



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Front Coil Spring Voluntary Safety Recall Campaign

Reference: PM565, PM701

Date: January 18, 2019

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.

UPDATE January 18, 2019

Please discard earlier versions of this bulletin.

The announcement from March 23, 2018 has been revised to include:

- Added instructions to address certain aftermarket repairs.

Campaign ID	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
PM565	MY2007-12 Versa	218,019	2	September 15, 2015	YES
PM701	MY2012 Versa	1,119	NA	October 13, 2017	

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

In September 2015, Nissan notified NHTSA it would be conducting a Regional Recall Campaign on certain MY2007-12 Nissan Versa (C11) vehicles manufactured at the Aguascalientes and Cuernavaca, Mexico plants prior to November 12, 2012 to replace the front coil springs.

In October 2017, Nissan notified NHTSA it expanded the previously announced Regional Recall to include an additional **1,119** MY2012 Versa vehicles to the existing population for safety recall 15V-573 (PM565) and established a unique campaign I.D. (PM701) for tracking purposes. The parts and repair remained the same for the amended population.

This Regional Recall is limited to geographic regions where the use of road salt is prevalent on roads, including all of Canada, and the following states: Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., West Virginia and Wisconsin. **Certain vehicles currently registered in other states, but previously registered in states where this Regional Recall campaign will be conducted may also be included in this campaign.**

Due to a manufacturing process variation at a supplier that has since been corrected, affected vehicles may contain front coil springs with insufficient anti-corrosion coating. As a result, corrosion could occur over time; which, in extreme cases, could lead to the fracture of the coil spring and potential damage to the front tire.

******* 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 Campaign I.D. **PM565 or PM701**
 - 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 campaign repair bulletin **NTB15-078** to correct any vehicles subject to this campaign.
 - **If a vehicle affected by this campaign experiences a broken coil spring:**
 - Towing may be provided
 - **If a vehicle has tire damage as a result of a broken coil spring:**
 - The affected tire(s) may be claimed under the campaign
 - Additional labor is available for tire replacement (contact the WCCC for claims info)
 - If a vehicle is equipped with aftermarket parts that will not allow installation of OEM coil spring and the customer is unwilling to bring the vehicle to a repairable condition, the following steps can be taken:
 - Dealer may visually inspect and verify with the customer the original coil springs have been removed.
 - Customer may elect to accept the aftermarket repair as the final campaign solution. Dealers should document this on the RO and have the customer sign it.
 - Dealer should then forward a copy of the customer signed RO to campaignannouncements@nissan-usa.com requesting manual campaign closure.

4. Once repaired, dealer should submit the claim, using the claims coding provided, to close the claim in Service Comm.

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

Parts	<ul style="list-style-type: none"> • 54010-ZN90A are available via normal ordering process
Repair	<ul style="list-style-type: none"> • NTB15-078 • Dealers should replace both front coil springs, reusing original struts, and perform a front-wheel alignment on the vehicles to complete this campaign <p>NOTE: Any routine maintenance strut replacement is considered customer pay.</p>
Owner Notification	Nissan notified owners of all PM565 affected vehicles in November 2015 and owners of PM701 affected vehicles in December 2017 via U.S. Mail.

******* Claims Information *******

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PM565	PM5650	Replace Both Front Coil Springs and Perform Wheel Alignment	2.2 hrs.
PM701	PM7010		
EXPENSE CODES – BROKEN SPRINGS		DESCRIPTION	AMOUNT
501		Towing	\$100 (Max)
812		Tire Replacement	\$200 (Max)
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7, if additional expense is required.			

******* 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 regional 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, this is a Regional Recall Campaign.

Q. Why is this a Regional Recall?

A. Because, based on data, NHTSA determined that the issue is unique to geographic areas where the use of road salt is prevalent on roads. NHTSA has approved the limited geographic scope of this recall.

Q. What is the reason for this Regional Recall?

A. Due to a manufacturing process variation at a supplier that has since been corrected, certain affected vehicles may contain front coil springs with insufficient anti-corrosion coating.

Q. What is the possible effect of the condition?

A. Corrosion could occur over time, which, in extreme cases, could lead to the fracture of the coil spring and potential damage to the front tire.

Q. What will be the corrective action?

A. Dealers will be asked to replace both front coil springs, reusing original struts, and perform a front-wheel alignment on the vehicles to complete this campaign.

NOTE: Any routine maintenance strut replacement will be considered a customer maintenance expense.

Q. How long will the corrective action take?

A. This service, free for parts and labor, should take approximately two and one half (2.5) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

- Q. I previously paid to have my front coil spring replaced at a Nissan dealer, or independent repair facility prior to this campaign. Will Nissan reimburse me for the repair?**
- A. If you have paid to have your front coil springs replaced due to corrosion prior to this campaign, once the campaign repair has been completed on your vehicle, you may be eligible for reimbursement of the related expense, please visit <http://nissanassist.wpengine.com> for information and instructions for requesting a reimbursement.
- Q. What if the vehicle was repaired using aftermarket parts and OE springs will not fit?**
- A. If a vehicle is equipped with aftermarket parts that will not allow installation of OEM coil springs and the customer is unwilling to bring the vehicle to a repairable condition, the following steps can be taken:
- Dealer may visually inspect and verify with the customer the original coil springs have been removed.
 - Customer may elect to accept the aftermarket repair as the final campaign solution. Dealers should document this on the RO and have the customer sign it.
 - Dealer should then forward a copy of the customer signed RO to campaignannouncements@nissan-usa.com requesting manual campaign closure.
- Q. When will vehicle owners be notified?**
- A. Nissan notified owners of all **PM565** affected vehicles in **November 2015** and owners of PM701 affected vehicles in **December 2017** via U.S. Mail.
- Q. Are parts readily available?**
- A. Yes. Parts are available via normal ordering process.
- Q. Is my vehicle safe to drive?**
- A. Owners can continue to drive their vehicle at their discretion until they receive our recall notification. Owners should arrange to have their vehicle repaired as soon as possible after receiving notification of this recall.
- Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**
- A. If a vehicle has a broken spring, check with your dealership for alternate transportation options.
- Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**
- A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. No, except to arrange to have your vehicle remedied as soon as possible after receiving notification of the recall. However, if your vehicle experiences a change in posture or has front end noise, please bring your vehicle to the dealership immediately for inspection.

Q. Is there any charge for the repair?

A. No, the repair 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.

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

Q. What model year vehicles are involved?

A. MY2007-2012 Nissan Versa.

Q. Are any other models involved?

A. No.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

<u>Region</u>	<u>PM701 Added Versa (C11)</u>	<u>PM565 Original Versa Population</u>	<u>Grand Total</u>
USA	1,119	218,019	219,138
CANADA	762	110,604	111,366
Total	1,881	328,623	330,504

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2007-2012 Nissan Versa	May 8, 2006 through December 21, 2012

Revision History:

Date	Announcement	Purpose
September 15, 2015	Original	PM565 New campaign announcement
October 8, 2015	Parts Return Request	PM565 – Parts Return Request
September 18, 2015	REVISION 1	PM565 – Campaign Repair Bulletin and Dealer Inventory
February 15, 2016	REVISION 2	PM565 – Parts restriction removed and rental provision expiration
October 13, 2017	REVISION 3	PM565,PM701 - Amended population
November 22, 2017	REVISION 4	PM565,PM701 – Parts are temporarily restricted
March 23, 2018	REVISION 5	PM565,PM701 – Parts are no longer restricted
January 18, 2019	REVISION 6	PM565,PM701 – Added instructions to address aftermarket repairs