

Center Console Driver's Side Lower Finisher
Voluntary Safety Recall Campaign

Reference: P5308
Date: August 12, 2015



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Attention: Dealer Principal, Sales, Service & Parts Managers

A STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2012-15 Versa Sedan	298,747	5,203	April 17, 2015
2014-15 Versa Note			

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

Nissan has notified the National Highway Traffic Safety Administration that it has reclassified the previously announced Service Campaign (P5308) as a Safety Recall.

MY 2012-2015 Versa Sedan (N17) and Model Year 2014-2015 Versa Note (E12) vehicles manufactured before March 11, 2015 are affected. The current remedy program continues unchanged, but owners who have not yet elected to modify their vehicles will receive a new recall letter.

The campaign involves modifying the center console lower trim panel to trim the console panel so that the leading edge is at a greater distance from the driver's foot. In certain rare instances, a driver's shoe could contact the edge of center console lower trim panel and potentially impede smooth pedal operation.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Versa Sedan and Versa Note owners.

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

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

1. Verify the subject vehicle is affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **P5308**.
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Repair all vehicles (including dealer inventory) using the attached repair bulletin **NTB15-033** and submit a warranty claim to close the campaign.

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

Parts	<ul style="list-style-type: none">• No parts are needed to perform this voluntary recall campaign.
Repair	<ul style="list-style-type: none">• NTB15-033• The campaign bulletin is available on ASIST and NNA.net.com• The bulletin will be updated from a service campaign to a recall in the near future.
Owner Notification	<ul style="list-style-type: none">• Owners have already been notified.• Owners who have not already had their vehicles remedied will be notified again in late August via U.S. Mail.

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

It is the dealer's responsibility to check SERVICE COMM 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 safety 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 requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes, a stop sale is in effect.

Q. What is the reason for this voluntary safety recall campaign?

A. In certain rare instances, a driver's shoe could contact the edge of the center console lower trim panel and potentially impede smooth pedal operation.

Q. What is the possible effect of this condition?

A. Left unrepaired, there is a potential for smooth pedal operation to be impeded.

Q. What will be the corrective action?

A. Nissan dealers will trim the console panel so that the leading edge is at a greater distance from the driver's foot **at no charge to you for parts or labor.**

Q. How long will the corrective action take?

A. It should take approximately 1 hour to modify the center console trim panel. 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. Owners have already been notified. Owners who have not already had their vehicles repaired will be notified again in late August via U.S. Mail.

Q. Are parts readily available?

A. No parts are necessary to perform this voluntary safety recall campaign.

Q. Are there any parts required for the dealer to perform this safety recall campaign?

A. No parts are required for this repair. If a dealer experiences a situation requiring parts, please contact the warranty claims call center for guidance on claiming the necessary parts. Warranty claims call center can be reached at: 1-800-258-7008 Option 7.

Q. Is my vehicle safe to drive?

A. Yes. However, if your vehicle is subject to the recall, you should make arrangements to have your vehicle remedied as soon as possible.

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

A. No. The repair can be performed quickly and a rental car should not be necessary.

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. No.

Q. Is there any charge for this repair?

A. No, the repairs will be made at no 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 the voluntary safety recall campaign.

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

Q. What model year vehicles are involved?

A. This service campaign affects certain MY2012-15 Versa Sedan built between June 9, 2011 and March 11, 2015 and 2014-15 Versa Note vehicles built between April 23, 2013 and March 11, 2015.

Q. How many vehicles are involved in this voluntary safety recall campaign?

A. Approximately 298,747 vehicles in the U.S are potentially affected.

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

A. Yes. This condition also affects approximately 27,773 certain 2012-15 Versa Sedan, 2014-15 Versa Note, and 2014-15 Nissan Micra vehicles built before March 11, 2015 and sold in Canada.