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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Front Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: PM678  
Date: May 17, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE May 17, 2017

**The announcement from May 11, 2017 has been revised to include:**

- Dealers may place an order via normal process to obtain parts as needed for retail customers. Parts are no longer on restriction. Parts currently on order in DBS will be fulfilled.

**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
MY2014, 2016-17 Sentra (B17)	23,362	152	April 28, 2017	<b>YES</b>

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

Nissan is conducting a voluntary safety recall campaign to install a new passenger air bag inflator on specific MY2014, 2016-17 Nissan Sentra (B17) vehicles. Due to a supplier manufacturing error, which has since been corrected, certain front passenger air bags may have been manufactured outside of Nissan specifications. In rare cases, this may lead to improper air bag deployment in the event of a crash, which can increase the risk of injury to the front seat occupant.

**Note: This recall is not related to the Takata Air Bag Inflator Recall.**

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

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM678**.
  - New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
- 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.
- Dealers should use **NTB17-051** to correct any vehicles subject to this campaign.
  - If a retailed vehicle affected by these campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. After the customer is informed, retail customers can continue to drive their vehicle at their discretion. Rental will be available under the campaign while parts are on order.

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Nissan automatically shipped parts for vehicles in dealer inventory subject to stop sale as of May 10, 2017. <b>Do not order parts for dealer inventory.</b> <ul style="list-style-type: none"> <li>○ Shipments began arriving at dealers on <b>May 12, 2017</b></li> <li>○ <b>Automatic shipments included the inflator kit (98561-3SG0A) and Torx bolt (01141-00461)</b></li> </ul> </li> <li>• Dealers may place an order via normal process to obtain inflator parts as needed for retail customers or <u>new dealer inventory units acquired after May 10, 2017</u></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>• <b>NTB17-051</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>June, 2017</b> via U.S. Mail.

**\*\*\*\*\* 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. Due to a supplier manufacturing error, which has since been corrected, certain front passenger air bags may have been manufactured outside of Nissan specifications. In rare cases, this may lead to improper air bag deployment in the event of a crash, which can increase the risk of injury to the front seat occupant.

This issue was only observed in a laboratory test, and Nissan is not aware of any incidents related to this condition. The recall is being conducted proactively out of an abundance of caution.

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

A. Dealers will install a new passenger air bag inflator in affected vehicles.

**Q. How long will the corrective action take?**

A. This free service should take up to one (1.0) hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan will begin notifying owners of all potentially affected vehicles in **June, 2017** via U.S. Mail.

**Q. Are parts readily available?**

A. Yes.

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

A. Rental is covered by the campaign while parts are on order if requested by the customer.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

**Q. Is my vehicle safe to drive?**

A. Owners may continue to drive their vehicles at their discretion. Nissan is not aware of any incidents associated with this issue. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan which will provide instructions on how to remedy your vehicle.

**Q: Have there been any injuries or fatalities related to this defect?**

A: No, this issue was observed in a laboratory test and Nissan is not aware of any related field incidents. This recall is being conducted proactively out of an abundance of caution.

**Q. Is there anything owners can do in the meantime?**

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle.

**Q. Is there any charge for this 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. What model year vehicles are involved?**

A. Certain 2014, 2016-17 Nissan Sentra vehicles manufactured between September 25, 2014 and September 22, 2016 are affected.

**Q. Are any other countries or regions affected by the same issue?**

A. Yes, multiple markets including the U.S. and Canada are affected.

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

A. No.