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# NISSAN BULLETIN

## Occupant Classification System Voluntary Safety Recall Campaign

Reference: R1607, R1608, & R1609

Date: May 24, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

### A STOP SALE CONDITION IS IN EFFECT.

PNC	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
<b>R1607</b>	MY2013-16 Pathfinder, LEAF, NV200, 2014-16 NV200 Taxi, 2013-15 Pathfinder Hybrid	434,237	<b>25,688</b>	May 24 <sup>th</sup> , 2016
<b>R1608</b>	MY2013-16 Sentra (B17)	626,934	<b>18,483</b>	
<b>R1609</b>	MY2013-16 Altima, MY2014-17 Rogue, MY2015-16 Murano, MY2016-17 Maxima	1,932,409	<b>125,701</b>	

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

Nissan Group has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2013-2017 Nissan Altima, LEAF, Maxima, Murano, Pathfinder, Sentra, Rogue, NV200/Chevrolet City Express/NV Taxi; Infiniti JX35/QX60 and Q50 vehicles to repair the passenger seat Occupant Classification System (OCS).

The remedy varies by vehicle and will include Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming in some models, and OCS ECU replacement in other models. Sentra vehicles will also receive a seat belt buckle bracket.

Nissan is committed to the safety and security of our customers and their passengers.

**IMPORTANT: It is a violation of Federal law for dealers 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. Due to the specific repairs required on each group of vehicles involved in these campaigns, there are 3 separate PNC's with unique Campaign Bulletins. The description of each PNC is as follows:
  - **R1607** – Replace OCS ECU only- NTB16-054
  - **R1608** - Reprogram Airbag Control Unit and OCS ECU and replace seat bracket - NTB16-053
  - **R1609** - Reprogram Airbag Control Unit and OCS ECU only - NTB16-052

**NOTE: New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**

- Refer to NPSB 15-460 for additional information

- 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.
  - Consider using a color sticker dot on driver’s side B-pillar for easy identification of completed repairs & vehicles requiring repairs
  - **Red dot – Apply to all affected vehicles currently in inventory to indicate repair is needed**
  - **Yellow dot** – indicates parts installed, but **repair not complete** (i.e. reprogramming or zero-point reset)
  - **Green dot** – indicates repair is **fully complete**
- If a retailed vehicle affected by these campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered (R1607 & R1608).
  - After condition is explained to customer and if customer is agreeable, customer should be encouraged to remain in their vehicle until parts are available
  - If parts replacement is necessary, and the customer does not want to continue driving the vehicle, rental is available under the campaign while parts are on order. Contact your FOM or the Warranty Claims Call Center 1-800-258-7008 Option 7 for more details.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• R1609 – Does not require parts; only Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming is required</li> <li>• R1608 will require a <b>seat bracket (87110-9AN0A)</b>, and Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software updates. <b>Updated software is now available on ASIST</b></li> <li>• R1607 will require OCS ECU replacement.</li> <li>• <b>All campaign parts are on DSR-2 and SVC orders are not available.</b> <ul style="list-style-type: none"> <li>○ Nissan will send regular shipments of parts as parts become available</li> <li>○ Dealers should schedule repairs based on parts available</li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB16-054 – R1607</b></li> <li>• <b>NTB16-053 – R1608</b></li> <li>• <b>NTB16-052 – R1609</b></li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Nissan will begin sending interim notifications to owners of vehicle affected by <b>R1607</b> in <b>May, 2016</b> via U.S. Mail.           <ul style="list-style-type: none"> <li>○ These owners will receive a second notification inviting them to schedule their vehicle for repair when parts are readily available.</li> <li>○ We anticipate this invitation to repair mailing beginning in August</li> <li>○ Dealers are welcome to repair these vehicles sooner if they have parts available</li> </ul> </li> <li>• Owners of vehicles affected by <b>R1608/R1609</b> will receive an invitation to repair letter beginning in <b>June, 2016</b>.</li> </ul>

**\*\*\*\*\* 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 campaign?**

A: Yes. A stop sale is in effect for new vehicles in dealer inventory.

**Q: What is the issue?**

A: The Occupant Classification System (OCS) is designed to classify the size and weight of the front seat passenger and, under certain conditions, automatically turn OFF the passenger air bag. The OCS system is designed to only deploy the front passenger airbag when the front passenger seat is occupied by an adult.

In the affected vehicles, the OCS software may incorrectly classify the passenger seat as empty when it is occupied by an adult. If the OCS does not detect an adult occupant in the passenger seat, the passenger airbag would be deactivated. Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger.

**Sentra only:** Additionally, if a child restraint system (CRS) is installed in the front passenger seat (Nissan instructions advises against this), in certain rare instances, the seat belt bracket could deform and the air bag may not deactivate as designed. This may increase the risk of an injury to a child sitting in a CRS installed in the front seat.

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

A. The repair varies by vehicle. For vehicles affected by:

- **R1607:** requires OCS ECU replacement
- **R1608:** requires the installation of a seat belt buckle bracket and Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming
- **R1609:** requires Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming

**Q. What can a customer expect after a campaign repair?**

- A. Performing the procedure in the campaign bulletin changes the operation of the Passenger Airbag Indicator (PABI) light.



After performing these campaigns, the passenger airbag indicator light will be **ON** (illuminated) when the front passenger seat is empty.

The red airbag warning lamp operation does not change as part of this campaign.



Dealers should follow normal diagnostic guidelines for addressing customer concerns about the red airbag warning lamp remaining ON.

**Q. How should dealers explain the system logic change to customers?**

- A. Each campaign bulletin includes a description of post campaign repair operation. This page should be printed out and provided to the customer. Service Advisors should explain the change in operation to each customer when the vehicle is delivered so the customer fully understands the new system operation and is not alarmed by the light being illuminated when the front passenger seat is empty.

If possible, service advisors should point out the two indicator lamps and explain the operation to the customer.



The front passenger seat is equipped with an occupant classification sensor (weight sensor) that turns the front passenger airbag on or off depending on the weight applied to the front passenger seat. The status of the front passenger airbag (ON or OFF) is indicated by the front passenger indicator light, which is located on the instrument panel.

After the ignition switch is placed in the "ON" position, the front passenger airbag indicator light illuminates for approximately 7 seconds and turns off or remains illuminated depending on the front passenger seat occupied status. The light operates as follows:

CONDITION	DESCRIPTION	PASSENGER AIR BAG INDICATOR LIGHT	FRONT PASSENGER AIR BAG STATUS
Empty	Empty front passenger seat	ON (illuminated)	INHIBITED
Nobody/Somebody	Bag or Child or Child Restraint or Small Adult in the front passenger seat	ON (illuminated)	INHIBITED
Adult	Adult in front passenger seat	OFF (dark)	ACTIVATED

**Q: Do all Nissan vehicles utilize the same logic for Passenger Airbag Indicator lamp operation?**

A: The logic change and these campaigns are specific to 2-sensor Occupant Classification Systems and the models listed in this bulletin. Not all systems will operate the same. Please consult the owner's manual for other models for further information.

**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: Is this one recall or two recalls?**

A: One; however, Nissan filed separate paperwork with NHTSA concerning Sentra vehicles to address a related issue, which has an additional, unique repair to Sentra. However, there is no separate impact to customers. Sentra owners will receive one recall letter and will receive one comprehensive remedy.

**Q: Is this related to the Takata Airbag Recall?**

A: No.

**Q: What should I tell inquiring customers?**

A: Nissan will notify Owners within 60 days with instructions. If a customer's vehicle is affected, they will receive an Owner Notification letter from Nissan.

- Nissan will begin sending interim notifications to owners of vehicle affected by **R1607** in **May, 2016** via U.S. Mail.
  - These owners will receive a second notification inviting them to schedule their vehicle for repair when parts are readily available.
  - We anticipate this invitation to repair mailing beginning in August
  - Dealers are welcome to repair these vehicles sooner if they have parts available
- Owners of vehicles affected by **R1608/R1609** will receive an invitation to repair letter beginning in **June, 2016**.

**Q: Are all the listed vehicles affected?**

A: No. Affected vehicles can be identified in Service Comm with I.D. R1607, R1608, or R1609.

**Q: Have there been any injuries or fatalities related to this defect?**

A: There have been no fatalities associated with this issue. Nissan informed NHTSA that it is aware of at least three crashes where the OCS system did not perform as designed possibly due to this issue. These incidents resulted in moderate injuries.

**Q. It appears most of the affected vehicles are in North America. Why?**

A: The OCS system is required by U.S. safety standards and is most commonly found on vehicles intended for the U.S. market.

**Q: Is there anything customers can do in the meantime?**

A: Yes, front seat passengers are encouraged to be seated properly in accordance with the instructions in the owner's manuals.

- The issue only affects the front passenger seat. If the front passenger seat is unoccupied, no precautions are necessary.
- Never seat a small child in the front seat.
- If the red air bag warning light (in the instrument cluster) remains illuminated after the vehicle is started, customers should take their vehicle to the dealership for immediate 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.)

- If the yellow passenger air bag status lamp is illuminated when the seat is occupied by an adult, customers should to take their vehicle to the dealership for immediate diagnostics and repairs.

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

A: YES:

1. 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.
2. **NOTE: If the red air bag warning light (in the instrument cluster) remains illuminated after the vehicle is started, please instruct customers to take their vehicle to the dealership for immediate 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.)

3. **If the yellow passenger air bag status lamp is illuminated when the seat is occupied by an adult, please instruct customers to take their vehicle to the dealership for immediate diagnostics and repairs.**

**Q: Nissan has had multiple recalls for the OCS system, how do you know you're fixing it this time?**

A: Nissan has studied this issue extensively and is confident its remedy plan will resolve it. Nissan has already observed significant system performance improvements after the prior recall but continued to actively monitor the field information and confer with the regulators as it identified opportunities for further system improvements.

**Q: Campaign ID's R1405 and PC408 have been superseded by R1607. If I have had one of the previous campaigns performed on my vehicle do I need to have R1607 completed?**

A: Yes. Customers who have already had their vehicles repaired under the previous campaigns (R1405 and PC408) should also have the current repair (R1607) performed on their vehicle to ensure that their Occupant Classification System (OCS) is classifying an adult occupant correctly. Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger.

If a customer has not yet had the previous campaign repair performed, this repair will provide all necessary remedies.

**Q. Are parts readily available?**

A. The majority of repairs will not require parts. For R1607 & R1608, Nissan will send automatic shipments of parts to dealers each week as parts become available.

**Q. Will Nissan be allowing returns of obsolete parts?**

A. Nissan is currently finalizing the details for parts return and will be communicating parts returns instructions for OCS control units in the near future. Dealers should store these obsolete parts separately from campaign parts and not use these parts for vehicle repairs.

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

A. Certain Infiniti JX35/QX60 and Q50 vehicles are similarly affected.

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

A. This service, free for parts and labor, should take approximately one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. Please check with your dealership for alternate transportation availability.

**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.

There is a dedicated phone line for Consumer Affairs to address OCS related customer or dealer inquiries.

- **Nissan:** 1-800-867-7669
- **Infiniti:** 1-888-833-3216

**BEST PRACTICES FOR OCS RECALL CAMPAIGNS BEGINS ON NEXT PAGE**



## Best Practices for OCS Recall Campaigns:

- Dealers should adopt a defined scheduling process for campaign appointments
- Use a dedicated service scheduling coordinator to manage appointments for the OCS campaign
- Coordinators should be aware of each vehicle's open campaigns and required parts availability so customers can be appropriately informed during the scheduling process
  - Dealers with campaign dedicated service bays should proactively schedule daily appointments to maximize service efficiencies
- Dealers should consider having a dedicated campaign advisor
- Advisors should inform every customer of the Passenger Airbag Indicator light logic change after campaign repair completion and ensure customer understanding of indicator lamp operation.
  - A copy of this information can be printed from the TSB and provided to the customer
- Dealers should ensure all CONSULT-III units are updated and fully operational
- Dealers should consider repairing inventory during evening hours to minimize impact on daily service business
- Dealers need a plan to identify vehicles subject to stop sale
  - Aim to complete Inventory in < 6 weeks
  - Service Comm and DCS Sales Vehicle Inventory (NPSB15-460)
- Consider using a color sticker dot on driver's side B-pillar for easy identification of completed repairs
  - **Red dot – Apply to all affected vehicles currently in inventory to indicate repair is needed**
  - **Yellow dot** – indicates parts installed, but **repair not complete** (i.e. reprogramming or zero-point reset)
  - **Green dot** – indicates repair is **fully complete**
- Customer pay volume should be maintained during the campaign
  - An Multi-Point Inspection should be conducted and reviewed with every customer
  - Service capacities need to address anticipated service volume
    - FOMs have a tool to assist dealers with this
    - Determine the number of man hours required for each job function: Technicians, Advisors, Porters, Warranty Admins, Others?
- Technicians must meet Minimum Service Training Requirements to perform this campaign
  - No other special training is required
  - For Sentra, technicians must reprogram OCS module **after** the bracket is installed (TSB covers this)

- Dealers should ensure all customer touch points are designed to meet anticipated demand
  - Parking
  - Amenities/Refreshments
  - Waiting area
  - Shuttle service / loaner vehicles
- Leverage current service promotions
  - This campaign will provide retailers an opportunity to provide customers they have not seen in a while with an exceptional experience
  - Use the “Why Service Here” promo flyer as a leave behind for all campaign customers that features a discount on customer pay services or an additional allowance on a vehicle trade-in
- The campaign is new to every customer; advisors should explain:
  - What is being repaired
  - What will they do to the car (reprogram or replace parts)
  - What will change (PABI indicator illumination logic)
  - If possible, demonstrate this operation to the customer and **provide** them a copy of the logic change description from the TSB
  - How long repair will take (provide realistic schedule based on current shop workload)
  - If the customer elects to wait, explain what amenities are available
  - Inform the customer an Multi-Point Inspection will be performed and the results reviewed upon repair completion
  - If applicable, ask if the customer would like their car washed and/or vacuumed