



QUALITY ACTION

CAMPAIGN BULLETIN

Front Member Bolts Dealer Inventory

Reference: PC785

Date: January 20, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Murano (Z52)	NA	1,183	January 20, 2021	YES

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

Nissan is conducting a dealer inventory quality action on **1,183** specific model year 2021 Murano vehicles identified in Service Comm to torque the right hand front member bolts to specification. Due to a supplier issue that has since been resolved, the subject vehicles may have bolts that are not torqued to specification.

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. **PC785**
 - 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. Please **do not drive, sell, loan, or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
3. Use the attached procedure to complete the remedy procedure prior to retail delivery of the vehicle.
4. Once remedied, dealers may submit the applicable warranty claim for the action performed and release the vehicle.

****** 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

****** Scroll down for attached Repair Instructions ******



PC785 – 2021 MURANO RH FRONT MEMBER BOLT TORQUE

SERVICE PROCEDURE:

1. Place the vehicle on a suitable lift and raise the vehicle halfway up. (Figure 1).



Figure 1

2. Remove the right front wheel and tire assembly (Figure 2).
 - Remove (5) wheel nuts



Figure 2

3. Remove engine side cover.
- Remove (4) retainer clips
 - Clips are highlighted in yellow in Figure 3

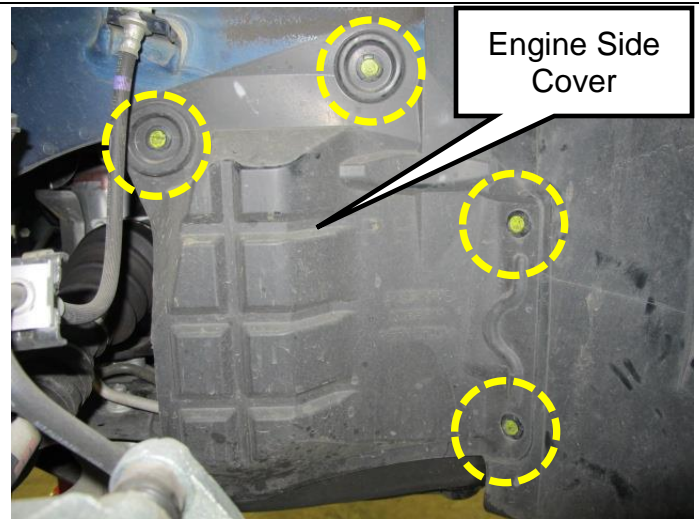


Figure 3

4. Remove (3) wheel liner clips from front fender protector (RH).
- Clips are highlighted in yellow in Figure 4

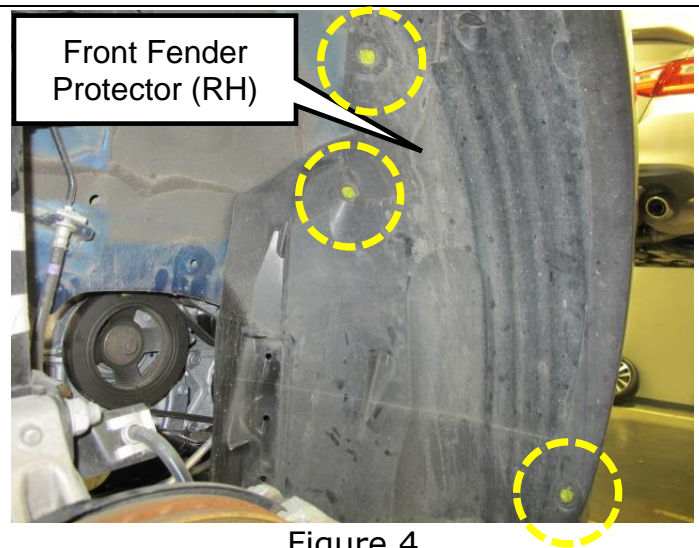


Figure 4

5. Using the lift, raise the vehicle up to full up position (Figure 5).

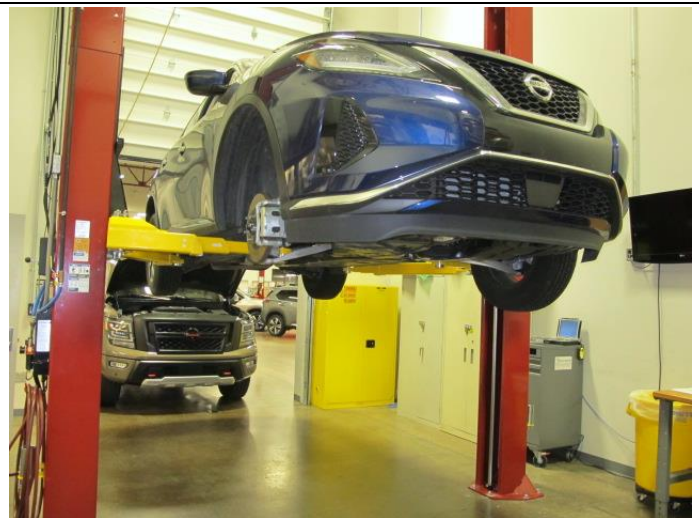


Figure 5

6. Remove (3) retainer clips from the bottom of front fender protector (RH).

- Clips are highlighted in yellow in Figure 6

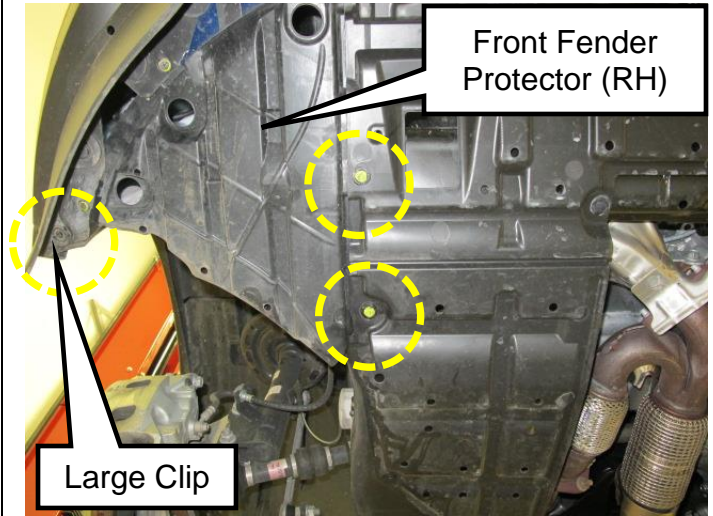


Figure 6

7. Remove (3) Phillips screws from the bottom of the front fender protector (RH).

- Screws are highlighted in yellow in Figure 7



Figure 7

8. Using the lift, lower the vehicle halfway down to gain access to RH wheel well area (Figure 8).

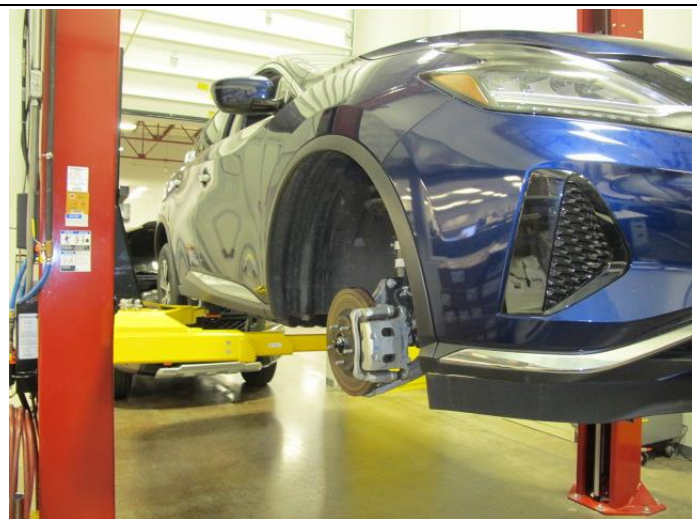


Figure 8

9. Reposition front fender protector (RH) as shown in Figure 9.

- Secure front fender protector (RH) to the lift arm using an elastic cargo cord to temporarily hold it out of the way

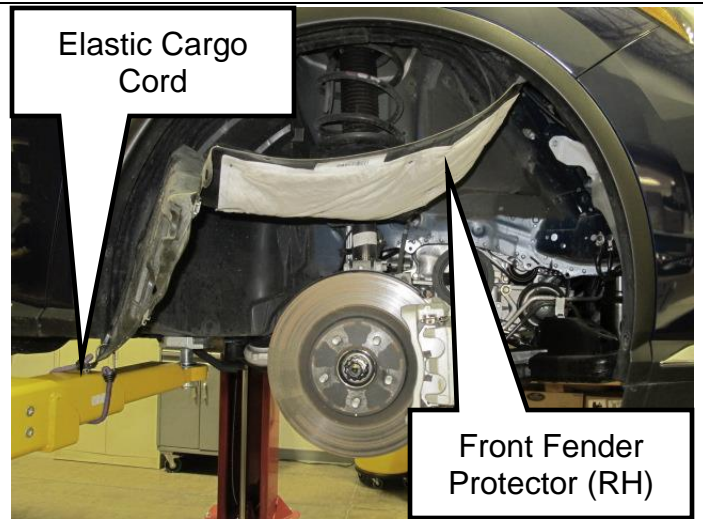


Figure 9

10. Remove lower 10mm washer tank bolt.

- Access to the bolt is reached from under the washer tank (Figure 10)
- Do not disconnect the washer tank connector or the washer tank hose from the tank

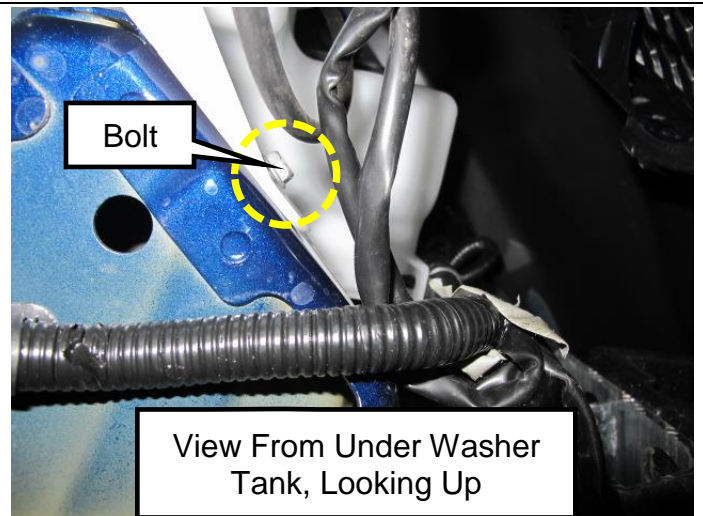


Figure 10

11. Remove upper 10 mm washer tank bolt (Figure 11).

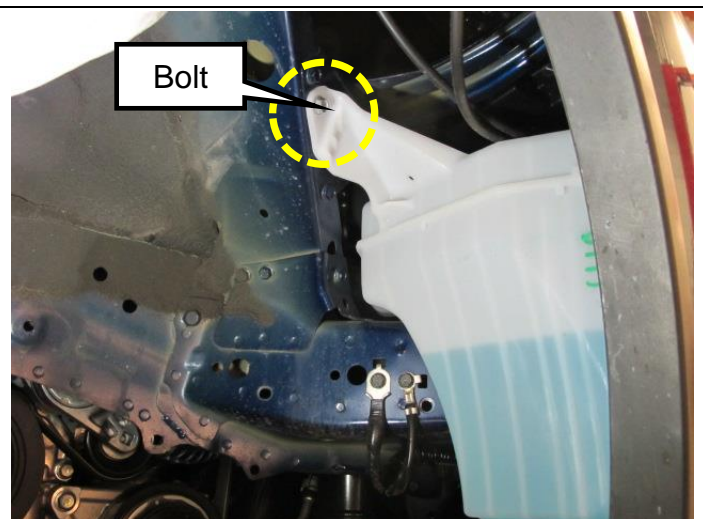


Figure 11

12. Torque (5) 10mm (RH) front member auxiliary bolts.

- Bolts 4 & 5 are between the frame and the washer tank (Figures 12 & 13)
- Move washer tank over toward right front fender to gain access to bolts 4 & 5 (Figure 13)
- Must use a ¼ inch torque wrench with 10mm socket to torque bolts 4 & 5
- **Torque bolts to 10 N·m (1.0 kg-m, 89 in-lb)**

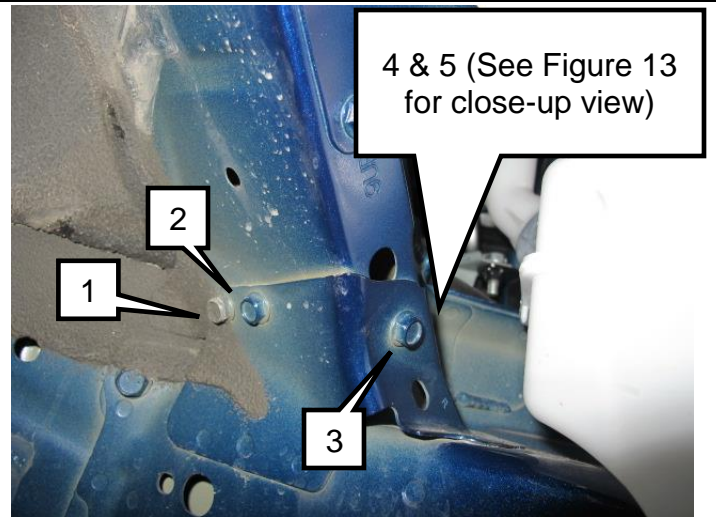


Figure 12

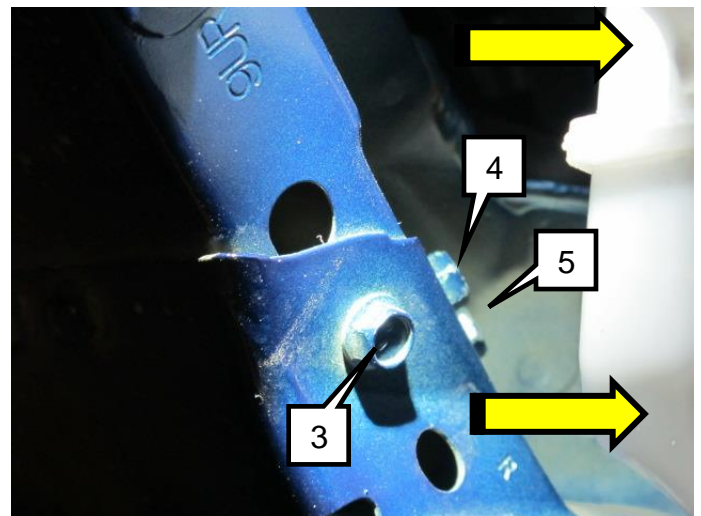


Figure 13

13. Torque 13mm RH front member auxiliary bolt (Figure 14).

- **Torque bolt to 25 N·m (2.5 kg-m, 18 ft-lb)**

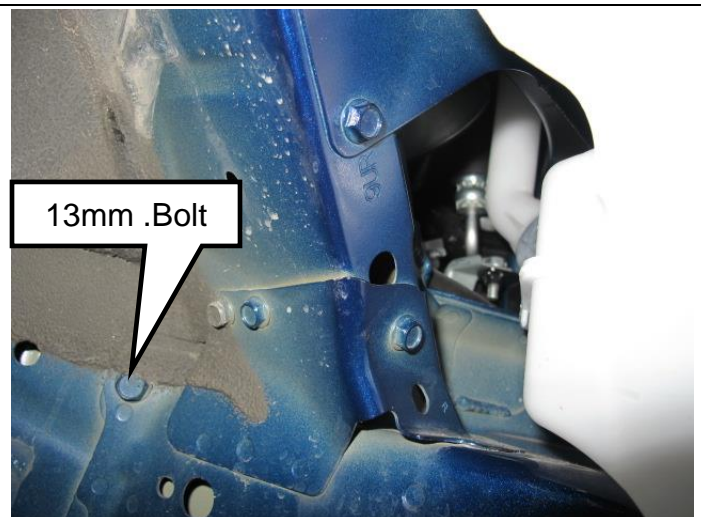


Figure 14

REASSEMBLY:

14. Install the upper washer tank bolt (Figure 15).

- Torque upper washer tank bolt to **4.5 N·m (0.46 kg-m, 40 in-lb)**

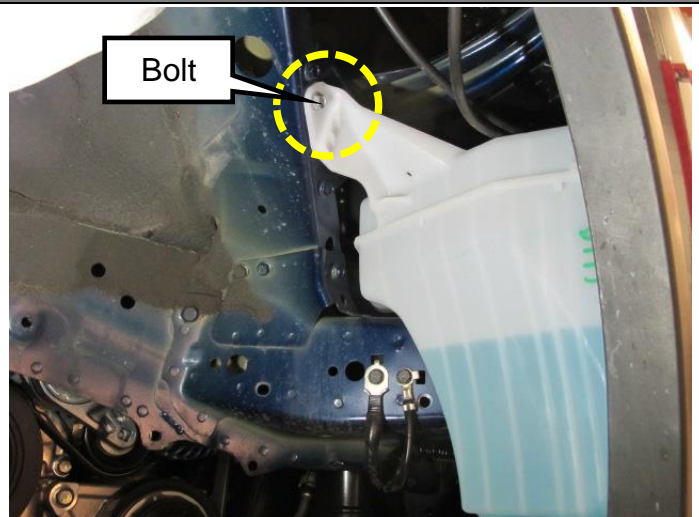


Figure 15

15. Install lower washer tank bolt (Figure 16).

- Torque lower washer tank bolt to **4.5 N·m (0.46 kg-m, 40 in-lb)**

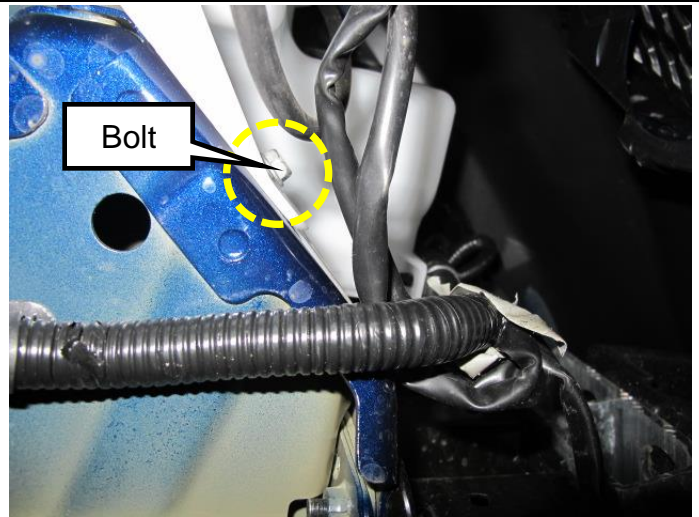


Figure 16

16. Reposition front fender protector (RH)

- Install (3) retainer clips to secure front fender protector (RH)
- Clips are highlighted in yellow in Figure 17



Figure 17

17. Install engine side cover.

- Install (4) retainer clips
- Clips are highlighted in yellow in Figure 18

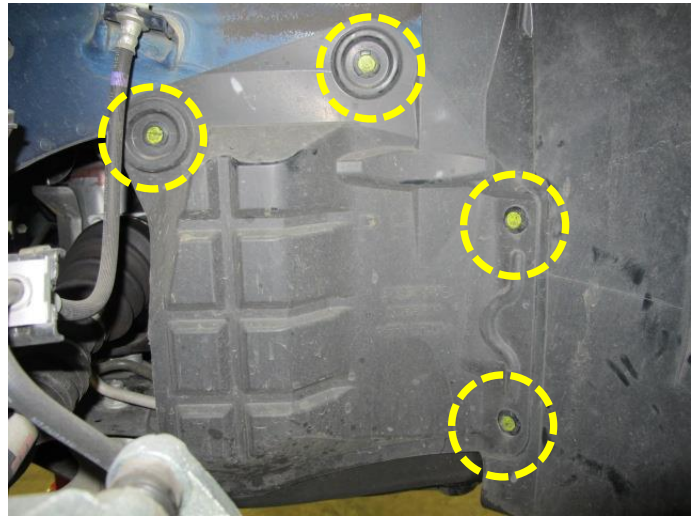


Figure 18

18. Using lift, raise vehicle up to full up position.

18. Install (3) Phillips screws to the bottom of the front fender protector (RH).

- Screws are highlighted in yellow in Figure 19



Figure 19

19. Install (3) retainer clips from the bottom of front fender protector (RH).

- Clips are highlighted in yellow in Figure 20

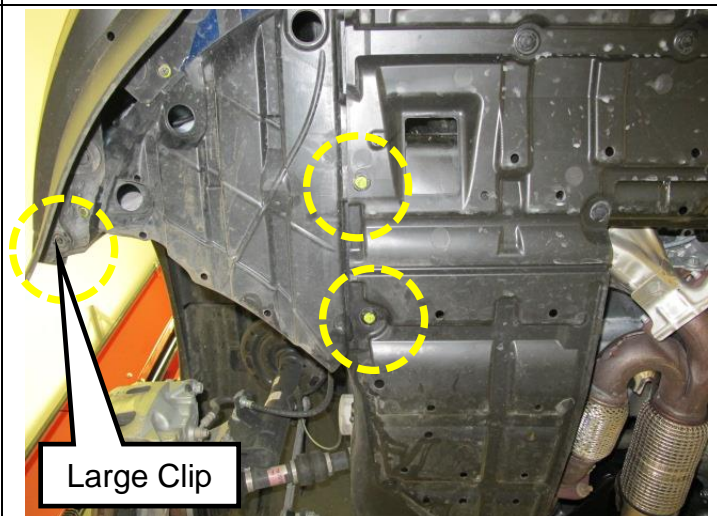


Figure 20

20. Install right front wheel and tire assembly (Figure 21).

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

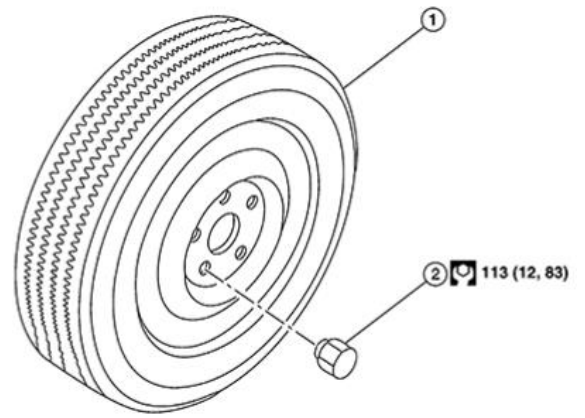


Figure 21


22. Lower the vehicle to the ground and remove from lift.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC785

Claim Type:	CM			
PNC:	PC785			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Torque right front member auxiliary bolts	PC7850	0.4 Hr	NO	NO