



Innovation that excites

# SAFETY RECALL

# CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator  
Voluntary Safety Recall Campaign

Reference: PM657  
Date: January 27, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

**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.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2007-2011 Versa	247,836	NA	January 28, 2017	<b>YES</b>

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

Nissan is implementing the next phase of the previously announced Takata inflator recalls on certain MY 2007-2011 Nissan Versa vehicles to replace front passenger airbag PSPI-6 inflators with final remedy parts. Affected owners received an interim notification in July 2016 and were advised to not allow passengers to ride in the front passenger seat until the final remedy was performed. Interim repairs were made available to customers unable to wait for the final remedy.

Nissan expects to provide a final remedy update to dealers by March 1, 2017.

**This campaign ID supersedes campaign ID PM656. Vehicles subject to this campaign (including vehicles that received an interim remedy) are now identified by Campaign I.D. PM657.**

Dealers should continue to follow previously published instructions for vehicles currently identified in Service Comm for a Takata recall campaign. Repair instructions vary based on Campaign I.D.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM657**
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. **Nissan is working with suppliers to obtain parts for this remedy. Nissan will provide an update on parts availability and owner notification plans by March 1, 2017.**
4. 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.
  - Nissan advises owners to **not** allow passengers to occupy the front passenger seat until the remedy is performed.

- If owners do not wish to drive their vehicle while awaiting parts to become available, dealers may offer a complimentary long term rental. Dealers may also use the attached vehicle storage form to allow an owner to store their vehicle at home or a location of their choice until remedy parts are available.
- Dealers should not offer complimentary rentals to owners that have received interim repairs. Vehicles that received interim repairs (PM656 or PM651) require no immediate action.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Parts are not currently available.</li> <li>• Nissan is working with suppliers to obtain parts and will provide an update on parts availability by March 1, 2017</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>No action is required at this time</b></li> <li>• If a vehicle is affected, please inform the customer of the recall on their vehicle and tell them not to carry passengers in the front passenger seat until the vehicle can be remedied.</li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Nissan previously sent an interim notification letter to owners in July, 2016 informing them of the recall and informing them that final remedy parts were not yet available.</li> <li>• Nissan will send a second notification by U.S. Mail to owners of affected vehicles when final remedy parts are available.</li> </ul>

**\*\*\*\*\* Claims Information \*\*\*\*\***

**NOTE:** Due to part availability, the following rental coding can be submitted prior to vehicle repair if necessary. Each Op code can only be claimed once per VIN, so do not submit a claim until the rental is no longer needed or 30 days has elapsed, whichever occurs first.

**Dealers should not resubmit rental bills that have been reimbursed when the vehicle is remedied.**

**Do not offer rental if an interim repair was previously performed.**

OP CODE	EXPENSE CODE	DESCRIPTION	REQUIRED / OPTIONAL
PC5040	502	\$40.00 @ 30 days (\$1,200 Max)	Optional for 1-30 days rental
PC5050		\$40.00 @ 30 days (\$1,200 Max)	Optional for 31-60 days rental
PC5060		\$40.00 @ 30 days (\$1,200 Max)	Optional for 61-90 days rental

If a rental is already in progress from campaign PM656, please continue the rental and submit claims based on the number of days that have not already been claimed.

**Example 1: Customer was placed in a rental under PM656 and 20 days has past. No claims have been submitted.**

Dealer should begin rental reimbursement using claim PC5040 for up to 30 days rental reimbursement.

**Example 2: Customer was placed in a rental under PM656 and customer has been in a rental for 45 days; 30 days rental has already been claimed under PC5040.**

Dealers should begin rental reimbursement using claim PC5050 for days 31-60 as necessary.

**\*\*\*\*\* 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.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q: Is this a safety recall campaign?**

A. Yes.

**Q: Does this stop sale apply to previously owned vehicles?**

A. Nissan recommends dealers not sell previously owned vehicles affected by this recall until it can be remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Dealers should comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

**Q. How do I know if my vehicle has a problem with the front passenger air bag 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 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. Nissan previously sent an interim notification letter to owners in July, 2016 informing them of the recall and informing them that final remedy parts were not yet available. Nissan will send a second notification by U.S. Mail to owners of affected vehicles when final remedy parts are available.

Dealers should inform inquiring customers that parts are not currently available and an update on parts availability and owner notification timing is expected by March 1, 2017.

**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. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed.** If necessary, dealers are authorized to provide a complimentary long term rental to affected customers until parts are available.

**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 remedy is performed.**

**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. Owners may allow passengers to safely ride in the front passenger seat if PM651 was previously performed. Nissan will send an owner notification if further action is required.

**Q. I received an interim repair under PM656 using part number 98561-EM38E. Do I need to have my inflators replaced again?**

A. If you received the interim repair, no immediate action is necessary at this time. Owners may allow passengers to safely ride in the front passenger seat if PM656 was previously performed. Nissan will send an owner notification letter to affected owners when the final remedy parts are available for their vehicle.

**Q. Will alternate transportation be provided while the dealer is awaiting parts?**

A. Nissan has authorized complimentary alternate transportation for owners who must be able to use their front passenger seat for passengers while awaiting parts to become available.

- Dealers may use the vehicle storage form included with this announcement to allow an owner to store their vehicle at home or a location of their choice until remedy parts are available.

**Q. Are parts available for the recall repair?**

A. Nissan is working with suppliers to obtain parts for this remedy. Nissan will provide an update on parts availability and owner notification timing by March 1, 2017.

**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



# Dealer Campaign Vehicle Storage Agreement

\_\_\_\_\_ are the owner/lessee of a \_\_\_\_\_  
*Customer Name* *Model Year*

Nissan \_\_\_\_\_ VIN: \_\_\_\_\_  
*Model* *Current Odometer*

You have been informed that your vehicle (referenced above) is subject to the Takata Front Passenger Airbag Recall issued by Nissan North America, Inc. The replacement parts to address this safety recall are not available at this time.

The authorized Nissan dealer is providing you with a loaner/rental vehicle to drive until Nissan North America, Inc. notifies you that parts are available to remedy your vehicle, or until such time as your dealer requests that you return the loaner/rental vehicle, whichever is earlier.

The Nissan dealer will allow you to take your vehicle (referenced above) home and store it while you are driving the loaner/rental vehicle.

**You therefore agree to the following:**

- You will drive the vehicle directly home without any other passenger in the vehicle and will not drive the vehicle again, other than to return it without any other passenger in the vehicle to the Nissan dealer when parts are available to perform the recall remedy.
- You will store your vehicle at home, or another safe location of your choice, at your own risk and expense (if applicable)
- You will ensure that the vehicle's keys are secured and inaccessible to others.
- You will maintain your vehicle and will not alter, modify, or sell the vehicle (except in the case of a leased vehicle, which you may return upon the expiration of your lease, if that time pre-dates the availability of parts to remedy your vehicle).
- You understand that you will be responsible for any and all damages caused to the vehicle if it is driven prior to the performance of the recall remedy, other than directly from or to the Nissan dealer.

**By signing below, you expressly agree to all of the terms and conditions set forth herein.**

\_\_\_\_\_ *Date*      \_\_\_\_\_ *Phone number (Text Yes or No)*      \_\_\_\_\_ *email*

\_\_\_\_\_ *Signature*      \_\_\_\_\_ *Name (Printed)*

\_\_\_\_\_ *Street Address*      \_\_\_\_\_ *City*      \_\_\_\_\_ *State*      \_\_\_\_\_ *Zip*

\_\_\_\_\_ *Status (i.e. owner, lessor, lessee, etc.)*