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# SAFETY RECALL

# CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator  
Voluntary Safety Recall Campaign

Reference: PM657/PM676

Date: May 4, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED May 4, 2017

The announcement from April 7, 2017 has been revised to include the following:

- Parts are no longer on restriction and may be ordered via normal process.

Please discard earlier versions of this bulletin.

**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 air bag PSPI-6 inflators with **final remedy parts**. Dealers can now order final remedy parts via normal ordering process.

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 \*\*\*\*\*

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM657 or PM676**
  - PM657** = Vehicles previously identified under PM656 that did not receive an interim repair
  - PM676** = Vehicles previously identified under PM656 that received an interim repair, but has not yet received the final repair.
- 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.
- 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 remedy parts may need to be ordered.
  - 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 arrive, dealers may offer a complimentary rental.

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

<b>Parts</b>	Inflators are readily available and may be ordered via normal process.
<b>Special Tool</b>	<ul style="list-style-type: none"> <li>J-51315 Air Bag Module Support</li> <li>J-52352 USB Bar Code Scanner</li> <li>Dealers have already been sent 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>NTB17-037</b></li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>Nissan previously sent an <b>interim</b> 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 begin sending a second notification letter to owners of affected vehicles, inviting them to bring their vehicle in for repair, in late April, 2017 via U.S. Mail.</li> </ul>

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

**NOTE:** Due to previous 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
PC5570		\$40.00 @ 30 days (\$1,200 Max)	Optional for 91-120 days rental
PC5580		\$40.00 @ 30 days (\$1,200 Max)	Optional for 121-150 days rental

If a rental is already in progress from campaign PM657, 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 PM657 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 PM657 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 strongly 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 air bag supplier) inflator quality issues, it is possible that the front passenger air bag 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 begin sending a second notification letter to owners of affected vehicles, inviting them to bring their vehicle in for repair, in late April, 2017 via U.S. Mail.

**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 urges customers to have this important campaign remedy performed once an invitation to repair letter is received. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed.**

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

A. If you received a safety recall notice about the passenger front air bag, immediately contact your dealer to schedule an appointment to have the remedy performed. **In the meantime, do not allow passengers to ride in the passenger seat until the remedy is performed.**

**Q. Does my vehicle have Takata air bag inflators?**

A. Many vehicles are equipped with Takata air bag inflators. However, only certain specific vehicles 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 possible.** 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 recommends you contact your dealer at your earliest convenience to have this remedy performed. Nissan will send an invitation to repair letter to affected owners.

**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.

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

A. Yes.

**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