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# NISSAN BULLETIN

## Occupant Classification System (OCS) – Service Parts Voluntary Safety Recall Campaign

Reference: PC408  
Date: November 9, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE November 9, 2015

- **The Non-Usable Service Parts List from the announcement on October 23, 2015 has been revised:**
  - **Part # 98856-3KU0A - this part number is usable and should not be returned for credit.**
- **Please discard earlier versions of this bulletin**

### STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2013-14 Sentra	595	0	October 23 <sup>rd</sup> , 2015
2013-15 Altima & Pathfinder			

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Nissan is conducting a Voluntary Safety Recall Campaign for specific vehicles that have been serviced with incorrect specification front passenger seat Occupant Classification Sensor (OCS) control unit service parts. As a result, the OCS system on these affected vehicles may not operate as designed in some cases.

**Note:** Only specific vehicles identified in Service Comm are subject to this campaign because they may have previously been serviced with an incorrect part. Other vehicles within the production date ranges listed in the Q&A portion of this announcement are not subject to this campaign.

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

**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. **PC408.**
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 **NTB15-091** to repair any vehicles subject to this campaign.
4. Once repaired, dealer should submit the claim, using the claims coding provided, and release the vehicle.
5. If your dealership has any of the parts listed below in stock, please return them for credit as soon as possible. These parts do not contain the correct OCS algorithm and **should not be used as a service part.** Parts managers have been sent instructions for receiving parts return credit.

<b>NON-USABLE SERVICE PARTS – RETURN FOR CREDIT</b>			
98856 3KA1A	98856-3KA2A	98856-3JA1A	98856-3LN0A
98856-3SG0A	98856-3JA0A	98856-3TM0A	98856-3NF0A
98856-3NF0B	98856 3LM1A	98856-9PA0A	

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• <b>No parts are necessary for this reprogramming</b></li> <li>• Purge inventory of incorrect service parts as soon as possible as noted in #5 above</li> </ul>
<b>Tools</b>	<ul style="list-style-type: none"> <li>• Special tool: J-51594 OCS reprogramming cable is required</li> <li>• Dealers should have this available from previous R1405 campaign</li> <li>• Order additional tools as necessary from Tech-Mate @ 1-800-662-2001</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB15-091</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>November, 2015</b> 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 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, a stop sale is in effect.

**Q. What is the reason for safety recall?**

A. The affected vehicles may have been serviced with incorrect specification front passenger seat Occupant Classification Sensor (OCS) control unit service parts.

**Q. What is the possible effect of the condition?**

A. If the incorrect service part was installed, the OCS algorithm in the subject vehicles may not properly classify an adult passenger seated in the front passenger seat.

**Q. What will be the corrective action for this voluntary safety recall campaign?**

A. Nissan dealers will install the current production level software in the OCS control unit.

**Q. How long will the corrective action take?**

A. This service, free for parts and labor, should take less than 1 hour 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 in November, asking them to bring their vehicle to an authorized Nissan dealer to have the OCS control module reprogrammed with the latest OCS algorithm.

**Q. Are parts readily available?**

A. No parts are necessary to perform this reprogramming. The OCS software is available on ASIST.

**Q. Is my vehicle safe to drive?**

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 your 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 your vehicles into your 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. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. No, please check with your dealership for alternate transportation availability.

**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. If you received an owner notification letter, please bring your vehicle to an authorized Nissan dealer as soon as possible to have the OCS software updated.

**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 Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. What model year vehicles are involved?**

A. MY2013-2014 Nissan Sentra, 2013-15 Altima and Pathfinder vehicles sold in North America.

**Q. How many Nissan vehicles are involved in the campaign?**

A. The North American Market is affected as follows:

<b>Region</b>	<b>Sentra</b>	<b>Altima</b>	<b>Pathfinder</b>	<b>Total</b>
USA	23	141	415	<b>579</b>
CANADA	57	56	47	<b>160</b>
PUERTO RICO	6	2	8	<b>16</b>
<b>Total</b>	<b>86</b>	<b>199</b>	<b>470</b>	<b>755</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2013-14 Nissan Sentra	September 1, 2012 to July 8, 2014
MY2013-15 Nissan Altima	June 12, 2012 to August 26, 2014
MY2013-15 Nissan Pathfinder	July 17, 2012 to November 11, 2014

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

A. Approximately **324** 2013 Infiniti JX35, 2014 Infiniti QX60 Hybrid, and 2014-15 Infiniti QX60 vehicles are also affected.

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2013 JX35	March 2, 2012 to June 7, 2013
MY2014-15 QX60	May 22, 2013 to November 18, 2014
MY2014 QX60 Hybrid	December 14, 2013