



# RECALL CAMPAIGN BULLETIN

Reference:

NTB04-051b

Date:

March 31, 2006

## VOLUNTARY RECALL CAMPAIGN PASSENGER FRONT SEAT SRS OCCUPANT DETECTION SYSTEM

**IMPORTANT: THIS BULLETIN HAS BEEN REVISED.**

- The Service Procedure has changed. The passenger seat cushion will be replaced by the dealer. Shipping the passenger seat to a repair facility is no longer required.
- Use this bulletin NTB04-051b ONLY.
- Discard all copies of NTB04-051 and NTB04-051a.

**CAMPAIGN I.D. # / NHTSA #:** B0112 / 04V-103

**APPLIED VEHICLE:** 2004 Quest (V42)

**APPLIED VINS:** Vehicles built between: 5N1BV28U\*4N300000 - 315562

**NOTE: Use Service Comm to confirm campaign eligibility.**

### INTRODUCTION

Nissan has determined that the front passenger seat on some 2004 model year Nissan Quest vehicles fail to comply with Federal Motor Vehicle Safety Standard 208 – Occupant Crash Protection. In order to meet one part of Safety Standard 208, the air bag for the front passenger seat must be turned off (so that it does not inflate) when certain occupants, such as small children, are in the front seat. This prevents such occupants from being injured by an inflating air bag in a collision.

To do this, the front seat has an Occupant Detection System (ODS). The ODS measures the pressure on the seat when it is being used and turns the air bag on or off as required by the regulation. One test under the regulation is to place a dummy about the size of an average six-year old child on the passenger seat and make sure the air bag turns off. Nissan has found that the ODS may not work properly in this test. To correct this condition, Nissan is conducting a Voluntary Safety Recall Campaign to replace the front passenger seat cushion.

### IDENTIFICATION NUMBER

Nissan has assigned identification number B0112 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 13,700.

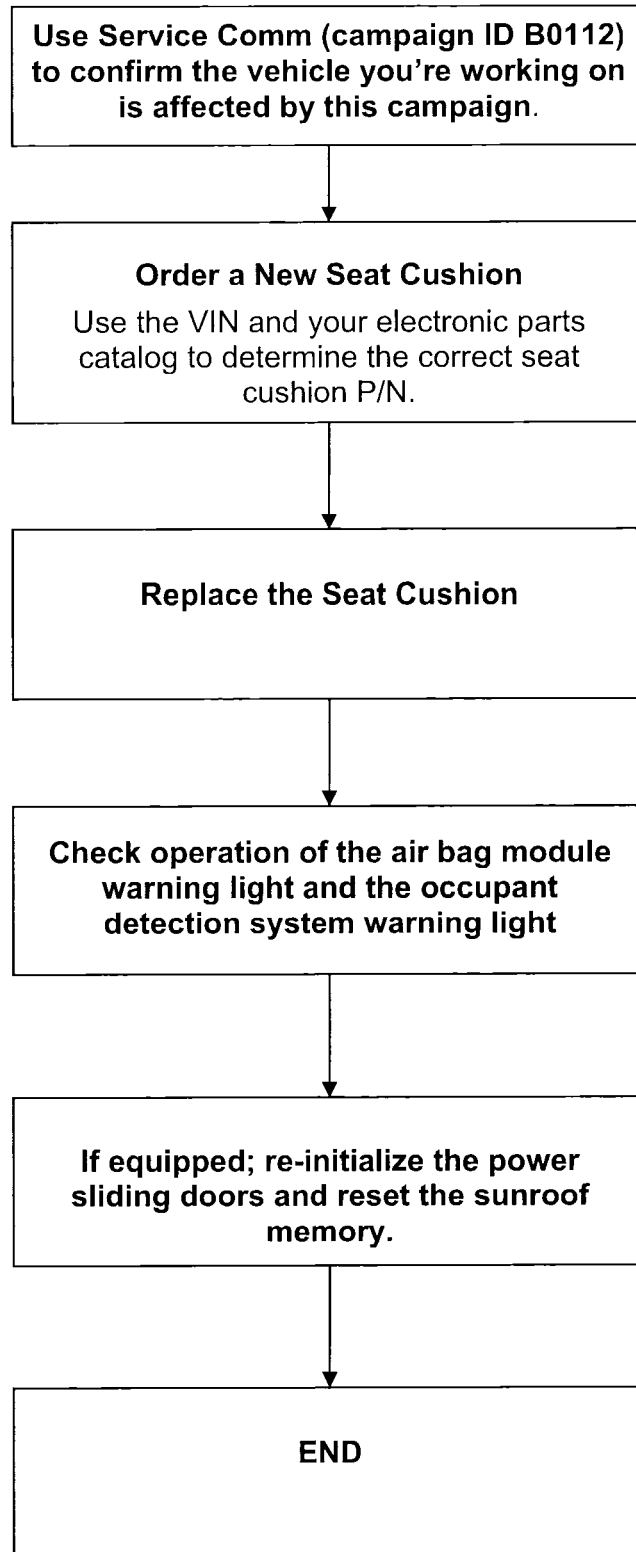
## DEALER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

## CUSTOMER HANDLING

- The original letter that the customer may have received stated that the repair should take about one week to complete. Inform the customer the repair procedure has changed. The current repair procedure will take about 3 to 4 hours to complete.
- If the passenger seat has been changed from its original factory specifications (such as replacement of the original seat material), inform the customer that the seat must be returned to the original factory condition to be eligible for the campaign repair. Any aftermarket accessories such as seat covers must be removed before performing the repair.
- Inform the customer that an appointment is necessary.
- Prior to scheduling the appointment Use the Electronic Part Catalog to determine the correct seat cushion P/N and order the seat cushion.
- You may advise owners that prior to the scheduled appointment the vehicle is safe to drive and that the front passenger airbag light is an accurate indicator of the status of the front passenger seat airbag. At the same time, it is important to inform the customer that Nissan recommends children 12 years old and under be properly restrained in the REAR SEAT. You may also refer concerned callers to Section 1 of their Owner's Manual for additional information about proper use of seats, seat belts, child restraints, and airbags.

## Repair Overview



## PARTS INFORMATION

Use the VIN and your electronic parts catalog to determine the correct seat cushion P/N.

Due to the many variations in seat cushions (i.e, color, power seats, heated seats, etc.) the part numbers are not listed here.

### NOTE:

- The new seat cushion will come with the items shown in Figure A.
- If equipped with heated seats; the harness connector will need to be snapped into its mounting position (see Figure A).

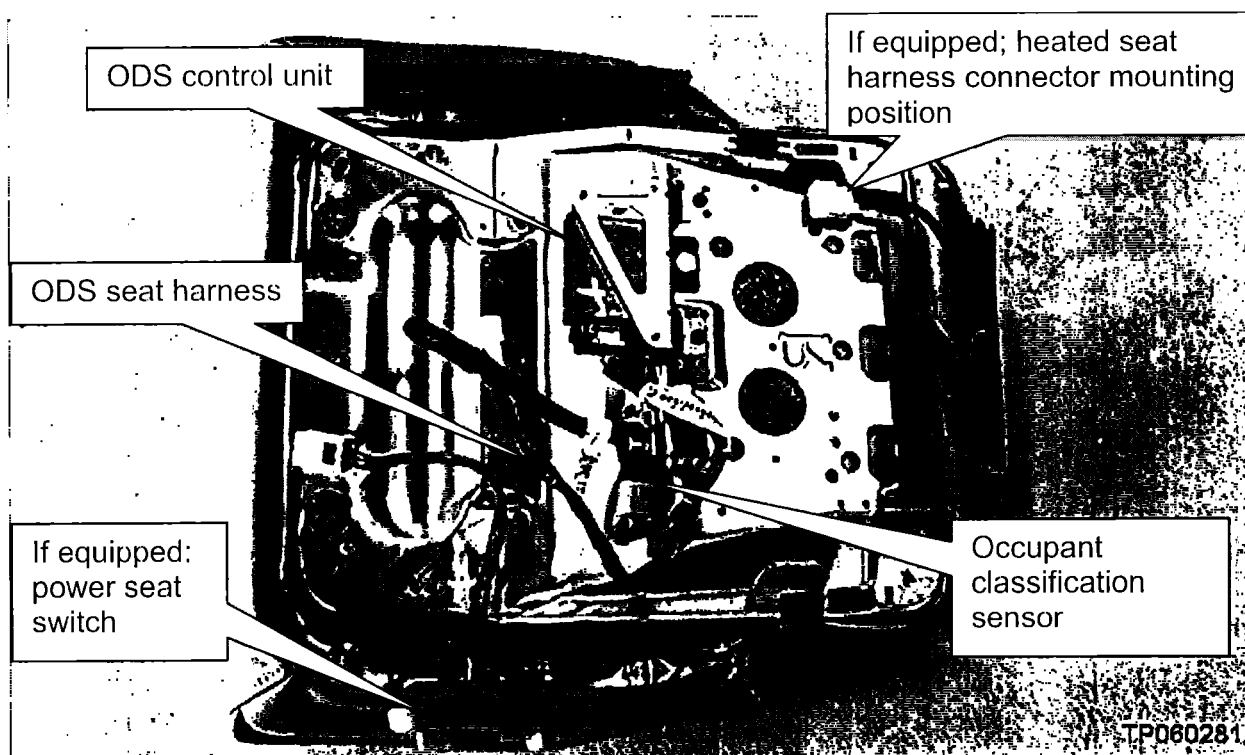


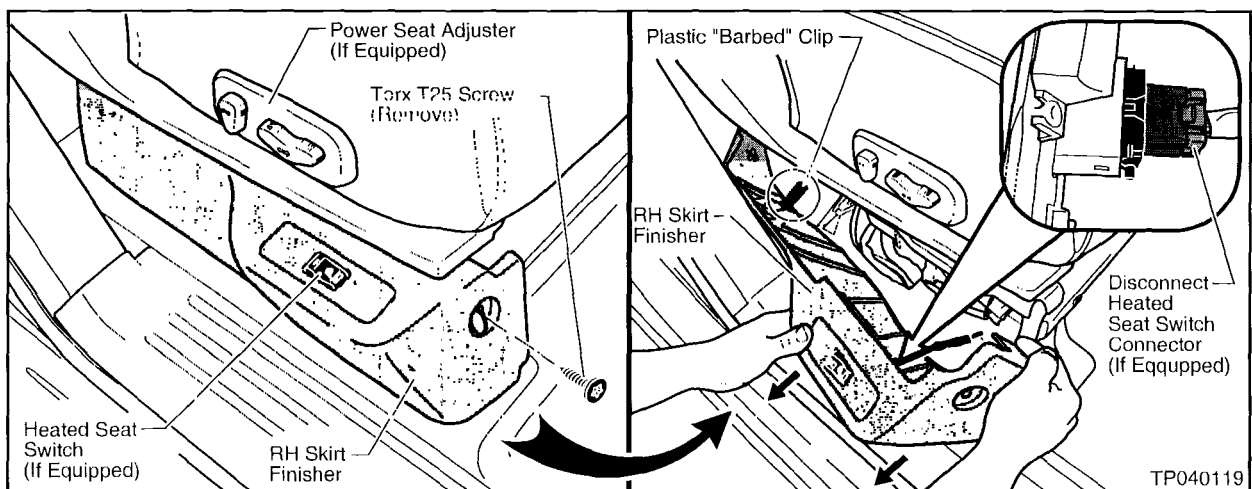
Figure A

## SERVICE PROCEDURE

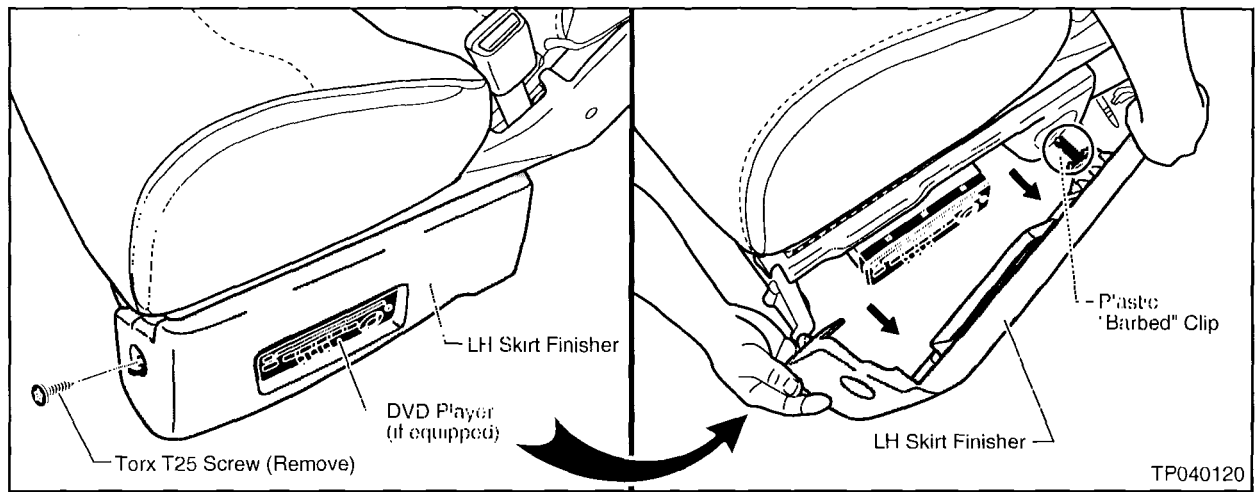
### Remove the Front Passenger Seat From the Vehicle

**CAUTION:** Use suitable covers to protect upholstery, carpet, paint, etc. when performing this service procedure.

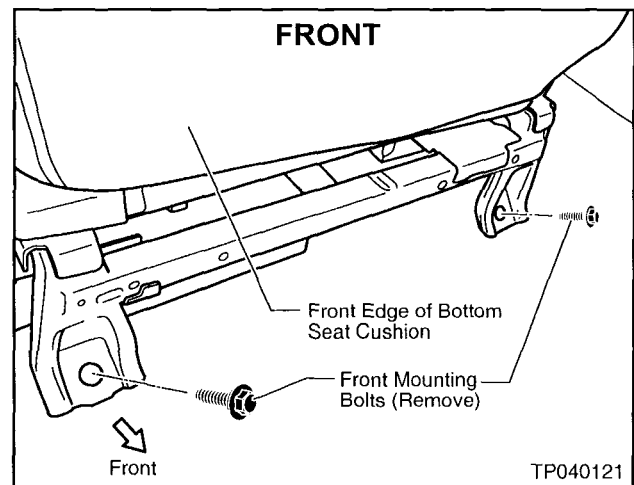
1. Position the seat so that:
  - The seat back is in the up-right position.
  - The seat is in the middle of its forward and rearward travel.
2. Write down all radio station presets.
3. Make sure the ignition switch is **OFF**.
4. Disconnect both battery cables (negative cable first) and **wait for at least 3 minutes.**
5. Remove the passenger seat RH skirt finisher as follows:
  - a. Use a Torx T25 to remove the screw at the front end of the finisher (see Figure 1).
  - b. Carefully pull out (towards the outside of the vehicle) on the finisher to release any securing clips (see Figure 1).
  - c. If equipped, disconnect the heated seat switch harness connector (see Figure 1).



6. Remove the passenger seat LH skirt finisher as follows:
  - a. Use a Torx T25 to remove the screw at the front end of the finisher (see Figure 2).
  - b. Carefully pull out (towards the inside of the vehicle) on the finisher to release any securing clips (see Figure 2).



7. Remove the two mounting bolts that secure the front of the seat frame.



8. Remove the two mounting bolts that secure the rear of the seat frame (see Figure 4).
  - To reach the mounting bolts, carefully fold the carpet cover back towards the rear of the vehicle.

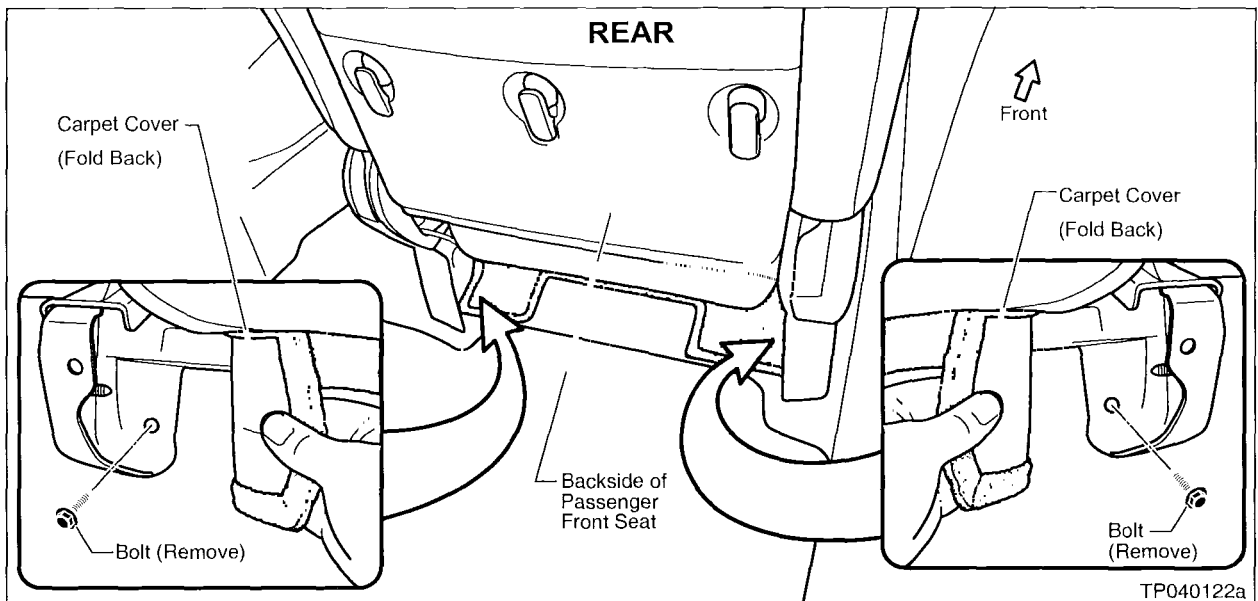


Figure 4

9. Carefully disconnect the harness connectors shown in Figure 5 from the passenger front seat.

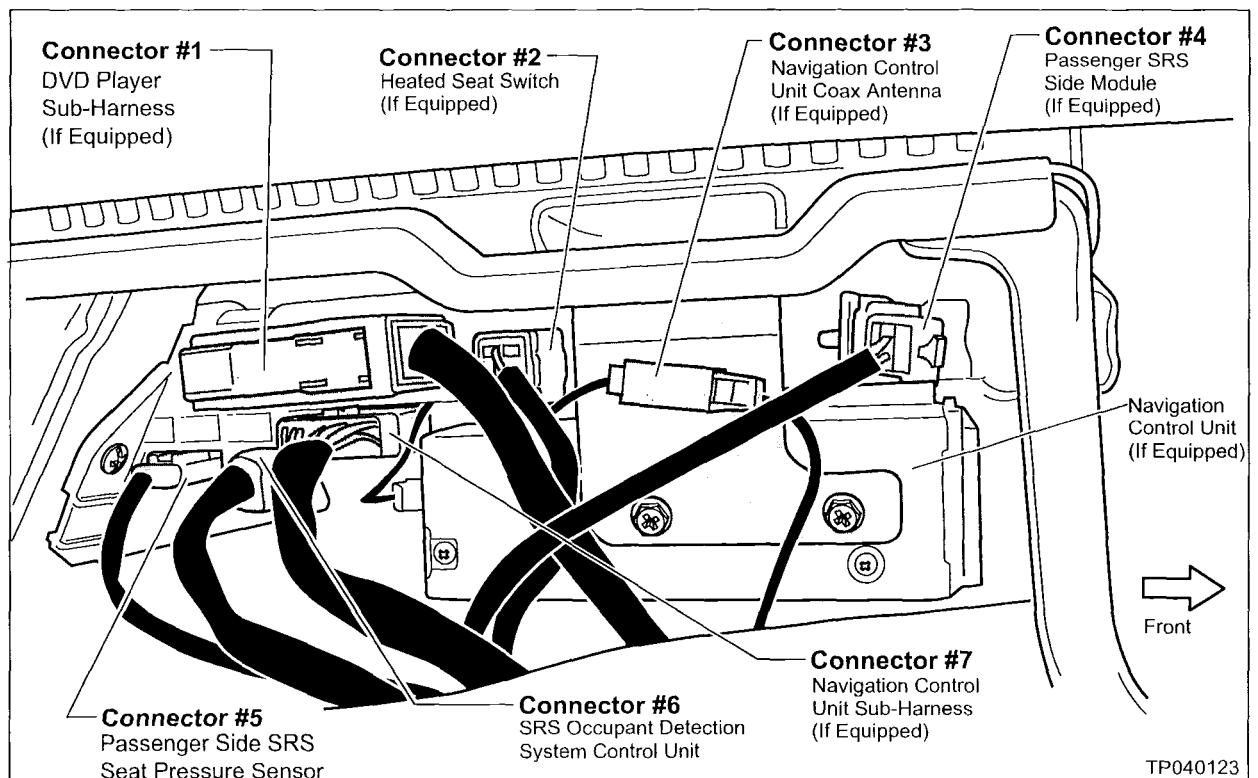


Figure 5

10. Carefully remove the seat from the vehicle.

11. Place the seat upside-down on a clean working surface.

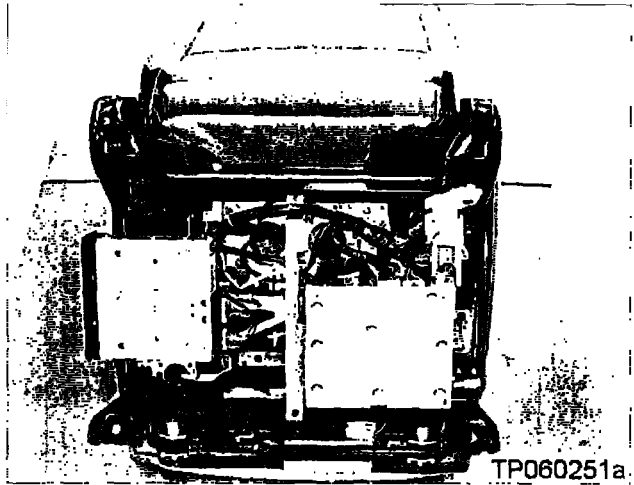


Figure 6

### Replace the Seat Cushion

**NOTE:**

The seat used for photos in steps 12 through 35 has all of the following options:

- Power Seat
- Heated Seat
- Side Air Bags
- DVD player
- Navigation Control Unit

Your vehicle may have only some of the above options, or none of the above options.

**IMPORTANT:** Pay close attention to the routing of seat harnesses so that you can put them back in the exact same positions.

12. If equipped; remove the navigation control unit.

- Remove 3 connectors.
- Remove 4 bolts.

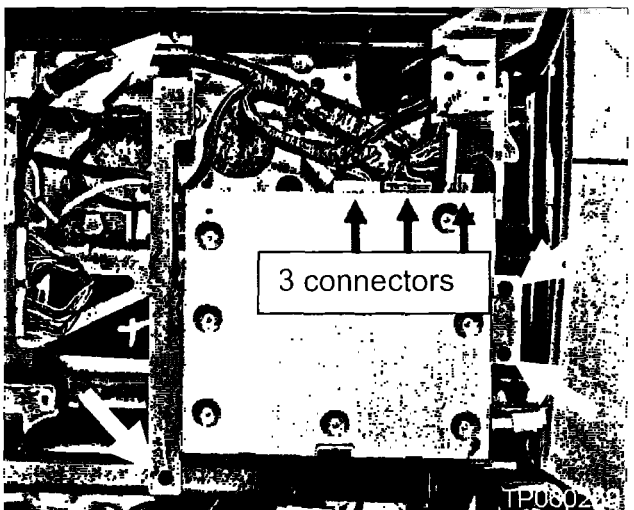


Figure 7



13. If equipped; remove the DVD player.

- Remove 2 connectors.
- Remove 4 bolts.



Figure 8

14. Disconnect the connector shown in Figure 9.

15. Disconnect the 5 harness clips shown in Figure 9 from the bottom of the seat cushion.

- See arrows
- Use needle nose pliers.

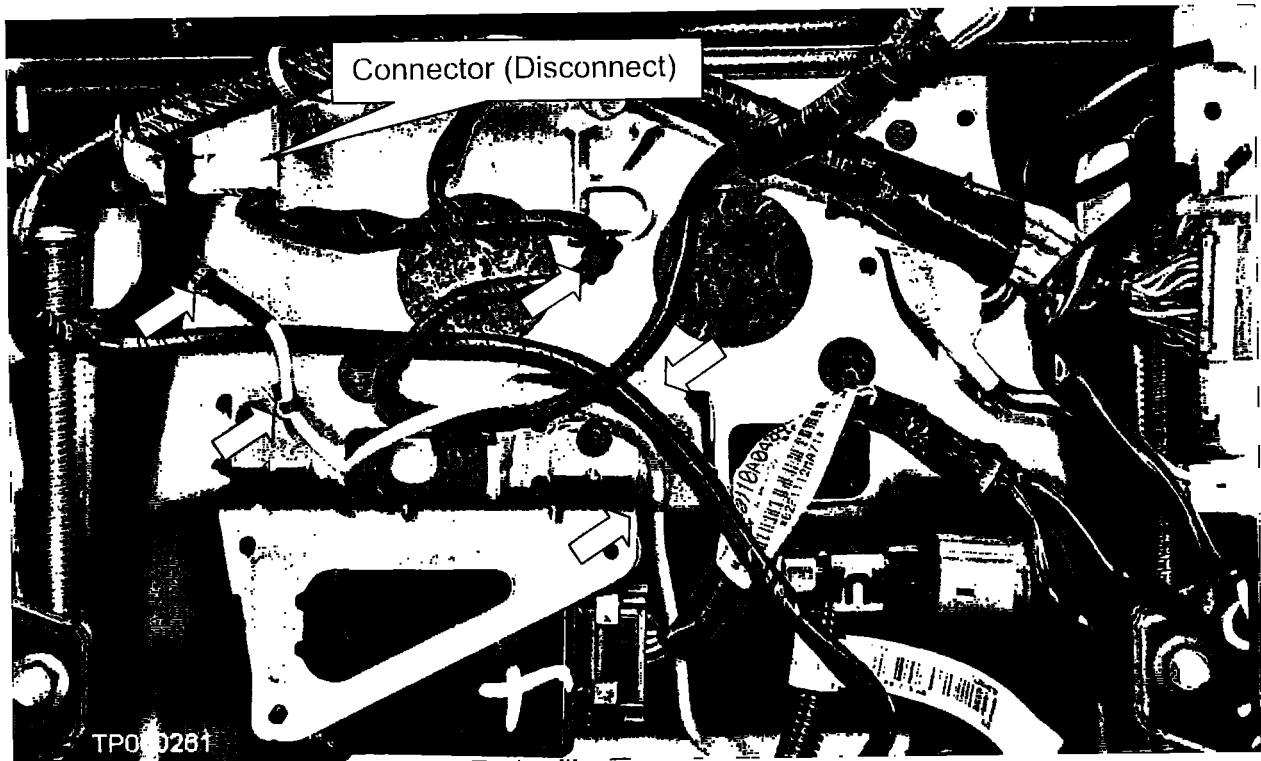


Figure 9

16. If equipped with heated seats or power seats; unhook the seat cushion cloth from the rear of the seat frame.

- Push down on the plastic hook to release it.

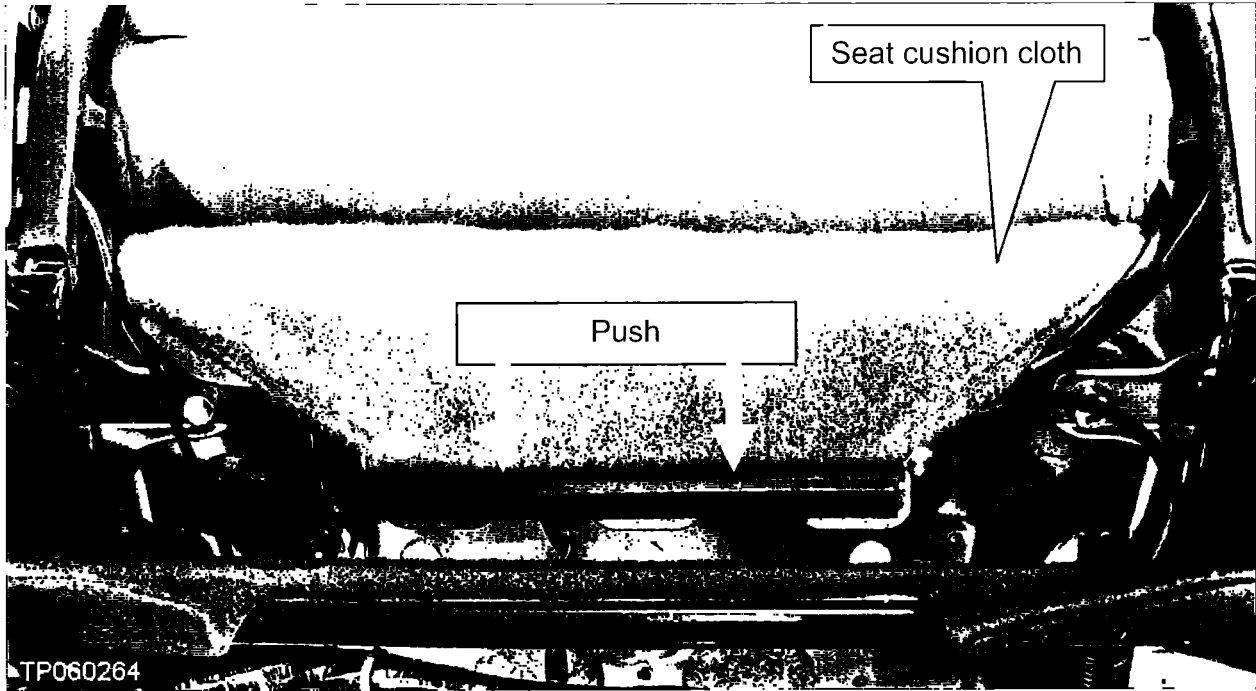


Figure 10

17. If equipped with heated seats; lift the seat cushion cloth and disconnect the connector shown in Figure 11.

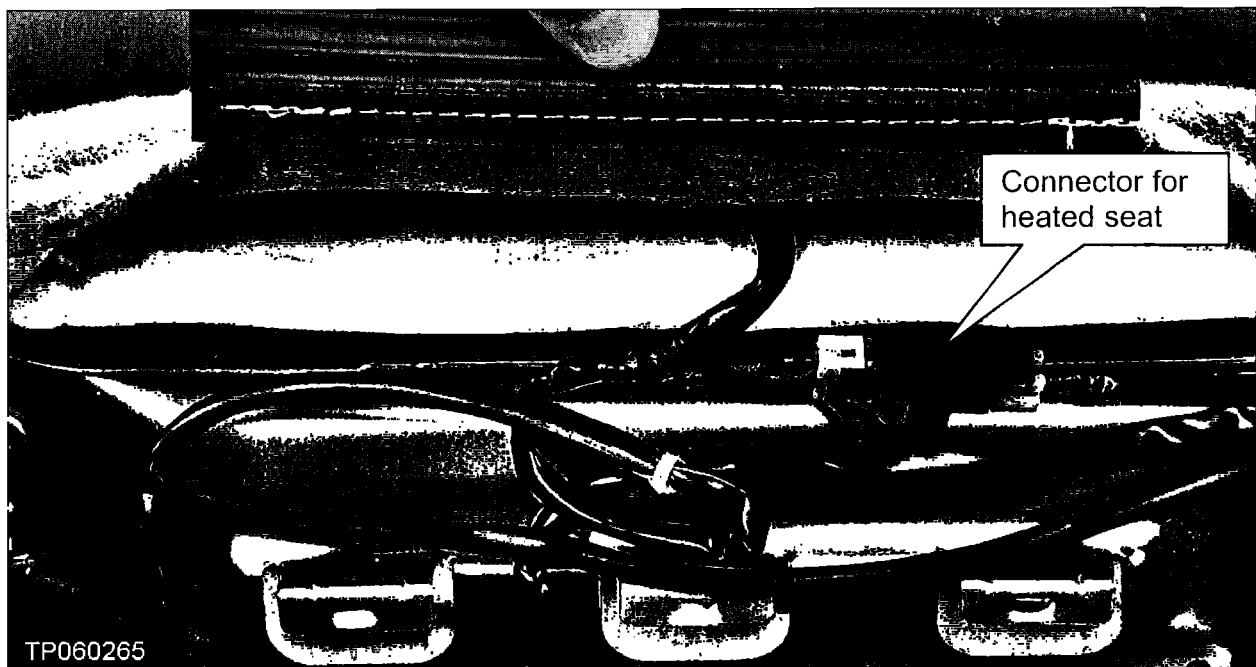
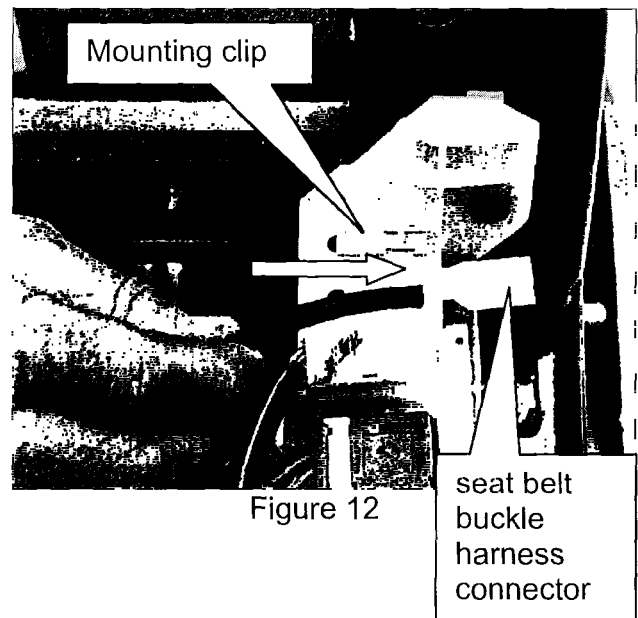


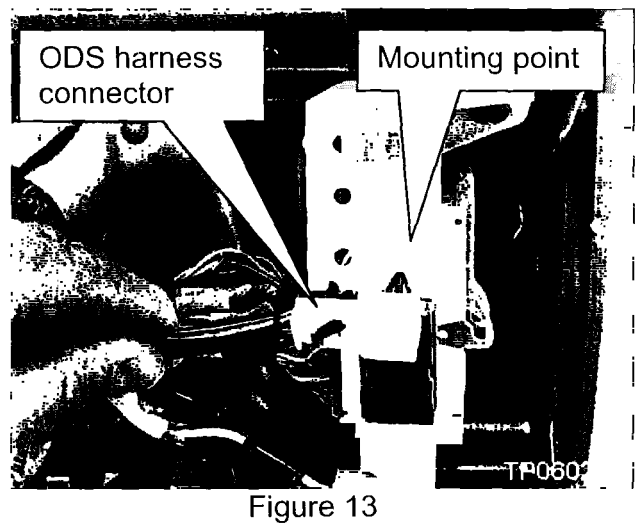
Figure 11

18. Remove the seat belt buckle harness connector from its mounting clip.

- Slide the connector off of the clip.



19. Disconnect the ODS harness connector from its mounting point.



20. If equipped with power seats;

- a. Disconnect the power seat switch connector.

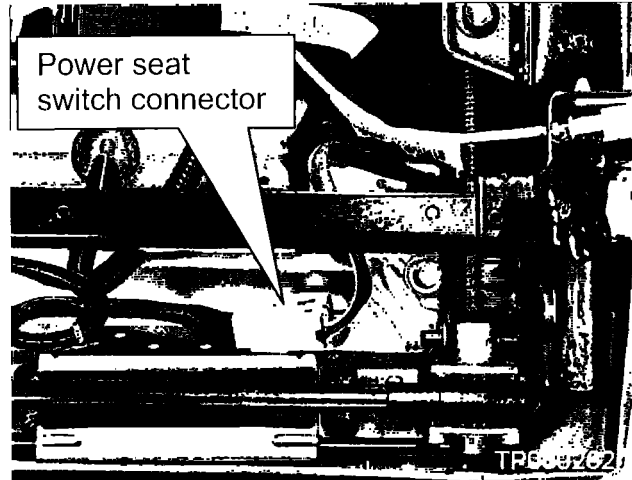


Figure 14

- b. Remove the connector from its mounting point.

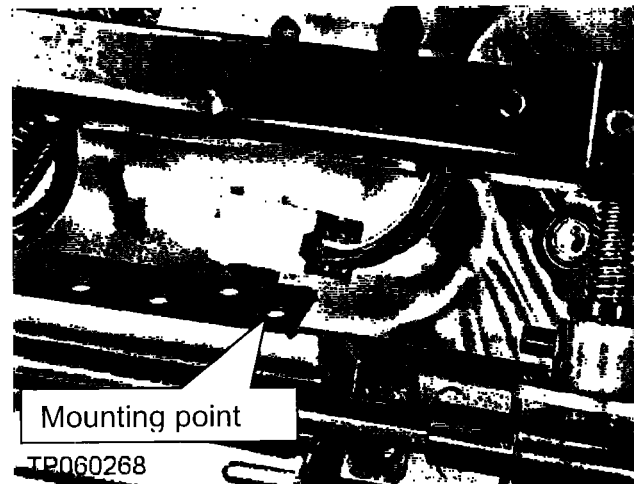
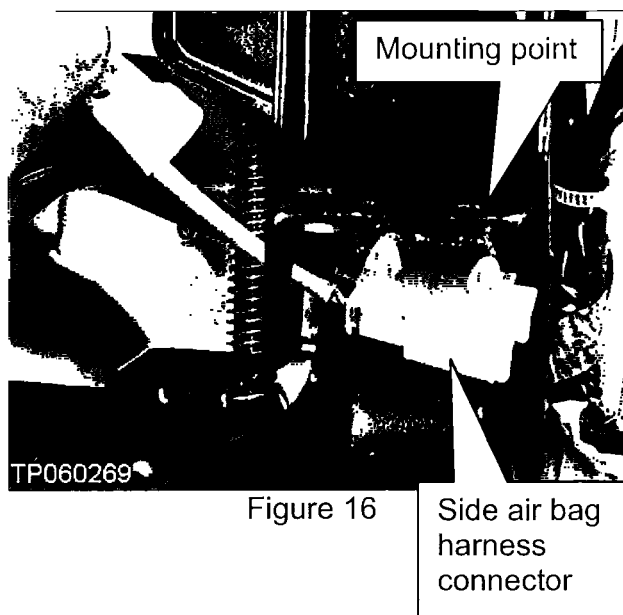
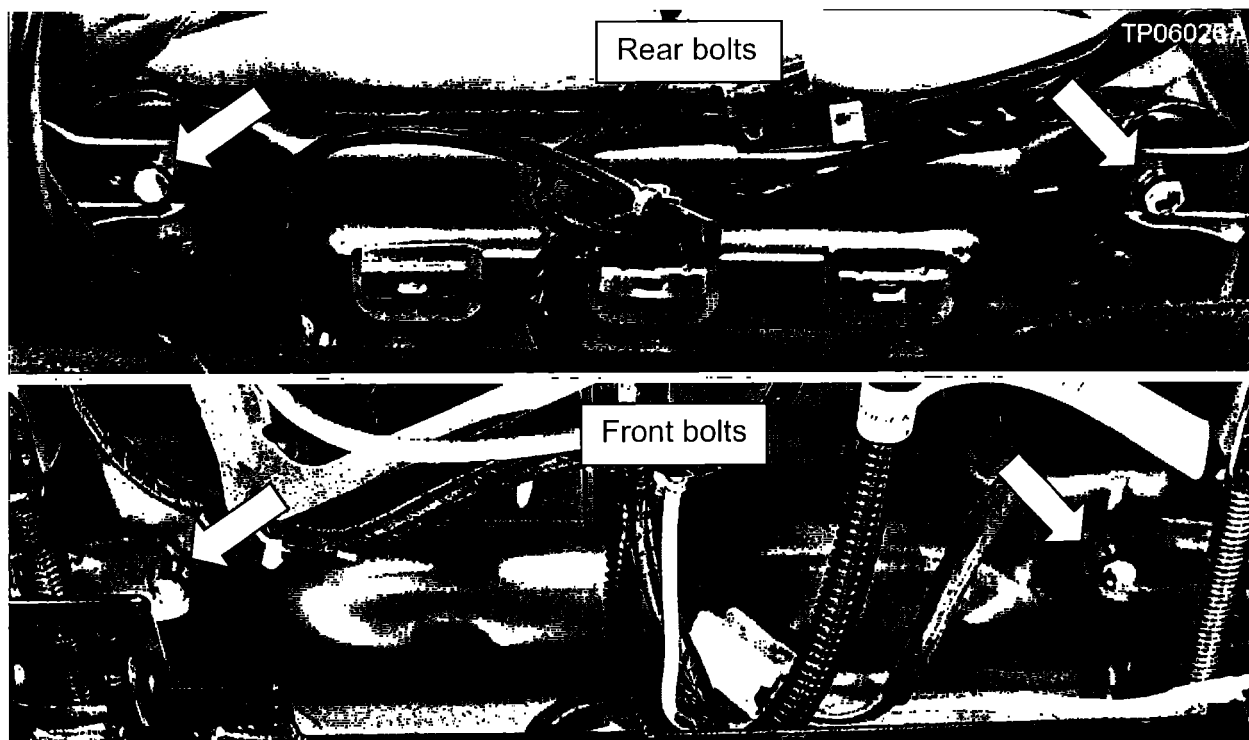


Figure 15

21. If equipped with side air bags; remove the connector shown in Figure 16 from its mounting point.



22. Remove the seat cushion bolts shown in Figure 17.



23. Set the seat on its side and remove the seat cushion from the seat assembly.

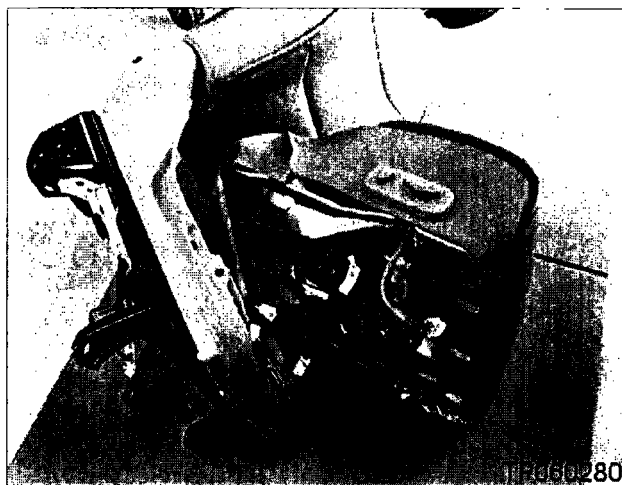


Figure 18

## Install the New Seat Cushion on the Seat Assembly

### IMPORTANT:

- Make sure all harnesses are routed and secured correctly.
- They must be put back into their original positions.

24. Place the new seat cushion onto the seat assembly.

25. Install the bolts (see Figure 19).

- a. Hand start all 4 bolts.
- b. Tighten and torque the 4 bolts in the order shown in Figure 19.
  - Torque spec: 17.6 – 23.6 N-m (1.8 – 2.4 kg-m, **13 – 17 ft-lb**)

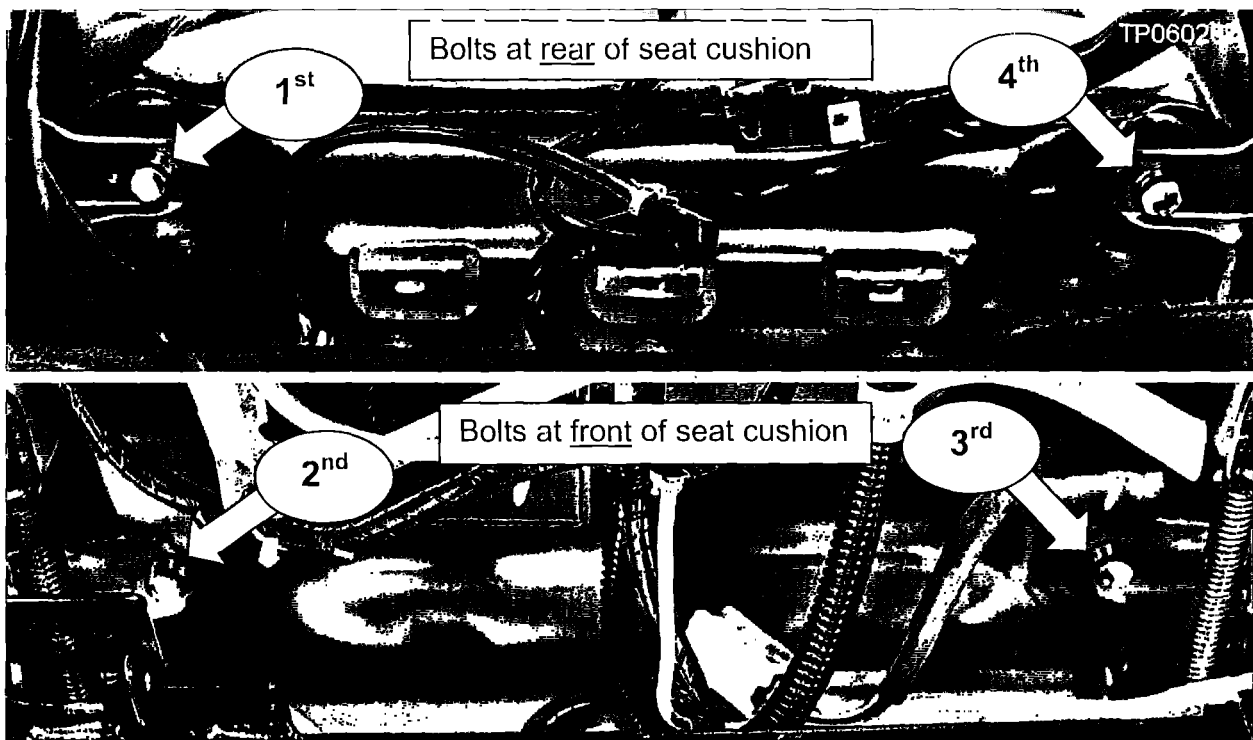


Figure 19

26. Route and connect the seat harnesses to the bottom of the seat cushion.

- Route the harnesses as shown in Figure 20.
- See arrows in Figure 20 for the 5 harness-to-seat connection points.

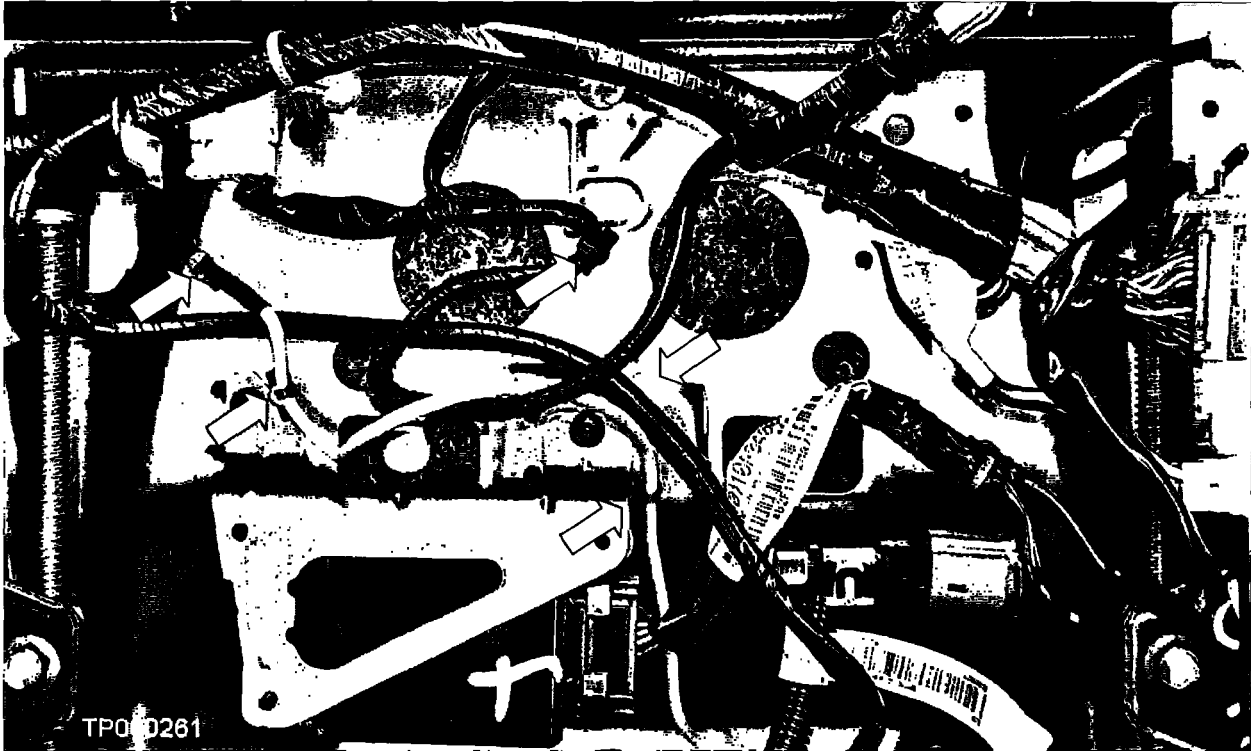


Figure 20

**NOTE:**

The harnesses shown in Figure 20 include the following options:

- Power Seat
- Heated Seat
- Side Air Bags
- DVD player
- Navigation Control Unit

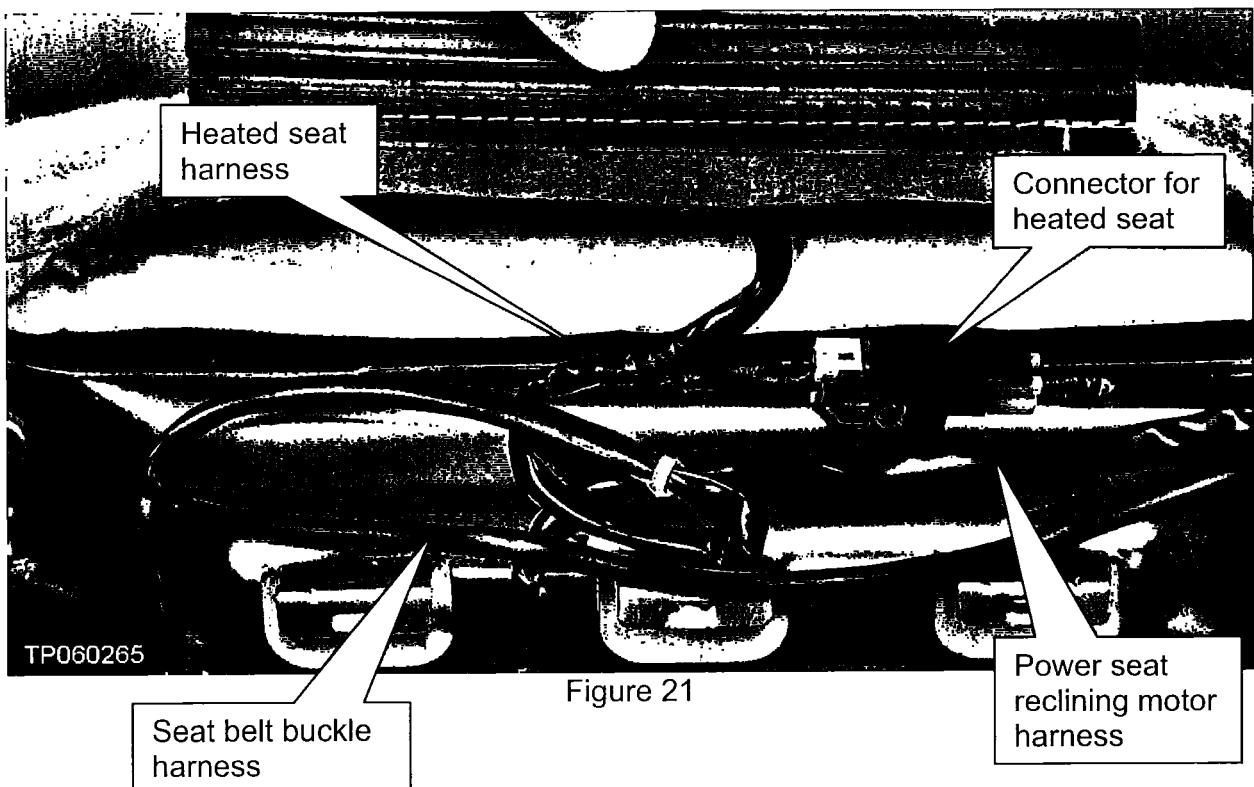
Your vehicle may have only some of the above options, or none of the above options.



27. If equipped with heated seats; lift the seat cushion cloth at the rear of the seat cushion and connect the connector shown in Figure 21.

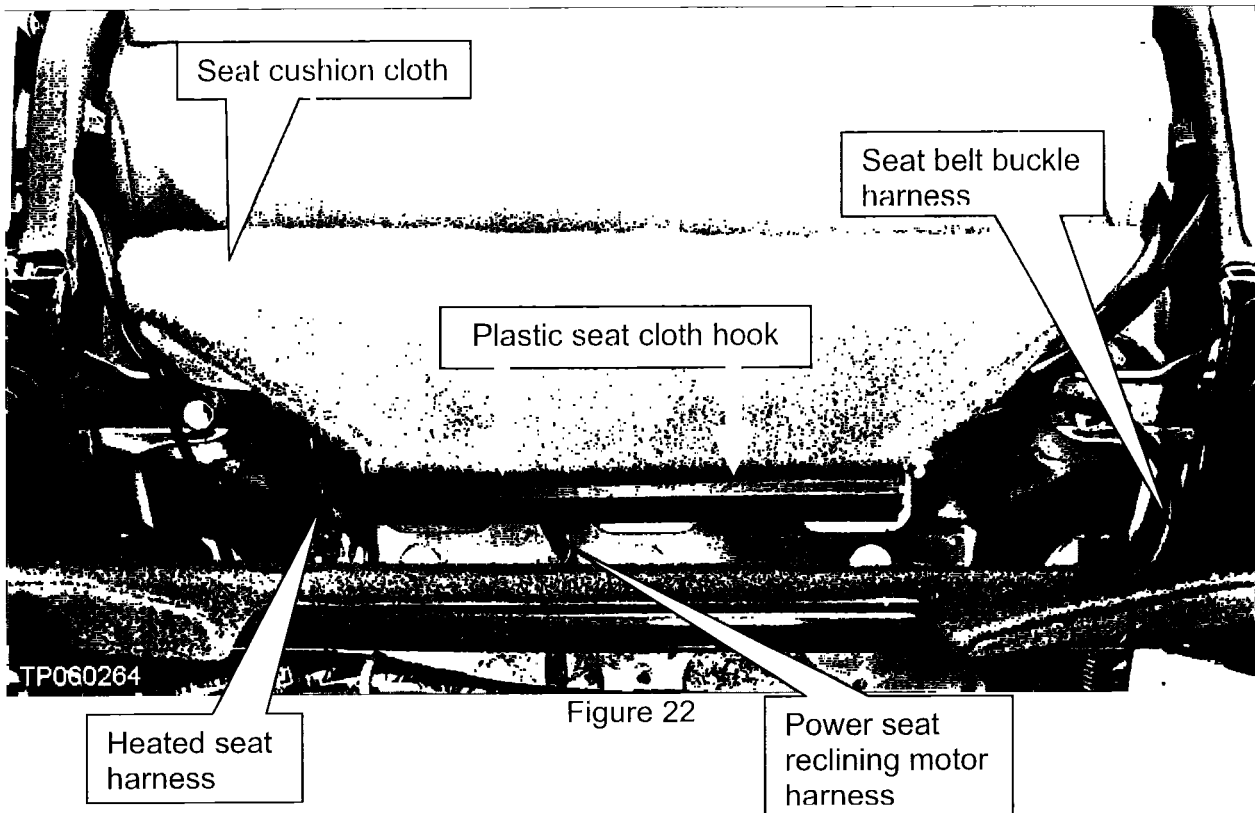
28. Route harness at the rear of the seat cushion as shown in Figure 21.

- Your vehicle may have only some of these harnesses or none of these harnesses; depending on vehicle options.



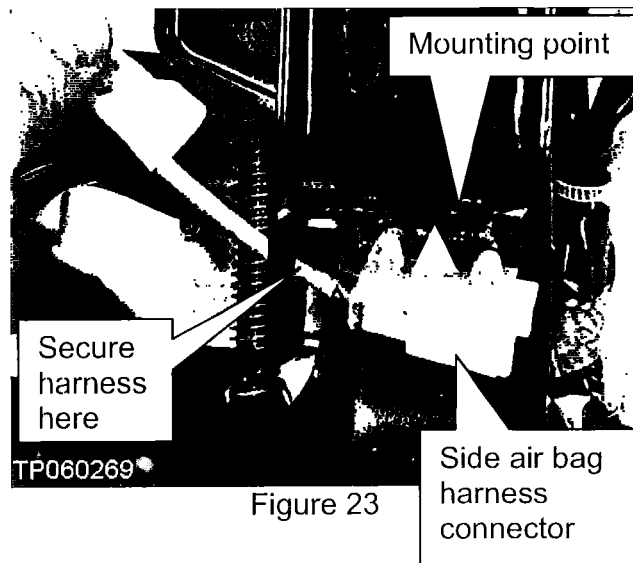
29. Hook the rear of the seat cushion cloth to the seat cushion frame as shown in Figure 22.

- The cloth should cover the harnesses that you routed at the rear of the seat in step 28.



30. If equipped with side air bags; reconnect the connector shown in Figure 23 to its mounting position.

- Make sure the harness is routed and secured as shown in Figure 23.



31. Connect the ODS harness connector to its mounting point.

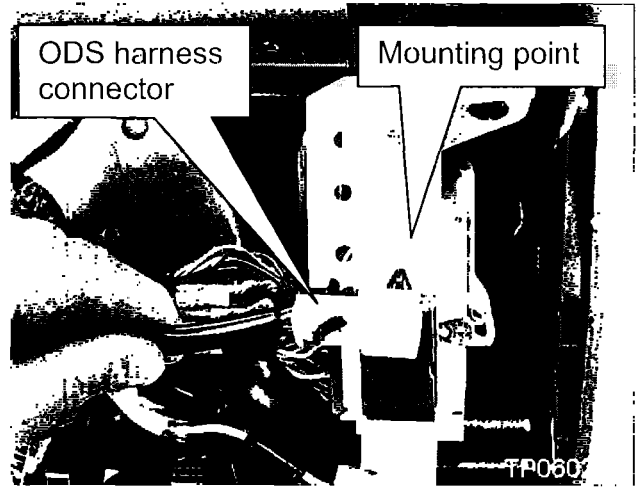


Figure 24

32. Slide the seat belt buckle harness connector onto its mounting clip.

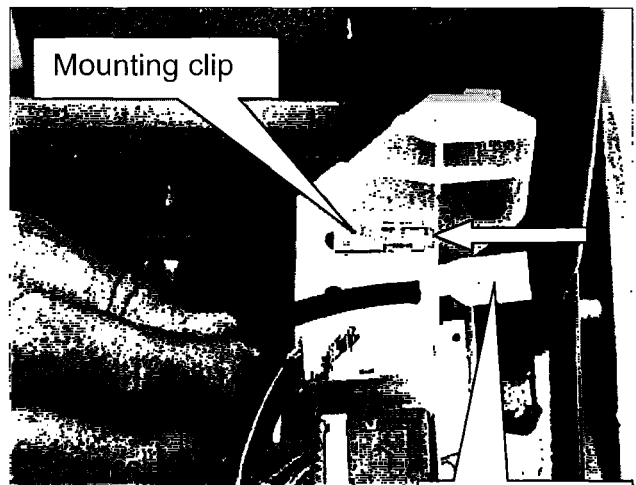
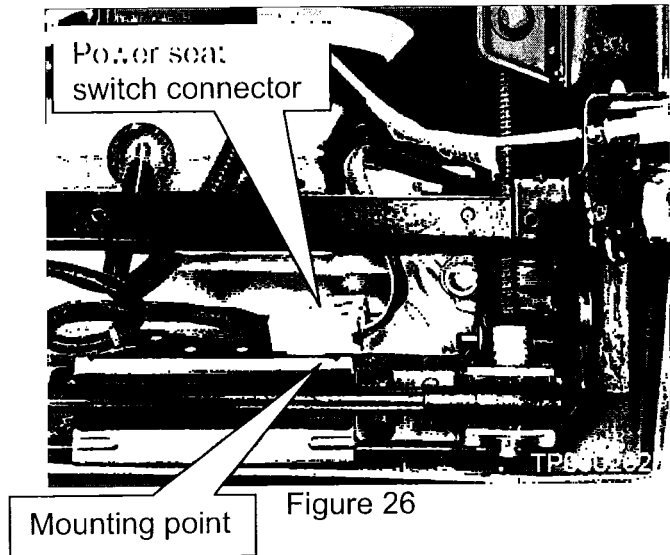


Figure 25

Seat belt buckle harness connector

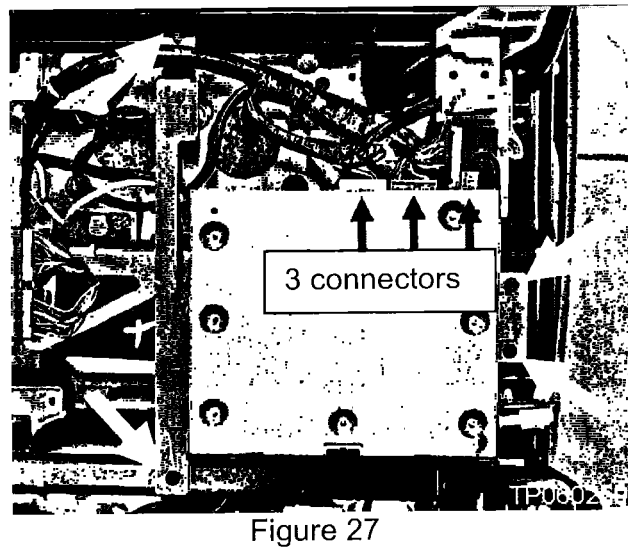
33. Connect the power seat switch connector.

- Make sure the power seat switch harness is routed as shown Figure 26.
- Make sure the connector is secured / clipped to the seat frame as shown Figure 26.



34. If equipped; reinstall the navigation control unit.

- Connect 3 connectors.
- Install 3 bolts.
- Make sure the harnesses are routed as shown in Figure 27.



35. If equipped; reinstall the DVD player.

- Connect 2 connectors.
- Install 4 bolts.

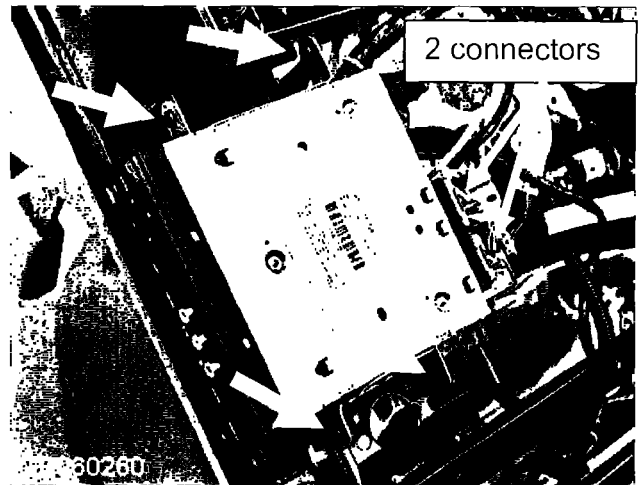


Figure 28

### Re-install the Seat into the Vehicle

36. Re-install the seat into the vehicle in reverse order of removal, making sure:

- All vehicle wire harnesses are properly routed and re-connected to the seat (see Figure 5 on page 7).
- The seat mounting bolts are tightened to: 45 N-m (4.6 kg-m, **33 ft-lb**).

37. Re-connect both battery cables (positive cable first).

## Check the Air Bag Module Warning Light

38. From the driver's side, turn the ignition ON.

- If the Air Bag Module Warning Light turns OFF after 5 – 7 seconds, proceed to “**Check the Occupant Detection System Warning Light**”.
- If the Air Bag Module Warning Light does NOT turn ON at first, does NOT turn OFF, or if it blinks, refer to the Service Manual for diagnosis/repair.

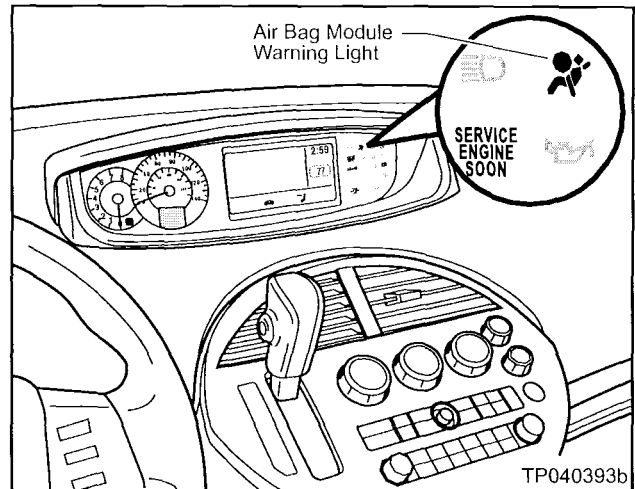


Figure 29

## Check the Occupant Detection System Warning Light

39. Check the Occupant Detection System Warning Light as follows:

- a. Turn the ignition OFF.
- b. Make sure no one is sitting in the passenger front seat.
- c. Turn the ignition ON.
- d. Confirm the Occupant Detection System Warning Light turns ON.

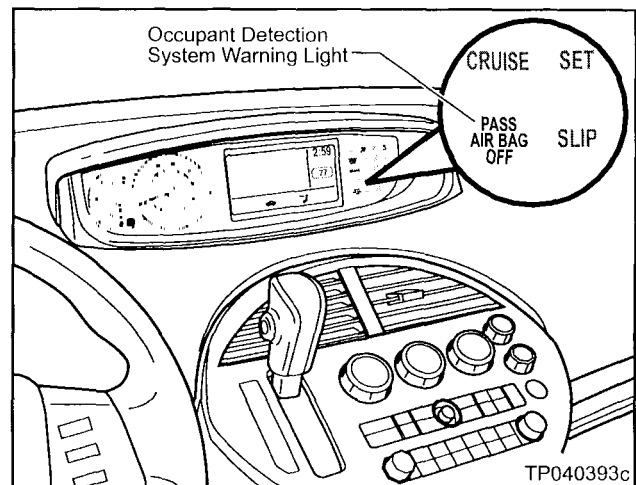


Figure 30

- e. Have someone who weighs approximately 171 lbs sit in the passenger front seat in accordance with the recommended seating position in the Owners Manual.

The Occupant Detection System Warning Light should turn OFF after approximately 7 seconds.

- If the Occupant Detection System Warning Light correctly operates (as described above), proceed with “**Check Seat/Components Operation**”.
- If the Occupant Detection System Warning Light does NOT operate correctly (as described above), refer to the Service Manual for diagnosis/repair. Then, proceed with “**Check Seat/Components Operation**”.

## Check Seat/Components Operation

40. Make sure all functions of the Front Passenger Seat operate properly.

41. If equipped; make sure the DVD Player and Navigation system work properly.

## Power Sliding Door Initialization (if equipped)

**NOTE:** The following procedure is for one sliding door. It must be repeated (if needed) on a second door.

42. If equipped; re-Initialize the power sliding door(s) as follows:

- a. Open the sliding door.
- b. Turn the ignition key ON.
- c. Turn the Automatic Door Main Switch OFF.

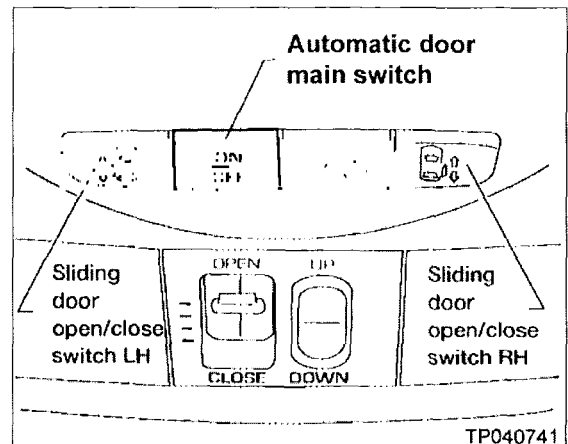


Figure 31

- d. Within 3 seconds after doing step c, press the sliding door B-pillar switch 10 times within 10 seconds.

**NOTE:** LH or RH, depending on which door you are initializing.

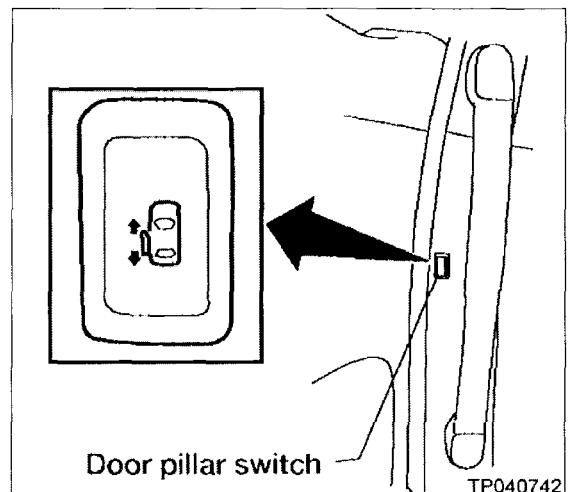


Figure 32

- e. Within 3 seconds after step d, turn the ignition key OFF → ON.
  - You should hear three (3) sliding door warning chimes.
  - The three chimes indicate the controller has entered initialization mode.
  - Normal door functions are disabled during initialization.

- f. Turn the Automatic Door Main Switch ON.

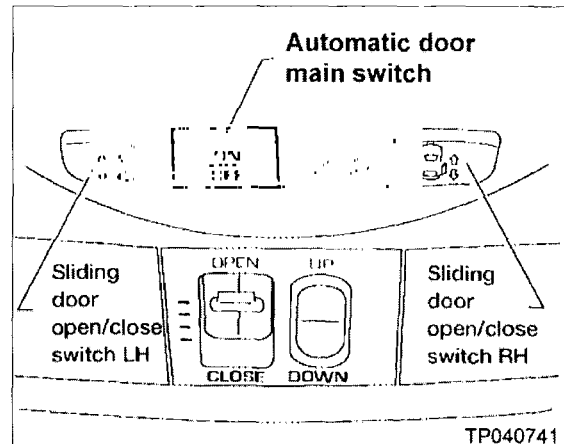


Figure 33

- g. Press and hold the driver's overhead Sliding Door Open / Close Switch until the sliding door completely closes and stops; then release the switch.

**NOTE:** LH or RH, depending on which door you are initializing.

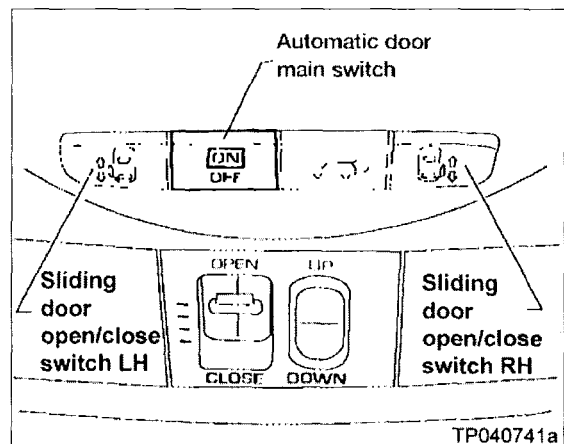


Figure 34

- h. Press and hold the same sliding door switch again, until the door completely opens and stops; then release the switch. (Same switch as step g.)
- i. Press and hold the same switch again, until the door completely closes and stops; then release the switch. (Same switch as step g and h.)
- j. Turn the ignition key OFF. One sliding door is now initialized.
  - The initialized door will now operate normally.
  - If needed, repeat steps a through j for a second sliding door.



## Check Sliding Door Operation

43. Perform the sliding door final check as follows:

- a. Make sure the sliding door properly:
  - opens
  - closes
  - latches
  - stops and reverses if an obstruction is detected (power sliding door only)
- b. Make sure the child safety lever operates properly.
- c. Confirm proper operation of the following: All applicable sliding door electrical power switches, exterior door handle, and inside push button/lock knob.

**NOTE:** If any of the above sliding door functions do not operate correctly, refer to the BL section of the Service Manual for further diagnosis.

## Reset the Sunroof Memory (if equipped)

44. If equipped; reset the sunroof memory as follows:

- a. Push the sunroof tilt switch in the tilt DOWN position (repeat as necessary) until the sunroof is fully closed.
- b. Then, push and hold the sunroof tilt switch in the tilt DOWN position for more than 2 seconds.
- c. Reset is complete.

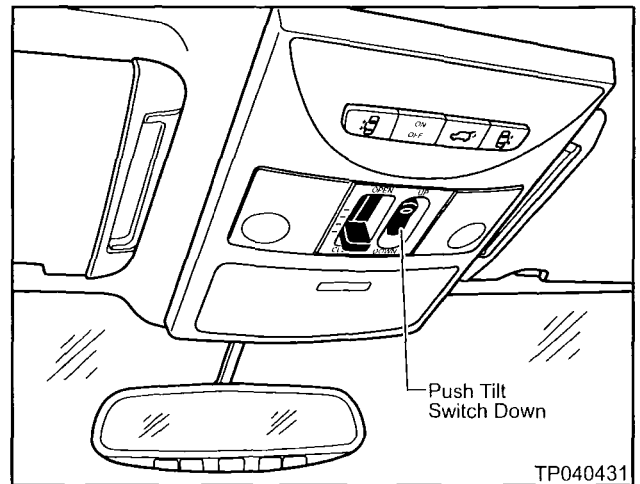


Figure 35

## Final Steps

45. Re-program all radio station presets.

46. Re-set the clock.

**CLAIMS INFORMATION**

Submit a Campaign (“CM”) line claim using the following claims coding information:

Campaign I.D.: **B0112**

| <b>DESCRIPTION</b>                                     | <b>OP CODE</b> | <b>FRT</b> |
|--|----------------|------------|
| Replace Right Front Seat Cushion<br>(Manual Seat Only) | B01123         | 0.6 hrs    |
| Replace Right Front Seat Cushion<br>(Power Seat Only)  | B01124         | 1.2 hrs    |

**NOTE:** The Owner's Letter below, which the customer may have received, states that the repair should take about one week to complete. The repair procedure has changed. The current repair procedure will take about 3 to 4 hours to complete.

## **OWNER'S LETTER**

Dear Nissan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that some 2004 Nissan Quest vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208 – Occupant Crash Protection.

## **REASON FOR RECALL**

FMVSS 208 regulates vehicle restraint systems, including air bags. One part of the regulation requires the air bag for the front passenger seat to be turned off (so that it does not inflate) when certain occupants, such as small children, are in the front seat. This prevents such occupants from being injured by an inflating air bag in a collision.

To do this, the front passenger seat has an Occupant Detection System (ODS). The ODS measures the pressure on the seat when it is being used and turns the air bag on or off as required by the standard. (A light on the dashboard will glow and indicate "Pass Air Bag OFF".) One test under the standard is to place a dummy about the size of an average six-year old child on the passenger seat and make sure the air bag turns off. Nissan has found that the ODS may not work properly in this test. If the ODS does not turn the air bag off, there is an increased risk of injury from an inflating air bag in some situations. We would like to correct your vehicle to ensure proper operation.

## **WHAT NISSAN WILL DO**

Your Nissan dealer will remove the front passenger seat and ship it in a special container to a facility which will modify the Occupant Detection System and then return the seat to the dealer. This free service should take about one week to complete and your vehicle will be inoperable during this period. Your dealer will arrange for alternate transportation from Enterprise Rent-A-Car or other agency until your Quest is returned to you. To ensure availability, you will need to schedule an appointment. The alternate transportation, exclusive of any optional insurance you elect to purchase, will be provided free of charge.

## **WHAT YOU SHOULD DO**

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **It is essential that you have an appointment before bringing your vehicle to the dealer in order to ensure that the dealer will be able to take your vehicle that day for the recall repair.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

**Important Note:** As outlined in your owner's manual, changes to the front passenger seat should not be made, because they can affect proper operation of the ODS system. If the passenger seat has been changed from its original factory specifications (such as replacing the original seat material), the seat must be returned to the original factory condition prior to having this campaign repair completed by your Nissan dealer. Any aftermarket accessories such as seat covers or video screens installed in the front seat head restraints must be removed before you bring the vehicle to your Nissan dealer for the scheduled appointment.

**Even with the Occupant Detection System in your Quest, Nissan recommends that children 12 and under be properly restrained in a rear seat using a child restraint, booster seat, or vehicle seat belt, as appropriate for the child's size. According to accident statistics, children are safer when properly restrained in the rear seat than in the front seat. You should especially follow this recommendation until the front passenger seat is repaired.**

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-753-9781. You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

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