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NISSAN

BULLETIN

Front Coil Spring
Regional Recall Campaign

Reference: PM565

Date: September 18, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE September 18, 2015

- **The original announcement from September 15, 2015 has been updated to include the campaign repair bulletin & dealer inventory information.**
- **Please discard earlier versions of this bulletin.**

A STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2007-12 Versa	218,019	2	September 15, 2015

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

Nissan notified NHTSA that it will 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.

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 will 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.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with dealers to provide an outstanding ownership experience to Versa 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 campaign action is performed.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM565.**
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. If a retailed vehicle affected by this campaign visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts are not currently available.

NOTE: Nissan expects to have parts available in mid-November, 2015.

- Retail customers can continue to drive their vehicle at their discretion until they receive our Recall notification.
- **If a vehicle affected by this campaign experiences a broken coil spring:**
 - Dealers are authorized to provide a rental to the customer until parts are available
 - Towing may also be provided

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

Parts	<ul style="list-style-type: none"> • A limited number of parts are available and parts are restricted. • Nissan expects to have parts in mid-November, 2015. • If the vehicle has a broken coil spring, use the parts order form included with this announcement to order parts to repair the vehicle. • Dealers will be able to order parts for operational vehicles and for stock purposes when parts supply improves in November.
Repair	<ul style="list-style-type: none"> • Campaign TSB NTB15-078 is now 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 will begin notifying owners of all potentially affected vehicles in November 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.
EXPENSE CODES – BROKEN SPRINGS		DESCRIPTION	AMOUNT
501		Towing	\$100 (Max)
502		Rental Expense	\$40 per day/\$400 (Max)
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7, for pre-approval when expenses will exceed the campaign allowance. Extended rentals due to parts availability will be approved provided parts have been ordered in timely manner.			

******* 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 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 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 will begin notifying owners of all potentially affected vehicles in November via U.S. Mail.

Q. Are parts readily available?

A. A limited number of parts are available for vehicles with broken coil springs. Nissan will have a better supply of parts available in November, 2015 to support repair of all vehicles subject to this recall campaign.

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 make arrangements to have their vehicle repaired as soon as possible after receiving notification of this recall in November, 2015.

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

A. Nissan is not aware of any reports of injuries or fatalities associated with this issue.

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

A. If a vehicle has a broken spring, rentals can be provided until parts are available. If the vehicle is operational, 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 make arrangements 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:

Region	Total
USA	218,019
CANADA	101,488
Total	319,507

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2007-2012 Nissan Versa	May 8, 2006 and November 12, 2012

Q. Who can answer additional customer questions?

A. Customers may contact Nissan’s National Consumer Affairs Department for further assistance. The toll free number is 1-800-NISSAN1 (1-800-647-7261).