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**2012-15 Versa Sedan (N17) & 2014-15 Versa Note (E12)
Center Console Driver's Side Lower Finisher
Voluntary Service Campaign**

Reference: P5308
Date: April 17, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

*******Dealer Announcement*******

Nissan is conducting a Voluntary Service Campaign on approximately 402,282 MY2012-2015 Nissan Versa Sedan (N17) & 2014-2015 Nissan Versa Note (E12) vehicles produced in Mexico and sold in the U.S. and Canada to modify the center console driver's side lower finisher.

Due to the shape and the production variation of the center console lower finisher in the subject vehicles and a combination of driver foot position and shoe type, driver's shoes may contact the edge of the trim panel. Drivers may have an impression of slightly delayed transition from throttle to the brake pedal. However, Nissan believes that the drivers are able to make a smooth and unimpeded transition to the brake pedal and there is no safety risk.

Nissan plans to begin notifying potentially affected customers in May, asking them to bring their vehicles to an authorized dealer to have the center console driver's side lower trim finisher modified.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Versa Sedan and Versa Note owners.

IMPORTANT: Dealers are requested to repair any vehicles currently in inventory prior to retail delivery to ensure customer satisfaction.

******* What Dealers Should Do *******

1. Verify the subject vehicle is affected by this Voluntary Service Campaign using Service Comm I.D. **P5308**.
2. Repair all vehicles (including dealer inventory) using the attached repair bulletin **NTB15-033** and submit a warranty claim to close the campaign.

******* Repair Instructions *******

Nissan has released a bulletin (**NTB15-033**) containing instructions to perform this voluntary service campaign. The bulletin and information above will be available on ASIST, www.NNAnet.com, and Dealer360 (recalls & campaigns community forum) on April 17th, 2015.

- ASIST – **NTB15-033**
- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>

- Keyword Search: **P5308**

******* Parts Information *******

No parts are required for this campaign.

******* Vehicle Identification – Dealer Inventory *******

There are approximately **402,282** MY2012-2015 Nissan Versa Sedan (N17) and 2014-2015 Nissan Versa Note (E12) vehicles affected by this voluntary service campaign, of which **32,843** are in dealer inventory.

2012-2015 Nissan Versa Sedan (N17) & 2014-2015 Nissan Versa Note (E12)

vehicles subject to this Voluntary Service Campaign can be identified through two methods:

- **SERVICE COMM** – Beginning April 17th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. P5308** – to determine if a vehicle is subject to this voluntary service campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

******* Dealer Responsibility *******

It is the dealer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

******* Owner Notification *******

Nissan will begin notifying affected owners the week of May 4th, 2015 via U.S. Mail to take their vehicles to a Nissan dealer for repair under this service campaign.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

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

A. No.

Q. What is the reason for this service campaign?

A. Due to the shape and the production variation of the center console lower finisher in the subject vehicles and a combination of driver foot position and shoe type, driver's shoes may contact the edge of the trim panel. Drivers may have an impression of slightly delayed transition from throttle to the brake pedal. However, Nissan believes that the drivers are able to make a smooth and unimpeded transition to the brake pedal and there is no safety risk.

Q. How many vehicles are involved in this voluntary service campaign?

A. Approximately 402,282 vehicles in the U.S are potentially affected.

Q. What model year vehicles are involved?

A. This service campaign affects certain MY2012-15 Versa Sedan built between June 9, 2011 and March 11, 2015 and 2014-15 Versa Note vehicles built between April 23, 2013 and March 11, 2015.

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

A. Yes. This condition also affects certain 2014-15 Nissan Micra vehicles built between March 4, 2014 and March 11, 2015 and sold in Canada.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of potentially affected vehicles the week of May 4th, 2015, asking them to bring their vehicle in for repair.

Q. Is there any charge for this repair?

A. No, the repairs will be made at no charge for parts and labor.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. What will be the service department action?

- A. To assure your continued satisfaction and confidence in your vehicle, Nissan is offering to modify the center console driver's side lower trim finisher at an authorized Nissan dealer at **no charge to you for parts or labor.**

Q. Are there any parts required for the dealer to perform this service campaign?

- A. No parts are required for this repair. If a dealer experiences a situation requiring parts, please contact the warranty claims call center for guidance on claiming the necessary parts. Warranty claims call center can be reached at: 1-800-258-7008 Option 7.

Q. How long will the corrective action take?

- A. It should take approximately 1 hour to modify the center console trim panel. Your dealer may require your vehicle for a longer period of time based on their work schedule.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

- A. No. The repair can be performed quickly and a rental car should not be necessary.

Q. Do I need to make an appointment in advance?

- A. Yes. An appointment made in advance might be helpful to ensure that your Nissan dealer has the necessary parts available to repair your vehicle.

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