



QUALITY ACTION

CAMPAIGN

Incorrect Vehicle Emission Control (VECI) Information Label

Reference: PC641
Date: August 16, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2018 Murano (Z52)	NA	87	August 16, 2018	YES

******* Quality Action Summary *******

Nissan is conducting a quality action on approximately 87 specific MY2018 Murano (Z52) vehicles. Nissan has determined that the information on the emission label affixed to the underside of the hood was incorrectly printed. To remedy this, Nissan will replace the incorrect label on the affected vehicles with a new emission label. The old label will be removed and the new label will be applied. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

Nissan will send a sufficient quantity of corrected labels to address any affected vehicles in dealer inventory. New labels will arrive via Federal Express by **Friday, August 24, 2018.**

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

1. Verify if vehicles are affected by this quality action using Service Comm or National Service History – Open Campaign I.D. **PC641.**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460a for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Use the attached procedure to replace the VECI labels on affected vehicles.
3. Please **do not drive, sell, lease, loan, rent, or trade** the specific 2018 Murano vehicles in dealer inventory subject to this quality action.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PC641 – (Z52) MURANO EMISSION LABEL

SERVICE PROCEDURE:

1. Verify the VIN of the affected Murano (Figure 1).
 - VIN Certification label located on the Driver's Side Door B-Pillar.

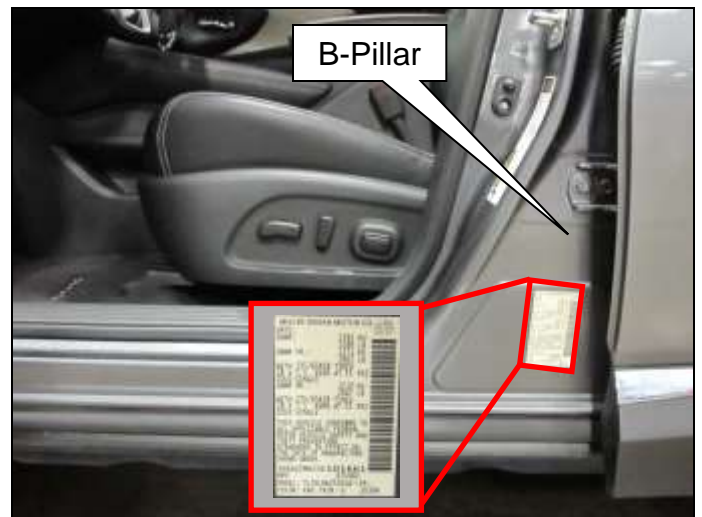


Figure 1

2. Open the hood (Figure 2).
 - Pull Hood Release lever
 - Release Hood Latch
 - Raise Hood



Figure 2

3. Locate the Emissions Certification label above the Drivers Side Hood Bumper (Figure 3).

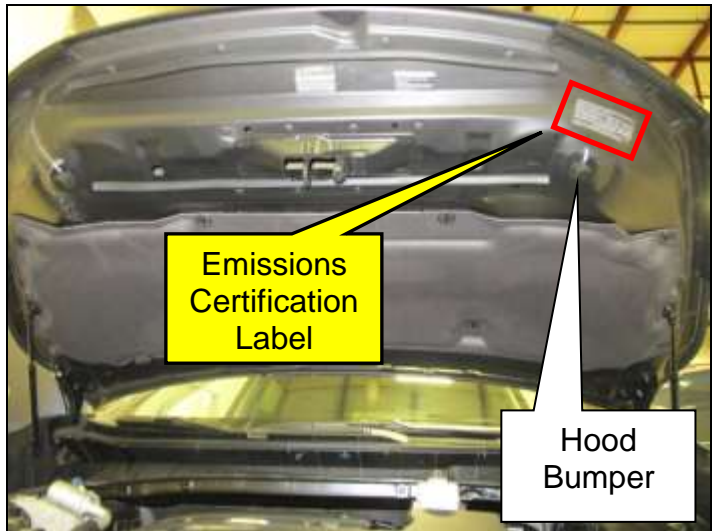


Figure 3

4. Inspect Emissions Certifications Label (Figure 4).

- Does the five-digit code match "9UE1A"?
- Does it list "2018 MY"?

YES: "Good" Inspection Complete go to Step 9.

NO: "No-Good", Go to Step 5.

Correct Label

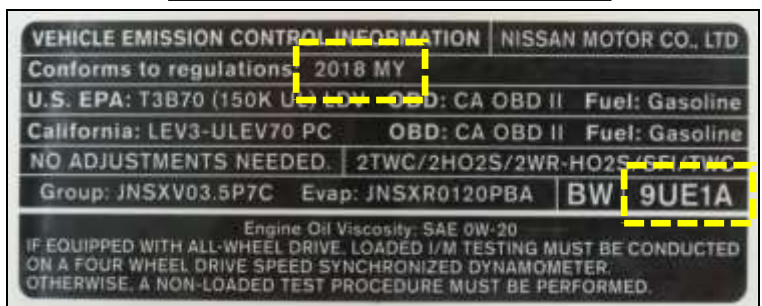


Figure 4

5. Using a suitable tool remove the "No-Good" Emissions Certification label (Figure 5).

Important: Note original placement of emissions label.

Note: Be careful not to scratch under-hood paint.



Figure 5

6. Clean the area where the Emissions Certification label adheres to the hood (Figure 6).

- Using the Nissan Supplied Alcohol Prep Pad, clean area where the old label was located
- Let alcohol completely dry



Figure 6

7. Apply Nissan supplied Emissions Certification label in applicable hood area.

- Peel backing off supplied label (Figure 7)
- Carefully align label and adhere (Figure 8)
- Press firmly to ensure contact



Figure 7



Figure 8

NOTE: The label cannot be removed and reused once applied (One-Time Use).

8. Confirm that Emission Certification label has no bubbles or damage (Figure 9).

- Procedure complete



Figure 9

9. Close hood and submit a warranty claim using Op Code PC6410 (see claims info).
10. Release vehicle.

PARTS INFORMATION:

Description	Qty	Part #
Emission Certification Label	1	Supplied by Nissan
Alcohol Prep Pad	1	Supplied by Nissan

NOTE: If your replacement label is damaged or additional labels are needed:

Send an E-mail to nnafqasupport@nissan-usa.com with the following information.

Make sure to include the below information:

Subject Line: **PC641 Z52 Murano Emission Label**
 Dealer Name:
 Dealer Address:
 Dealer Code:
 VIN:
 Contact Person Name:
 Contact Phone Number:

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC641

Claim Type:	CM			
PNC:	PC641			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Emission Label and Replace if Necessary	PC6410	0.2 Hrs.	No	N/A