



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator
Voluntary Safety Recall Campaign

Reference: PM657/PM676

Date: January 11, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED January 10, 2017

Please discard previous versions of this bulletin

The announcement from May 4, 2017 has been revised to include the following:

- Parts for PM657/PM676 are orderable via normal process
- Long-term rentals are no longer necessary because parts are available for order
 - Dealers must no longer renew extended rental after **Jan 15, 2018**,
 - All currently open **extended** rental claims must be submitted on or before **Jan 31, 2018**
- Short-term rental is available while parts are on order; order parts at the same time rental is provided

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	YES

***** 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**.

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

1. 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.
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 **NTB17-037** to remedy any vehicles subject to this campaign.
 - 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 parts are available.

- Nissan advises owners to **not** allow passengers to occupy the front passenger seat until the remedy is performed.
- **Dealers should stock parts to avoid placing the customer in a rental.**
- **If parts are temporarily out of stock at a dealer, rental** is available while parts are on order. Expense code noted below can be claimed with the campaign repair:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

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.

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

NOTE: Some of these vehicles may also be subject to one or more of the following campaign IDs: PM565, PM701, or PM685. Dealers **are able to complete all open campaign repairs now**, as parts are available.

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

Parts	Inflators are readily available and may be ordered via normal process. <ul style="list-style-type: none"> • 98561-EM39A
Special Tool	<ul style="list-style-type: none"> • J-51315 Air Bag Module Support • J-52352 USB Bar Code Scanner • Dealers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • NTB17-037
Owner Notification	<ul style="list-style-type: none"> • Nissan sent 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.

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 must 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 sent 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 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. 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. Are parts available for the recall repair?

A. Yes.

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:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

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. 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. 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 other concerns, whom do I talk to?

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