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# SAFETY RECALL

# CAMPAIGN BULLETIN

OCS ECU Replacement  
Voluntary Safety Recall Campaign

Reference: PC523 & PC526

Date: January 25, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

## UPDATE January 25, 2017

**The announcement from December 20<sup>th</sup>, 2016 has been revised to include:**

- Campaign repair bulletins have been developed and are now available on NNAnet, ASIST, and Dealer360:
  - NTB17-004 – PC523
  - NTB17-005 – PC526

**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 |
|------------------------|----------------------|-------------------|----------------------------------|---------------------|
| MY2016 Maxima (A36)    | 90                   | <b>1</b>          | December 20 <sup>th</sup> , 2016 | <b>YES</b>          |
| MY2013-15 Altima (L33) | 483                  | <b>NA</b>         |                                  |                     |
| MY2015-16 Rogue (T32)  | 184                  | <b>5</b>          |                                  |                     |

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Safety Recall Campaign on a limited number of MY2013-15 Nissan Altima, MY2015-16 Nissan Rogue, and MY2016 Nissan Maxima vehicles to replace the Occupant Classification System (OCS) Electronic Control Unit (ECU) with a new unit.

Due to supplier labelling error that has since been corrected, an incorrect OCS ECU module may have been installed in the front passenger seat of some of the affected vehicles, resulting in the incorrect pairing of ECU-to-seat. With this configuration, the OCS may not perform as designed due to software incompatibility and may not classify a seated front passenger seat occupant correctly. This could cause the passenger airbag to not deploy as designed in a crash, increasing the risk of injury.

Owners of affected vehicles will be notified within sixty (60) days asking them to bring their vehicle to an authorized Nissan retailer to have their vehicle's OCS ECU replaced.

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

1. Verify if vehicles are affected by these Voluntary Safety Recall Campaigns using the following Service Comm I.Ds:
  - **PC523 - Altima and Maxima**
  - **PC526 - Rogue**
    - **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

**Note:** If a vehicle is affected by both **R1609 and PC523 or PC526** and the **R1609** remedy **has not yet been performed**, campaign PC523 or PC526 should be performed first.

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 use the campaign bulletin to replace the OCS control unit with the correct service part and reprogram with the latest OCS software.
  - NTB17-004 – PC523
  - NTB17-005 – PC526
4. 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. Rental is covered under the campaign if parts need to be ordered.

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

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

|                           |  |
|---------------------------|--|
| <b>Parts</b>              | <ul style="list-style-type: none"> <li>• Parts for this campaign are currently restricted and may be ordered via the DCS ordering tool.</li> <li>• Pursuant to APRM policy <b>2.33.13</b>, dealers are expected to comply with the parts return procedure. <b>Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.</b></li> <li>• <b>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.</b></li> </ul> |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li>• <b>NTB17-004 – PC523</b></li> <li>• <b>NTB17-005 – PC526</b></li> <li>• <b>Please discard earlier versions of this dealer announcement</b></li> </ul>   |
| <b>Owner Notification</b> | Nissan will begin notifying owners of all potentially affected vehicles within sixty (60) days 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 supplier labelling error that has since been corrected, an incorrect OCS ECU module may have been installed in the front passenger seat of some of the affected vehicles, resulting in the incorrect pairing of ECU-to-seat.

**Q. What is the possible effect of the condition?**

A. With this configuration, the OCS may not perform as designed due to software incompatibility and may not classify a seated front passenger seat occupant correctly. This could cause the passenger airbag to not deploy as designed in a crash, increasing the risk of injury.

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

A. For affected vehicles, Nissan dealers will replace the Occupant Classification System (OCS) Electronic Control Unit (ECU) and reprogram it with the latest OCS software at no cost to you for parts and labor.

**Note:** If a vehicle is affected by both **R1609** and **PC523** or **PC526** and the **R1609** remedy **has not yet been performed**, campaign PC523 or PC526 should be performed first.

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

A. The remedy should take less than one (1) hour to complete. However, the Nissan dealer may require a longer period of time based upon their work schedule. All services will be provided at no cost to the customer for parts and labor.

**Q. When will vehicle owners be notified?**

A. Nissan will begin notifying owners of all potentially affected vehicles within sixty (60) days via U.S. Mail. Owners will be asked to bring their vehicle to an authorized Nissan dealer to have the Occupant Classification System (OCS) Electronic Control Unit (ECU) replaced and reprogrammed.

**Q. Are parts readily available?**

A. Parts are available via the DCS ordering tool under PC523 or PC526. Please refer to **NPSB 16-526** for specific ordering instructions.

**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, you should make arrangements to have your vehicle remedied 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:

| <b>EXPENSE CODE</b>   | <b>DESCRIPTION</b>    |                    |
|---|-----------------------|--------------------|
| <b>502</b>  | <b>Rental Expense</b> | <b>\$400 (Max)</b> |
| 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 inform us of the dealer where you would like to have the corrective action completed.

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

A. Certain MY2013-15 Nissan Altima, MY2015-16 Nissan Rogue, and MY2016 Nissan Maxima 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:

| <b>Region</b> | <b>Maxima</b> | <b>Altima</b> | <b>Rogue</b> | <b>Total</b> |
|---------------|---------------|---------------|--------------|--------------|
| USA           | 90            | 483           | 184          | 757          |
| CANADA        | 5             | 9             | 0            | 14           |
| <b>Total</b>  | <b>95</b>     | <b>492</b>    | <b>184</b>   | <b>771</b>   |

| <b><u>Make/Model</u></b> | <b><u>Dates of Manufacture</u></b>       |
|--------------------------|--|
| MY2016 Nissan Maxima     | June 4, 2015 through August 19, 2016     |
| MY2013-15 Nissan Altima  | January 3, 2013 through July 29, 2015    |
| MY2015-16 Nissan Rogue   | October 14, 2014 through August 12, 2016 |

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

A. No.