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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Air Bag Control Unit (ACU) Liquid Intrusion
Voluntary Service Campaign

Reference: PM674
Date: March 15, 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) | 60,394 | 5,162 | March 15, 2017 | NO |
| MY2013-16 NY TAXI (M30) | 2,920 | 233 | | |

***** Campaign Summary*****

Nissan is conducting a voluntary service campaign on specific MY2013-2017 Nissan NV200 (M20) and MY2013-2016 NY Taxi (M30) to remedy a potential liquid intrusion issue.

The Air bag 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 air bag warning lamp and deactivation of front air bags.

In January, 2016, Nissan had dealers to install a console tag and owner’s manual card in each affected vehicle in their inventory. Console tags and owner notification cards were mailed to dealers. Nissan also mailed letters affected retail customers with the same information.

Nissan is now requesting Dealers to verify the air bag warning lamp is operating correctly and install foam to the center console. If the air bag warning light is not operating correctly, dealers will replace the ACU, in addition to installing the foam on the center console. Nissan expects a small amount (< 1%) of vehicles to require ACU replacement.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PM674.**
 - Affected dealer inventory can be identified using DCS (Sales->Vehicle Inventory, and filter by Open Campaign)
 - Refer to NPSB 15-460 for additional information.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB17-029** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** Release Schedule *****

| | |
|---------------------------|---|
| Parts | <ul style="list-style-type: none"> • Insulator-Console Service Kit 969H8-9SF5A <ul style="list-style-type: none"> ◦ Beginning March 16, 2017, parts will <u>no longer be restricted</u> and are available via normal ordering process • Nissan provided console tags (PM664) to all Nissan dealers for dealer inventory units. Console tags and owner notification cards began arriving at dealers on January 18, 2017. • Nissan recommends dealers do not stock Air Bag Control Units to ensure parts are available for the small population of vehicles that may require these parts • ACUs replaced under this campaign activity may be collected. Follow the attached inspection procedure prior to determining the necessity of replacing any parts. • Pursuant to APRM policy 2.33.13, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. • 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. |
| Repair | <ul style="list-style-type: none"> • NTB17-029 |
| Owner Notification | Nissan will begin notifying owners of all potentially affected vehicles in March, 2017 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 previously notified 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 Air bag 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.

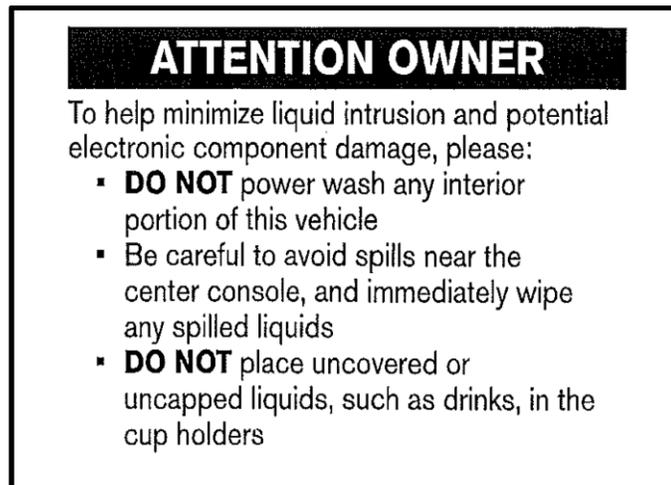
Q. What is the possible effect of the condition?

- A. Liquid intrusion may lead to corrosion of the Air bag Control Unit (ACU), which may result in illumination of the air bag warning lamp and deactivation of front air bags.

Q. What will be the corrective action?

- A. Nissan dealers received console tags to be placed in the center console tray for affected vehicles in dealer inventory. Nissan also sent owners of affected vehicles a letter informing them of proper vehicle usage to prevent the potential for damage from liquid intrusion.

CONSOLE TAG:



Dealers will **now** verify the air bag warning lamp is operating correctly and install foam to the center console. If the air bag warning light is not operating correctly, dealers will replace the Air bag Control Unit (ACU) in addition to installing the foam on the center console. Nissan expects a very small amount (< 1%) of vehicles to require ACU replacement.

Q. When will vehicle owners be notified?

- A. Nissan began notifying owners of all potentially affected vehicles in **January, 2017** via U.S. Mail. Nissan will begin sending invitation to repair letters to all affected owners in **March, 2017**, asking them to bring their vehicle into a Nissan dealership for remedy.

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. Are parts readily available?

A. Yes.

Q. Is my vehicle safe to drive?

A. Yes. Nissan recommends you bring your vehicle to the dealer as soon as possible if the red air bag warning lamp does not illuminate briefly when the vehicle is first started or if the red air bag warning lamp remains illuminated for longer than seven (7) seconds after the vehicle is started.

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

A. No, please check with your dealership for alternate transportation availability.

Q. Is there any charge for the 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 voluntary service campaign.
For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

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

A. Yes. Please see precautions on the next page.

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



Q. What model year vehicles are involved?

- A. Specific MY2013-2017 Nissan NV200 (M20) and MY2013-2016 NY Taxi (M30) vehicles.
- **NV200** built between August 7, 2012 through January 9, 2017
 - **NV Taxi** built between August 6, 2013 through December 16, 2016

Q. How many vehicles are involved in the service campaign?

- A. Affected vehicle counts are:

| Country | GM Aries | M20 | M30 | Total |
|---------------|---------------|---------------|--------------|---------------|
| CANADA | 0 | 5,942 | 1 | 5,943 |
| GUAM | 0 | 185 | 0 | 185 |
| USA | 0 | 59,657 | 2,920 | 62,577 |
| PUERTO RICO | 0 | 545 | 0 | 545 |
| SAIPAN | 0 | 7 | 0 | 7 |
| Not Available | 22,984 | 0 | 0 | 22,984 |
| Total | 22,984 | 66,336 | 2,921 | 92,241 |

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

- A. No.