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SAFETY RECALL

CAMPAIGN BULLETIN

Driver Side Curtain Airbag Voluntary Recall Campaign

Reference: R1802
Date: March 7, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

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.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2018 370Z (Z34) | 22 | 7 | March 7, 2018 | YES |

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will recall certain 2018 model year 370Z (Z34) vehicles manufactured at the Tochigi plant between December 4, 2017 and January 11, 2018 to inspect and, if necessary, reposition the left (driver) side curtain air bag.

The driver side curtain air bag may not deploy properly in the event of a crash due to incorrect installation. As a result, the side curtain air bag does not meet the USA FMVSS 214/FMVSS 226 requirements for side impact protection and ejection mitigation.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **R1802**.
 - **New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
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. If a retailed vehicle affected by campaign ID **R1802** visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered.
4. Dealers should use **NTB18-021** to inspect and, if necessary reposition the left (driver) side curtain air bag for any vehicles subject to this campaign.
5. 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">Nissan will automatically ship parts for vehicles in dealer inventory subject to stop sale.<ul style="list-style-type: none">Shipments will begin to arrive at dealers by March 8, 2018 |
| Repair | <ul style="list-style-type: none">NTB18-021 |
| Owner Notification | Nissan will begin notifying owners of all potentially affected vehicles in April 2018 . |

***** **Dealer Responsibility** *****

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary 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.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes. A Stop Sale is in effect.

Q. What is the reason for recall?

A. The subject vehicles contain a technical noncompliance with two portions of Federal motor vehicles safety standard (FMVSS) No. 214 and No. 226 which are requirements for side impact protection and ejection mitigation. More specifically, the driver side curtain air bag may not deploy properly in the event of a crash due to incorrect installation.

Q. What will be the corrective action for this voluntary noncompliance recall campaign?

A. Dealers will inspect and, if necessary, reposition the left (driver) side curtain airbag.

Q. How long will the corrective action take?

A. The remedy should take approximately two and a half (2.5) hours to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **April 2018**.

Q. Are parts readily available?

- A. Yes, Nissan will begin shipping parts automatically to dealers. Parts will begin to arrive at dealers on March 8, 2018. Parts are currently on restriction and will be orderable via the DBS SVC parts ordering tool beginning March 8, 2018.
- o Please refer to **NPSB 16-526** for specific ordering instructions.

Q. Is my vehicle safe to drive?

- A. Owners may continue to drive their vehicles at their discretion. If your vehicles is subject to this campaign, you will be notified directly by your dealer or Nissan.

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

- A. If parts replacement is necessary, rental is covered by the campaign while parts are on order:

| EXPENSE CODE | | DESCRIPTION |
|---|----------------|-------------|
| 502 | Rental Expense | \$120 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. | | |

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

- A. No mitigation is necessary, but please bring your vehicle in to have the remedy performed.

Q. Is there any charge for this 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 recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

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. What model year vehicles are involved?

- A. Certain 2018 Nissan 370Z vehicles built at the Tochigi manufacturing plant within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. The number of units potentially affected is as follows:

| <u>Region</u> | <u>370Z (Z34)</u> |
|----------------------|--------------------------|
| USA | 22 |

| <u>Make/Model</u> | <u>Dates of Manufacture</u> |
|--------------------------|--------------------------------------|
| MY2018 370Z (Z34) | December 4, 2017 to January 11, 2018 |