



# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

### Airbag Control Unit (ACU) Liquid Intrusion Voluntary Service Campaign

Reference: PM664  
Date: January 27, 2017

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013-17 NV200 (M20)	~60,305	<b>4,286</b>	January 28, 2017	<b>NO</b>
MY2013-16 NY TAXI (M30)	~2,245	<b>192</b>	(Dealer Inventory Only)	

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

Nissan is conducting a voluntary service campaign on specific MY2013-2017 Nissan NV200 (M20) and MY2013-2016 NY Taxi (M30) to notify owners of a proper vehicle usage to prevent a potential liquid intrusion issue.

The Airbag Control Unit (ACU) is located under the center console. Liquids spilled on or around the center console area or power washing the floor may contact ACU connections and the ACU circuit board. This may lead to corrosion of the ACU, which may result in illumination of the airbag warning lamp and deactivation of front air bags.

Nissan is requesting dealers to install a console tag and owner's manual card in each affected vehicle in their inventory. Console tags and owner notification cards have already been mailed to dealers. Nissan has mailed a letter to each affected retail customer with the same information. Additional actions to address the potentially affected vehicles will be communicated at a later date.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PM664.**

**NOTE: Only dealer inventory units are active in Service Comm at this time.** If a retailed vehicle is identified in Service Comm, no action is necessary at this time as owners were mailed the notification letter included with this announcement.

- Beginning January 28, 2017, affected dealer inventory can be identified using DCS (Sales->Vehicle Inventory, and filter by Open Campaign)
  - Refer to NPSB 15-460 for additional information.

Dealers may provide customer with campaign details outlined in this announcement and request a manual campaign closure by emailing [campaign\\_manual\\_closure@nissan-usa.com](mailto:campaign_manual_closure@nissan-usa.com) and providing the following information:

- Customer's VIN:
- Dealer Number:
- Campaign ID:

2. Follow the procedure included in this announcement **to place console tags in any affected vehicles currently in dealer inventory.**

3. 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>Nissan provided console tags to all Nissan dealers for dealer inventory units. Console tags and owner notification cards began arriving at dealers on January 18, 2017.</li><li>To obtain replacement or additional console tags/owner cards, dealers may send a request to <a href="mailto:nnafgasupport@nissan-usa.com">nnafgasupport@nissan-usa.com</a>.</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>Follow the procedure included in this announcement <b>to place console tags in any affected vehicles currently in dealer inventory.</b></li></ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>January, 2017</b> via U.S. Mail.

\*\*\*\*\* **Dealer's 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 voluntary 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 NORTH AMERICA, INC.**  
Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a Stop Sale?**

A. No.

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

A. No.

**Q. What is the reason for this Voluntary Service Campaign?**

A. Nissan is notifying owners of proper vehicle usage to prevent a potential liquid intrusion issue on specific MY2013-2017 Nissan NV200 (M20) and MY2013-2016 NY Taxi (M30) vehicles.

The Airbag Control Unit (ACU) is located under the center console. The Airbag Control Unit (ACU) is located under the center console. Liquids spilled on or around the center console area or power washing the floor may contact ACU connections at the ACU circuit board. This may lead to corrosion of the ACU, which may result in illumination of the airbag warning lamp and deactivation of front air bags.

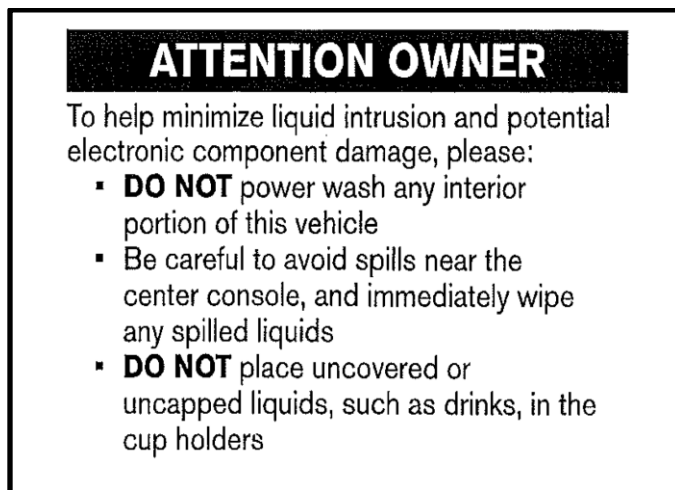
**Q. What is the possible effect of the condition?**

- A. Liquid intrusion may lead to corrosion of the ACU, which may result in illumination of the airbag warning lamp and deactivation of front air bags.

**Q. What will be the corrective action?**

- A. At this time, Nissan dealers received console tags to be placed in the center console tray for affected vehicles in dealer inventory. Nissan is also sending owners of affected vehicles a letter informing them of proper vehicle usage to prevent the potential for damage from liquid intrusion. Service Comm and DCS will identify affected vehicles in dealer inventory beginning January 28, 2017. Additional actions to address the potentially affected vehicles will be communicated at a later date.

**CONSOLE TAG:**



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

- A. Nissan will begin notifying owners of all potentially affected vehicles in **January, 2017** via U.S. Mail.

**Q. Are parts readily available?**

- A. Nissan dealers began receiving console tags and owner notification cards on January 18, 2017. Additional console tags and owner notification cards can be obtained by emailing a request to [nnafgasupport@nissan-usa.com](mailto:nnafgasupport@nissan-usa.com) referencing PM664 in the subject line. Dealers should include the following with their request:

Dealer Name:

Address:

Quantity of console tags and owner notification cards requested:

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

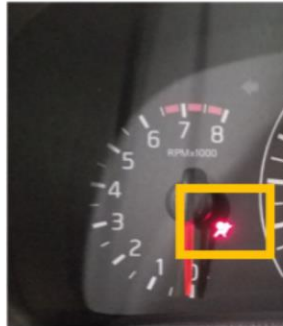
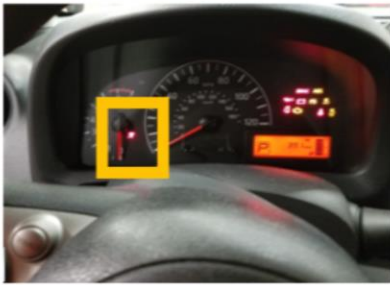
- A. Yes.

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

**A. Yes.**

**Important Precautions**

1. **DO NOT** power wash any interior portion of this vehicle;
2. Be careful to avoid spills near the center console, and immediately wipe any spilled liquids;
3. **DO NOT** place uncovered or uncapped liquids, such as drinks, in the cup holders;
4. Confirm the **red** air bag light (see picture below) in the meter illuminates for seven (7) seconds right after you start your vehicle
  - If the **red** air bag light does not illuminate at start, contact your dealer immediately
  - The Owner's Manual further describes normal air bag system warning operation and if any abnormality is observed the consumer should contact their dealer right away
  - If the SRS light stays continuously illuminated after seven (7) seconds, contact your dealer immediately



**Installation instructions and sample owner letter are available on the next two pages.**



# PM664 – Owner Card and Console Tag

## Service procedure

1. Place enclosed **ATTENTION OWNER** card in owner manual.
2. Place console tag in the center console tray. As shown in figure 1 and figure 2 below.



Figure 1

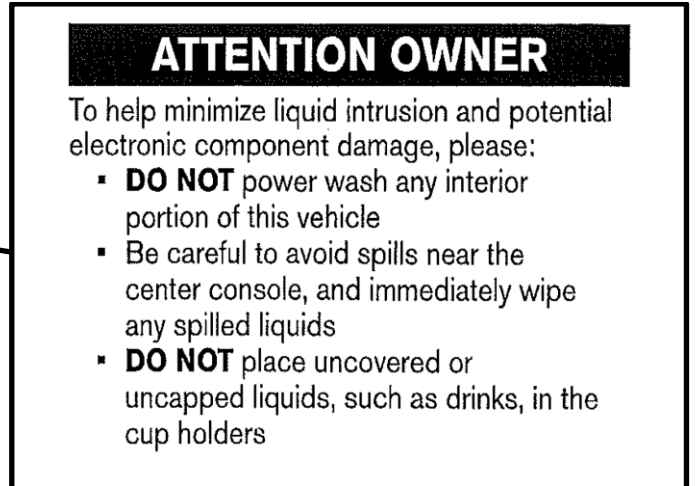


Figure 2

For additional console tags / owners cards, send a request to

[nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com)

Email requests should reference **PM664** in the subject line and include the following information:

- Dealer Name:
- Contact Name:
- Address:
- Quantity of console tags and owner notification cards requested:

## CLAIMS INFORMATION

Claim Type:	CM	
PNC:	PM664	
Symptom:	ZZ	
Diagnosis:	99	
Description:	Op Codes	Flat Rate Time
Place console tag in console tray.	PM6640	0.2 Hrs.

## IMPORTANT INSTRUCTIONS

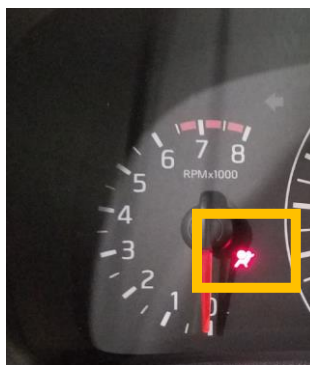
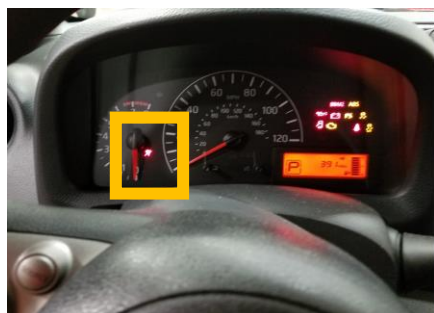
Do not power wash interior  
Avoid and clean up spills  
Check red air bag lamp in meter

Dear [Nissan NV200, Taxi] Owner,

Nissan recently became aware of reports of moisture intrusion causing damage to important electronic components in your vehicle. In the interest of customer satisfaction, Nissan intends to service your vehicle to help prevent this from occurring. When the repair procedure is ready, Nissan will send you another letter with instructions to schedule your vehicle for service- at no cost to you. In the meantime, we ask that you take the following precautions.

### Important Precautions

1. **DO NOT** power wash any interior portion of this vehicle;
2. Be careful to avoid spills near the center console, and immediately wipe any spilled liquids;
3. **DO NOT** place uncovered or uncapped liquids, such as drinks, in the cup holders;
4. Confirm the **red** air bag light (see picture below) in the meter illuminates for seven (7) seconds right after you start your vehicle
  - If the **red** air bag light does not illuminate at start, contact your dealer immediately
  - The Owner's Manual further describes normal air bag system warning operation and if any abnormality is observed the consumer should contact their dealer right away
  - If the SRS light stays continuously illuminated after seven (7) seconds, contact your dealer immediately



Should you need additional assistance, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for your cooperation. We apologize for any inconvenience this may cause you.