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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Driver Side Air Bag Inflator Voluntary Safety Recall Campaign

Reference: PM685  
Date: February 9, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

**REVISED February 9, 2018**  
**Please discard earlier versions of this bulletin.**

**The announcement from January 11, 2018 was revised to include the following:**

- Flat Rate Time (FRT) for Versa Hatchback and Sedan has increased to accelerate campaign completion rates

**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 |
|---------------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2007-12 Versa Hatchback (C11) | 377,339              | NA                | July 22, 2017                 | <b>YES</b>          |
| MY2007-11 Versa Sedan (SC11)    | 138,055              | NA                |                               |                     |

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

Takata has notified NHTSA that a specific type of PSDI-5 air bag inflator may contain a safety defect. Although there have been no known incidents associated with this specific inflator type, Nissan is recalling certain 2007-2011 Nissan Versa Sedan and 2007-2012 Versa Hatchback vehicles to replace the driver side air bag inflator out of an abundance of caution.

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

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM685**.
- 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.
- Dealers should use **NTB17-128** to replace the driver side air bag 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             |
|---|-----------------------|--------------------|
| <b>502</b>  | <b>Rental Expense</b> | <b>\$200 (Max)</b> |
| 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 schedule customers so all repairs can be performed in one service visit.

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

|                           |  |
|---------------------------|--|
| <b>Parts</b>              | <ul style="list-style-type: none"> <li>Part (<b>98560EM39D</b>) is available for SVC ordering via DBS.               <ul style="list-style-type: none"> <li>A new part number was established due to change in part manufacturing location.</li> <li><b>98560EM39D</b> is 100% equivalent to 98560EM39E; either part can be claimed under PM685</li> </ul> </li> </ul> |
| <b>Special Tool</b>       | <ul style="list-style-type: none"> <li>J-52352 USB Bar Code Scanner</li> <li>Dealers received this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001</li> </ul>   |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li><b>NTB17-128</b></li> </ul>   |
| <b>Owner Notification</b> | Nissan sent an interim notification to owners of all potentially affected vehicles in <b>September 2017</b> via U.S. Mail. Nissan will send a second notification inviting customers to schedule their vehicle for repair in <b>spring 2018</b> when additional parts are available.   |

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

**The Flat Rate Time (FRT) for Versa Hatchback and Sedan increased 0.7 hrs.** This was not an error in the flat rate time. **The increase is to accelerate completion rates.**

| Model           | FRT Increase | Current FRT is now |
|-----------------|--------------|--------------------|
| Versa Sedan     | 0.1 hrs      | <b>0.7 hrs.</b>    |
| Versa Hatchback | 0.3 hrs      |                    |

This change is in effect for all claims filed beginning **February 8, 2018**. Dealers will receive a retroactive credit to their non-vehicle account for Versa claims filed prior to that date. Dealers can expect to see the credit posted to their Dealer Claims Status Report (**DCSR**).

**\*\*\*\*\* 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. Takata has notified NHTSA that a specific type of PSDI-5 air bag inflator may contain a safety defect. Based upon Takata's investigation to date, there is a potential for a rupture in some of the subject inflators after several years of exposure to persistent conditions of high absolute humidity. In the event of an inflator rupture, metal fragments could pass through the air bag 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 air bag inflator with a new inflator manufactured by Daicel.

**Q. Have all affected owners already been notified?**

A. Owners were notified in September 2017. Parts availability was communicated in the owner notification. Dealers should inform inquiring customers that some parts are currently available. Nissan anticipates having a large supply of parts available by **spring 2018**.

**Q. How do I know if my vehicle has a problem with the driver air bag inflator?**

A. If your vehicle is subject to this campaign you will receive 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. There are no known incidents related to this concern. However, Nissan is conducting this recall out of an abundance of caution. If your vehicle is confirmed to be affected, you should have this safety recall repair performed as soon as parts become available.

**Q. A customer's vehicle is affected by both PM685 and PM657, PM665, PM676, or PM818. 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, or PM818. 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. There are no known incidents related to this concern. Nissan is conducting this recall out of an abundance of caution. 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 for SVC ordering on DBS as supply allows. Dealers should inform inquiring customers that a limited quantity of parts are currently available. Nissan anticipates having a large supply of parts available **Q1 of 2018**.

**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:

| <b>EXPENSE CODE</b>  | <b>DESCRIPTION</b>    | <b>AMOUNT</b>      |
|--|-----------------------|--------------------|
| <b>502</b>   | <b>Rental Expense</b> | <b>\$200 (Max)</b> |
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**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 air bag 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