

**Gilliam, David**

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**From:** NNA Service Actions & Campaigns  
**Sent:** Monday, May 23, 2016 9:41 PM  
**To:** \*NNA INF FOM; \*NNA INF DOM; \*NNA INF RSOM  
**Cc:** \*NNA INF AGM; \*NNA INF RAM; \*NNA INF Service Actions & Campaign Announcements; Simmons, Rob  
**Subject:** ACTION: AFTERSALES: RETAILER SUPPORT: LAUNCH R1606 Occupant Classification System (OCS) - VSRC - Retailer Announcement  
**Attachments:** P1606 - 2013-17 Q50, JX35\_QX60 Occupant Classification System - Voluntary Safety Recall Campaign - Retailer Announcement.pdf; ITB16-018.pdf; R1606-Retailer Inventory.xlsx

**Infiniti USA  
Electronic Field Communication**

**ACTION**

**Date:** May 24, 2016

**To:** FOMs, DOMS, and CEMs

**Subject: LAUNCH R1606 Occupant Classification System (OCS) - VSRC - Retailer Announcement**

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

<b>Affected Models/Years:</b>	<b>Affected Population:</b>	<b>Retailer Inventory:</b>	<b>SERVICE COMM Activation date:</b>
MY2014-17 Q50 MY2014-16 Q50 Hybrid	123,543	<b>5,049</b>	May 24 <sup>th</sup> , 2016
MY2013-16 JX35/QX60	143,057	<b>3,690</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.</li> <li>• <b>All campaign parts are on DSR-2 and SVC orders are not available.</b> <ul style="list-style-type: none"> <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.

**Attachments (3):**

1. Retailer Announcement
2. ITB16-018
3. R1606 Retailer Inventory List

**Retailer Communication:**

The information will be available on NNAnet.com later this evening.

Retailer personnel in the following positions will receive direct email notification of this notice using the email address entered into NNAnet.

Position Name
Assistant Parts Manager
Assistant Service Manager
Dealer Principle
Executive Manager
General Manager
General Sales Manager
Part & Service Director
Parts Director
Parts Manager
Service Advisor/Consultant
Service Advisor/Consultant - Express Service
Service Director
Service Manager
Warranty Administrator

If any retailers are not receiving this information via email from the [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com) mailbox, please check spam folders and enable their inbox to process these emails as a safe sender. All retailer email addresses for these positions are taken from the retailer portal (NNAnet) and updated regularly. Retailers should verify the retailer portal administrator has the current contact information entered for these key positions to ensure information is received.

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