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NISSAN BULLETIN

Occupant Classification System Preliminary Recall Announcement

Date: April 29, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

***** Preliminary Announcement *****

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 remedy the passenger seat Occupant Classification System (OCS).

Nissan Group is still in the process of identifying specific vehicles affected, but this recall will affect approximately 3.5 million Nissan vehicles and approximately 381,000 Infiniti vehicles globally, of which approximately 3.1 million Nissan and 293,000 Infiniti vehicles are in North America.

The planned 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 Group is currently developing its remedy process and plans to notify dealers in the second half of May. Owners will be notified within 60 days. Owners will receive interim notification letters, followed by final notification letters once the remedy is available.

Additional details will be provided at a later date. Nissan is committed to the safety and security of our customers and their passengers.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q: Is this a Recall Campaign?

A: Yes. Nissan is working to prepare the remedy and will make an announcement in the second half of May. Owners will be notified within 60 days with interim notification letters, followed by invitation to repair letters once the remedy is available. No Further action is necessary at this time.

Q. Is there a stop sale at the dealers?

A: Not at this time. Nissan informed NHTSA that it will be prepared to make a dealer announcement in the second half of May.

Q: What is the issue?

A: There is an issue with the Occupant Classification System (a part of the passenger air bag system) in some of the subject vehicles that will necessitate Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming in some models, and OCS ECU replacement in other models.

Q: Is this one recall or two recalls?

A: Nissan filed separate paperwork with NHTSA concerning Sentra vehicles to address a related issue, but 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 is working to prepare the remedy and will make a recall announcement in the second half of May. Owners will be notified within 60 days with interim notification letters, followed by final notification letters once the remedy is available. If a customer's vehicle is affected, they will receive an Owner Notification letter from Nissan.

Q: Are all the listed vehicles affected?

A: No. Some are affected and some are not affected. Nissan is working to identify the specific vehicles included and will communicate that information to dealers in the second half of May.

Q. Are vehicles currently in dealer inventory affected?

A: No. Some are affected and some are not affected. Nissan is working to identify the specific vehicles included and will communicate that information to dealers in the second half of May.

Q: Are any other countries or regions affected by the same issue?

A: Yes, the approximate number of vehicles by region is below.

Estimated number of affected vehicles in each region.

Region	NISSAN	INFINITI
NORTH AMERICA	3,146,000	293,000
CHINA		64,000
OCEANA	4,900	8,500
AFRICA/MIDDLE EAST/INDIA		11,000
EUROPE	580	4,500
LATIN AMERICA		130
	Total	3,533,000

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

A: These details will be provided when Nissan makes an announcement in May.

Q. What will be the service department action?

A. These details will be provided when Nissan makes an announcement in May.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. These details will be provided when Nissan makes an announcement in May.

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

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