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SAFETY RECALL

CAMPAIGN BULLETIN

Front Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: PC568, PM678

Date: April 28, 2016

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
MY2015-17 LEAF (ZE0)	1,921	178	April 28, 2017	YES
MY2014-5, 17 Sentra (B17)	23,362	251		

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

Nissan is conducting a voluntary safety recall campaign to install a new passenger air bag inflator on specific MY2015-17 Nissan LEAF (ZE0) and MY2014-15, MY17 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.:
 - PC568 - LEAF**
 - PM678 - Sentra**
 - 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.
- Nissan anticipates having repair and parts information available **the week ending May 12, 2017.**

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. Certain front passenger air bag inflators may have been manufactured outside of Nissan’s design and performance specifications, which, in rare instances, could lead to improper air bag deployment in the event of a crash. 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. Nissan anticipates having repair and parts information available **the week ending May 12, 2017**.

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. This repair will not require a LEAF certified technician to perform the remedy.

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 Model Year 2015-17 Nissan LEAF and Model Year 2014-2015, 2017 Sentra vehicles manufactured between specific production dates 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.