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NISSAN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: PM656
Date: August 9, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE August 9, 2016

The announcement from July 7, 2016 has been revised to include optional interim repair instructions and claims information.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2007-11 Nissan Versa	247,836	NA	July 7, 2016

***** Recall Expansion Action Plan *****

On July 7, Nissan announced it was recalling the affected vehicles referenced above due to a Takata passenger airbag inflator issue. Final remedy parts will be available in the fall of 2016. In the meantime, affected owners were sent interim recall notification letters advising them of the recall in July. Affected owners were advised not to allow passengers to ride in the front passenger seat until the final remedy was performed.

In order to better serve owners who do not want to or are unable to wait for the final remedy, Nissan will enable owners to use their front passenger seat safely until the final remedy parts are available by providing an interim repair. Customers will need to schedule an appointment to receive the final repair once they receive notification that final remedy parts are available.

***** What Dealers Should Do *****

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM656**
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.
3. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that final remedy parts are not yet available.
 - If a customer is concerned about being unable to use their front passenger seat as recommended in the owner notification, dealers may offer an interim repair. The interim repair, once completed, will enable customers to use their front passenger seats safely until the final remedy parts are available.

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> Final remedy parts are expected to begin arriving in late September/early October 2016. Interim repair parts are currently available
Repair	<ul style="list-style-type: none"> No action is required at this time. If a customer elects to have an interim repair performed, please use the following parts: <ul style="list-style-type: none"> 2007-11 Versa Sedan or Hatchback: 98561-EM38E <ul style="list-style-type: none"> Place SVC order on DCS Do not return parts using the special instructions at the end of NTB16-032. Return inflators per the instructions included with this announcement. Dealers may refer to NTB16-032 for interim repair instructions, but use the parts and claims information provided with this announcement.
Owner Notification	<ul style="list-style-type: none"> Nissan has sent owners of all potentially affected vehicles an interim notification letter in July, 2016. An invitation to repair notice will be sent once new replacement inflators manufactured by another supplier are available.

***** Claims Information *****

Submit a "CM" line claim using the following claims coding:

CM I.D.	DESCRIPTION	OP CODE	FRT
PM656	Remove and Replace Passenger Front Airbag Inflator 2007-11 Versa Sedan	PM6560	0.9 hrs.
PM656	Remove and Replace Passenger Front Airbag Inflator 2007-11 Versa Hatchback	PM6561	0.8 hrs.

Expense

Sublet Code / Name	Qty (Max)	Required / Optional
502 Rental	\$40.00 @ 10 Days (\$400 MAX)	Optional
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		
Shorting Pin	Napa Item #784566 or Grainger Item # 4YT50	Optional (\$0.50 MAX)

Part numbers are required on warranty claims submitted

***** 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.

Frequently Asked Questions (FAQ):

Q: Is this a safety recall campaign?

A. Yes.

Q: Is this related to the Occupant Classification System Recall?

A. No.

Q. How do I know if my vehicle has a problem with the front passenger airbag inflator?

A. If your vehicle is subject to this campaign you will receive an Owner Notification letter from Nissan. If you'd like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

Q. What is the problem?

A. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag inflator housing in the subject vehicles could rupture and deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

Q. Have all affected owners already been notified?

A. Owners affected by this expansion were sent interim notification letters in **July, 2016**. An invitation to repair notice will be sent once remedy parts are available. We urge you to have this important campaign performed once you receive an invitation to repair letter.

Q. I have not received a letter but want to make sure my vehicle is not affected.

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

Q. Is it safe to drive my vehicle?

A. Nissan strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed as soon as parts become available. Please contact your dealer once you receive an invitation to repair letter to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat until the repair is performed.** If you remain concerned about the airbag inflator in your vehicle, dealers are authorized to perform an interim repair that will enable customers to use their front passenger seat safely until the final remedy parts are available in the fall of 2016.

Q. Is there anything owners can do to avoid the risk/danger?

- A. If you received a safety recall notice about the passenger front airbag, **do not allow passengers to ride in the passenger seat until the repair is performed.** If you remain concerned about the airbag inflator in your vehicle, dealers are authorized to perform an interim repair that will enable customers to use their front passenger seat safely until the final remedy parts are available in the fall of 2016.

Q. Does my vehicle have Takata Airbag inflators?

- A. Many vehicles are equipped with Takata Airbag inflators. However, only certain specific ones are affected by these recalls. **Let me check your VIN to confirm whether your vehicle is affected – if affected, it needs to be remedied as soon as parts become available.** If your vehicle is not affected, no further action is needed.

Q. What if I live in the state of Florida and have already had my inflators replaced under the parts collection activity PM651. Do I need to have my inflators replaced again?

- A. If you live in the state of Florida and have already had your inflators replaced under collection activity ID PM651, no immediate action is necessary at this time.

Q. Will alternate transportation be provided while the dealer is servicing the vehicle?

- A. Nissan has authorized alternate transportation for owners electing to have the interim repair performed when the dealer must order parts. Please check with your retailer for alternate transportation availability while your vehicle is being repaired.

Q. Are parts available for the recall repair?

- A. Final remedy parts from another supplier are not expected to become available until late September/early October 2016. Dealers can provide an interim repair upon customer request to allow owners to safely use the front passenger seat until the final remedy parts are available.

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

- A. No, any authorized Nissan dealer can repair Nissan vehicles.

Q. How long will the corrective action take?

- A. This free service should take about 1 hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. I have other concerns, who do I talk to?

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Nissan North America	1-800-NISSAN1 (1-800-647-7261)

Q. The media has contacted me with questions about Nissan's recall campaigns. What should I do?

A. Please direct all media inquiries to Nissan Corporate Communications.
Media Contacts:
Office: 615-725-1000

Takata Parts Return Instructions

NOTE

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

- Specific to Step 4 below:
 - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
 - Follow step 4b if you receive the FedEx label. Proceed to step 5.

NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestraints_International@menloworldwide.com.

1. Shipping Documents

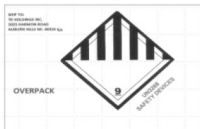
a) Box Label

- Supplied with each Kit
- To be affixed to each box



b) Over-pack Label

- To be supplied by Stericycle.
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be supplied by Stericycle.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be supplied by Stericycle.
- To be provided by the Dealer to the LTL Driver for each shipment



4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original Fedex Documentation:

1. Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
 - Use the scribe line on the box as a guide
 - The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. **Do Not** contact FedEx



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag inflator in the “cradle” of the box insert.



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



5. Shipping Instructions – Prepare the Pallet

a) Accumulate and palletize Kits

b) Arrange Kits on Pallet as pictured here

- 20 boxes per row/layer (5x4)
- 10 rows/layers per pallet (200 boxes)

c) Shrink-wrap Kits to Pallet

d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

- Call Stericycle at 1-877-650-3476
- If 200 Kits have not been accumulated in 30 days, please call Stericycle for direction

c) Have the following Information Available

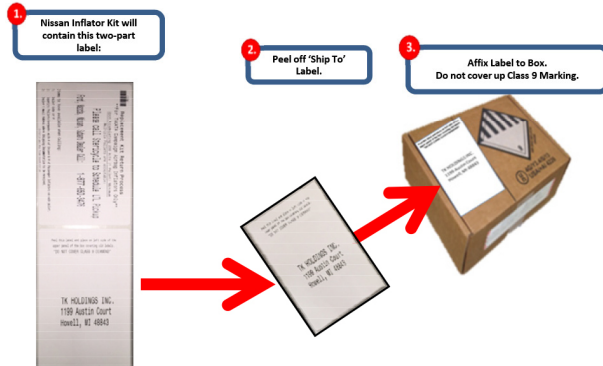
- Dealer #
- Quantity of Over-packs/Pallets
- Quantity of Passenger Inflator Kits on each Pallet
- Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

4a. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015



8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez** - Tel #: 210-250-5079
E-Mail: FieldAction.14305@menloworldwide.com

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number

