



Innovation that excites

# SAFETY RECALL

# CAMPAIGN BULLETIN

## Side Curtain Air Bag Voluntary Safety Recall Campaign

Reference: PM752, PM753, PM754

Date: February 9, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE February 9, 2018**  
Please discard earlier versions of this bulletin

**The announcement from December 22, 2017 has been revised to include:**

- Campaign repair bulletins **NTB18-010, NTB18-011 and NTB18-012** have been developed and are now available on NNAnet, ASIST, and Dealer360.
- Dealers may place an SVC order on DBS to obtain parts as needed beginning **February 9, 2018** at 9:00 AM CST.

**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.**

Campaign ID/Repair	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
<b>PM752</b> (LH Only)	2018 Versa Note (E12)	46	<b>14</b>	December 22, 2017	<b>YES</b>
<b>PM753</b> (RH Only)		44	<b>13</b>		
<b>PM754</b> (Both RH & LH)		21	<b>11</b>		

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

Nissan is conducting a voluntary safety recall campaign to replace the right, left, or both side curtain air bag assemblies on specific MY2018 Nissan Versa Note (E12) vehicles. Due to a supplier manufacturing issue that has been corrected, a small number of vehicles may have been equipped with side curtain air bag assemblies containing inflators that do not meet specification. The top hat diffuser may detach from the inflator, resulting in an improper deployment during a crash.

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

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using the following Service Comm I.D. :
  - **PM752 (LH replacement required only)**
  - **PM753 (RH replacement required only)**
  - **PM754 (Both RH and LH replacement required)**
  - **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

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 a retailed vehicle affected by any of the listed campaign IDs 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 is covered under the campaign, while parts are on order, for those customers that are uncomfortable continuing to drive their vehicle.
4. Dealers should use the appropriate campaign repair bulletin to remedy any vehicles subject to this campaign:
  - **PM752 – NTB18-011**
  - **PM753 – NTB18-012**
  - **PM754 – NTB18-010**
5. 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>• Dealers may place an SVC order on DBS to obtain parts as needed beginning <b>February 9, 2018</b> at 9:00 AM CST.</li> </ul> <p><b>NOTE: Not all affected vehicles will require both right and left hand curtain air bag replacement. Order parts as directed by applicable campaign ID (see table on page 1).</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333; color: white;"> <th style="text-align: left;">DESCRIPTION</th> <th style="text-align: left;">PART NUMBER</th> <th style="text-align: center;">QTY</th> </tr> </thead> <tbody> <tr> <td rowspan="2" style="vertical-align: top;">Module Assembly – Curtain Air Bag in packaging <b>(necessary bolts included in packaging with module assembly)</b></td> <td>985P1-9ME8A (LH)</td> <td rowspan="2" style="text-align: center; vertical-align: middle;"><b>1</b></td> </tr> <tr> <td>985P0-9ME8A (RH)</td> </tr> <tr> <td rowspan="2" style="vertical-align: top;">Garnish- Center Pillar</td> <td>76914-9ME0A (Upper LH)</td> <td rowspan="2" style="text-align: center; vertical-align: middle;"><b>1</b></td> </tr> <tr> <td>76913-9ME0A (Upper RH)</td> </tr> <tr> <td rowspan="2" style="vertical-align: top;">Headlining Assembly</td> <td>73910-9ME2A*</td> <td rowspan="2" style="text-align: center; vertical-align: middle;"><b>1</b></td> </tr> <tr> <td>73910-9MF3A*</td> </tr> </tbody> </table> <p>* Please use the VIN in FAST or the electronic parts catalog to determine which Headlining Assembly is needed. <b>Do NOT</b> order both for the same VIN.</p> <p>**Order (999MP-57302NP) Betaseal 57302N through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621) or via website link on dealer portal <a href="http://www.NNAnet.com">www.NNAnet.com</a> and click on the "Maintenance Advantage" link.</p>	DESCRIPTION	PART NUMBER	QTY	Module Assembly – Curtain Air Bag in packaging <b>(necessary bolts included in packaging with module assembly)</b>	985P1-9ME8A (LH)	<b>1</b>	985P0-9ME8A (RH)	Garnish- Center Pillar	76914-9ME0A (Upper LH)	<b>1</b>	76913-9ME0A (Upper RH)	Headlining Assembly	73910-9ME2A*	<b>1</b>	73910-9MF3A*
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<b>Special Tool</b>	<ul style="list-style-type: none"> <li>• <b>J-46534</b> – Panel Popper Tool (essential already provided)</li> <li>• <b>J-52352</b> - USB Bar Code Scanner (already provided)</li> </ul> <p><b>NOTE:</b> Dealers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001</p>															

<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>PM752 – NTB18-011</b></li> <li>• <b>PM753 – NTB18-012</b></li> <li>• <b>PM754 – NTB18-010</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>February 2018</b> via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History 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 issue that has been corrected, a small number of vehicles may have been equipped with side curtain air bag assemblies containing inflators that do not meet specification. The top hat diffuser may detach from the inflator, resulting in an improper deployment during a crash.

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

A. Dealers will replace the right, left, **or** both right and left side curtain air bag assemblies with new ones. Dealers will be able to determine which side curtain air bag assemblies to replace based on the campaign ID assigned to each VIN.

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

A. This free service should take up to three (3) hours 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 **February 2018** via U.S. Mail.

**Q. Are parts available?**

A. Yes. Dealers may place an SVC order on DBS to obtain parts as needed beginning **February 9, 2018** at 9:00 AM CST.

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

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

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$600 (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. 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 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 the inspection, and if necessary, 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 2018 Nissan Versa Note (E12) vehicles manufactured between specific production ranges are affected.

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

A. The number of vehicles potentially affected is as follows:

<b>Region</b>	<b><u>Versa Note</u> (E12)</b>
USA	97
CAN	136
PRT	14
<b>TOTAL</b>	<b>247</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2018 Versa Note (E12)	November 13, 2017 to November 29, 2017

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

A. No.