



Innovation that excites

# SAFETY RECALL

# CAMPAIGN BULLETIN

## Mechanical Key Ignition System Voluntary Safety Recall Campaign

Reference: PC642, PM828

Date: September 5, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE September 5, 2018**

**Please discard earlier versions of this bulletin**

**The announcement from August 31, 2018 has been revised to include:**

- Campaign repair bulletin **NTB18-060** has been developed and is now available on NNAnet, ASIST, and Dealer360.

**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>PC642</b>	2017 NV1500 Van (F80), 2017 NV2500 Van (F80), 2017 NV3500 Van & Passenger Van (F80),	6,556	69	September 5, 2018	<b>YES</b>
	2017-18 Frontier (D40),	31,598	118		
<b>PM828</b>	2017 Sentra (B17),	39,694	28		
	2017 NV200 (M20),	10,037	163		
	2017 Taxi (M30),	107	54		
	2017-18 Versa Note (E12), 2017-18 Versa Sedan (N17)	13,529 48,219	89 397		

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

Nissan is conducting a voluntary safety recall campaign to inspect and, if necessary replace the ignition switch on specific MY2017 Nissan Sentra (B17), NV200 (M20), Taxi (M30), NV1500 (F80), NV2500 (F80), NV3500 Van (F80), NV3500 Passenger Van (F80) and MY2017-18 Nissan Frontier (D40), Versa Note (E12), Versa Sedan (N17) vehicles.

On some of the affected vehicles, due to a manufacturing issue that has since been corrected, the mechanical key ignition system may experience reduced durability after several years of normal use. In extreme cases, under specific vibration conditions, the key could potentially move out of the "ON" position while the vehicle is in motion. There are no known incidents potentially attributable to this condition. However, after extensive testing, and out of an abundance of caution, Nissan is recalling the affected vehicles to inspect and, if necessary replace the ignition switch.

**Vehicles equipped with push-button ignition (Intelligent Key) are not affected.**

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using the following Service Comm I.D.:
  - **PC642: Frontier, NV1500, NV2500, NV3500**
  - **PM828: Sentra, NV200, Taxi, Versa Note and Versa Sedan**

- 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. **After vehicles are confirmed**, 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 will retrieve the lot number from the ignition switch and enter it into ASIST for any affected vehicles. ASIST will query the lot number entered against a table of affected lot numbers and instruct the dealer to replace the ignition switch or release the vehicle.
    - If no repair is needed, dealers may submit the inspection claim, and release the vehicle with no further action.
    - If repair is needed, dealers will need to order parts using an SVC order in DBS.
      - Once the vehicle has been repaired, submit the claim using the claims coding provided in the repair procedure, and release the vehicle.
      - *ASIST will enable the dealers to print the results of the lot number lookup. Dealers are advised to print the results and maintain a copy with their repair orders.*

**NOTE: Do not submit the claim until parts have been received and the vehicle has been remedied.**

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Not all potentially affected vehicles require parts. Nissan estimates &lt;~50% of vehicles inspected will require parts. <b>Inspect vehicles before ordering parts for affected VINs.</b></li> <li>• <b>Parts are on restriction.</b> Nissan will send two automatic shipments of parts:           <ol style="list-style-type: none"> <li>1. The first shipment of parts will be directed to dealers with inventory subject to stop sale and will be distributed on September 5, 2018. Shipments will arrive no later than <b>September 7, 2018.</b></li> <li>2. A second automatic shipment of five or six parts will be distributed to each dealer on September 14, 2018 and will arrive at all dealers no later than <b>September 18, 2018.</b></li> </ol> </li> <li>• The required part number is <b>D8G50-0M010</b> and will service any vehicle subject to this campaign that requires a part.           <ul style="list-style-type: none"> <li>○ Dealers can place an SVC order on DBS beginning September 5, 2018. Orders placed for retailed units will be prioritized.               <ul style="list-style-type: none"> <li>▪ Please refer to NPSB 16-526 for specific ordering instructions.</li> </ul> </li> </ul> </li> <li>• Parts replaced under this campaign activity may be collected. <b>Follow the attached inspection procedure prior to determining the necessity of replacing any parts.</b></li> <li>• Pursuant to APRM policy 2.35.15, dealers are expected to comply with the parts return procedure. <b>Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.</b></li> </ul> <p><b>NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB18-060</b></li> </ul>

**Owner  
Notification**

Nissan will begin sending notifications to owners of all potentially affected vehicles in **September 2018** 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.

**Q. What is the reason for the safety recall?**

A. Due to a manufacturing issue that has since been corrected, the mechanical key ignition system may experience reduced durability after several years of normal use. In extreme cases, under specific vibration conditions, the key could potentially move out of the "ON" position while the vehicle is in motion.

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

A. Dealers will inspect the lot code of the ignition switch, and, if it falls within the affected range replace it.

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

A. This free service should take up to one (1) hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule and parts availability.

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

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **September 2018** via U.S. Mail.

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

A. Owners may continue to drive their vehicles at their discretion. Nissan is recalling these vehicles out of an abundance of caution due to a potential long-term durability issue that could develop after several years of normal use.

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 to mitigate this condition?**

A. Yes, Nissan recommends customers remove any unnecessary items (keys, key fobs, etc.) from the key ring until their vehicle can be inspected, and if necessary, remedied.

**Q. Are parts readily available?**

A. Yes. However, not all potentially affected vehicles require parts. Dealers are asked to perform an inspection to identify if parts are needed.

**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:

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 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 MY2017 Nissan Sentra, NV200, NV Taxi, NV1500, NV2500, and NV3500 Van, NV3500 Passenger Van. Additionally certain MY 2017-18 Nissan Frontier (D40), Versa Note (E12), and Versa Sedan (N17) vehicles are potentially affected. Affected vehicles will be visible in Service Comm or DBS National Service History beginning September 5, 2018.

**Q. Are you experiencing this condition on any other Nissan (or INFINITI) models in U.S. or Canada?**

A. No.