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# QUALITY ACTION

# CAMPAIGN BULLETIN

## Free Oil Change Specific Vehicles Subject to the Takata Recall

Reference: PC650\_PC655

Date: October 9, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Campaign ID:	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
PC650	MY2001-03 Maxima	166,806	NA	October 9, 2018	NO
	MY2002-04 Pathfinder	82,459			
PC655	MY2002-06 Sentra	398,387			
	MY2007-11 Versa H/B and Sedan	219,937			

### \*\*\*\*\*Detailed Information\*\*\*\*\*

To help accelerate repair completions on specific populations of vehicles recalled for the Takata airbag, Nissan is offering a special incentive for certain populations of affected vehicles for a limited time. **The expiration date for this offer is December 31, 2018.**

Nissan is offering a complimentary oil change for participating customers **free of charge**. Nissan Consumer Affairs will be outreaching to these eligible owners directly, but dealers may also offer this incentive to eligible owners found on your retailed vehicle open campaign report if their VIN has PC650 or PC655 applied in Service Comm or DBS National Service History – Open Campaign.

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

- Dealers should verify if vehicles are eligible for this complimentary oil change using Service Comm or DBS National Service History – Open Campaign I.D. **PC650 or PC655**.
  - The free oil change should only be performed if the Takata recall campaign has been performed first or at the same time as the oil change.

**NOTE: Customers should be informed that this free oil change offer is time-limited.** Owners may redeem this free oil change offer at any point from the date of Takata repair until December 31, 2018. SERVICE COMM will be deactivated on January 1, 2019, and the offer will expire at that time.

- The service department should submit the free oil change offer and Takata recall repairs as two separate campaign repair claims. Once the oil change claim has been submitted and paid, the offer will no longer display in Service Comm.

Campaign ID	Description	OP Code	FRT
PC650	Maxima Free Oil Change & Filter	PC6500	0.3
	Pathfinder Free Oil Change & Filter	PC6501	
PC655	Versa Free Oil Change & Filter	PC6550	
	Sentra Free Oil Change & Filter	PC6551	

**Dealers may also claim the following parts: oil filter, washer drain, and up to five (5) quarts of Nissan genuine/bulk oil.**

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

<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>Nissan Consumer Affairs outbound call center will begin contacting customers via telephone in <b>October 2018</b>, to offer them a complimentary oil change if they go to a dealer to have the Takata campaign completed.</li> <li>Dealers may also reach out to customers directly to offer this incentive on any vehicle active in SERVICE COMM for campaign ID PC650 or PC655.</li> </ul>
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**\*\*\*\*\* 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 special incentive offer which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners.

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

**Frequently Asked Questions (FAQ):**

**Q. What is the reason for this action?**

A. To help accelerate repair completions on specific populations of vehicles recalled for the Takata airbag, Nissan is offering a special **free oil change** incentive for certain populations of affected vehicles for a limited time. **The expiration date for this offer is December 31, 2018.**

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

A. Nissan Consumer Affairs outbound call center will begin contacting customers via telephone in **October 2018**, to offer them a complimentary oil change if they go to a dealer to have the Takata campaign completed.

**Q. Will I have to take my vehicle back to the selling dealer to obtain this free oil change offer?**

A. No, any Nissan dealer can extend this offer to customers active for PC650 or PC655 in SERVICE COMM even if the Takata repair is completed at a different dealer.

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

A. Specific groups of model Year 2001-03 Nissan Maxima, 2002-04 Pathfinder, 2002-06 Sentra, 2007-11 Versa Sedan and Hatchback active for campaign ID PC650 or PC655 in SERVICE COMM.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
October 9, 2018	Original	New campaign announcement