

 U.S. Department of Transportation National Highway Traffic Safety Administration		safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 30-MAY-2023 JUN 27 2023		Repository ☐ Reference No. 11524425	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		ZIP Code	
Wayne		NJ			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			MAKE		Model
5NTAND8W7C			NISSAN		XTERRA
Date Purchased		Dealer's Name and Telephone Number		Engine: No. Cylinders	
07/09/2007		HUDSON NISSAN 201-435-2003		6	
Original Owner ☐		Dealer's City		ZIP Code	
		Butler		07405	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 03-MAY-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component(s) Codes: 140000 AIR BAGS; 140100 AIR BAGS; AIR BAG/RESTRAINT CONTROL MODULE				Failure Mileage 110000.0	
Failure Speed					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DQTMA1 9ABC036)		☐ Original Requirement ☐ Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police N	
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
The contact owns a 2007 Nissan Xterra. The contact stated that the air bag warning light was illuminated. The vehicle was taken to the dealer where it was diagnosed and produced codes: B1049 and B1054. Additionally, the contact indicated Part Number: 4790453X10A needed to be replaced. The vehicle was not repaired. The contact then received notification of the NHTSA Campaign Number: 23E012000 (Air Bags) however, the part to do the recall repair was not yet available. The dealer was contacted and confirmed that parts were not yet available for the recall repair. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was notified of the failure and the contact was informed that they were not responsible for the individual dealers and no further assistance was provided. The failure mileage was approximately 110,000. VIN tool confirms parts not available.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

6/15/2023
JUN 27 2023

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation Enforcement

Case # 11524425

Enclosing supporting correspondence I had regarding my Nissan 2007 airbag repair, which failed. Enclosing diagnostic tests, bills and correspondence I had with Butler/Nissan dealership.

The diagnostic tests original showed parts 1 and, 2 were the issue which would cost \$953.49, and the later one telling me that another part was needed costing \$636.07. A few days later I was told part 3 is no longer made and I was given back my Nissan in the same condition it arrived in with the bills shown, light still on.

My husband went on the Nissan Parts deal.com website (a few days later and found the part in question. Why couldn't they locate this part. I feel Nissan misdiagnosed, charged for services they didn't do, disposed of our original parts - which probably were good - just terrible all around.

As I said in my earlier letter - if I should get into an accident without a working airbag - what will be the outcome for me as the driver? I could lose my life.

This should not have happened and Nissan Company said they are not responsible for individual dealerships.


Wayne, N.J. 

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

cc: Nissan North America, Inc
PO Box 4417
Bridgeton, Mo 63044-9730

Dear Sir:

I received the **Important Safety Recall Information** that was issued in accordance with Federal Law regarding my 2007 Nissan Xterra airbag recall.

Yes, I still own the vehicle and it has 114,000 miles on it at present.

Last year I had the front driver side airbag light go on and I took it to your dealership here in Butler, NJ to be serviced. They ran a diagnostic test which revealed B1049 and B1054 were causing the issue. I trusted them with my Nissan to repair my issue.

You can read the contents of the letter I sent to Nissan Consumer Affairs located in Franklin, Tennessee. After waiting for my vehicle to be fixed, a nightmare unfolded - Since the first 2 parts didn't solve the problem, I was told I needed another part, but they couldn't get part #3 (not made any more), which was [REDACTED] I don't even know if that is true.

As I explained in my letter, when this first started, I was not told there could be 3 parts involved. I never thought a dealership returned a car back to its owner without fixing the car, esp. **a safety issue with a \$1589.59 bill to boot**. When I asked for the parts they took out of my Nissan, I was told they already discarded them - after only a few days. I wrote to your Franklin, Tennessee Consumer Affairs and was told they have no authority over what their individual dealerships do - Since they carry the name Nissan name and reputation I ask: **what sense does that make?** In other words, they blew me off.

Since last May) been driving around in my 2007 Xterra with no working driver side front airbag. Luckily, I haven't been in an accident where I would need protection from it, but if I do, Nissan is at fault for ignoring my situation.

I am totally disgusted at how Nissan handled my issue. How can a dealership not fix a car? I have owned several Nissans in my lifetime, but this will be my last. I can't buy a car where the company doesn't stand behind what they sell.

[REDACTED]
Wayne, NJ [REDACTED]

Since they destroyed my original parts from the airbag system, I don't know if my parts were defective. Total incompetence on Nissan.



ROUTE 23
NISSAN

www.Route23Nissan.com
1567 Route 23, Butler, NJ 07405
Phone: (973) 320-0020

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m. Mon, Wed, Fri
7:30 a.m. to 7:00 p.m. Tues, Thurs
7:30 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
04/28/22	
R/O Close Date	Status
04/28/22	Pre-Invoice
Mileage In	Mileage Out
109285	109286
Service Advisor / Tag #	
Bryant Rivera/121	

[REDACTED]			Work Phone	[REDACTED]	
[REDACTED]			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2007	NISSAN TRUCK	XTERRA			
			Vehicle Identification Number		
			5N1AN08W77C [REDACTED]		
			Delivery Date	In-Service Date	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - DIAG: DIAG C/S: CUSTOMER STATES SUPPLEMENTAL AIRBAG LIGHT IS FLASHING, CHECK AND REPORT. \$160 DIAGNOSTICS FEE,	
#2 - MPI: COMPLIMENTARY VEHICLE INSPECTION MULTI-POINT VEHICLE INSPECTION	
#3 - Customer Reports: [OTHER]: DRIVER AIRBAG MODULE Tech: Dominick Drakeford (101) Installed 98510ZP51C :MODULE ASSY - AIR BAG, DRIVE 10894.25 UPON INSPECTION TECHNICIAN DUPLICATED CUSTOMER CONCERN. TECHNICIAN FOUND CODE FOR DRIVER AIRBAG MODULE IN DTCS. B1049 AND B1054. TECHNICIAN CHECKED WIRING HARNESS, FOUND OK. TECHNICIAN RECOMMENDED REPLACEMENT OF DRIVER SIDE AIRBAG. PART IS CURRENTLY NOT IN STOCK AND CURRENTLY WILL RETURN FOR REPAIRS ONCE SPECIAL ORDERED PART HAS ARRIVED. Sub Total: 894.25	894.25
Please Note: #121 CREATED 2022-04-25 11:15:00AM TAKEN BY ZANASI A SCOTT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	894.25
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	59.24
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	953.49

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

IN THE NEW JERSEY TRI-STATE ZONE (NJ, NY, CT) (NJ, NY, CT) (NJ, NY, CT)



ROUTE 23

NISSAN

www.Route23Nissan.com

1567 Route 23, Butler, NJ 07405

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7:30 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
05/03/22	
R/O Close Date	Status
05/06/22	Pre-Invoice
Mileage In	Mileage Out
109372	109373
Service Advisor / Tag #	
Bryant Rivera/170	
Vehicle Identification Number	
5N1AN08W77C	
Delivery Date	In-Service Date
Color	License Number

WAYNE, NJ

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: [REDACTED]	Email: [REDACTED]	
#1 - DIAG: DIAG		
C/S: CUSTOMER STATES THAT SOP PART HAS ARRIVED AIR BAG MODULE. PARTS ALREADY PREPAID FOR JUST RESPON		
SIBLE FOR LABOR		
Caused by		
VERIFIED CUSTOMER CONCERN AND FOUND CODES IN		
SYSTEM AND FOUND CODE B1049. AS PER NISSAN		
DIAGNOSTIC TROUBLE TREE MUST CONTINUE DIAGNOSIS		
WITH THE REPLACEMENT OF THE DRIVER AIR BAG		
MODULE. CUSTOMER AUTHORIZED REPAIR. UPON		
COMPLETING REPAIR TECHNICIAN CONTINUE WITH AIR		
BAG CODE DIAGNOSTIC TROUBLE TREE AND FOUND SPIRAL		
CABLE IN NEED OF REPLACEMENT. CUSTOMER MADE AWARE		
AND AUTHORIZED REPLACEMENT OF SPIRAL CABLE		
Tech: Dominick Drakeford (101)		
Installed 479453X10A :SENSOR ASSY-STEERING ANGLE		10419.25
AFTER RECHECKING VEHICLE FOUND AIR BAG DIAGNOSIS		
UNIT IN NEED OF REPLACEMENT. UPON CHECKING WITH		
NISSAN FOUND PART ASSEMBLY IS NO LONGER AVAILABLE		
BY NISSAN FOR SALE. UNABLE TO LOCATE PART IN THE		
NATION, UNABLE TO LOCATE AFTERMARKET SUBSTITUTE,		
UNABLE AND NOT RECOMMENDED TO FIND USED PART.		
CUSTOMER IS AWARE LIGHT WILL REMAIN ON DUE TO		
ERROR CODE STILL PRESENT IN THE SYSTEM.		
Sub Total: 940.75		

521.50
419.25

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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R/O Open Date	R/O Number
05/03/22	
R/O Close Date	Status
05/06/22	Pre-Invoice
Mileage In	Mileage Out
109372	109373
Service Advisor / Tag #	
Bryant Rivera/170	

WAYNE, NJ			Work Phone	Vehicle Identification Number	
				5N1AN08W77C	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2007	NISSAN TRUCK	XTERRA			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#2 - MPI: COMPLIMENTARY VEHICLE INSPECTION MULTI-POINT VEHICLE INSPECTION Tech: Dominick Drakeford (101) PERFORMED MULTIPOINT INSPECTION	Internal
MANAGERS DISCOUNT	-367.00
Purchase Order:	
Please Note: #170 CREATED 2022-04-29 12:46:00PM TAKEN BY KEIREN SALAZAR	
28556ZP29B Air bag Diagnosis Unit part NO longer available	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	521.50
PARTS	419.25
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	62.32
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-367.00
TOTAL DUE	636.07

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

NissanPartsDeal.com

NOTE: FOUND ON INTERNET

Customer Support: Live Chat or 1-888-726-6993

Nissan Parts Nissan Accessories

Login/Register | My Account | Track Order | Help Center

Search for Nissan Parts and Accessories

 My Cart[Home](#) > Nissan 28556ZP29B

This part fits the vehicle you selected:

My Vehicle: 2007 Nissan Xterra

[Change Vehicle](#)

The vehicle options this part fits:

- Production Date: 06/2007-07/2008
- Fitting Vehicle Options: *W, W

**Nissan 28556-ZP29B Sensor & Unit-Air Bag**

2006-2009 Nissan Xterra 28556ZP29B

Part Description	Sensor & Diagnosis-Air Bag
Lookup Code	28556M
Replaces	28556-ZP29A
Manufacturer	Nissan

[Customer Questions & Answers](#)**Your Price: \$365.06**

Retail Price: \$548.55

You Save: \$183.49

Qty: 1

ADD TO CART Pay in 4 interest-free payments of \$91

Ships in 1-3 Business Days

This part is found within these 2 categories below

**Diagram: Body & Engine Room - W - (06/2005-08/2007)**

28556-ZP29B Sensor & Unit-Air Bag is Lookup Code 28556M in the diagram

[Enlarge Diagram](#)**Related Parts**Shop for related parts in: [Body Electrical](#) > [Electrical Unit](#)

Lookup Code:284B1
Body Control
Module Assembly
284B1-ZP01C



Lookup Code:25384A
Bolt-Hex, Pp
W/CONSPW & ADH
01121-0029U



Lookup Code:25386B
Nut (BOM)
01225-0003U



Lookup Code:25387A
Screw
01456-00411



Lookup Code:25389B
Nut
40780-CK000



Lookup Code:25630A
Screw
28408-C9901



Lookup Code:25732A
Screw
01456-00031



Lookup Code:28495M
Cont Unit Assembly-
Differential Lock
28498-EA31A



Lookup Code:28591M
Antenna Assy-
Immobilizer
28590-C9968



Lookup Code:40700M
Tpms Tire Pressure
Monitoring Sensor
40700-CK001

[View More](#)**Diagram: Body & Engine Room - W - (06/2007-07/2008)**

4.9 ★★★★★
Google
Customer Reviews

28556-ZP29B Sensor & Unit-Air Bag is Lookup Code **28556M** in the diagram

[Enlarge Diagram](#)

Related Parts

Shop for related parts in: [Body Electrical > Electrical Unit](#)

				
Lookup Code 284B1	Lookup Code 25300B	Lookup Code 25389B	Lookup Code 25630A	Lookup Code 26310A
Body Control Module Assembly	Nut (BOM)	Nut	Screw	Bolt
284B1-ZP01C	01225-0003U	40760-CK000	28408-C9901	01125-00931
				
Lookup Code 28495M	Lookup Code 28591M	Lookup Code 40700M	Lookup Code 40702	Lookup Code 40703
Coil Unit Assembly-Differential Lock	Antenna Assy-Immobilizer	Tpms Tire Pressure Monitoring Sensor	GROMMET-Tire Pressure	Cap-Tire Pressure
28496-EA31A	28590-C996B	40700-CK001	40702-CD001	40703-CD001

[View More](#)

Product Specifications

Brand	Genuine Nissan
Lookup Code	28556M
Manufacturer Part Number	28556-ZP29B
Part Description	Sensor & Diagnosis-Air Bag
Other Names	Diagnostic Unit W/Sens
Item Dimensions	7.5 x 5.0 x 3.7 inches
Item Weight	1.10 Pounds
Condition	New
Fitment Type	Direct Replacement
Replaces	28556-ZP29A
Manufacturer	Nissan
SKU	28556-ZP29B
Warranty	This genuine Nissan part is guaranteed by Nissan's factory warranty. For more information, please see our Nissan Warranty Page
Shipping & Return	Shipping Policy Return Policy

Warning: California's Proposition 65

Customer Questions & Answers

Q: Does this part fit my vehicle?

Posted by NissanPartsDeal Specialist

A: You can [Select Your Vehicle](#) to check if 28556-ZP29B fits your vehicle.

Posted by NissanPartsDeal Specialist

If you have any questions about this product, please don't hesitate to ask us. We will be happy to help you!



NISSAN NORTH AMERICA, INC
P.O. Box 4417
Bridgeton MO 63044-9730

IMPORTANT SAFETY RECALL NOTICE

**PLEASE REVIEW ENCLOSED NOTICE FOR IMPORTANT
INFORMATION REGARDING YOUR NISSAN VEHICLE**

