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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Driver Side Air Bag Inflator Voluntary Safety Recall Campaign

Reference: PM685  
Date: August 25, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

**REVISED August 25, 2017**

**The announcement from August 9, 2017 has been revised to include the following:**

- Updates to extended rental reimbursement amounts
- Rental best practices/NRC contact information for questions is now included

**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
MY2007-12 Versa Hatchback (C11)	377,339	NA	July 22, 2017	<b>YES</b>
MY2007-11 Versa Sedan (SC11)	138,055	NA		

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

Takata has notified NHTSA that a specific type of PSDI-5 air bag inflator may contain a safety defect. Although there have been no known incidents associated with this specific inflator type, Nissan is recalling certain 2007-2011 Nissan Versa Sedan and 2007-2012 Versa Hatchback vehicles to replace the driver side air bag inflator out of an abundance of caution.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM685**.
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. 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 parts will not be available until **spring 2018**.
  - There are no known incidents related to this concern. Nissan is conducting this recall out of an abundance of caution. Nissan recommends that if a vehicle is confirmed to be affected, the owner have this safety recall repair performed as soon as parts become available. **If a customer requests alternate transportation, dealers are authorized to provide a complimentary long term rental to affected customers until parts are available.**
    - Dealers may also use the attached vehicle storage form to allow an owner to store their vehicle at home or a location of their choice until remedy parts are available.

- Some of these vehicles may also be subject to PM657, PM665, or PM676 for the passenger side air bag. Dealers may complete passenger side air bag repairs now as parts are readily available.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Driver side air bag inflators are not currently available.</li> <li>• Nissan anticipates parts to be available in <b>spring 2018</b>.</li> </ul>
<b>Special Tool</b>	<ul style="list-style-type: none"> <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>• Repair instructions are under development and will be provided at a later date when parts are available.</li> <li>• <b>No action is required at this time</b></li> </ul>
<b>Owner Notification</b>	Nissan will send an interim notification to owners of all potentially affected vehicles within the next 60 days via U.S. Mail. Nissan will send a second notification inviting customers to schedule their vehicle for repair once parts are available.

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

**If a customer requests alternate transportation, dealers are authorized to provide a complimentary long term rental to affected customers until parts are available.**

**NOTE:** Due to 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.**

OP CODE	EXPENSE CODE	DESCRIPTION	REQUIRED / OPTIONAL
PM6940	502	30 days (\$1,200 Max)	Optional for 1-30 days rental
PM6950		30 days (\$1,200 Max)	Optional for 31-60 days rental
PM6960		30 days (\$1,200 Max)	Optional for 61-90 days rental
PM6970		30 days (\$1,200 Max)	Optional for 91-120 days rental
PM6980		30 days (\$1,200 Max)	Optional for 121-150 days rental

**Due to the extended rental duration for this recall campaign, Nissan North America, Inc. is waiving the model reimbursement limits specified in WBI17-011 for this campaign only.**

- Dealers will be eligible to claim up to \$1,200 per 30 days (\$40/day) on **any Nissan Rental Car (NRC) rental or third party Nissan** rental vehicle

**\*\*\*\*\* Rental Best Practices \*\*\*\*\***

Below are some best practices for using the NRC program for Takata recall:

1. Obtain a customer signed vehicle storage agreement
2. Dealers should reference the NRC program insurance kit
  - Use for "eligible" customers – those who would normally rent from NRC program outside of recall campaign needs
  - Valid driver's license and insurance must be presented

- i. Customers may wish to consult their insurance agent to see if the temporary vehicle should be added to their policy as a primary vehicle in case of an accident.
3. Rental Period/Rental Contracts:
  - Customers must return at 30 day intervals to sign a new rental contract
  - Vehicles may be exchanged at this time to perform routine maintenance
4. Dealers with questions about the NRC program can contact Sean Harrigan (410).584.1531 or [spharrigan@pdpgroupinc.com](mailto:spharrigan@pdpgroupinc.com).
  - Contact information is also located in the NRC program insurance kits.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaigns 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.

**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. What is the reason for safety recall?**

A. Takata has notified NHTSA that a specific type of PSDI-5 air bag inflator may contain a safety defect.

Based upon Takata's investigation to date, there is a potential for a rupture in some of the subject inflators after several years of exposure to persistent conditions of high absolute humidity. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

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

A. Dealers will replace the Takata driver air bag inflator with a new inflator manufactured by Daicel.

**Q. Have all affected owners already been notified?**

A. Owners affected by this expansion will be notified within the next sixty (60) days. Parts availability will be communicated in the owner notification. Dealers should inform inquiring customers that parts are not currently available. Nissan anticipates having a large supply of parts available by **spring 2018**.

**Q. How do I know if my vehicle has a problem with the driver 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 this or another recall.

**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. There are no known incidents related to this concern. However, Nissan is conducting this recall out of an abundance of caution. If your vehicle is confirmed to be affected, you should have this safety recall repair performed as soon as parts become available. **If requested, dealers are authorized to provide a complimentary long term rental to affected customers until parts are available.**

**Q. A customer's vehicle is affected by both PM685 and PM657, PM665, or PM676. What action should dealers take?**

A. Parts are readily available for PM657, PM665, and PM676 and this repair should be performed as soon as possible. The owner should return for PM685 repair completion as soon as parts are available.

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

A. There are no known incidents related to this concern. Nissan is conducting this recall out of an abundance of caution. Nissan recommends that if your vehicle is confirmed to be affected, you should have this safety recall repair performed as soon as parts become available. **If requested, dealers are authorized to provide a complimentary long term rental to affected customers until parts are available.**

**Q. Does my vehicle have Takata Airbag inflators?**

A. Many vehicles are equipped with Takata Airbag inflators. However, only certain specific ones are affected by this recall. **Let me check your VIN to confirm whether your vehicle is affected – if affected, it needs to be remedied as soon as parts become available.** 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 have already had your inflators replaced under collection activity ID PM651 and your vehicle is identified for PM685, **no immediate action is necessary** at this time. Owners should have their vehicle remedied when parts become available. Nissan will send owners an invitation to repair when parts are available.

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

A. Nissan is working with suppliers to obtain parts for this remedy. Nissan anticipates parts to be readily available by **spring 2018**.

**Q. Will alternate transportation be provided while the dealer is awaiting parts?**

A. Nissan has authorized alternate transportation, upon customer request, while parts are unavailable. Please check with your dealer for alternate transportation availability.

**Q. Is there any charge for this repair?**

A. No. Once the parts are available, it 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 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. What model year vehicles are involved?**

A. Certain 2007-2011 Nissan Versa Sedan built between November 21, 2006 and July 2, 2011 and certain 2007-2012 Nissan Versa Hatchback built between April 26, 2006 and December 18, 2012 are affected.

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

A. No.

**Q. I have other concerns, with whom can I speak?**

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