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SAFETY RECALL

CAMPAIGN BULLETIN

Driver Side Air Bag Inflator Voluntary Safety Recall Campaign

Reference: PM685
Date: December 4, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED December 4, 2018

Please discard earlier versions of this bulletin.

The announcement from August 17, 2018 has been revised to include the following:

- Addition of mobile repair option, claims information, and mobile repair specific Q&A

IMPORTANT: It is a violation of Federal law for dealers 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 |
|---------------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2007-12 Versa Hatchback (C11) | 377,339 | NA | July 22, 2017 | YES |
| MY2007-11 Versa Sedan (SC11) | 138,055 | NA | | |

******* Campaign Summary *******

Takata has notified NHTSA that a specific type of PSDI-5 airbag inflator may contain a safety defect. Nissan is recalling certain 2007-2011 Nissan Versa Sedan and 2007-2012 Versa Hatchback vehicles to replace the driver side airbag inflator.

As part of ongoing effort to improve customer recall participation, Nissan dealers located in certain geographic areas will now have the option of engaging with AER Manufacturing to provide mobile repair services to the affected customers. All Nissan dealers also have the option of performing their own mobile repairs.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM685**.
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. Dealers should use **NTB17-128** to replace the driver side airbag inflator in any vehicles subject to this campaign.
 - The dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered.
 - **Rental** is available while parts are on order. Expense code noted below can be claimed with the campaign repair:

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|---|----------------|-------------|
| 502 | Rental Expense | \$200 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Nissan North America, Inc. is waiving the model reimbursement limits specified in WBI17-011 for this campaign only. | | |

Dealers must not duplicate rental expenses from long-term rental claims or short-term rental across multiple campaign repairs for the same VIN and same period of time. Claims are subject to review and claims may be debited if found to be out of compliance.

- Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

NOTE: Some vehicles may be subject to multiple campaigns. Dealers should make every effort to schedule customers so all repairs can be performed in one service visit.

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

| | |
|---------------------------|---|
| Parts | <ul style="list-style-type: none"> Parts are no longer on restriction and may be ordered via normal ordering process: <ul style="list-style-type: none"> A new part number (98560-EM39D) was established due to change in part manufacturing location. 98560-EM39D is 100% equivalent to 98560-EM39E; either part can be claimed under PM685 |
| Special Tool | <ul style="list-style-type: none"> J-52352 USB Bar Code Scanner Dealers received this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001 |
| Repair | <ul style="list-style-type: none"> NTB17-128 |
| Owner Notification | Nissan sent an interim notification to owners of all potentially affected vehicles in September 2017 via U.S. Mail. Nissan sent an invitation to repair letter to owners in March 2018 and continues multiple outreach efforts to encourage recall participation. |

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

Warranty admins should use driver side combination code when the driver side airbag is repaired at the same time as a passenger airbag due to repair overlap.

| Campaign ID | Repair | OP Code | FRT |
|------------------------|--------------------|---------|-----------------|
| PM685 | Driver Only | PM6850 | 0.7 hrs. |
| PM685 + Passenger side | Driver + Passenger | PM6854 | 0.5 hrs. |

Campaign IDs that have repair overlap with PM685 are PM657, PM665, PM676, PM818, PM823, and PM826. Refer to passenger side airbag bulletin for appropriate stand-alone or combination OP codes.

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional component coverage is required.

*******Mobile Repair*******

Nissan dealers now have the option of providing mobile repair services to Takata affected customers. Dealers may now choose to offer mobile repair services via the following two methods:

1. Dealers may contract with AER Manufacturing (third party vendor) via the 'Safety Recall Installer Pilot Program' form (included with this announcement) to provide mobile repair services on behalf of the dealership
 - AER mobile repair is available in specified locations by contacting AER: 1-214-717-3493 or via email: AngelaBosshardt@aermfg.com
 - AER Service Areas:**
 - **Texas:** Dallas/Fort Worth, Houston, Austin, and San Antonio
 - **Florida:** Miami/Ft. Lauderdale, Tampa, Orlando, and Jacksonville
 - **Georgia:** Atlanta
 - **California:** Los Angeles
 - Within five (5) business days of each AER completed mobile replacement, AER will electronically invoice the dealer for the repair by providing a repair order and invoice, which will include information regarding materials and parts (at purchased cost from subletting dealer), labor at dealer's approved warranty labor rate for the Nissan North America, Inc. approved Flat Rate Time, and an administrative fee of \$50.00.
 - Invoices and accompanying documentation will include, but not be limited to, vehicle owner's name, address, location of repair, license plate number, mileage, affected vehicle's identification number (VIN), process control forms, digital photographs (if required), pre-repair and post-repair scan for Diagnostic Trouble Codes (DTCs) and any other information required by the dealer for warranty claim processing.
 - AER will also include owner contact information for repair quality follow-up purposes (if owner agrees to provide this information to the dealer).
 - Upon mobile repair completions and invoicing, AER will return all removed parts from the vehicle including, but not limited to the removed airbag inflator and original replacement part packaging to the dealer for proper disposal/warranty parts retention.
 - Dealers will complete and submit all required warranty claims within five (5) business days. Warranty processing will be submitted as a 'sublet invoice' as per the guidelines of the Nissan North America, Inc. warranty system requirements. A Customer signature will accompany all repairs.
 - If the dealer chooses to use AER to provide mobile services for their customers, they will file an expense code along with the appropriate campaign repair op code on behalf of AER for the repair. Dealers will receive \$100 plus part cost. The dealer will profit \$50 for each mobile repair that AER completes as an administrative fee for filing the claim and disposing of the used Takata inflator parts.

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|--------------|--------------------------|--------------------|
| 803 | AER Mobile Repair | \$100 (Max) |

- AER mobile repairs are also subject to repair overlap labor times when both driver and passenger airbags are replaced at the same time
2. Dealers can perform their own mobile repair and claim the entire \$100 sublet allowance in addition to parts and labor for the repair.
 - It is the Dealer's responsibility to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
 - If the dealer chooses to provide mobile services themselves they must have the customer sign the "Retailer Provided Mobile Service Invoice" form included with this

announcement. Dealers are advised to provide a copy of this invoice to the customer with their copy of the repair order and retain the signed copy along with the repair order for their records.

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|--------------|----------------------|-------------|
| 804 | Dealer Mobile Repair | \$100 (Max) |

- Dealer provided mobile repairs are also subject to repair overlap labor times when both driver and passenger airbags are replaced at the same time

NOTE: It is important for dealers to apply the correct Expense Code for AER or Dealer provided mobile service.

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaigns 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?

A. Yes.

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

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

Q. What is the reason for safety recall?

A. Long-term exposure to high heat and humidity can cause the subject inflators to rupture if they deploy in a crash. If an inflator ruptures, metal fragments could pass through the airbag cushion material, which may result in injury or death to vehicle occupants.

Q. What will be the corrective action for this voluntary safety recall campaign?

A. Dealers will replace the Takata driver airbag inflator with a new inflator manufactured by Daicel.

- Q. Have all affected owners already been notified?**
- A. Nissan sent an interim notification to owners of all potentially affected vehicles in **September 2017** via U.S. Mail. Nissan sent an invitation to repair letter to owners in **March 2018** and continues multiple outreach efforts to encourage recall participation.
- Q. How do I know if my vehicle has a problem with the driver airbag inflator?**
- A. If your vehicle is subject to this campaign you should have received an Owner Notification letter from Nissan. If you would like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by this or another recall.
- Q. I have not received a letter, but want to know if my vehicle is 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. If your vehicle is confirmed to be affected, you should have this safety recall repair performed as soon as possible.
- Q. A customer's vehicle is affected by both PM685 and PM657, PM665, PM676, PM818, PM823, or PM826. What action should dealers take?**
- A. Some of these vehicles may also be subject to one or more of the following campaign IDs: PM565, PM701, PM657, PM665, PM676, PM818, PM823, and PM826. Dealers **are able to complete all open campaign repairs now**, as parts are available.
- Q. Is there anything owners can do to avoid the risk/danger?**
- A. Nissan recommends that if your vehicle is confirmed to be affected, you should have this safety recall repair performed as soon as possible.
- 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 this recall. **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. Are parts available for the recall repair?**
- A. Yes, parts are available via normal ordering process.
- Q. Will alternate transportation be provided while the dealer is awaiting parts?**

- A. Parts are available for the recall repair. However, Nissan has authorized alternate transportation upon customer request if parts are unavailable at certain Nissan dealers. Please check with your dealer for alternate transportation availability. Rental is available while parts are on order:

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|---|-----------------------|--------------------|
| 502 | Rental Expense | \$200 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Nissan North America, Inc. is waiving the model reimbursement limits specified in WBI17-011 for this campaign only. | | |

Q. Will towing be provided if requested by the customer?

- A. Prior to authorizing towing, customers should be advised about the option of a mobile repair (if offered) as an alternative to towing.

Towing is available, upon customer request, by contacting Nissan Consumer Affairs at 1 888-737-9511. Towing arranged through this number will be billed directly to Nissan and does not need to be included on your warranty claim submission.

Q. Is there any charge for this repair?

- A. No. The remedy will be performed for the customer free of charge for parts and labor.

Q. What happens if the rental customer does not return to the dealer to have their vehicle repaired upon notification?

- A. The dealer should notify the customer their complimentary rental is ending because parts are available to remedy their vehicle. Dealers may advise customers they will be financially responsible for continued loaner vehicle use beyond a date specified by the dealer.

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

- A. No, any authorized Nissan dealer is able to perform the recall campaign once parts are available.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

- A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

- A. Certain 2007-2011 Nissan Versa Sedan built between November 21, 2006 and July 2, 2011 and certain 2007-2012 Nissan Versa Hatchback built between April 26, 2006 and December 18, 2012 are affected.

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

A. No.

Q. Where can I find used airbag inflator parts return information?

A. This information is available on Dealer 360 in the recalls & service campaigns forum:
<https://dealer360.nnanet.com/community/topics/8300/>

Q. I have other concerns, with whom can I speak?

A. Please contact Consumer Affairs at the numbers below.

| Region | Division | Number |
|---------------|----------------------|----------------|
| United States | Nissan North America | 1-800-867-7669 |

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

Mobile Repair Specific - Frequently Asked Questions (FAQ):

Q. Will dealers outside the AER specified locations (certain cities currently located in CA, GA, TX, and FL) be allowed to perform mobile repairs themselves?

A. Yes. Any dealer may choose to provide mobile repairs for Takata affected customers. It is the Dealer’s responsibility to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.

Q. Does the dealer need an individually signed form for each vehicle repaired if dealer is providing mobile services for multiple affected vehicles on behalf of a business, auction, etc. at one location?

A. No. If the dealer is performing multiple mobile repairs on Takata affected vehicles on behalf of a business, auction, etc. the dealer may obtain one signed “Retailer Provided Mobile Service Invoice” and include a listing each of the VINs repaired for that specific entity. However, the dealer must attach a copy of the list to each RO submitted.

Q. How do I dispose of the used Takata parts returned to me by AER?

A. Used Takata inflator parts may be disposed of via normal process outlined in the repair bulletin for each campaign ID.

- Q. Parts not listed in the campaign bulletin are damaged during the course of a mobile repair. How is this handled?**
- A. If using the AER method of mobile service, AER should refer these vehicles to the dealership for handling. If additional parts are required and was not attributed to technician negligence, dealerships can request coverage for additional parts by contacting the warranty claims call center for direction at 1-800-258-7008 Option 7.

Nissan Authorized Safety Recall Mobile Installer Program

AER Manufacturing is excited to announce the Safety Recall Installer Pilot Program. This program is a joint effort with Nissan North America, Inc. to assist the retailers with installing the airbag recalls on Nissan vehicles. This partnership will not only insure the safety of more Nissan product drivers, but will also help to build customer satisfaction in the vehicles. Our services are reimbursable to dealer via a warranty claim and also comes with a few bonuses. Below is an overview of the services.

- AER will complete the recall as requested by the requesting retailer
- AER call center and installation vans will engage local targeted customers, included but not limited to; used car lots; vehicles auctions, any and all other car retailers and retail customers where AER Manufacturing has permission of such business or owner to perform such repairs.
- AER will provide the retailer with a 15-point service walk around inspection of the vehicle where applicable.
- AER will encourage the owner to visit the retailer for future service work and recalls.
- Relay retailer provided information to owner.
- AER will provide ASE certified techs, uniforms, tools, vans and “white glove service”
- AER will provide a call center to support retailer and customer inquiries.
- AER will provide all needed marketing materials.

Retailer Program Responsibilities and Support

- Agree to sign an AER sublet agreement allowing AER to perform sublet repairs for their customers.
- Within five (5) business days of each AER completed mobile replacement, AER will electronically invoice the retailer for the repair by providing a repair order and invoice, which will include information regarding materials and parts (at purchased cost from subletting retailer), labor at retailer’s approved warranty labor rate for the Nissan North America, Inc. approved Flat Rate Time, and an administrative fee of \$50.00.
 - Invoices and accompanying documentation will include, but not be limited to, vehicle owner’s name, address, location of repair, license plate number, mileage, affected vehicle’s identification number (VIN), process control forms, digital photographs (if required), pre-repair and post-repair scan for Diagnostic Trouble Codes (DTCs) and any other information required by the retailer for warranty claim processing.
 - AER will also include owner contact information for repair quality follow-up purposes (if owner agrees to provide this information to the retailer)
 - Upon mobile repair completions and invoicing, AER will return all removed parts from the vehicle including, but not limited to the removed airbag inflator and original replacement part packaging to the retailer for proper disposal/warranty parts retention.
 - Retailers will complete and submit all required warranty claims within five (5) business days. Warranty processing will be submitted as a ‘sublet invoice’ as per the guidelines

of the Nissan North America, Inc. warranty system requirements. A Customer signature will accompany all repairs.

- Retailers will assist AER in the coordination of mobile installation repairs including but not limited to repair procedures, customer contact information, providing of additional service parts for the completion of a repair, and marketing of mobile services to their customers.
- Retailer Payment Terms, “Net 25th of statement”

Our goal is to assist retailers and vehicle owners with this recall in a timely manner. A partnership is what it will take to make this success. Thank you for your support.

This document is an agreement between Nissan Dealers and AER. By signing below, you agree to full support of the program

Dealer Code: _____

Dealership Name: _____

Dealer Contact Email: _____

Dealer Contact Phone #: _____

Dealer Warranty Labor Rate: _____

Signature: _____

Print Name: _____

Date: _____

Please email to Angela Bosshardt at AngelaBosshardt@aermfg.com

Fax# 469-208-4801

Thank you for your support,
Wes Rogers
Program Manager
214-717-3493
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