



Innovation  
that excites

NISSAN

## BULLETIN

### Takata Front Passenger Air Bag Inflator Customer Outreach

Reference: Customer Outreach Program

Date: March 5, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

**\*\*\*\*\* Dealer Announcement \*\*\*\*\***

Nissan has partnered with Impartial Services Group (ISG), based out of Dallas, Texas. ISG will begin reaching out to customers via telephone, postcard mailers, and email in an effort to encourage customers to bring their vehicles into the dealer to have campaign P4236 or PM459 performed. If the customer is reached via telephone, ISG will transfer the customer to the dealer to verify parts availability and schedule an appointment to repair the vehicle.

Customers reached via mail or emails are advised to set up an appointment via the following three methods:

1. Contact ISG toll free at 1.855.681.6147 between 7 a.m.- 6 p.m. Central Time; or
2. Visit [www.MyNissanAuto.com](http://www.MyNissanAuto.com) to locate a dealer to schedule the repair, or if you no longer own the vehicle you can opt out of future notification messages; or
3. Call their local dealer to schedule a service appointment

Dealers expected to be most heavily impacted will be those located in Florida, Hawaii, Georgia, Alabama, Louisiana, Mississippi, and Texas. Dealers outside those states may also be affected if vehicles included in this recall were previously registered in these states.

To ensure customer satisfaction, Nissan advises that these dealers keep a small stock of inflators readily available.

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

1. If a customer is transferred to the dealer from ISG, verify the subject vehicle is affected by this voluntary safety recall using Service Comm I.D. **P4236 or PM459**.
2. Check stock to ensure parts are readily available.
3. **If parts are readily available**, schedule an appointment with the customer to repair the vehicle. **If no parts are available**, order parts and schedule customer once parts are available.
4. Repair the vehicle using **NTB14-080**.

**NOTE:** Dealers should direct any issues regarding customer transfer or appointment scheduling, directly to ISG @ 1.855.681.6147. Any other product or consumer issues should be directed to Nissan Consumer Affairs @ 1-800-NISSAN1 (1-800-647-7261).

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to promptly address this issue.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

Parts departments should stock a small quantity of inflators to repair customer vehicles. Refer to NTB14-080 for part numbers.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Owners of all potentially affected vehicles are expected to begin being notified immediately.

**FAQ:**

**Q: Who is Impartial Services Group (ISG) and what is the purpose of this recall notification?**

A: Nissan has partnered with Impartial Services Group (ISG), based out of Dallas, Texas. ISG will begin reaching out to customers via telephone, postcard mailers, and email in an effort to encourage customers to bring their vehicles into the dealer to have campaign **P4236 or PM459** performed.

**Q: How will customers be contacted?**

A: Customers will be contacted via telephone, postcard mailers, and email.

**Q: Will customers listed on the National DO NOT CALL registry be contacted?**

A: Yes. ISG is not calling as a result of a sales effort. ISG is calling on behalf of Nissan to ensure that our customers are aware of this potential safety concern and to assist them in setting up an appointment to have the vehicle remedied at no cost to the customer for parts and labor.

**Q: Why is there a separate outreach for Takata Airbags versus other campaign actions?**

A: This campaign involves a large number of older model vehicles which may not make regular visits to the dealership. Therefore, Nissan is making every effort to ensure that owners are aware of this safety recall and to remedy the affected vehicles.

**Q: Will Nissan be using this method of contact for future actions?**

A: There is no plan to use these methods of contact for any future actions at this time.

**Q: When are customers being notified by ISG?**

A: ISG will begin contacting owners on March 6, 2015.

**Q: Can customers still contact the dealer directly to schedule an appointment?**

A: Yes, customers may contact the dealer directly to schedule an appointment.

**Q: What other scheduling methods are available to the customer?**

A: Customers are also being advised that they can schedule an appointment via the following two methods:

- Contact us toll free at 1.855.681.6147 between 7 a.m. and 6 p.m. Central Standard Time; or
- Visit [www.MyNissanAuto.com](http://www.MyNissanAuto.com) to locate a Dealer to schedule the repair.

**Q: What if the customer no longer owns the vehicle?**

A: If the customer no longer owns the vehicle they can opt out of any future notification messages at [www.MyNissanAuto.com](http://www.MyNissanAuto.com).

**Q: Are there certain dealers that are more likely to be affected?**

A: Dealers expected to be most heavily impacted will be those located in Florida, Hawaii, Georgia, Alabama, Louisiana, Mississippi, and Texas. Dealers outside those states may also be affected if vehicles included in this recall were previously registered in these states.

**Q: What should dealers do if parts are not readily available?**

A: Order the parts and schedule the customer's vehicle for repair once parts become available.

**Q: What if the customer lives 250 miles from the closest Nissan Dealer. Is Nissan going to compensate the customer for missed work/travel expense/etc.?**

A: No. Parts are readily available for this safety recall and the dealer will repair the vehicle at no charge to the customer.