



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Brake Fluid Flush Voluntary Service Campaign

Reference: POA08

Date: June 2, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2010-2014 Murano	256,381	NA	June 2, 2021	NO
MY2011-2014 Murano CrossCabriolet	6,566			
MY2011-2015 Quest	57,669			

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

Nissan is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the Antilock Braking System (ABS) actuator on **320,616** specific model year 2010-2014 Nissan Murano, 2011-2014 Murano CrossCabriolet, and 2011-2015 Quest vehicles identified in Service Comm.

All affected vehicles will have the brake fluid replaced (DOT3 to DOT4 fluid). Dealers will inspect the ABS actuator using Consult. If needed, the ABS actuator will be replaced. An owner's manual insert will be provided to customers with instruction to use DOT4 brake fluid to prevent the subject condition from reoccurring, and the brake fluid reservoir cap will be changed.

A potential chemical reaction between the valve surface coating (Chromate layer) and the DOT3 brake fluid may cause a Gel to form around the normally closed ("NC") valve. In some cases, it can cause the NC valve to be stuck open. The NC valve inside the ABS actuator may stick open and direct additional brake fluid flow to a reservoir inside the ABS actuator. As a result, the brake fluid pressure may fluctuate and the customer may experience increased brake pedal travel.

Affected vehicles are **not** subject to stop sale.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **POA08**.
 - Refer to NPSB15-460 for additional information
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB21-047** to correct any vehicles subject to this campaign.

- All inspections should have a technician completed form in ASIST. Access the form at: **ASIST > Tech Support Info > Bulletin Support Items > POA08 Voluntary Service Campaign – 2010-2014 Murano (Z51) 2011-2015 Quest (E52) Brake Fluid Flush Check Sheet**
- ASIST will inform the technician if ABS actuator replacement is required and supply the part number to be ordered by parts personnel via an SVC order on DBS.
- Technicians should print a copy of the inspection results from ASIST and submit them with the RO paperwork for repair records retention in the event of an audit.

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	• Touch up paint (999PP-SDQAK) • Brake fluid (999MP-1LM6D4) ◦ Most vehicles will only require one (1) liter of brake fluid, but some vehicles may require more. ▪ Up to two (2) liters of DOT 4 brake fluid may be claimed per vehicle if more than one (1) liter is required. • DOT 4 brake fluid tank caps (D6020-64J0A) • If brake actuator replacement is required, ASIST will provide the part number. ◦ Pursuant to APRM warranty parts return program policy, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.
Special Tools	• CONSULT III
Repair	• NTB21-047
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in November 2021 via U.S. Mail.

***** Dealer's Responsibility *****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 voluntary service 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 Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. A potential chemical reaction between the valve surface coating (Chromate layer) and the DOT3 brake fluid may cause a Gel to form around the normally closed ("NC") valve. In some cases, it can cause the NC valve to be stuck open. The NC valve inside the ABS actuator may stick open and direct additional brake fluid flow to a reservoir inside the ABS actuator. As a result, the brake fluid pressure may fluctuate and the customer may experience increased brake pedal travel.

Q. What is the possible effect of the condition?

A. Customer may experience increased brake pedal travel (soft brake pedal) in the event of ABS activation. Normal braking is unaffected.

Q. What will be the corrective action?

A. All affected vehicles will have the brake fluid replaced (DOT3 to DOT4 fluid). Dealers will inspect the ABS actuator using Consult. If needed, the ABS actuator will be replaced. An owner's manual insert will be provided to customers with instruction to use DOT4 brake fluid to prevent the subject condition from reoccurring, and the brake fluid reservoir cap will be changed. (see page 6 of this announcement for owner's manual materials).

Q. Why can't technicians use a power brake bleeder for this repair procedure?

A. A high amount of system pressure is required for this repair. Use of a power brake bleeder is being studied to ensure various brands of power brake bleeder tools can satisfactorily remove any gel deposits and prevent cross contamination of brake fluid types.

Q. I have previously paid to replace the ABS brake actuator(s) in my vehicle and Nissan did not cover the repair. Am I eligible for reimbursement?

A. If you have previously replaced the ABS actuator in your vehicle due to a soft brake pedal or excessive brake pedal travel and Nissan did not cover the repair, please visit www.NissanAssist.com, download the Reimbursement Claim Form, and follow the instructions on

the website once you have gathered the following necessary documentation:

- Repair order(s)
- Proof of payment [may be on repair order(s)]
- Proof of vehicle ownership if repair is over \$1,000

Criteria for reimbursement:

- ABS warning lamp was not illuminated
- Customer concern was a soft or low brake pedal (excessive brake pedal travel) and an ABS actuator was installed to correct the concern.
 - Brake pad replacement was not the reason for the low brake pedal

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to four and a half (4.5) hours to complete depending on the inspection results. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule or if the ABS actuator requires replacement.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **November 2021** via U.S. Mail.

Q. Are parts readily available?

A. Brake fluid and brake caps are not currently on restriction and can be ordered via normal process. Dealers will enter inspection results into Nissan ASIST to determine if ABS actuator replacement is required. **If ASIST indicates that parts replacement is required, dealers should order the appropriate ABS Actuator part number via DBS.**

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being

served. If an ABS actuator replacement is required, a complimentary rental is available upon request while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. Customers should have the brake fluid flush and ABS actuator inspection performed at their earliest convenience upon receiving notification of this campaign.

Q. Is there any charge for this repair?

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

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

A. No, any authorized Nissan dealer is able to perform this service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Model year 2010-2014 Nissan Murano vehicles manufactured between June 22, 2009 and August 27, 2014, model year 2011-2014 Murano CrossCabriolet vehicles manufactured between July 27, 2010 and March 27, 2014 and model year 2011-2015 Nissan Quest vehicles manufactured between July 19, 2010 and December 26, 2014 are affected.

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes.

Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

(Note to CRR: Follow the procedure for Overseas Program.)

OWNER MANUAL UPDATES:

BRAKE FLUID

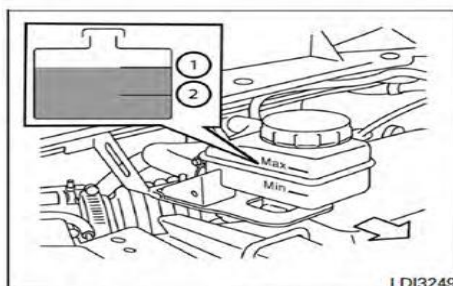
For additional brake fluid information, see "CAPACITIES AND RECOMMENDED FUEL/LUBRICANTS" in the "9. Technical and consumer information" section of this manual.

⚠ WARNING

- Use only new fluid from a sealed container. Old, inferior or contaminated fluid may damage the brake system. The use of improper fluids can damage the brake system and affect the vehicle's stopping ability.
- Clean the filler cap before removing.
- Brake fluid is poisonous and should be stored carefully in marked containers out of reach of children.

⚠ CAUTION

Do not spill the fluid on any painted surfaces. This will damage the paint. If fluid is spilled, immediately wash the surface with water.



Check the fluid level in the reservoir. If the fluid is below the MIN line (2) or the brake warning light comes on, add Genuine NISSAN brake fluid CLARIANT 6M DOT4 or equivalent DOT4 up to the MAX line (1). If the fluid must be added frequently, the system should be checked by a NISSAN dealer.

CAPACITIES AND RECOMMENDED FUEL/LUBRICANTS

The following are approximate capacities. The actual refill capacities may be a little different. When refilling, follow the procedure instructed in the "8. Maintenance and do-it-yourself" section to determine the proper refill capacity.

	Capacity (Approximate)			Recommended specifications
	US measure	Imp measure	Liter	
Fuel	21-5/8 gal	18 gal	82	Unleaded gasoline with an octane rating of at least 87 AKI (RON 91)*1
Engine oil*2				
Drain and refill				
With oil filter change	4-7/8 qt	4 qt	4.6	• Engine oil with API Certification Mark*3
Without oil filter change	4-1/2 qt	3-3/4 qt	4.3	• Viscosity SAE 5W-30
Cooling system				
With reservoir	10 qt	8-1/4 qt	9.4	50% Genuine NISSAN Long Life Antifreeze/Coolant or equivalent
Reservoir	7/8 qt	3/4 qt	0.8	50% Demineralized or distilled water
Continuously Variable Transmission (CVT) fluid	—	—	—	Genuine NISSAN CVT Fluid NS-2*4
Differential gear oil	—	—	—	Genuine NISSAN Differential Oil Hypoid Super GL-5 80W-90 or API GL-5 Viscosity SAE 80W-90*5
Transfer oil	—	—	—	Genuine NISSAN Differential Oil Hypoid Super GL-5 80W-90 or API GL-5 Viscosity SAE 80W-90
Power steering fluid (PSF)	Refill to the proper level according to the instructions in the "8. Maintenance and do-it-yourself" section.			Genuine NISSAN PSF or equivalent*8
Brake fluid				Genuine NISSAN brake fluid CLARIANT 6M DOT4 or equivalent DOT4
Multi-purpose grease	—	—	—	NLG1 No. 2 (Lithium Soap base)
Air conditioning system refrigerant	—	—	—	HFC-134a (R-134a)*7
Air conditioning system lubricants	—	—	—	NISSAN A/C System Oil Type R or exact equivalent
Window washer fluid	—	—	—	Genuine NISSAN Windshield Washer Concentrate Cleaner & Antifreeze or equivalent

*1: For additional information, see "FUEL RECOMMENDATION" later in this section.

*2: For additional information, see "ENGINE OIL" in the "8. Maintenance and do-it-yourself" section for changing engine oil.

*3: For additional information, see "ENGINE OIL AND OIL FILTER RECOMMENDATION" later in this section.

*4: Use only Genuine NISSAN CVT Fluid NS-2. Using transmission fluid other than Genuine NISSAN CVT Fluid NS-2 will damage the CVT, which is not covered by the NISSAN new vehicle limited warranty.

*5: For hot climates, viscosity SAE 90 is suitable for ambient temperatures above 32°F (0°C).

*6: Available in mainland U.S.A. through a NISSAN dealer.

*7: For additional information, see "VEHICLE IDENTIFICATION" later in this section for air conditioner specification label.

*8: DEXRON™VI type ATF or Canada NISSAN Automatic Transmission Fluid may also be used.

Revision History:

Date	Announcement	Purpose
June 2, 2021	Original	New campaign announcement