



QUALITY ACTION

CAMPAIGN BULLETIN

Transverse Link Inspection Dealer Inventory

Reference: PC767

Date: December 2, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Murano (Z52)	NA	5,472	December 2, 2020	YES

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

Nissan is conducting a dealer inventory quality action to inspect and, if necessary, replace the right and/or left Transverse Link (TV) on **5,472** specific 2020 Murano vehicles identified in Service Comm. Due to a supplier issue that has since been resolved, the subject vehicles may have been produced with incorrectly forged transverse links that could reduce the structural integrity of the transverse links.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC767**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Use the attached procedure to inspect vehicles affected by this quality action.
 - If the TV lot code marks are **good**, do **NOT** replace the TV Links.
 - File a claim for the inspection, and release the vehicle for sale.
 - If the TV lot codes are **Suspect** and inspection shows a **machining deformation** or **lap condition**, provide the requested information below in an email to nnafgasupport@nissan-usa.com and **HOLD** the vehicle:
 - E-Mail Subject Line: PC767 Murano TV Link Inspection
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

- Important: Identify which TV Links have a machining deformation or lap condition
- **Attach clear photos of the affected TV Link condition and include the VIN Certification label, the TV Link forging lot code, and, if applicable, the machining deformation and/or lap condition.**
 - Ensure that the total file size of the email is less than 10MB
- **Do not file a claim**
- Nissan FQA will review the E-mail submission and provide the dealer with repair and warranty claim instructions within two (2) business days of receipt

****** Dealer 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 inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

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



PC767 - 2020 MURANO TRANSVERSE LINK INSPECTION

SERVICE PROCEDURE:

1. Place the Murano on a suitable lift. (Figure 1)



Figure 1

2. Remove both front-wheel and tire assemblies from the vehicle. (Figure 2)
 - Remove (10) wheel nuts



Figure 2

3. Locate Transverse (TV) Link on both the LH and RH sides of the vehicle. (Figure 3)

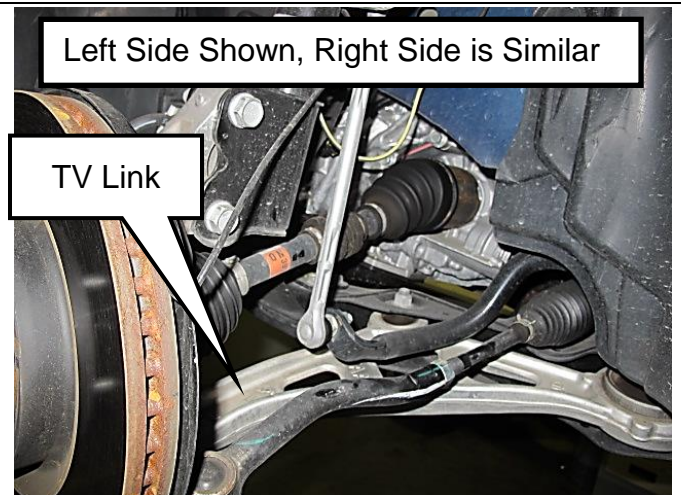


Figure 3

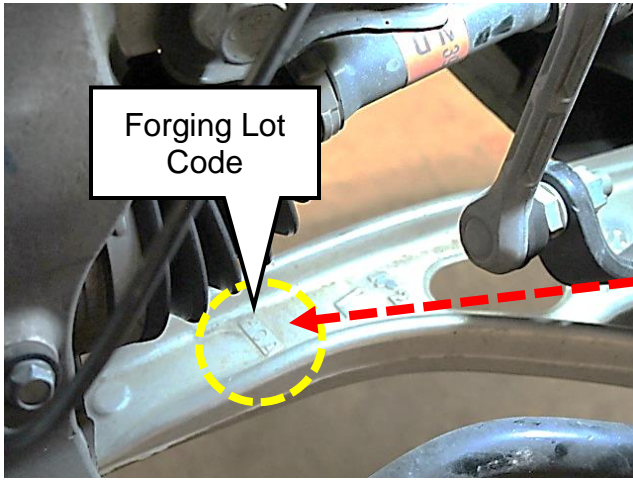


Figure 4

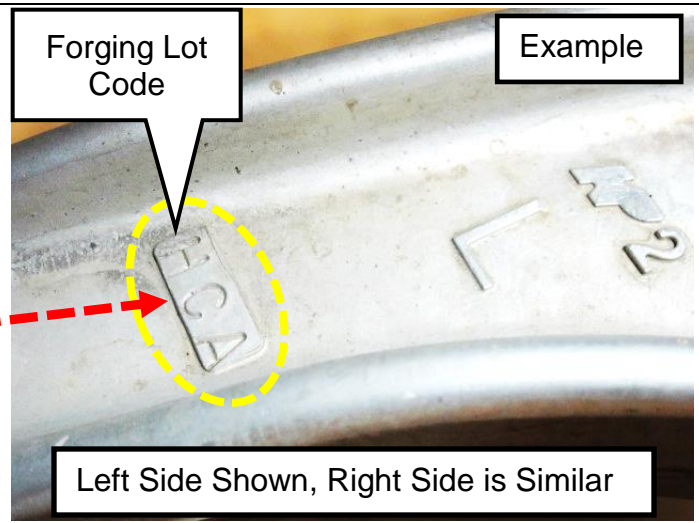


Figure 5

4. Locate three-digit TV Link Forging Lot code on the top side of both TV Links. (Figures 4 & 5)

NOTE: Use of a flashlight may be required to see the lot code.

5. Write the three-digit TV Link Forging Lot code down on the repair order for both TV Links.

1st INSPECTION PROCEDURE:

6. Are the first two digits of the forging lot code one of the following listed below?

LH (Driver side) **GF**

RH (Passenger side) **GH** or **GL**

- **YES = SUSPECT**, Continue to Step 7 to inspect for machining deformation and lap condition on the TV Links.
- **NO = GOOD**, Do NOT replace the TV Links. Continue to Step 9 to reinstall the wheel and tire assemblies.

2nd INSPECTION PROCEDURE:

7. Inspect both TV Links for two conditions below (Figures 6 & 7):

- **Machining Deformation**

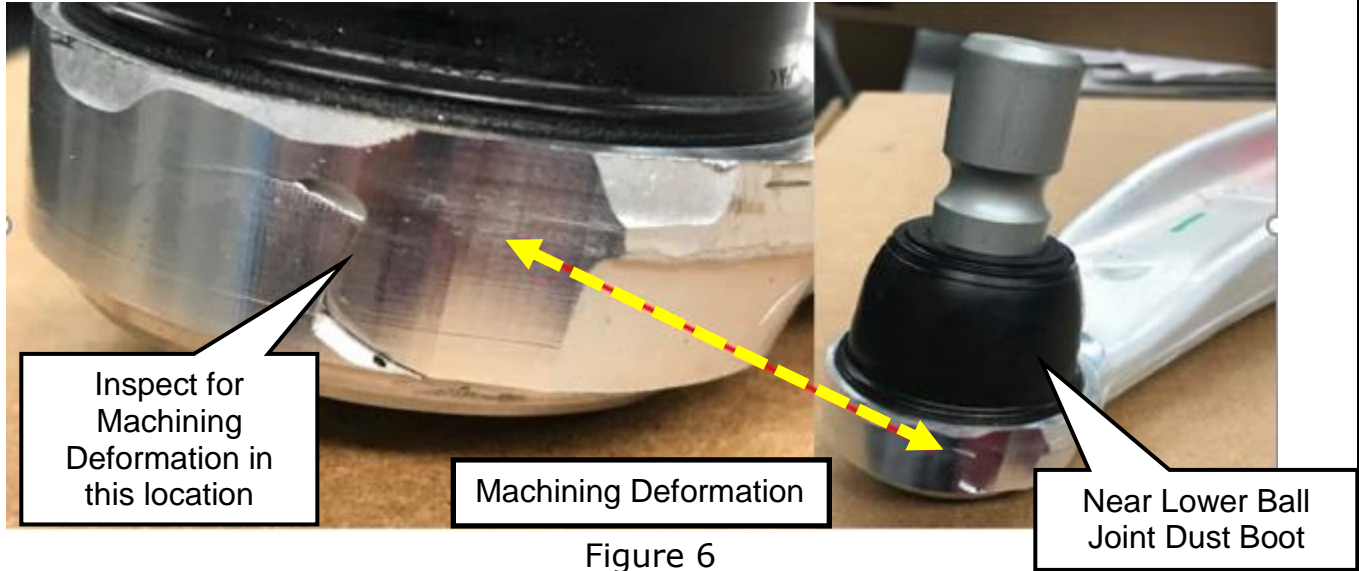


Figure 6

- **Lap Condition**

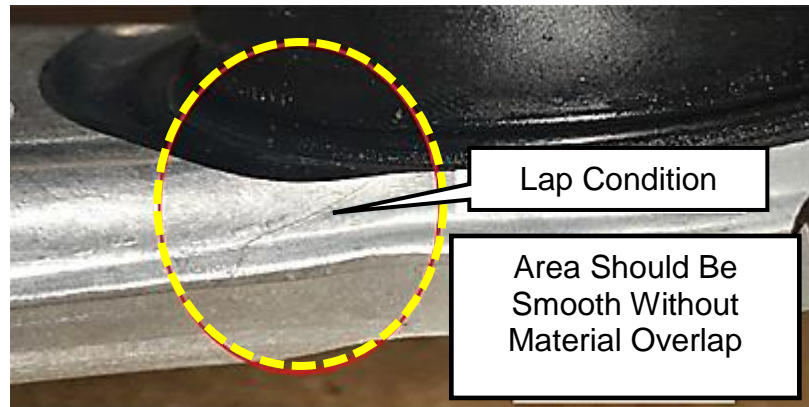


Figure 7

8. Does either of the TV Links have machining deformation or a lap condition?

- **NO = GOOD**, Do NOT replace the TV Links. Proceed to Step 9 to reinstall the wheel/tire assemblies.
- **YES = NG**, Do NOT submit a warranty claim, provide clear photos of the affected TV Link condition to FQA using the information below and **HOLD** the vehicle until further notice.
 - a. Take clear pictures of the VIN certification label, the TV Link forging lot code, and if applicable the machining deformation and/or lap condition
 - b. Email photos to nnafqasupport@nissan-usa.com
 - c. Make sure to include the below information:
 - E-Mail Subject Line: PC767 Murano TV Link Inspection
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

NOTE: The E-mailed file size cannot exceed 10MB. FQA will reply with instructions once the TV Link is verified to be NG condition.

9. Reinstall both front-wheel and tire assemblies. (Figure 8)

- Install (10) wheel nuts.
- Torque wheel nuts to 113 N•m (12kg-m, 83 ft-lb)

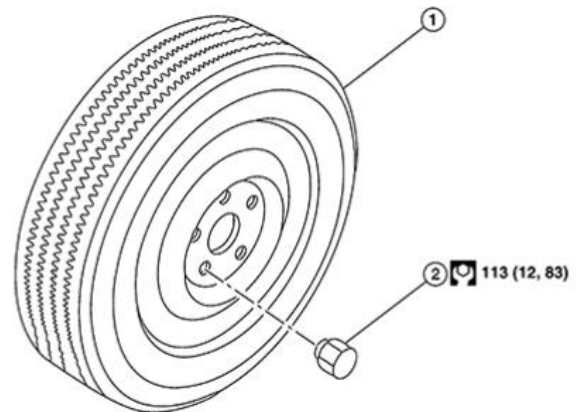


Figure 8


10. Remove the vehicle from the lift.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC767

Claim Type:	CM			
PNC:	PC767			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on Claim	Expense Code Required
Inspect LH and RH TV Links (OK Condition)	PC7670	0.4 Hr	NO	NO