

Questions & Answers for the Occupant Classification System (OCS) Calibration Voluntary Safety Recall Campaign Campaign IDs: R1404, R1405

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I BACKGROUND STATEMENT

Nissan/Infiniti has notified the National Highway Traffic Safety Administration that it will be conducting a safety recall of the following models listed in the chart below (Section IV). Approximately 989,701 vehicles are affected.

Nissan plans to make a campaign announcement to dealers and vehicle owners by mid-April. At that time, affected vehicles will be specifically identified and repair instructions provided.

The Occupant Classification System (OCS) (a part of the passenger air bag system) in the front passenger seat may not properly classify an adult passenger front seat occupant. If the OCS does not detect an adult occupant in the passenger seat, the system will permanently suppress the deployment of the passenger air bag regardless of occupant size. Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger. The (red) supplemental air bag warning light (SRS Light) will not illuminate in this circumstance to alert the front seat passenger.

In order to correct this condition, owners of all potentially affected vehicles will be notified to take their vehicles to an authorized Nissan dealer or Infiniti retailer where the OCS software will be reprogrammed to improve the sensitivity to vehicle vibration at idle and to reduce the potential for classifying the seat as empty when it is occupied by someone with an unusual seating posture. This reprogram will be offered at no charge to the customer.

II RECALL QUESTIONS

Q. Will Nissan/Infiniti conduct a recall campaign, and when will vehicle owners be notified?

A. Yes. They will launch the campaign and begin to notify vehicle owners in mid-April 2014.

Q. What will be the corrective action?

A. Owners of all potentially affected vehicles will be notified to take their vehicles to an authorized Nissan dealer or Infiniti retailer where the OCS software will be reprogrammed to improve the sensitivity to vehicle vibration at idle and to reduce the potential for classifying the seat as empty when it is occupied by someone with an unusual seating posture.

Q. Is there any charge for the OCS software reprogram?

A. No. This reprogram will be offered at no charge to the customer.

Q. How can a customer tell if their vehicle is affected?

A. Nissan will be notifying owners beginning in mid-April 2014. If their vehicle is subject to this campaign they will receive an Owner Notification letter from Nissan (or Infiniti). If they have any questions before that time, they may contact Nissan or Infiniti at the appropriate number below:

Nissan toll free number: 1-800-NISSAN1 (1-800-647-7261)

Infiniti toll free number: 1-800-662-6200

III OCCUPANT CLASSIFICATION SYSTEM QUESTIONS

Q. What is the reason for this OCS software notification?

A. The Occupant Classification System (OCS) (a part of the passenger air bag system) in the front passenger seat may not properly classify an adult passenger front seat occupant. In some cases, this could deactivate the passenger air bag in the vehicle.

FINAL

Q. What is the possible effect of the problem?

A. If the OCS does not detect an adult occupant in the passenger seat, the system will permanently suppress the deployment of the passenger air bag regardless of occupant size. Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger in case of a crash. The (red) supplemental air bag warning light (SRS Light) will not illuminate in this circumstance to alert the front seat passenger.

Q. What seats are affected by this issue?

A. This issue only affects the front passenger seat classification. Front seat passengers are encouraged to be seated properly in accordance with the instructions in the owner's manuals. If the yellow passenger air bag status lamp is illuminated when the seat is occupied by an adult, customers are encouraged to take their vehicles into their nearest certified Nissan dealer (or Infiniti retailer) for diagnostics and repairs.

Note: It is normal for the red air bag warning lamp to flash for about seven seconds when the vehicle is first started).

IV VEHICLE QUESTIONS

Q. What model year vehicles are involved?

A.

Model	Dates of Manufacture
MY 2013-2014 Nissan Altima	March 6, 2012 to February 12, 2014
MY 2013-2014 LEAF	November 21, 2012 to February 6, 2014
MY 2013-2014 Nissan Pathfinder	June 20, 2012 to February 6, 2014
MY 2013-2014 Nissan Sentra	August 27, 2012 to February 18, 2014
MY 2013 NV200	February 1, 2013 to December 7, 2013
MY 2014 Taxi	August 6, 2013 to November 22, 2013
MY 2013 Infiniti JX35/ MY2014 QX60	January 24, 2012 to February 6, 2014
MY 2014 Infiniti Q50	December 10, 2012 to January 7, 2014

Q. How many vehicles are involved in the campaign?

A. Approximately 989,701 vehicles total are affected.

<u>Model</u>	<u>Total Number of Vehicles</u>
MY2013-2014 Nissan Altima	Approximately 544,139
MY2013-2014 LEAF	Approximately 29,165
MY2013-2014 Nissan Pathfinder	Approximately 124,202
MY2013-2014 Nissan Sentra	Approximately 182,569
MY 2013 NV200	Approximately 6,166
MY 2014 Taxi	Approximately 513
MY 2013 Infiniti JX35/ MY2014 QX60	Approximately 63,698
MY 2014 Infiniti Q50	Approximately 39,920

V ACCIDENT/SAFETY QUESTIONS

Q. Is it safe for customers to drive their vehicle until the OCS is reprogrammed?

- A. Yes. This issue only affects the front passenger seat. Front seat passengers are encouraged to be seated properly in accordance with the instructions in the owner's manuals. Please refer the customer to the owner's manual section titled "Occupant Classification Sensor" for a more detailed explanation of their vehicles air bag system.

If the yellow passenger air bag status lamp is illuminated when the seat is occupied by an adult, customers are encouraged to take their vehicles into their nearest certified dealer for diagnostics and repairs. It is normal for the red air bag warning lamp to flash for about seven seconds when the vehicle is first started. It is also normal for the amber passenger air bag status light to light up on the dash if the passenger seat is unoccupied.

NOTE: If the red air bag warning light in the customer's vehicle remains illuminated after the vehicle is started, please instruct them to take their vehicle to the dealership as soon as possible.

Q. Have there been any injuries or fatalities related to this problem?

- A. There have been no fatalities associated with this issue. However, there have been a handful of reports of the OCS system not performing as designed in a carsh.