



# QUALITY ACTION

## CAMPAIGN BULLETIN

### Driver & Passenger Inflator Field Quality Parts Collection Initiative **Update**

Reference: PM670  
Date: November 1, 2017

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

Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Expiration Date:	Stop Sale In Effect:
MY2012 Versa (N17) – <b>FLORIDA &amp; TEXAS ONLY</b>	9,404	NA	November 15, 2017	<b>NO</b>

**\*\*\*\*\* Collection Initiative Summary \*\*\*\*\***

Nissan launched a special parts collection activity on May 10, 2017 to replace the front driver and passenger Takata air bag inflators free of charge on specific MY2012 Versa (N17) vehicles registered in Florida and Texas.

**NOTE: Customers were informed that this parts collection activity was time-limited.** Nissan communicated this activity would end once a sufficient number of in-use inflators had been collected.

Nissan has collected a sufficient number of parts for this particular zone and will now close the initiative. **Nissan wants to inform dealers that PM670 will conclude on November 15, 2017.** The parts collection initiative will continue until November 15, 2017 in order to allow dealers sufficient time to complete any previously scheduled repairs. **Dealers should not schedule any appointments beyond November 15, 2017 for this collection activity.**

Once all collection activities have concluded, Nissan will request return of any unused parts with a separate communication.

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

1. Service Comm will deactivate PM670 on any unrepaired VINs on **November 15, 2017**. Dealers should complete previously scheduled appointments at this time and not continue to complete or schedule additional vehicles beyond November 15, 2017.
2. Dealers should submit any open claims for this collection activity by **November 15, 2017**.
3. Dealers may continue to use **NTB17-049** to service any previously scheduled vehicles subject to this activity until November 15, 2017.

**PLEASE NOTE: The return process for this collection activity is different than the normal Takata parts return process (NTB17-049, page 22).**

- **Inflators for this activity are being returned via Fed-Ex** (not XPO/Stericycle)
- **Do not collect 100 parts prior to shipment.** When the shipment is ready, you may call for a FedEx Ground pick-up using the number listed for business locations (800-463-3339), or, if you receive regular pick-ups, give the package to your FedEx Ground Driver.

- **Please remember to use the Orange label and attach to the side of each box** as per the instructions
- **Please remember to use the FedEx Ground Package Return Program (PRP) shipping label** as per the instructions
  - Fill in the "From" information; (Nissan dealer name and address)
  - **The RMA# is not needed**
  - Peel off the label and affix it to the top of the box to the left of the Class 9 label.

If any of the packaging is damaged, or you have any questions, please call 210-250-5079 or send an email to [FieldAction.14305@menloworldwide.com](mailto:FieldAction.14305@menloworldwide.com).

**\*\*\*\*\* Unused Part Return Information \*\*\*\*\***

Nissan is now allowing dealers to return any of the following part to facing PDCs (using an "I" code) until **January 15, 2018**.

- 98561-3AN1A
- 98560-3VY8A

**NOTE: All campaign IDs for model year and state specific Versa Driver and Passenger Inflator collection activities (PM670, PM671, PM672, PM673) will be closed after November 15, 2017. Dealers should return their unused parts at this time.**

Parts returned by January 15, 2018 will not affect a dealer's parts accrual credit. Parts returned after this date may be subject to using a dealer's parts return accrual.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION