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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Side Curtain Air Bag Voluntary Safety Recall Campaign

Reference: R1709  
Date: March 9, 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:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2012 Versa (N17)	54,751	NA	March 9, 2017	<b>YES</b>

### \*\*\*\*\* 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 ones. Connector terminals made from dissimilar metals could 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, which could cause the 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 is currently developing a jumper harness repair remedy for this condition and anticipates having parts and instructions available by the end of June 2017.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1709**.
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 any vehicle in dealer pre-owned inventory is affected by campaign ID **R1709**, **do not sell** the vehicle until parts are available.
4. 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 are not available until the end of June 2017.
  - After the customer is informed, retail customers can continue to drive their vehicle. The speed required to cause unexpected deployment means the person is aggressively closing the door from outside of the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"><li>Nissan is currently developing a jumper harness repair remedy for this recall</li><li><b>Nissan anticipates having parts available by the end of June 2017</b></li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>A remedy is currently under development</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 and instructions are available.

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

It is the dealer's responsibility to check Service Comm 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, a Stop Sale is in effect.

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

A. The side curtain air bag, side air bag, and seatbelt pretensioner may 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 repair procedure is still under development and the repair time is not yet finalized.

**Q. Are parts readily available?**

A. Nissan is currently developing a harness repair remedy for this condition and anticipates having parts and instructions available by the end of June 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 means the person is aggressively closing the door from outside of the vehicle.

**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 means the person is aggressively closing the door from outside of the vehicle.

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

A. Yes, owners should 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 inspection, and if necessary, repair?**

A. No. Once the repair is 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 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:

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

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
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.