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NISSAN BULLETIN

Front Passenger Airbag Connector Voluntary Safety Recall Campaign

Reference: PC467, PM655

Date: July 8, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE July 8, 2016

The announcement from June 21st, 2016 has been revised to include:

- Campaign Bulletin NTB16-065 is now available on NNAnet, ASIST & Dealer360
- **Please discard earlier versions of this bulletin.**

A STOP SALE CONDITION IS IN EFFECT.

Campaign ID	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
PC467	MY2016 LEAF (ZEO)	174	57	June 21, 2016
PM655	MY2016 Sentra (B17)	4,181	1,165	

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

Nissan is conducting a voluntary safety recall campaign on approximately 4,181 MY2016 Nissan Sentra and 174 MY2016 Nissan LEAF vehicles sold in the United States and Puerto Rico to inspect and, if necessary, replace the passenger side airbag module and main body harness as needed.

Due to a supplier error that has since been corrected, the front passenger airbag wiring harness connector cylinder may have been manufactured out of specification. If the connector cylinder is out of specification, the wiring harness connector may not stay connected to the dual-stage front passenger airbag as designed. If this occurs, the wiring harness connector could become either fully or partially disengaged from the airbag module.

- If the connector becomes fully disengaged, a warning lamp will illuminate but the airbag will not deploy in a crash where it is designed to deploy
- If the connector becomes partially disengaged, a warning lamp may not illuminate

Further, in the event of a crash, the first stage may deploy, but the second stage may not deploy as designed. This may increase the risk of injury to the front seat occupant in a crash where the front passenger airbag is designed to deploy.

Nissan is committed to a high level of customer safety, service, and satisfaction and are working with dealers to provide an outstanding ownership experience.

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.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D.
 - **PC467 - LEAF**
 - **PM655 - Sentra**
 - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
 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 will inspect the passenger side airbag using campaign bulletin **NTB16-065**.
 - If no repair is needed, dealers may submit a claim for the inspection and release the vehicle with no further action.
 - If the inspection result is "NG," dealers should contact Nissan for further direction using the information provided in the campaign bulletin.
- NOTE: If a vehicle inspection is "NG", do not submit the claim until parts have been received and the vehicle has been repaired.**
4. If a retailed vehicle affected by these campaign IDs visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. If parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE		DESCRIPTION
502		Rental Expense \$400 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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

Parts	<ul style="list-style-type: none"> • Parts are not needed for this activity unless the inspection result indicates that parts require replacement. Follow the inspection procedure in the campaign bulletin (NTB16-065) to determine the necessity of replacing any parts. • Pursuant to APRM policy 2.33.13, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. • NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.
Special Tool	<ul style="list-style-type: none"> • One special tool, used for the inspection procedure, was sent to each dealer. Tools began to arrive on Friday, June 17, 2016. • Additional tools will be available for purchase at a later date. Details will be communicated once available.
Repair	<ul style="list-style-type: none"> • Campaign Bulletin NTB16-065 is now available on NNAnet, ASIST & Dealer360 • PC467 inspections and, if necessary, repairs must be performed by a LEAF certified technician.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in July, 2016 via U.S. Mail.

******* 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?

A. Yes, a Stop Sale is in effect.

Q. What is the reason for safety recall?

A. Due to a manufacturing error that has since been corrected, the front passenger airbag wiring harness connector cylinder may have been manufactured out of specification.

Q. What is the possible effect of the condition?

A. In some instances, this could result in a partial connection that could negatively affect the passenger airbag's capacity to deploy as designed in a crash.

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

A. Dealers will inspect and, if necessary, replace the passenger side airbag module and main body harness as needed. **Engineering approval is required before parts are ordered.**

Q. How long will the corrective action take?

A. The inspection should take less approximately 2.5 hours to complete. If parts replacement is necessary, the repair can take up to 5 hours to perform once parts are available. However, the Nissan dealer may require the vehicle for a longer period of time based upon their work schedule. All services will be provided at no cost for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan will notify owners in July 2016, asking them to bring their vehicle to an authorized Nissan dealer to have the passenger side airbag module inspected and, if necessary, replaced at no cost to the customer.

Q. Are parts readily available?

A. **Parts are not immediately available.** Parts are only needed for this activity if the inspection result indicates that parts require replacement and engineering validation has been received.

Q. How are parts ordered for campaign vehicles that fail the inspection?

A. Follow the procedure at the end of the inspection procedure. Once Nissan engineering receives the requested information, they will confirm if parts are required and initiate a parts order on your behalf for the airbag module and wiring harness. Dealers will see SVC Dealer Comments indicating "FQA Approved Parts Order".

Q. How are parts ordered for other purposes for non-campaign vehicles?

A. If the vehicle is not subject to the campaign and the airbag module or wiring harness required is on sales restriction, dealers can place an SVC order for PC467 (LEAF) or PM655 (Sentra) through DCS to acquire these parts. Please refer to NPSB16-526 for details on how to place SVC orders in DCS.

NOTE: Dealers should enter a comment in the "**SVC Dealer Comments**" section indicating these are parts needed for non-campaign purposes. For example "**Collision Part Needed**"

Q. Is my vehicle safe to drive?

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to the recall, owners should make arrangements to have the vehicle inspected as soon as possible.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. If parts are required, rental is covered by the campaign while parts are on order.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$400 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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

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

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the customer free of charge for parts and labor.

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.
For Consumer Affairs: Please ask owners to inform Consumer Affairs of the dealer where the customer would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2016 Nissan LEAF and 2016 Sentra vehicles within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

Region	Sentra	LEAF	Total
USA	4,139	174	4,313
CANADA	157	8	165
PUERTO RICO	42	0	42
Total	4,338	182	4,520

Make/Model	Dates of Manufacture
MY2016 Nissan Sentra	February 9, 2016 through March 4, 2016
MY2016 Nissan LEAF	February 24, 2015 through March 23, 2016

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

A. No.