

Gilliam, David

From: NNA Service Actions & Campaigns
Sent: Tuesday, May 24, 2016 6:47 AM
To: *NNA NIS FOMs; *NNA NIS CEM; *NNA NIS RAM; *NNA NIS ROM; *NNA NIS ADM; *NNA NIS DOM
Cc: *NNA NIS Service Actions & Campaign Announcements; *NNA NIS AGMs; *NNA NIS RVP; Ghajarieh, Ashkan; Mulla, Nilofar; White, Robert; *NNA DIST NIS-DistAll; Shirley, Scott; Broyles, Micah L (EXTERNAL); Bush, Paul (EXTERNAL); Lacy, Doris (EXTERNAL); Baker, Nancie L (EXTERNAL); Jacob, Peter; Lerma, Mike (EXTERNAL); Dominguez, Audra; Matthews, Sharon (EXTERNAL); Sinclair, Kelly (EXTERNAL); Davis, Derek; Batdorf, Jesse; Dilks, Nicole (Nikki); Barton, Tony; Katz, Ron; Wallwork, Tim; Diaz, Fred; Mohnke, Dan; O'Connor, Phillip; Shirley, Scott; White, Robert; Speaker, Andrew
Subject: ACTION: AFTERSALES: DEALER SUPPORT: LAUNCH R1607, R1608, R1609 Occupant Classification System (OCS) - VSRC - Dealer Announcement - Part 1 of 4
Attachments: R1607 R1608 R1609 Occupant Classification System - Voluntary Safety Recall Campaign - Dealer Announcement.pdf; Automatic Parts Shipment 5-23-2016.xlsx; R1608-Dealer Inventory.xlsx

Nissan Aftersales Division

Electronic Field Communication

ACTION

Date: May 24, 2016

To: FOMs, DOMs, RAMs, ROMs, CEMs & ADMs

Subject: LAUNCH R1607, R1608, R1609 Occupant Classification System (OCS) - VSRC - Dealer Announcement - Part 1 of 4

ACTION: FOMs & DOMs are asked to notify their dealers to identify and repair affected vehicles in their inventory prior to sale using the dealer inventory lists provided, Service Comm, and DCS.

Due to the complexity of these campaigns, there are numerous attachments. The attachment file size requires communication through multiple e-mails.

- Part 1 will contain a complete summary, Dealer Announcement and automated parts shipment information and dealer inventory list for R1608**
- Part 2 will contain the OCS service campaign repair bulletins**
- Part 3 will contain the Dealer Inventory lists for campaign IDs R1607**
- Part 4 will contain the Dealer Inventory lists for campaign IDs R1609**

A STOP SALE CONDITION IS IN EFFECT.

PNC	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
R1607	MY2013-16 Pathfinder, LEAF, NV200, 2014-16	434,237	25,688	May 24 th , 2016

	NV200 Taxi, 2013-15 Pathfinder Hybrid		
R1608	MY2013-16 Sentra (B17)	626,934	18,483
R1609	MY2013-16 Altima, MY2014-17 Rogue, MY2015-16 Murano, MY2016-17 Maxima	1,932,409	125,701

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 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. 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

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.
 - 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**

3. 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:

Parts	<ul style="list-style-type: none"> • R1609 – Does not require parts; only Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming is required • R1608 will require a seat bracket (87110-9AN0A), and Airbag Control Unit (ACU) and OCS Electronic Control Unit (ECU) software reprogramming. Updated software is now available on ASIST • R1607 will require OCS ECU replacement. • All campaign parts are on DSR-2 and SVC orders are not available. <ul style="list-style-type: none"> ○ Nissan will send regular shipments of parts as parts become available ○ Dealers should schedule repairs based on parts available
Repair	<ul style="list-style-type: none"> • NTB16-054 – R1607 • NTB16-053 – R1608 • NTB16-052 – R1609
Owner Notification	<ul style="list-style-type: none"> • Nissan will begin sending interim notifications to owners of vehicle affected by R1607 in May, 2016 via U.S. Mail. <ul style="list-style-type: none"> ○ 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.

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.

Attachments (3):

- 1. Dealer Announcement
- 2. R1608 – Automatic Parts Shipment List
- 3. R1608 – Dealer Inventory List

Dealer Communication:

This information will also be posted to NNAnet and Dealer360 later this evening.

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

Originator: Andrea Bennett
Phone: 615-725-5481
Email: Andrea.Bennett@nissan-usa.com
Division: Aftersales
Department: Dealer Support