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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Side Curtain Airbag Voluntary Safety Recall Campaign

Reference: PM662  
Date: November 18<sup>th</sup>, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE November 18<sup>th</sup>, 2016

**The announcement from October 7<sup>th</sup>, 2016 has been revised to include:**

- The automatic parts shipment originally anticipated to arrive the first week of November has been delayed. Parts will begin arriving at dealers beginning November 21<sup>st</sup>, 2016.
- Additional parts will be available for order via DCS after November 28<sup>th</sup>, 2016.
- Campaign repair bulletin **NTB16-114** has been developed and should be used to repair any vehicles affected by this campaign.

- **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
MY2017 Versa (N17)	1,754	<b>485</b>	October 7, 2016	<b>YES</b>

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

Nissan is conducting a voluntary safety recall campaign on the subject vehicles to replace the right and left side curtain airbags. Due to a supplier manufacturing issue that has since been corrected, a tear may occur at the sewn seam during side curtain air bag deployment and the affected vehicles may not comply with certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 226 and FMVSS No. 214.

Dealers will replace the right and left side curtain airbag prior to sale or vehicle release.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM662**.
  - **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 should use **NTB16-114** to correct any vehicles subject to this campaign.
  - If a retailed vehicle affected by these campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that

parts may need to be ordered. After the customer is informed, retail customers can continue to drive their vehicle at their discretion. Rental will be available under the campaign while parts are on order.

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

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Nissan has developed an automatic parts shipment plan to ensure an adequate supply of parts is available to all Nissan dealers.</li> <li>• <b>Parts will begin arriving at dealers beginning November 21<sup>st</sup>.</b></li> <li>• Additional parts will be available for order via DCS after November 28<sup>th</sup>, 2016.               <ul style="list-style-type: none"> <li>○ Please do not unnecessarily stock parts as ~87% of the affected retained population are rental fleet vehicles.</li> <li>○ <b>Only orders for affected vehicles will be filled once parts are orderable</b> <ul style="list-style-type: none"> <li>▪ If replacement parts are needed for non-campaign vehicles, please clearly indicate the specific need in the dealer comments field with DCS (i.e. collision part)</li> </ul> </li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB16-114</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles on <b>November 28<sup>th</sup>, 2016</b> 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 supplier quality issue that has since been corrected, the side curtain airbags reinforcement stitching may tear at the sewn seam during deployment and may not deploy as designed.

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

A. Dealers will replace the right and left side curtain airbag.

**Q. What model year vehicles are involved?**

A. Certain 2017 Nissan Versa sedan vehicles built within a specific production range are affected.

**Q. How long will the corrective action take?**

A. The curtain airbag replacement should take approximately two (2) hours to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

**Q. Are parts readily available?**

A. Nissan began shipping parts automatically to dealers on November 18<sup>th</sup>, 2016. Parts are currently on restriction and will be orderable via the DCS SVC parts ordering tool beginning November 28<sup>th</sup>, 2016.

- o Please refer to **NPSB 16-526** for specific ordering instructions.

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

A. Rental is covered by the campaign while parts are on order if requested by the customer.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	
<b>502</b>	<b>Rental Expense</b>	<b>\$1,200 (Max)</b>

**Q. Is my vehicle safe to drive?**

A. Yes, after being notified of the campaign, customers may continue to drive their vehicle at their discretion. Rental will be available under the campaign until parts and repairs are available upon customer request.

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

A. No.

**Q. Is there any charge for the inspection, and if necessary, 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 inform us of the dealer where you would like to have the corrective action completed.

**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. How many vehicles are involved in the campaign?**

A. The number of units potentially affected is as follows:

<u>Region</u>	<u>Versa Sedan (N17)</u>
USA	1,753
GUAM	1
<b>TOTAL</b>	<b>1,754</b>

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 Versa Sedan (N17)	August 1, 2016 through August 16, 2016

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

A. No.