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NISSAN

BULLETIN

Front Coil Spring  
Regional Recall Campaign

Reference: PM565

Date: February 15, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE February 15, 2016**

- **The announcement from September 18, 2015 has been updated to include:**
  - **Parts are no longer on restriction** and may be ordered freely through normal process.
  - **The rental provision will expire on Friday, February 19<sup>th</sup>, 2016.** Dealers will not be able to cover rental on repair orders opened after that date. Dealers will be responsible for maintaining an adequate parts supply going forward.
- **Please discard earlier versions of this bulletin.**

**A STOP SALE CONDITION IS IN EFFECT.**

<b>Affected Models/Years:</b>	<b>Affected Population:</b>	<b>Dealer Inventory:</b>	<b>SERVICE COMM Activation date:</b>
MY2007-12 Versa	218,019	2	September 15, 2015

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

Nissan notified NHTSA that it will be conducting a Regional Recall Campaign on certain MY2007-12 Nissan Versa (C11) vehicles manufactured at the Aguascalientes and Cuernavaca, Mexico plants prior to November 12, 2012 to replace the front coil springs.

This Regional Recall is limited to geographic regions where the use of road salt is prevalent on roads, including all of Canada, and the following states: Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., West Virginia and Wisconsin. **Certain vehicles currently registered in other states, but previously registered in states where this Regional Recall campaign will be conducted will also be included in this campaign.**

Due to a manufacturing process variation at a supplier that has since been corrected, affected vehicles may contain front coil springs with insufficient anti-corrosion coating. As a result, corrosion could occur over time, which could in extreme cases lead to the fracture of the coil spring and potential damage to the front tire.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with dealers to provide an outstanding ownership experience to Versa owners.

**IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.**

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PM565**.
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers should use campaign repair bulletin **NTB15-078** to correct any vehicles subject to this campaign.
  - **If a vehicle affected by this campaign experiences a broken coil spring:**
    - Towing may be provided
4. Once repaired, dealer should submit the claim, using the claims coding provided, to close the claim in Service Comm.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• <b>Parts are no longer on restriction</b> and may be ordered freely through normal process.</li> <li>• <b>The rental provision will expire on Friday, February 19<sup>th</sup>, 2016.</b> Dealers will not be able to cover rental on repair orders opened after that date. Dealers will be responsible for maintaining an adequate parts supply going forward.</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>Campaign TSB NTB15-078 is available on NNAnet, ASIST &amp; Dealer360.</b></li> <li>• Dealers should replace both front coil springs, reusing original struts, and perform a front-wheel alignment on the vehicles to complete this campaign</li> </ul> <p><b>NOTE:</b> Any routine maintenance strut replacement will be considered customer pay.</p>
<b>Owner Notification</b>	Nissan will began notifying owners of all potentially affected vehicles in <b>November</b> via U.S. Mail.

**\*\*\*\*\* Claims Information \*\*\*\*\***

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
<b>PM565</b>	<b>PM5650</b>	<b>Replace Both Front Coil Springs and Perform Wheel Alignment</b>	<b>2.2 hrs.</b>
EXPENSE CODES – BROKEN SPRINGS		DESCRIPTION	AMOUNT
<b>501</b>		<b>Towing</b>	<b>\$100 (Max)</b>
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7, for pre-approval when expenses will exceed the campaign allowance.			

**\*\*\*\*\* Dealer 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 regional recall 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 recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**Frequently Asked Questions (FAQ):**

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

A. Yes, this is a Regional Recall Campaign.

**Q. Why is this a Regional Recall?**

A. Because, based on data, NHTSA determined that the issue is unique to geographic areas where the use of road salt is prevalent on roads. NHTSA has approved the limited geographic scope of this recall.

**Q. What is the reason for this Regional Recall?**

A. Due to a manufacturing process variation at a supplier that has since been corrected, certain affected vehicles may contain front coil springs with insufficient anti-corrosion coating.

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

A. Corrosion could occur over time, which could in extreme cases lead to the fracture of the coil spring and potential damage to the front tire.

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

A. Dealers will be asked to replace both front coil springs, reusing original struts, and perform a front-wheel alignment on the vehicles to complete this campaign.

**NOTE:** Any routine maintenance strut replacement will be considered a customer maintenance expense.

**Q. How long will the corrective action take?**

A. This service, free for parts and labor, should take approximately 2.5 hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. Nissan will begin notifying owners of all potentially affected vehicles in November via U.S. Mail.

**Q. Are parts readily available?**

A. Yes.

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

A. Owners can continue to drive their vehicle at their discretion until they receive our recall notification. Owners should make arrangements to have their vehicle repaired as soon as possible after receiving notification of this recall in November, 2015.

**Q. Have there been any injuries or fatalities related to this problem?**

A. Nissan is not aware of any reports of injuries or fatalities associated with this issue.

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

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. No, except to make arrangements to have your vehicle remedied as soon as possible after receiving notification of the recall. However, if your vehicle experiences a change in posture or has front end noise, please bring your vehicle to the dealership immediately for inspection.

**Q. Is there any charge for the repair?**

A. No, the repair 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 recall campaign.  
**For CA:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. What model year vehicles are involved?**

A. MY2007-2012 Nissan Versa.

**Q. Are any other models involved?**

A. No.

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

A. The North American Market is affected as follows:

<b>Region</b>	<b>Total</b>
USA	218,019
CANADA	101,488
<b>Total</b>	<b>319,507</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2007-2012 Nissan Versa	May 8, 2006 and November 12, 2012

**Q. Who can answer additional customer questions?**

A. Customers may contact Nissan's National Consumer Affairs Department for further assistance. The toll free number is 1-800-NISSAN1 (1-800-647-7261).