



Innovation that excites

NISSAN BULLETIN

Key Code

Dealer Inventory Inspection

Reference: PC472
Date: July 23, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2016 Murano (Z52)	NA	16,185	July 23, 2016

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

Nissan is conducting a dealer inventory inspection to collect the correct key code on **16,185** specific 2016 Murano (Z52) vehicles identified in Service Comm to ensure that dealers are able to provide a new set of keys for the door or glove box in the event that replacements are needed.

These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in dealer inventory are affected by this inventory inspection using Service Comm **I.D. PC472**.
 - **As a reminder new vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign) or Service Comm.**
 - Refer to NPSB 15-460 for additional information
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this dealer inventory inspection until this information has been collected.
3. Dealers will use the attached procedure to retrieve the key code and enter it into ASIST. ASIST will collect the necessary information. Once the information has been submitted, the dealer may release the vehicle for sale.
 - Internet connection is required to enter data into ASIST
4. The service department should submit the applicable warranty claim for the inspection performed so it can be closed on Service Comm and release the vehicle.

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

It is the dealer’s responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in inventory. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PC472 – Murano Key Code Data Collection-Dealer Inspection

SERVICE PROCEDURE

1. Locate the key code Identification number tag on vehicle key set (Figure 1).

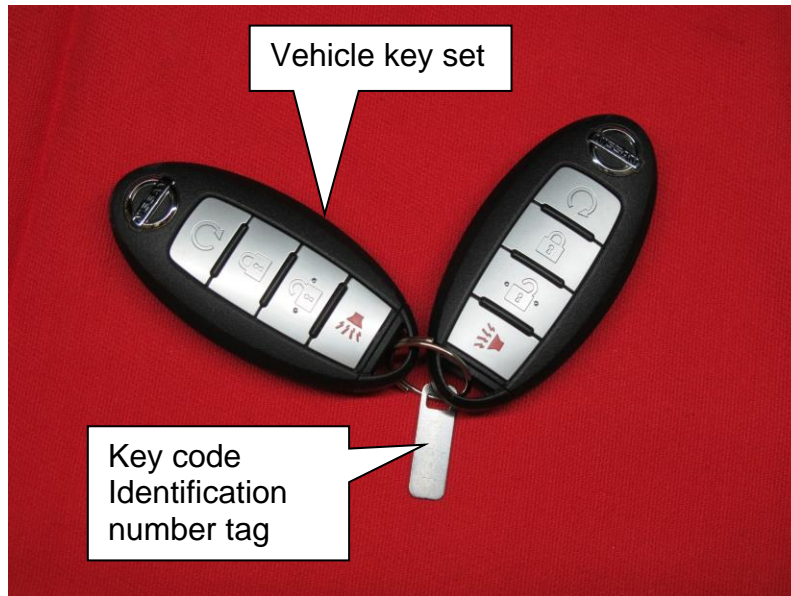


Figure 1

2. Record the five-digit key code Identification number stamped on the tag.

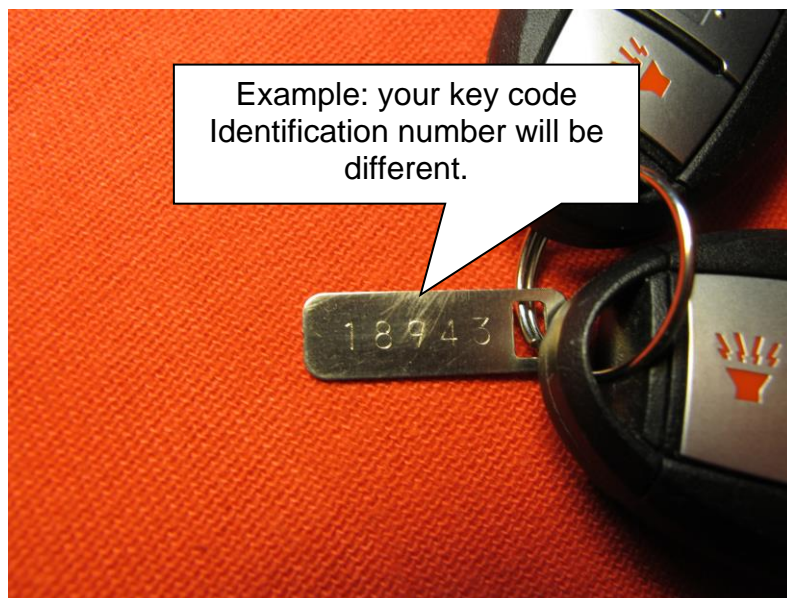


Figure 2

- In the **example** in Figure 2, the key code Identification number is **18943** (this is an example, your key code Identification number will be different).

3. Record the seventeen (17) digit vehicle identification number (VIN).
4. Take the recorded numbers of the five-digit key code Identification number and the VIN to an ASIST workstation.

NOTE: An internet connection is required for the next step.

5. Click on or copy the following URL into a browser:
<https://www.asistfaq.com/ASISTFAQ/DealerZ52KeycodeUpdate.aspx>
6. Type in the seventeen (17) digit VIN and the five (5) digit key code Identification number recorded in step 2 and 3 into ASIST.
 - Entering VIN and key code identification number information.
 - Verify all data is entered correctly.
 - Select Submit
 - If “Registration Successfully...Thank you!” appears, the data has been submitted.

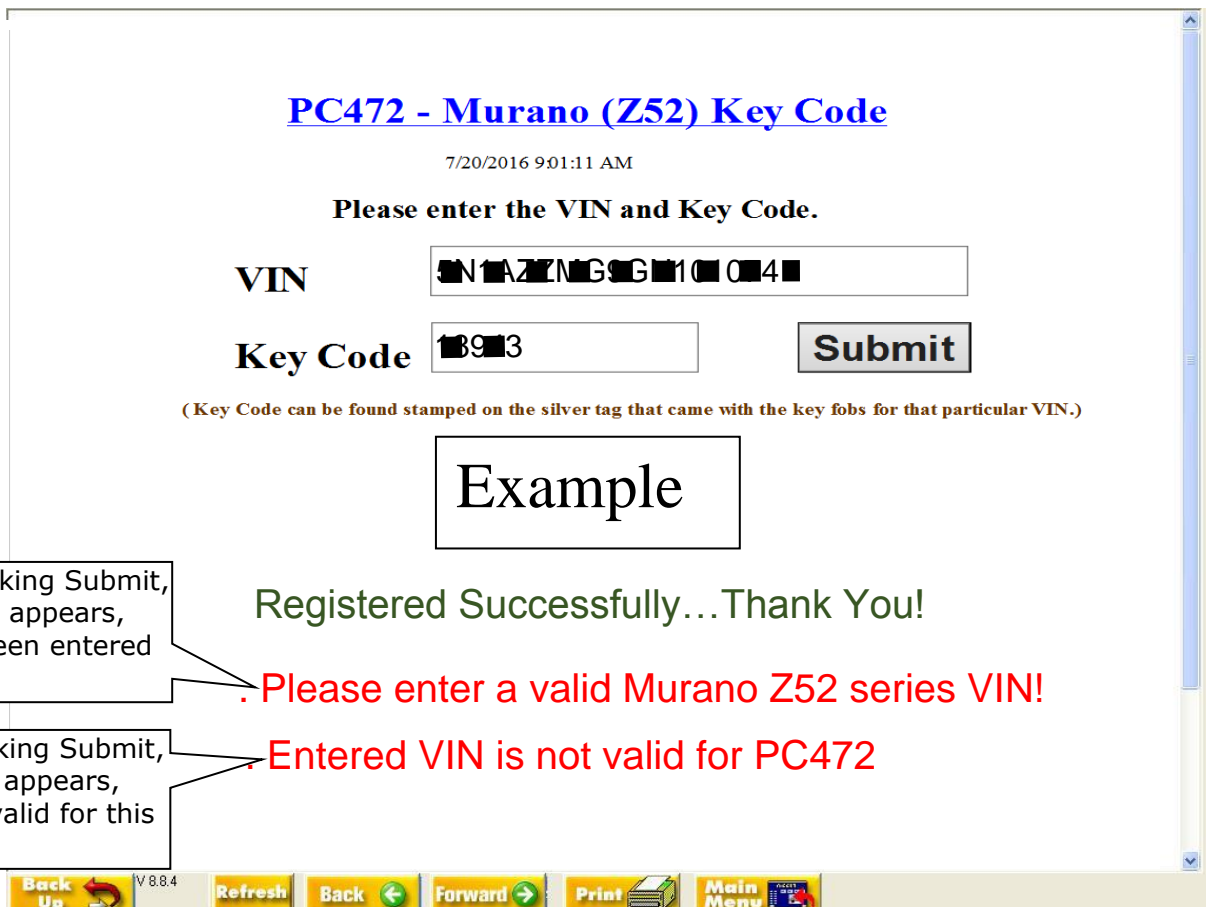


Figure 3

8. No further action needed.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC472

Claim Type:	CM			
PNC:	PC472			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Enter VIN and Key Code Date In ASIST	PC4720	0.2 Hrs.	No	No

