



Innovation that excites

# SAFETY RECALL

# CAMPAIGN BULLETIN

## Driver Side Airbag Inflator Customer Care Campaign Supplement

Reference: PM685  
Date: December 5, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

| Affected Models/Years:          | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|---------------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2007-12 Versa Hatchback (C11) | 377,339              | NA                | July 22, 2017                 | <b>YES</b>          |
| MY2007-11 Versa Sedan (SC11)    | 138,055              | NA                |                               |                     |

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

On July 22, 2017, Nissan informed dealers that certain 2007-2011 Nissan Versa Sedan and 2007-2012 Versa Hatchback vehicles would be recalled to replace the driver side air bag inflator out of an abundance of caution. Because of parts constraints, affected vehicle owners are eligible for a complimentary long-term rental until parts are available upon request. While Nissan has some parts inventory on hand, adequate supply of remedy parts is not yet available.

Nissan is now offering a second option to affected owners that have requested a loaner vehicle, but do not wish drive a loaner vehicle long-term while awaiting parts to remedy their vehicle.

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

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM685**.
- The dealer should inform an affected customer about the recall campaign and communicate that parts will not be readily available until **spring 2018**. The dealer may present the customer with the two options listed below if the customer does not wish to continue driving their vehicle until parts are available.
  - Complimentary long term rental** – *Refer to dealer announcement for PM685 for rental claims coding details and coverage*
  - Vehicle trade assist:**
    - Vehicles trade assist: Nissan will allow up to \$1,500 for the vehicle currently subjected to PM685 for the driver side airbag.
    - The traded vehicle must be crushed and cannot be resold.**
      - Disposition logistics will be handled by Morley
      - Dealers will use campaign claims coding on the following page to receive the trade assist funding and close the campaign on this vehicle.
    - Affected owners must apply the trade assist amount towards the purchase or lease of a new Nissan vehicle of their choice.
    - This offer will expire once parts are adequately available.**

\*\*\*\*\* **Claims Handling – TRADE ASSIST** \*\*\*\*\*

Dealers should follow the following process for trade assist payment. If other campaigns are open on this vehicle, **do not** complete these repairs if the customer is electing to proceed with trade assist.

1. Collect the following documentation:
  - Complete the customer care trade assist form (last page of this announcement)
  - Vehicle Title and verify no lien
  - Acquire lien release if applicable
  - Copy of driver's license for all parties named on title
  - Business card if owner is a business
  - Customer Power of Attorney (if applicable) – **supplied by Morley**
  - Odometer Disclosure Statement with exact mileage - **supplied by Morley**
  - Dealer Power of Attorney - **supplied by Morley**
  - Repurchase Vehicle Property Control Form - **supplied by Morley**
  - Release of Information - **supplied by Morley**

2. File a warranty claim:

| OP CODE | EXPENSE CODE | DESCRIPTION          | FRT  | MAX AMOUNT |
|---------|--------------|----------------------|------|------------|
| PM6852  | 532          | Trade Assist Payment | 0.1* | \$1,500    |

\* Labor reimbursement is included in the expense code.

- The warranty claim will initially suspend and trigger our third party Morley to contact the dealership for the documentation listed in #1.
    - This will begin the disposal process and will require customer signature on some of the documents provided.
  - Once Morley has the required documentation to begin the scrap title process, they will contact Nissan to release payment to the dealer.
    - Please allow up to 10 business days for claims processing once the required documentation has been returned to Morley
    - The PM685 campaign will close upon claims payment
3. Morley will arrange to pick up the traded vehicle at the dealership once all the required documents are available for scrap title processing.
  - Morley will pick up the vehicle and hold it for disposal once the scrap title is requested
    - Depending on the state DMV processing time, this may take 6-10 weeks.
    - If necessary, Morley can be reached at:
      - Phone: 800-518-3304
      - Fax: 866-780-7224
      - E-mail: [nissanrecall@morleynet.com](mailto:nissanrecall@morleynet.com)
  - Morley will dispose of the vehicle once a scrap title is received and provide proof of destruction to NNA.
  - All scrap and disposal fees will be billed directly to Nissan North America, Inc.
4. The dealer can apply the \$1,500 trade assist funding directly to the purchase or lease of a **new** Nissan vehicle.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaigns using the appropriate Campaign I.D. to verify campaign applicability. If a customer does not want to continue driving his or her vehicle, every affected owner must be presented with a complimentary long-term rental. The trade assist option cannot be presented without making the owner aware of the no obligation, complimentary rental offer. Dealers should not coerce customers into a buyout offer.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a safety recall?**

A. Yes.

**Q: Does this stop sale apply to previously owned vehicles?**

A. Nissan strongly recommends dealers not sell previously owned vehicles affected by this recall until it can be remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Dealers should comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

**Q. Is the trade assist payment in addition to the book value for the vehicle?**

A. No. The \$1,500 is a fixed, one-time payment amount.

**Q. Why can't the vehicle be resold?**

A. The vehicle cannot be resold because it has been recalled to repair the air bag inflator, and repair parts are not available at this time. The trade assist funding is being provided to be able to remove the vehicle from operation and count the vehicle as repaired while parts are not abundantly available. **This offer will expire when parts are more readily available.**

**Q. Can dealers offer this only (instead of rental) when affected vehicle owners don't have adequate insurance or are too young?**

A. **No. All affected vehicle owners must be offered complimentary loaner vehicles upon request.** If dealers have issues with insurance for Nissan Rental Car (NRC) vehicles, they can refer to the contact information available in the NRC program insurance kits.

- Sean Harrigan (410) 584-1531 or [spharrigan@pdpgroupinc.com](mailto:spharrigan@pdpgroupinc.com)

Alternatively, third party rental companies offer supplemental insurance options for vehicle owners that don't have the necessary auto insurance to participate in the NRC rental program

**Q. What actions must a dealer perform prior to vehicle disposition?**

- A. Collect the following documentation:
- Complete the customer care trade assist form (last page of this announcement)
  - Vehicle Title and verify no lien
  - Acquire lien release if applicable
  - Copy of driver's license for all parties named on title
  - Business card if owner is a business
  - Inform the customer there will be additional documentation to sign once the dealer receives an information packet from our disposition vendor, Morley.

**Q. Can dealers advertise this to affected owners?**

- A. No. The trade assist can only be offered to Versa owners affected by the Takata driver side airbag recall (PM685) when they inquire about alternate transportation or indicate that they are dissatisfied with the option of a loaner vehicle for a prolonged period of time.

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

- A. There are no known incidents related to this concern. However, Nissan is conducting this recall out of an abundance of caution. If your vehicle is confirmed to be affected, you should have this safety recall remedy performed as soon as parts become available. **If requested, dealers are authorized to provide a complimentary long term rental to affected customers until parts are available.**

**Q. A customer's vehicle is affected by both PM685 and PM657, PM665, or PM676. What action should dealers take?**

- A. Parts are readily available for PM657, PM665, and PM676 and this repair should be performed as soon as possible. The owner should return for PM685 repair completion as soon as parts are available. **These actions should only be performed if the dealer is not claiming trade assist.**

**Q. When will parts be readily available?**

- A. Nissan is working with suppliers to obtain parts for this remedy. Nissan anticipates parts to be readily available by **spring 2018**.

**Q. Will alternate transportation be provided while the dealer is awaiting parts?**

- A. Nissan has authorized alternate transportation, upon customer request, while parts are unavailable. Please check with your dealer for alternate transportation availability.

**NISSAN NORTH AMERICA, INC.**

**Customer Care Campaign – Vehicle Trade Assist**

**CUSTOMER INFORMATION**

|                   |             |                     |                 |
|-------------------|-------------|---------------------|-----------------|
| <b>LAST NAME</b>  |             | <b>FIRST NAME</b>   |                 |
| <b>ADDRESS</b>    | <b>CITY</b> | <b>STATE</b>        | <b>ZIP CODE</b> |
| <b>PHONE CELL</b> |             | <b>PHONE OFFICE</b> |                 |
| <b>EMAIL</b>      |             |                     |                 |

**DEALERSHIP INFORMATION**

|                   |                    |                     |                 |
|-------------------|--------------------|---------------------|-----------------|
| <b>DEALERSHIP</b> | <b>DEALER CODE</b> | <b>REGION</b>       |                 |
| <b>ADDRESS</b>    | <b>CITY</b>        | <b>STATE</b>        | <b>ZIP CODE</b> |
| <b>CONTACT</b>    |                    | <b>TITLE</b>        |                 |
| <b>PHONE CELL</b> |                    | <b>PHONE OFFICE</b> |                 |
| <b>EMAIL</b>      |                    |                     |                 |
| <b>VIN</b>        | <b>YEAR</b>        | <b>MAKE</b>         | <b>MODEL</b>    |

**LIENHOLDER INFORMATION**

|                   |                       |              |                 |
|-------------------|-----------------------|--------------|-----------------|
| <b>LIENHOLDER</b> | <b>ACCOUNT NUMBER</b> | <b>PHONE</b> |                 |
| <b>ADDRESS</b>    | <b>CITY</b>           | <b>STATE</b> | <b>ZIP CODE</b> |
| <b>CONTACT</b>    |                       | <b>TITLE</b> |                 |
| <b>EMAIL</b>      |                       |              |                 |