANUAL UPDATES:

BRAKE FLUID

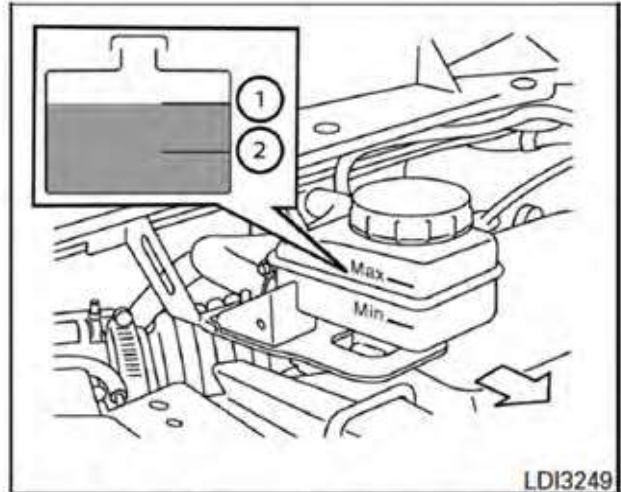
For additional brake fluid information, see "CAPACITIES AND RECOMMENDED FUEL/LUBRICANTS" in the "9. Technical and consumer information" section of this manual.

⚠ WARNING

- Use only new fluid from a sealed container. Old, inferior or contaminated fluid may damage the brake system. The use of improper fluids can damage the brake system and affect the vehicle's stopping ability.
- Clean the filler cap before removing.
- Brake fluid is poisonous and should be stored carefully in marked containers out of reach of children.

⚠ CAUTION

Do not spill the fluid on any painted surfaces. This will damage the paint. If fluid is spilled, immediately wash the surface with water.



LDI3249

Check the fluid level in the reservoir. If the fluid is below the MIN line (2) or the brake warning light comes on, add Genuine NISSAN brake fluid CLARIANT 6M DOT4 or equivalent DOT4 up to the MAX line (1). If the fluid must be added frequently, the system should be checked by a NISSAN dealer.

CAPACITIES AND RECOMMENDED FUEL/LUBRICANTS

The following are approximate capacities. The actual refill capacities may be a little different. When refilling, follow the procedure instructed in the "8. Maintenance and do-it-yourself" section to determine the proper refill capacity.

	Capacity (Approximate)			Recommended specifications
	US measure	Imp measure	Liter	
Fuel	21-5/8 gal	18 gal	82	Unleaded gasoline with an octane rating of at least 87 AKI (RON 91)*1
Engine oil*2				
Drain and refill				
With oil filter change	4-7/8 qt	4 qt	4.6	• Engine oil with API Certification Mark*3
Without oil filter change	4-1/2 qt	3-3/4 qt	4.3	• Viscosity SAE 5W-30
Cooling system				
With reservoir	10 qt	8-1/4 qt	9.4	50% Genuine NISSAN Long Life Antifreeze/Coolant or equivalent
Reservoir	7/8 qt	3/4 qt	0.8	50% Demineralized or distilled water
Continuously Variable Transmission (CVT) fluid	—	—	—	Genuine NISSAN CVT Fluid NS-2*4
Differential gear oil	—	—	—	Genuine NISSAN Differential Oil Hypoid Super GL-5 80W-90 or API GL-5 Viscosity SAE 80W-90*5
Transfer oil	—	—	—	Genuine NISSAN Differential Oil Hypoid Super GL-5 80W-90 or API GL-5 Viscosity SAE 80W-90