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SAFETY RECALL

CAMPAIGN BULLETIN

Takata Front Passenger Airbag Inflator Customer Outreach

Reference: PM665, PM676, PM683, R1711

Date: September 8, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

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:	Remaining Open Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2002-2006 Sentra (B15)	256,528	NA	July 20, 2017	YES
2002-2004 Pathfinder (R50)	52,673		January 28, 2017	
2007-2009, 2012 Versa (S/C11)	237,705			

***** Campaign Summary *****

Nissan has contracted Stericycle, a third party based out of Indianapolis, Indiana to begin reaching out to customers via telephone, postcard mailers, and email on September 11, 2017 in an effort to encourage customers to bring their vehicles into the dealer to have campaign PM665, PM676, PM683, or R1711 performed. If the customer is reached via telephone, Stericycle will transfer the customer to the dealer to verify parts availability and schedule an appointment to repair the vehicle.

Customers reached via email or mail are advised to setup an appointment via the following two methods:

1. Contact Stericycle toll free at 1.888.719.5825 between 8 a.m.- 7 p.m. Eastern Time Monday through Friday; or
2. Call their local dealer to schedule a service appointment

To ensure customer satisfaction, Nissan advises that dealers keep a stock of parts readily available.

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

1. If a customer is transferred to the dealer from Stericycle, verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PM665, PM676, PM683 or R1711.**
2. Dealers should verify parts are readily available.
3. If parts are available, schedule an appointment. If no parts are available, obtain the customer contact information, order the appropriate part(s), and schedule an appointment when the parts arrive at the dealership.
4. Repair the vehicle using NTB17-027 (Pathfinder), NTB17-055 (Sentra) or NTB17-037 (Versa).

Note: Dealers should direct any issues regarding customer transfer or appointment scheduling directly to Stericycle @ **1.888.719.5825**. Any other product or consumer issues can be directed to Nissan Consumer Affairs @ 1-800-NISSAN1 (1-800-647-7261).

Nissan is committed to a high level of customer safety, service, and satisfaction and is working with its dealers to promptly address this issue. For any questions specific to the Takata campaigns, please refer to the dealer announcement for the applicable campaign I.D.

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

Parts	<ul style="list-style-type: none"> • Sentra: 98561-4Z60B (inflator & harness) • Pathfinder: 98561-7998E (inflator) & B4A67-5W50D (harness) • Versa: 98561-EM39A (inflator & harness) • Nissan advises that these dealers keep a stock of parts readily available
Special Tool	<ul style="list-style-type: none"> • J-52352 USB Bar Code Scanner • J-51315 Airbag Module Support • Dealers already received these special tools. Additional tools are available via TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • NTB17-027 (Pathfinder) • NTB17-055 (Sentra) • NTB17-037 (Versa)
Owner Notification	The Stericycle outreach efforts will begin on September 11, 2017.

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

Dealers should verify owners are affected by a Takata campaign and assist affected owners in scheduling their vehicle for a remedy as quickly as possible.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

- Q. Who is Stericycle and what is the purpose of this activity?**
- A. Nissan has contracted with Stericycle, a third party based out of Indianapolis, Indiana to contact customers that have not responded to multiple campaign owner notifications to encourage them to bring their vehicle into an authorized Nissan dealer to have this important remedy performed.
- Q: How will affected owners be contacted?**
- A. Customers will be contacted via telephone, postcard mailers, and email.

Q. Will customers listed on the National DO NOT CALL registry be contacted?

A. Yes, this outreach effort is not a sales effort. Stericycle is calling on behalf of Nissan to ensure that our customers are aware of the potential safety concern and to assist them with setting up an appointment to have the vehicle remedied at no cost to the customer for parts or labor.

Q. Why is there a specific outreach for these models and not all Takata campaigns?

A. This campaign involves a large number of older models and Nissan is engaged in multiple outreach efforts outside of conventional customer notifications delivered to owners through the U.S. mail or campaign reminder postcards/emails available through the Overdrive program. Nissan has determined that parts supply on these affected models are sufficient for multiple simultaneous outreach efforts. Nissan will be monitoring progress of this effort and may add additional models in the future.

Q. Will Nissan be using this method to contact other models or for future actions?

A. Nissan will be monitoring progress of this effort and, if successful, Nissan may add additional models for Takata campaigns in the future.

Q. When are customers being notified by Stericycle?

A. Stericycle will begin contacting customers on September 11, 2017.

Q. Can customers still contact a Nissan dealer directly to schedule an appointment?

A. Yes.

Q. What if a customer no longer owns the vehicle?

A. If a customer indicates he/she is no longer in possession of the subject vehicle, the person will be removed from the list and Stericycle will provide notification of that information to Nissan.

Q: What should dealers do if parts are not readily available?

A: Obtain the customer contact information, order the appropriate part(s), and schedule the customer's vehicle for repair once parts become available.

Q: What if the customer lives 250 miles from the closest Nissan Dealer. Is Nissan going to compensate the customer for missed work/travel expense/ etc.?

A: No. Parts are readily available for this safety recall and the dealer will repair the vehicle at no charge to the customer. If the customer is unsatisfied, Stericycle will transfer the owner to Nissan Consumer Affairs to handle.