



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Front Coil Spring Voluntary Safety Recall Campaign

Reference: PM565, PM701

Date: November 22, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

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

UPDATE November 22, 2017

The announcement from October 13, 2017 has been revised to include:

- Nissan has temporarily placed front coil springs (54010-ZN90A) on parts restriction. All existing orders currently on backorder will be fulfilled
 - Please allow 2-3 weeks for order approval and fulfillment
 - Supply is anticipated to improve beginning in January 2018
 - Dealers should schedule repairs based on parts available

Please discard earlier versions of this bulletin.

Campaign ID	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation Date:	Stop Sale In Effect
PM565	MY2007-12 Versa	218,019	2	September 15, 2015	YES
PM701	MY2012 Versa	1,119	NA	October 13, 2017	

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

In September of 2015, Nissan notified NHTSA that it would be conducting a Regional Recall Campaign on certain MY2007-12 Nissan Versa (C11) vehicles manufactured at the Aguascalientes and Cuernavaca, Mexico plants prior to November 12, 2012 to replace the front coil springs.

Nissan has notified NHTSA that it is expanding the previously announced regional recall to include an additional **1,119** MY12 Versa to the existing population for safety recall 15V-573 (PM565) and establishing a unique campaign I.D. (PM701) for tracking purposes. The parts and repair remain the same for the amended population.

This Regional Recall is limited to geographic regions where the use of road salt is prevalent on roads, including all of Canada, and the following states: Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., West Virginia and Wisconsin. **Certain vehicles currently registered in other states, but previously registered in states where this Regional Recall campaign will be conducted may also be included in this campaign.**

Due to a manufacturing process variation at a supplier that has since been corrected, affected vehicles may contain front coil springs with insufficient anti-corrosion coating. As a result, corrosion

could occur over time, which could in extreme cases lead to the fracture of the coil spring and potential damage to the front tire.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PM565 or PM701**
 - 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 recall campaign until after the vehicle has been repaired.
3. Dealers should use campaign repair bulletin **NTB15-078** to correct any vehicles subject to this campaign.
 - **If a vehicle affected by this campaign experiences a broken coil spring:**
 - Towing may be provided
 - **If a vehicle has tire damage as a result of a broken coil spring:**
 - The affected tire(s) may be claimed under the campaign
 - Additional labor is available for tire replacement (contact the WCCC for claims info)
4. Once repaired, dealer should submit the claim, using the claims coding provided, to close the claim in Service Comm.

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

Parts	<ul style="list-style-type: none"> • Nissan has temporarily placed front coil springs (54010-ZN90A) on parts restriction. All existing orders currently on backorder will be fulfilled <ul style="list-style-type: none"> ○ Please allow 2-3 weeks for order approval and fulfilment ○ Supply is anticipated to improve beginning in January 2018 ○ Dealers should schedule repairs based on parts available
Repair	<ul style="list-style-type: none"> • Campaign TSB NTB15-078 is available on NNAnet, ASIST & Dealer360. • Dealers should replace both front coil springs, reusing original struts, and perform a front-wheel alignment on the vehicles to complete this campaign <p>NOTE: Any routine maintenance strut replacement will be considered customer pay.</p>
Owner Notification	Nissan notified owners of all PM565 affected vehicles in November 2015 via U.S. Mail. Nissan will begin notifying owners potentially affected by PM701 in December 2017 via U.S. Mail.

******* Claims Information *******

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PM565	PM5650	Replace Both Front Coil Springs and Perform Wheel Alignment	2.2 hrs.
PM701	PM7010		
EXPENSE CODES – BROKEN SPRINGS		DESCRIPTION	AMOUNT
501		Towing	\$100 (Max)
812		Tire Replacement	\$200 (Max)
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7, if additional expense is required.			

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

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this regional 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 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 NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes, this is a Regional Recall Campaign.

Q. Why is this a Regional Recall?

A. Because, based on data, NHTSA determined that the issue is unique to geographic areas where the use of road salt is prevalent on roads. NHTSA has approved the limited geographic scope of this recall.

Q. What is the reason for this Regional Recall?

A. Due to a manufacturing process variation at a supplier that has since been corrected, certain affected vehicles may contain front coil springs with insufficient anti-corrosion coating.

Q. What is the possible effect of the condition?

A. Corrosion could occur over time, which could in extreme cases lead to the fracture of the coil spring and potential damage to the front tire.

Q. What will be the corrective action?

A. Dealers will be asked to replace both front coil springs, reusing original struts, and perform a front-wheel alignment on the vehicles to complete this campaign.

NOTE: Any routine maintenance strut replacement will be considered a customer maintenance expense.

Q. How long will the corrective action take?

A. This service, free for parts and labor, should take approximately two and one half (2.5) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan notified owners of all PM565 affected vehicles in November 2015 via U.S. Mail. Nissan will begin notifying owners potentially affected by PM701 in December 2017 via U.S. Mail.

Q. Are parts readily available?

A. Coil springs (54010-ZN90A) have been placed on temporary parts restriction and may be ordered via the DCS SVC parts ordering tool

- Orders will be fulfilled as parts become available
- Supply is anticipated to improve in January 2018
- Dealers should schedule repairs based on parts available

Q. Is my vehicle safe to drive?

A. Owners can continue to drive their vehicle at their discretion until they receive our recall notification. Owners should arrange to have their vehicle repaired as soon as possible after receiving notification of this recall.

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

A. If a vehicle has a broken spring, check with your dealership for alternate transportation options.

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

A. The repair 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, except to arrange to have your vehicle remedied as soon as possible after receiving notification of the recall. However, if your vehicle experiences a change in posture or has front end noise, please bring your vehicle to the dealership immediately for inspection.

Q. Is there any charge for the repair?

A. No, the repair 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 the 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. MY2007-2012 Nissan Versa.

Q. Are any other models involved?

A. No.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

<u>Region</u>	<u>PM701 Added Versa (C11)</u>	<u>PM565 Original Versa Population</u>	<u>Grand Total</u>
USA	1,119	218,019	219,138
CANADA	762	110,604	111,366
Total	1,881	328,623	330,504

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2007-2012 Nissan Versa	May 8, 2006 and December 21, 2012