



# After-sales Retailer Support Occupant Classification System Voluntary Safety Recall Campaign

Reference: Revision 2 - R1606

Date: December 21, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

## UPDATE December 21, 2016

**The announcement from June 14, 2016 has been revised to include:**

- All parts restrictions have been removed. Parts can now be ordered thru normal channels. Any parts currently on order in DCS will be processed as supply allows.
- **Please discard earlier versions of this bulletin.**

**A STOP SALE CONDITION IS IN EFFECT.**

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
MY2014-17 Q50 MY2014-16 Q50 Hybrid	123,543	<b>115</b>	May 24 <sup>th</sup> , 2016
MY2013-16 JX35/QX60	143,057	<b>15</b>	

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

Nissan Group has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2013-17 Infiniti Q50 and MY2013-16 JX35/QX60 vehicles to remedy the passenger seat Occupant Classification System (OCS). The remedy will include OCS Electronic Control Unit (ECU) replacement.

Nissan is also recalling MY2013-2017 Nissan Altima, LEAF, Maxima, Murano, Pathfinder, Sentra, Rogue, NV200/Chevrolet City Express/NV Taxi for a similar issue. The Nissan 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.

Infiniti is committed to the safety and security of our clients and their passengers.

**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 Retailers Should Do \*\*\*\*\***

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1606**

- **New vehicles in retailer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to IPSB 15-286 for additional information
2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer 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
    - **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. zero-point reset)
    - **Green dot** – indicates repair is **fully complete**
  3. If a retailed vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall campaign and communicate that parts may need to be ordered (R1606).
    - After condition is explained to client and if client is agreeable, client should be encouraged to remain in their vehicle until parts are available
    - If parts replacement is necessary, and the client 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 1-800-933-3712 Option 7 for more details.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• R1606 will require OCS ECU replacement.               <ul style="list-style-type: none"> <li>○ All campaign parts are now available for order thru normal channels.</li> <li>○ Infiniti will send regular shipments of parts as parts become available</li> </ul> </li> <li>• Retailers should schedule repairs based on parts available</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>ITB16-018</b></li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Infiniti will begin sending owners of all potentially affected vehicles an interim notification letter in <b>May, 2016.</b></li> <li>• Owners will be sent a second notification inviting them to schedule their vehicle for repair when parts are readily available.               <ul style="list-style-type: none"> <li>○ We anticipate this invitation to repair mailing beginning in August</li> <li>○ Retailers are welcome to repair these vehicles sooner if they have parts available</li> </ul> </li> </ul>

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer’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 retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the

letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

## Frequently Asked Questions (FAQ):

**Q: Is this a Recall Campaign?**

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

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

A. Retailers will replace the OCS ECU.

**Q. How does this stop sale apply to previously owned vehicles?**

A. Consistent with the recently enacted legislation, Infiniti retailers are reminded that if any pre-owned Infiniti vehicles in their inventories are affected by a safety recall campaign, these pre-owned vehicles should be remedied prior to retail. Likewise, any lease turn-in vehicles subject to a safety recall should be remedied prior to being sent to auction if at all possible.

**Q. What can a client 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.



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

**Q. How should retailers explain the system logic change to clients?**

A. Each campaign bulletin includes a description of post campaign repair operation. This page should be printed out and provided to the client. Service Consultants should explain the change in operation to each client when the vehicle is delivered so the client 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 consultants should point out the two indicator lamps and explain the operation to the client.



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 Infiniti 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 client free of charge for parts and labor.

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

A: No.

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

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

- Infiniti will begin sending owners of all potentially affected vehicles an interim notification letter in **May, 2016**.
- Owners will be sent 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
  - **Parts are now available for order thru normal ordering channels. Any parts currently on order in DCS will be filled as supply allows.**

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

A: No. Affected vehicles can be identified in Service Comm with I.D. R1606.

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

A: There have been no fatalities associated with this issue. Nissan Group 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 clients 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, clients should take their vehicle to the retailer 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, clients should to take their vehicle to the retailer 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 clients to take their vehicle to the retailer 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 clients to take their vehicle to the retailer for immediate diagnostics and repairs.**

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

A: Infiniti has studied this issue extensively and is confident its remedy plan will resolve it. Infiniti 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. Clients who have already had their vehicles repaired under the previous campaigns (R1404 and PC407) should also have the current repair (R1606) 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 client has not yet had the previous campaign repair performed, this repair will provide all necessary remedies.

**Q. Are parts readily available?**

A. Yes, All parts are available for order thru normal channels.

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

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

**Q. Are courtesy vehicles available for owners that do not wish to drive their vehicle?**

A: Courtesy vehicles are subject to availability. Please check with your retailer for alternate transportation availability.

**Q. Can courtesy vehicles be provided prior to having the OCS campaign completed on them?**

A: No. Consistent with the recently enacted legislation, Infiniti retailers are reminded that if the Infiniti Courtesy Vehicles (ICV) in their fleets are affected by a safety recall campaign, these ICV should not be loaned to clients until they are repaired. Retailers can apply the recent parts shipment to the ICV fleets, as needed.

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

A. Certain Nissan Altima, LEAF, Maxima, Murano, Pathfinder, Sentra, Rogue, NV200, NV200 Taxi, and Chevrolet City Express vehicles are similarly affected.

**Q. I have lost confidence in the vehicle. Will Infiniti 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 Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, any authorized Infiniti retailer is able to perform the recall campaign.  
**For Consumer Affairs:** Please inform us of the retailer where you would like to have the corrective action completed.

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

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

**Best Practices for OCS Recall Campaigns:**

- Retailers 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 clients can be appropriately informed during the scheduling process
  - Retailers with campaign dedicated service bays should proactively schedule daily appointments to maximize service efficiencies
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- Consultants should inform every client of the Passenger Airbag Indicator light logic change after campaign repair completion and ensure client understanding of indicator lamp operation.
  - A copy of this information can be printed from the TSB and provided to the client
- Retailers should ensure all CONSULT-III units are updated and fully operational
- Retailers should consider repairing inventory during evening hours to minimize impact on daily service business
- Retailers need a plan to identify vehicles subject to stop sale
  - Aim to complete Inventory in < 6 weeks
  - Service Comm and DCS Sales Vehicle Inventory (IPSB15-286)
- 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**
- Client pay volume should be maintained during the campaign
  - An Multi-Point Inspection should be conducted and reviewed with every client
  - Service capacities need to address anticipated service volume
    - FOMs have a tool to assist retailers with this
    - Determine the number of man hours required for each job function: Technicians, Service Consultants, Porters, Warranty Admins, Others?
- Technicians must meet Minimum Service Training Requirements to perform this campaign
  - No other special training is required
- Retailers should ensure all client 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 clients 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 clients that features a discount on client pay services or an additional allowance on a vehicle trade-in
- The campaign is new to every client; consultants 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 client 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 client elects to wait, explain what amenities are available
  - Inform the client an Multi-Point Inspection will be performed and the results reviewed upon repair completion
  - If applicable, ask if the client would like their car washed and/or vacuumed