



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Side Curtain Air Bag System Voluntary Safety Recall Campaign

Reference: R1709
Date: November 8, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE November 8, 2017

The announcement from June 27, 2017 has been revised to include:

- Campaign repair bulletin, **NTB17-114** has been developed is now available on NNAnet, ASIST, and Dealer360.
- Nissan has developed an automatic parts shipment for vehicles subject to this Voluntary Recall Campaign:
 - Each dealer should receive enough parts to repair five vehicles. Shipments will begin to arrive at dealers by **November 10, 2017**.
 - Dealers may place an SVC order on DBS to obtain additional parts as needed beginning **November 15, 2017**

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
MY2012 Versa (N17)	54,751	NA	March 9, 2017	YES

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

Nissan is conducting a voluntary safety recall campaign to install a new jumper harness kit on the main body harness and replace the satellite sensors with a new one. Connector terminals made from dissimilar metals may lead to oxidation of the satellite air bag sensor connector pins. This condition may increase the likelihood of momentary signal loss from the satellite sensor to the Air bag Control Unit (ACU). When the door is closed with excessive speed, this condition could cause the side curtain and seat-mounted side air bags and seat belt pretensioner to inadvertently deploy and could increase risk injury to occupants still seated in the vehicle.

Nissan has developed a jumper harness repair remedy for this condition and now has parts and repair instructions available.

******* 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. **R1709**.
 - Refer to NPSB 15-460 for additional information
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 **NTB17-114** to remedy any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Nissan has developed an automatic parts shipment for vehicles subject to this Voluntary Recall Campaign: <ul style="list-style-type: none"> ○ Each dealer should receive enough parts to repair five vehicles. Shipments will begin to arrive at dealers by November 10, 2017. ○ Dealers may place an SVC order on DBS to obtain additional sensor and harness kits as needed beginning November 15, 2017 <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="background-color: #333; color: white;">DESCRIPTION</th> <th style="background-color: #333; color: white;">PART NUMBER</th> <th style="background-color: #333; color: white;">QUANTITY</th> </tr> </thead> <tbody> <tr> <td>Jumper Harness Kit</td> <td>24009-9KS0A</td> <td>1</td> </tr> <tr> <td>Satellite Sensor Kit</td> <td>K8H30-1EA0A</td> <td>1</td> </tr> <tr> <td>Solder Sleeve Connector*</td> <td>24361-7990A</td> <td>4</td> </tr> </tbody> </table> <p>* Solder sleeves are not restricted and can be ordered normally.</p>	DESCRIPTION	PART NUMBER	QUANTITY	Jumper Harness Kit	24009-9KS0A	1	Satellite Sensor Kit	K8H30-1EA0A	1	Solder Sleeve Connector*	24361-7990A	4
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Solder Sleeve Connector*	24361-7990A	4											
Special Tool	<ul style="list-style-type: none"> • J-46538 Flameless Heat Gun <p>NOTE: This tool is an Essential Tool that dealers should already have. Additional tools are available via TechMate @ 1-800-662-2001</p>												
Repair	<ul style="list-style-type: none"> • NTB17-114 												
Owner Notification	<ul style="list-style-type: none"> • Owners of affected vehicles received an interim notification beginning in May 2017 via U.S. Mail. The interim notification informed owners that parts were not yet available. • Nissan will begin sending a second notification letter to owners of affected vehicles, inviting them to bring their vehicle in for repair in late November 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 service 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 voluntary service 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. Under certain circumstances described above, the side curtain air bag, side air bag, and seatbelt pretensioner could unexpectedly deploy if the door is closed with very high speed while the vehicle is stationary with the ignition switch in the on position.

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

A. Dealers will install a jumper harness repair kit to both the left and right side of the vehicle. Left and right hand satellite sensors will be replaced as well.

Q. What model year vehicles are involved?

A. Certain 2012 Nissan Versa sedan vehicles built between June 9, 2011 and April 2, 2012 are affected.

Q. How long will the corrective action take?

A. The remedy should take approximately two (2) hours to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. Are parts readily available?

A. Yes, Nissan has developed an automatic parts shipment process to provide adequate parts to each dealer to repair five (5) vehicles affected by this voluntary safety recall campaign. Parts will arrive at dealers by **November 10, 2017**. Jumper harness and satellite sensor kits are restricted and will be orderable via SVC order process beginning **November 15, 2017**.

Q. Will a rental vehicle be provided while the dealer is awaiting parts for this recall?

A. No. The vehicle may be driven as the risk of unexpected deployment is low. The speed required to cause unexpected deployment requires someone to aggressively close the door from outside of the vehicle.

Q. Have all affected owners already been notified?

A. Owners of affected vehicles received an **interim** notification in May 2017 via U.S. Mail. The interim notification informed owners that parts are not yet available. Nissan will begin sending a second notification letter to owners of affected vehicles, inviting them to bring their vehicle in for repair in late **November 2017**, via U.S. Mail.

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 my vehicle safe to drive?

A. Yes, after being notified of the campaign, customers may continue to drive their vehicle. The speed required to cause unexpected deployment requires someone to aggressively close the door from outside of the vehicle.

Q. Is there anything owners can do to mitigate this condition?

A. Yes, owners should always avoid aggressively closing the doors to the vehicle with high speed; especially when the ignition switch is on and occupants remain in the vehicle.

Q. Is there any charge for the 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 and instructions are available.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

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. How many vehicles are involved in the campaign?

A. The number of units potentially affected is as follows:

<u>Region</u>	<u>Versa Sedan (N17)</u>
USA	52,400
CAN	3,680
Guam	49
Puerto Rico	2,298
Saipan	4
TOTAL	58,431

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2012 Versa Sedan (N17)	June 9, 2011 through April 2, 2012

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

A. No.