

OWNER NOTIFICATION
NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 21V-170

Dear Nissan Murano Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in some 2020 Model Year Nissan Murano vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall
Motivo del Retiro

The right and left-hand transverse links may not be manufactured to meet design specification, which may affect vehicle drivability. The ball joint may separate from the transverse link, which may result in loss of vehicle control and increase the risk of a crash.

What Nissan Will Do
Qué Hará Nissan

Your dealer will inspect both the left-hand and right-hand transverse links for the affected LOT codes. If the LOT code is identified, your dealer will replace the affected transverse links and perform an alignment, free of charge.

The inspection and/or remedy could take up to three (3) hours depending on LOT code applicability (none, left-hand, right-hand, or both) identified in the inspection. Your dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

What You Should Do
Qué Debes Hacer

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle inspected, and if necessary, repaired. Please bring this notice with you when you keep your service appointment.

Comunícate con cualquier concesionario Nissan a la mayor brevedad para concertar una cita de reparación para tu vehículo. Se requiere que traigas esta notificación el día de tu cita.



For more information about the recall, please visit <https://nna.secure.force.com/recall?camp=PC797>.

Para obtener más información sobre el retiro, visite <https://nna.secure.force.com/recall?camp=PC797>.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.