



QUALITY ACTION

CAMPAIGN BULLETIN

HVAC Pipe Inspection

Reference: PC963

Date: March 30, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2023 Murano (Z52)	NA	483	March 30, 2023	YES

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

Nissan is conducting a dealer inventory Quality Action to inspect the HVAC pipe, and if necessary replace the high-pressure flexible hose on specific MY2023 Nissan Murano vehicles identified in Service Comm and National Service History – Open Campaigns.

Due to a supplier issue that has since been corrected, the HVAC high-pressure flexible hose may not meet specification. This issue can potentially lead to a refrigerant leak and reduced cooling performance.

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:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC963**
 - 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.**
- Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
- Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
- Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle for sale.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign ID for the remedy status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction



PC963 – 2023 MURANO HVAC PIPE INSPECTION

Service Procedure

1. Open hood.

2. Locate the A/C high-pressure flexible hose, between the A/C compressor and the A/C condenser located near the upper radiator hose.
- Locate the high pressure A/C pipe label

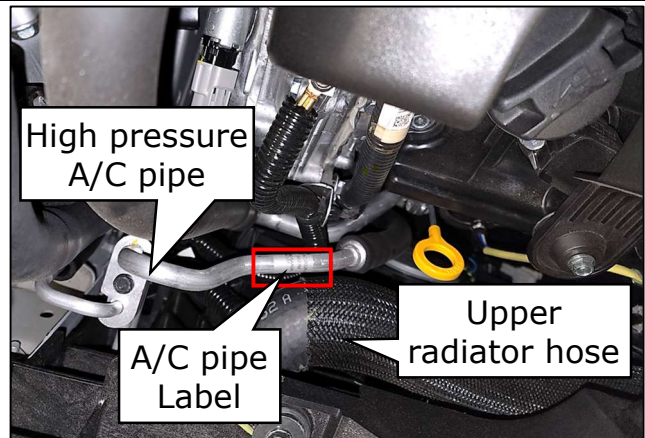


Figure 1

NOTE: A mirror may be needed to locate the lot code.

3. Write down the 5 digit lot code on the A/C pipe shown in Figure 2 and Figure 3.
- If the lot code **IS** 6479M, continue to Step 4 for High pressure A/C line.
 - If the lot code is **NOT** 6479M, no further action is needed, close the hood and continue to claims information on last page.



Figure 2



Figure 3

High-Pressure Flexible Hose Replacement

⚠ CAUTION

- Cap or wrap the joint of the pipe with suitable material such as vinyl tape to avoid the entry of air.
- Do not reuse O-rings.
- Apply A/C oil to the O-rings of the high-pressure flexible hose for installation.
- After charging the refrigerant, check for leaks.

4. Replace the high-pressure flexible hose.

- Refer to the ESM section: *VENTILATION, HEATER & AIR CONDITIONER - HEATER & AIR CONDITIONING SYSTEM - REMOVAL AND INSTALLATION - COOLER PIPE AND HOSE - HIGH-PRESSURE FLEXIBLE HOSE - Removal and Installation - Removal and Installation*

Parts Information

Part Number	Description	Qty
92490-5AA0A	HOSE - FLEXIBLE, HIGH (1)	1 (If Needed)

(1) Replacement hose contains New O-rings

Expense Code

Submit a "CM" line claim using the following claims coding:

Expense Code	Description	Amount Max
123	R1234yf A/C Refrigerant	\$104.75 (1)
124	PAG VC100YF Refrigerant Oil (2)	\$4.81 (3)

(1) One (1) lb. maximum.

(2) For new O-ring lubrication ONLY.

(3) ½ ounce maximum.

Claims Information

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description	Op code	FRT
PC963	Inspect High-pressure flexible hose - OK	PC9630	0.2 hr
	Inspect and replace High-pressure flexible hose	PC9631	2.0 hr