



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	NO

*******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.

*******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. **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.**
2. Use the attached procedure to remedy any vehicles affected by this quality action.
3. 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

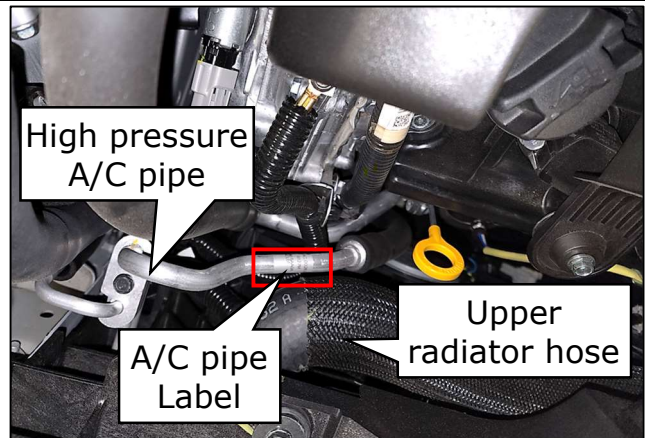


Figure 1

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