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SAFETY RECALL

CAMPAIGN BULLETIN

Anti-lock Braking System (ABS) Actuator Voluntary Safety Recall Campaign

Reference: R1916 and R1920

Date: December 18, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

UPDATE December 18, 2019
Please discard earlier versions of this bulletin.

The announcement from November 13, 2019 has been revised to include:

- **Updated R1916 TSB to include claims coding, ABS repair flow chart.**
- **Instructions for documenting Campaign Deferment (NPSB19-530) are available on NNAnet or Dealer360 in the Community Forum.**
- **If a vehicle is towed in for this campaign, use this order priority:**
 1. **Place a SVC order on DBS.**
 - **Select Vehicle Priority = "towed" and enter "vehicle down - towed" under SVC Dealer Comments**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-18 Maxima	82,374	22	November 13, 2019	YES
MY2015-18 Murano	115,518	18		
MY2017-19 Pathfinder	126,579	23		

***** Campaign Summary *****

Nissan is committed to safety, security, and satisfaction of our customers and their passengers. Nissan is conducting a Voluntary Safety Recall Campaign on certain 2016-2018 Nissan Maxima, 2015-2018 Nissan Murano, and 2017-2019 Nissan Pathfinder vehicles to replace the Anti-lock Braking System (ABS) actuator.

Due to manufacturing variation, the subject vehicles (equipped with ADVICS ABS actuators) may contain an oil seal with inadequate sealing performance. These conditions could cause the oil seal to wear prematurely and eventually lead to leakage of brake fluid onto the control electronic circuit board. If this occurs, an ABS warning lamp will illuminate to warn the driver. If the vehicle continues to be operated in this condition, the brake fluid leak may create an electrical short in the actuator circuit, which in rare instances, may lead to a fire.

If the ABS warning lamp is continually illuminated (10 seconds or longer), Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance (1-800-647-7261 option 1) to have the vehicle towed to an authorized Nissan service department as soon as possible.

******* IMPORTANT *******

If the ABS warning lamp is illuminated and there is a delay between when the vehicle arrives at the dealer and the actuator replacement, park the vehicle outside away from any structures and other vehicles and then DISCONNECT the 12-volt battery until the actuator can be replaced.

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

There are specific instructions based on the campaign ID identified in Service Comm or DBS National Service History – Open Campaign I.D. Please ensure all service personnel are aware of how to handle each campaign ID for this campaign.

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **R1916 or R1920.**
New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
2. Dealers **must not** sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this safety recall campaign until after the vehicle has been remedied.
 - Dealers should not use any Nissan Rental Cars (NRC) subject to this recall until they have been remedied.
3. Dealers should use the TSB listed below to apply the appropriate remedy.

Cmp I.D.	Models	TSB	Action Required
R1916	Maxima, Murano, or Pathfinder	NTB19-103	Replace the ABS actuator
R1920	Fleet/NRC	NTB19-104	Replace the ABS actuator

******* Release Schedule *******

Parts	<p>Parts are on restriction and will have limited availability until summer 2020. Nissan has developed the following part ordering process to prioritize distribution of parts while supply is limited:</p> <p>ABS light ON:</p> <ol style="list-style-type: none">1. Place a SVC order on DBS.<ul style="list-style-type: none">• Select Vehicle Priority = "vehicle down" and enter "ABS Light On" under SVC Dealer Comments• Take a continuous video:<ol style="list-style-type: none">1. Start vehicle and record the ABS warning lamp illuminated for > 10 seconds, the ABS harness connector at actuator, and the VIN2. Send to nafgasupport@nissan-usa.com• SVC orders will be approved after receipt and confirmation of video submission• Dealers are eligible for additional 0.1 hr. FRT for video submission
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	<p>Fleet/NRC/New Vehicle Inventory:</p> <ol style="list-style-type: none"> 1. These vehicles will be identified under R1920 2. Place a SVC order (no video, SVC Comments, or vehicle priority select required) which will be filled as supply allows 3. Dealer receives part, repairs vehicle, and submits claims <p>Note: R1916 Fleet vehicles, enter SVC Dealer Comments as necessary (e.g. "rental car")</p> <p>Service Parts (outside of campaign):</p> <ol style="list-style-type: none"> 1. Place a SVC order in DBS 2. Dealer documents reason in SVC Dealer Comments (service outside of campaign) 3. Dealer receives part, schedules appointment if needed, repairs vehicle, and submits warranty claim <p>ABS light not illuminated:</p> <ol style="list-style-type: none"> 1. Inform customer of parts delay and what to do if ABS light illuminates 2. Place a SVC order on DBS and await parts availability <ul style="list-style-type: none"> • Non-priority orders are beginning to fill the week of December 16, 2019 3. Part will be sent on a first in/first out basis after fulfillment begins 4. Dealer will receive part and notify customer to return to the dealer for repair 5. Dealer will repair the vehicle and submit the claim <p>Note: When campaign vehicles are towed in, please place SVC orders as follows:</p> <ul style="list-style-type: none"> • Select Vehicle Priority = "towed" and enter "vehicle down - towed" under SVC Dealer Comments <p>Dealers may place SVC orders on DBS beginning November 13, 2019:</p> <ul style="list-style-type: none"> ○ 47660-4RB1C (Maxima) ○ 47660-9UD6D (Murano AWD) ○ 47660-9UD6C (Murano FWD) ○ 47660-9PP1B (Pathfinder 2WD w/ICC, 4WD all) ○ 47660-9PP1D (Pathfinder 2WD w/o ICC) ○ 999MP-A4100P DOT 3 brake fluid
Repair	<ul style="list-style-type: none"> • R1916: NTB19-103 • R1920: NTB19-104
Owner Notification	<ul style="list-style-type: none"> • Nissan notified all owners of all potentially affected vehicles an interim notice in December 2019 via U.S. Mail. • Owners will be instructed to contact the dealer immediately if their ABS light remains continuously illuminated (10 seconds or longer). • Nissan will send a second owner notification in summer 2020 inviting owners to bring their vehicle in for repair when parts are available.

******* Claims Information *******

Warranty admins should use claim coding below as noted:

Campaign ID	Model	Repair	OP Code	FRT
R1916	Maxima/Murano	Replace (ABS light ON)	R19160	2.5 hrs.
R1916	Maxima/Murano	Replace (ABS light Off)	R19161	2.4 hrs.
R1920	Maxima/Murano	Replace	R19200	2.4 hrs.
R1916	Pathfinder	Replace (ABS light ON)	R19162	2.7 hrs.
R1916	Pathfinder	Replace (ABS light Off)	R19163	2.6 hrs.
R1920	Pathfinder	Replace	R19201	2.6 hrs.

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required or additional repairs resulting from wiring harness thermal damage.

******* 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 campaign status on each vehicle falling within the range of this voluntary safety recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes.

Q. What is the reason for this safety recall?

A. The ABS actuator pump seal may leak, causing the electronic circuit board to malfunction and the ABS warning lamp to illuminate. If the vehicle continues to be operated in this condition, the leak could cause an electrical short in the actuator circuit, which in rare cases, may lead to a fire.

Q. What will be the corrective action for this voluntary safety recall campaign?

A. Dealers will replace the ABS actuator with a countermeasure part.

Q. What should I tell inquiring customers?

- A. Ask the customer if the ABS warning lamp is continuously illuminated. It is normal for the ABS light to illuminate and then extinguish after a few seconds when a vehicle is first started.

If yes:

Tell the customer to park the vehicle outside and away from structures and contact Nissan Roadside Assistance (1-800-647-7261, option 1) to have the vehicle towed to the dealership as soon as possible.

If no:

Customers may continue to drive their vehicle, but if the ABS warning lamp remains continuously illuminated, Nissan urges owners to park the vehicle outside and contact Nissan Roadside Assistance to have the vehicle towed to the dealership as soon as possible.

Q. How long will the corrective action take?

- A. The ABS actuator replacement repair time is ~ three (3) hours. However, your dealer may require your vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

- A. Nissan notified owners of all potentially affected vehicles an interim notice in December 2019 via U.S. Mail. Owners will be informed of part availability beginning in summer 2020.

Owners will be instructed to contact the dealer immediately if their ABS light remains continuously illuminated.

Nissan will send a second owner notification in summer 2020 inviting owners to bring their vehicle in for repair when parts are available.

Q. Are parts readily available?

- A. No. Parts have limited availability until summer 2020. Parts will be prioritized as follows:
1. Vehicles with ABS warning lamps continuously illuminated (10 seconds or longer)
 2. Vehicles identified by campaign ID R1920
 3. Service parts outside of campaign

Q. My vehicle was recalled and inspected or repaired before (R1807 and R1809). Why do I need to bring my vehicle in again?

- A. This recall expands the scope of previously announced recalls R1807 and R1809. Previously recalled vehicles that did not receive the latest countermeasure part, will be recalled and remedied again with a different replacement part.

Q. Is my vehicle safe to drive?

- A. If the ABS Warning Light is ON (10 seconds or longer), do not drive your vehicle; park it outside away from structures and other vehicles. Have your vehicle towed to a Nissan dealer by calling Nissan Roadside Assistance (1-800-647-7261 option 1).

If the ABS Warning Light is NOT ON, customers may continue to drive their vehicle, but Nissan urges owners to contact Nissan Roadside Assistance if the ABS warning lamp remains illuminated continuously (10 seconds or longer).

Q. Is there anything owners can do to mitigate this condition?

- A. No, but if the ABS warning lamp remains continuously illuminated after starting the vehicle, instruct the customer to stop driving the vehicle immediately and arrange to have the customer’s vehicle towed to the dealership, as soon as possible.
- Nissan Roadside Assistance 1-800-647-7261 (option 1)
 - Customers should park outdoors – away from vehicles and structures until the tow truck arrives.

Q. Is there any charge for the repair?

- A. No, the remedy will be performed for the customer free of charge for parts and labor.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

- A. Rental is available while replacement parts are on order. Dealers should only offer rental when parts are ordered for an ABS warning lamp ON condition.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$200 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on rental guidelines.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

- A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

Q. Will I have to take my vehicle back to the selling dealer to have the service?

- A. No, any authorized Nissan dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed. Please refer to question “What should I tell inquiring customers” above to determine if immediate action should be taken

Q. If a customer previously paid for ABS actuator repairs or replacement are they eligible for reimbursement?

- A. Customers may be eligible for reimbursement for any repairs that were previously performed for this issue using customer pay or partial goodwill. Dealers with customer reimbursement concerns may refer to the following:
- If you have additional questions you may visit www.nissanassist.com or contact Nissan Consumer Affairs @ 1-800-867-7669
 - If you have previously paid for repairs to your ABS actuator please gather the following documentation prior to contacting Nissan Consumer Affairs:
 - Repair order(s)
 - Proof of payment (may be on repair order(s))
 - Proof of ownership if the repair is over \$1,000

Q. How many vehicles are involved in the campaign?

A.

Model	Total	Production Range
Maxima	82,374	February 10, 2015 through May 22, 2018
Murano	115,518	August 22, 2014 through May 31, 2018
Pathfinder	126,579	April 20,2016 through May 23, 2018

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. Yes, certain 2017-2019 INFINITI QX60 vehicles are also affected by this recall.

Revision History:

Date	Announcement	Purpose
November 13, 2019	Original	New recall announcement
December 18, 2019	Revision 1	Revision 1 – updated bulletin, parts ordering and deferment form completion information