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NISSAN BULLETIN

Campaign Verification Activity Dealer Announcement

Reference: Campaign Verification Activity
Date: June 29, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

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

After reviewing dealership records and its internal records, Nissan believes there is a possibility certain customers may still require important campaign repairs for their vehicles. Out of an abundance of caution, we are asking these customers to bring their vehicles in to their dealership to ensure the appropriate repairs have been completed on their vehicles. The campaigns in question will be re-opened in Service Comm for VINs associated with this activity.

In June, Nissan will mail notification letters to the customers we believe may be affected. In some cases, a customer may have more than one campaign reactivated on their vehicle. The owner will receive the letter included with this announcement along with the applicable previously-issued original campaign notification letter(s).

If one of these customers enters your dealership and the campaign is currently active in Service Comm, dealers should perform the appropriate campaign remedy regardless of whether the customer has proof of completion or the campaign is shown as completed in the national service history for this VIN. Dealers should submit the applicable campaign warranty claim once repairs are completed.

There will be no charge to the customer for parts and labor.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. What is the reason for this action?

A. After reviewing dealership records and its internal records, Nissan believes there is a possibility certain customers may still require important campaign repairs for their vehicle. Out of an abundance of caution, we are asking customers to bring their vehicle to a Nissan dealer to ensure the repairs have been completed on their vehicle.

Q. What will be the corrective action for this action?

A. Nissan dealers will perform the repairs necessary to complete the specific open campaign or campaigns listed for each vehicle. Dealers can locate the necessary campaign announcements on NNAnet or campaign TSB in ASIST.

- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - **Campaign I.D.**

Q. How long will the corrective action take?

A. The service time may vary depending on the repair or repairs needed to complete any open campaigns listed on the vehicle. Please refer to the claims section of the applicable campaign bulletin(s).

Q. Have all affected owners already been notified?

A. Nissan will begin to notify affected owners in June, 2016. **Nissan urges owners to have this important campaign work performed if a campaign notification is received.**

Q. Are parts available for these campaign repairs?

A. Nissan believes that sufficient parts are available for these campaign repairs. However, dealers should verify their parts inventory and availability before scheduling or beginning the customer's repair.

Q. DEALER: What if the repair history for this vehicle shows that the campaign repair has already been performed?

A. We are re-opening the campaign in SERVICE COMM for all vehicles associated with this activity. If the campaign is active in SERVICE COMM the campaign should be performed again regardless of repair history.

Q. DEALER: What if the customer provides documentation that the repair has already been performed on the vehicle?

A. We are re-opening the campaign in SERVICE COMM for all vehicles associated with this activity. If the campaign is active in SERVICE COMM the campaign should be performed again regardless of any documentation.

Q. DEALER: How do I submit the claim if I am unable to complete the entire repair?

A. Please contact the Warranty Claims Call Center @ 1-800-258-7008 Option 7 for advice on how to submit claims not specifically outlined in the campaign specific repair bulletin.

Q. How do I handle a Manual Closure Request involving one of the suspect VINs?

A. **DEALER:** Please contact Consumer Affairs to verify VINs associated with this activity before requesting a manual campaign closure. If the vehicle is verified as one associated with this activity the campaign repair should be performed.

A. **Consumer Affairs:** Please check Salesforce to verify VINs associated with this activity before requesting a manual campaign closure. If the vehicle is verified as one associated with this activity the campaign repair should be performed.

Q. Is it safe to drive my vehicle?

A. The customer can drive the vehicle at their discretion. Upon notification, Nissan strongly recommends customers contact a Nissan dealer to schedule an appointment for repair completion as soon as possible. **For Takata Air Bag Related Recalls, do not allow passengers to ride in the passenger seat until the repair is performed.**

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

A. No.

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

A. Please check with your retailer to determine eligibility and availability of alternate transportation while your vehicle is being serviced.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. Nissan is conducting this activity out of an abundance of caution. The remedy, if necessary, fully corrects this condition.

Q. I have not received a letter but want to make sure my vehicle is not affected.

A. Customers can verify if there are any open campaigns on their vehicle as follows:

- <http://www.nissanusa.com/recalls-vin#/>
- Contact your dealer
- Contact Nissan Consumer Affairs @ 1-800-NISSAN1 (1-800-647-7261).

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer can perform these campaign repairs.

Q. I have other concerns, who do I talk to?

A. Please contact Consumer Affairs at the number below.

Region	Division	Number
United States	Nissan North America	1-800-NISSAN1 (1-800-647-7261)

Q. The media has contacted me with questions about Nissan's recall campaigns. What should I do?

A. Please direct all media inquiries to Nissan Corporate Communications.

Media Contacts:
Office: 615-725-1000
Fax: 615-725-8535

Nissan: <http://nissannews.com/en-US/nissan/usa/pages/nissan-north-america-media-contacts>

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes. Please provide your name, address, telephone number, and vehicle identification number (VIN) so Nissan can verify whether your vehicle is involved in any of the safety recall campaigns.