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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Driver Side Air Bag Inflator Voluntary Safety Recall Campaign

Reference: PM685  
Date: October 18, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

**REVISED October 18, 2017**

**The announcement from August 25, 2017 has been revised to include the following:**

- Rental reimbursement rate clarification
- Additional Q&A for customers declining rental or vehicle storage

**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 **should 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 sent an interim notification to owners of all potentially affected vehicles in <b>September 2017</b> 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 potential 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 third party Nissan** rental or Nissan Rental Car (NRC) vehicle
- Nissan does not reimburse for non-Nissan brand third party rentals. Any special circumstances that fall outside these rental guidelines will require FOM pre-approval with V-CAN authorization prior to claims submission.
  - FOMs may issue a VCAN for special NRC circumstances in hurricane-affected areas in South Texas and Florida.
  - The amount billed to Nissan may not exceed the amount the customer or dealer was billed for the rental. Any costs exceeding the rental amounts listed

are to be paid by the customer or dealer and may not be charged to Nissan. Daily rental charges billed to Nissan in excess of the listed guidelines are subject to claim adjustments.

- Rental is claimed under coverage type "CM" using expense code 502

**\*\*\*\*\* 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 current 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.
    - ii. Dealers are not required to verify what level insurance an owner has on their own vehicle, but owners should be advised to consult their insurance agent to make sure they are covered for any damage, including physical damage, on the vehicle they are borrowing.
    - iii. Nissan is not covering supplemental insurance expenses; only the loaner vehicle is being supplied free of charge.
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 insurance questions for 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 were notified in September 2017. Parts availability was 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. Will Nissan reimburse youthful driver premiums on third party Nissan brand rentals?**
- A. Nissan will allow up to \$1,200 rental reimbursement per month for a Nissan Rental Car (NRC) or third party Nissan brand rental on this campaign.
- Q. An owner requested a rental, but does not want to sign the storage agreement. What action is required?**
- A. The storage agreement is available to facilitate dealership operations by allowing vehicles to be stored offsite while awaiting parts for customers electing alternate transportation. The dealership may choose to use the agreement or not. A customer **must not continue** to operate their vehicle if provided complimentary alternate transportation.
- Q. An owner requested alternate transportation, but does not want to drive their vehicle to the dealership. Can alternate transportation be provided in this situation?**
- A. Yes. The dealer will need the following:
- Dealer should confirm the campaign applies to the VIN in question.
  - Customer must come into the dealership to sign the rental agreement and storage agreement stating they will not continue to operate their vehicle.
  - Customer should furnish pictures of their VIN, current odometer reading, and provide current proof of ownership for the vehicle.
  - Customer will need to furnish valid insurance on their vehicle as well as a valid driver's license.
- Q. A customer has requested towing the vehicle to an offsite storage location and back to the dealer when repairs are available. Will Nissan cover this expense?**
- A. Towing is not a covered campaign expense.
- Q. An owner has refused a rental and elects to continue driving their vehicle. What action is required?**
- A. Owners are free to choose to continue operating their vehicle and are not required to accept alternate transportation. Nissan recommends dealers strongly recommend the owner elect to remedy any vehicle with an open recall and notate on repair orders that the owner was informed of the open recalls on their vehicle and declined/did not request alternate transportation.
- 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