



RECALL CAMPAIGN BULLETIN

Reference:

NTB13-062g

Date:

June 25, 2015

VOLUNTARY SAFETY RECALL CAMPAIGN 2002-06 SENTRA, 2002-04 PATHFINDER, 2001-03 MAXIMA FRONT PASSENGER AIR BAG INFLATOR

This bulletin has been amended. An email contact in the return shipping instructions (Takata Document) has been corrected. Please discard previous versions of this bulletin.

CAMPAIGN ID #: R1302, R1407 or R1508 for Pathfinder and Maxima
PM358, PM458 or PM559 for Sentra
NHTSA #: 13V-136 / 14V-361 / 15V-287
APPLIED VEHICLES: 2002 – 2006 Sentra (B15)
2002 – 2004 Pathfinder (R50)
2001 – 2003 Maxima (A33)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

TK Holdings Inc. (“Takata”) has reported to NHTSA that certain specific front passenger air bag inflators, including inflators supplied to Nissan, may contain a safety defect. Nissan is conducting a Voluntary Safety Recall Campaign to replace the front passenger air bag inflator on certain specific model year 2001-2003 Maxima, 2002-2004 Pathfinder, and 2002-2006 Sentra vehicles at no charge to customers for parts or labor. Takata has issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Takata’s documentation is attached and is part of this bulletin.

IDENTIFICATION NUMBER

For this campaign, Nissan has assigned identification numbers R1302, R1407, R1508, PM358, PM458 and PM559. Use the VIN and Service Comm to determine the correct campaign identification number for a given vehicle. The correct number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer’s responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety 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 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.

REQUIRED SPECIAL TOOL (J-51315)

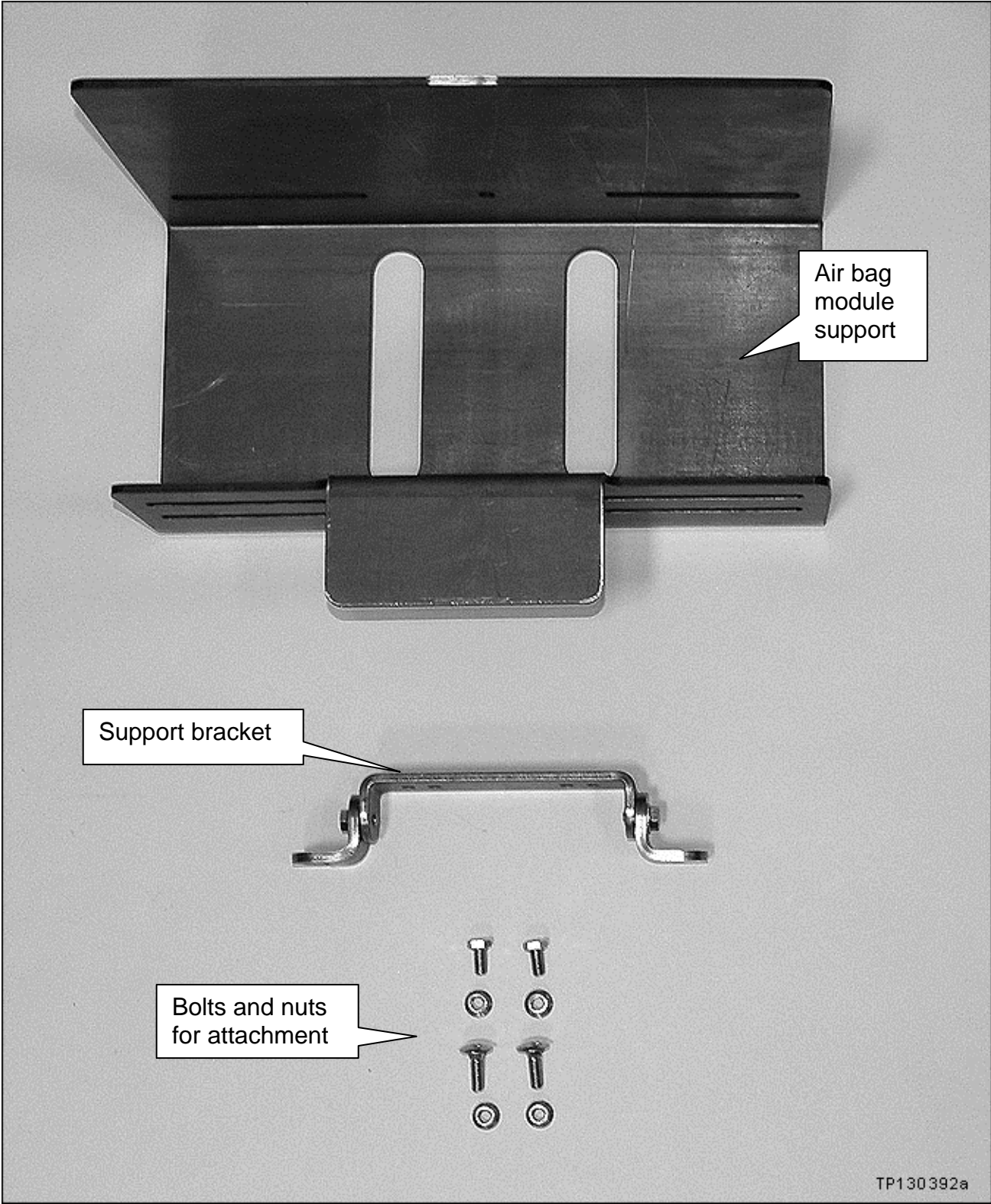


Figure A

SERVICE PROCEDURE

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

1. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
Bass	Treble		Balance	Fade	Speed Sen. Vol.	

2. Turn the ignition OFF.
3. Disconnect both battery cables, negative cable first.
4. Wait at least 3 minutes.
5. Remove the passenger air bag module (module) from the vehicle.
 - Refer to the RS section in the appropriate Service Manual for module removal.

IMPORTANT: For **Sentra**, there is an inspection that needs to be performed during the module removal. **See page 5.**

6. Set the module in a clean working area.

NOTE: Do not set the module with cover facing down.

7. Securely mount the air bag module support (support) in a vice (see Figure 1).

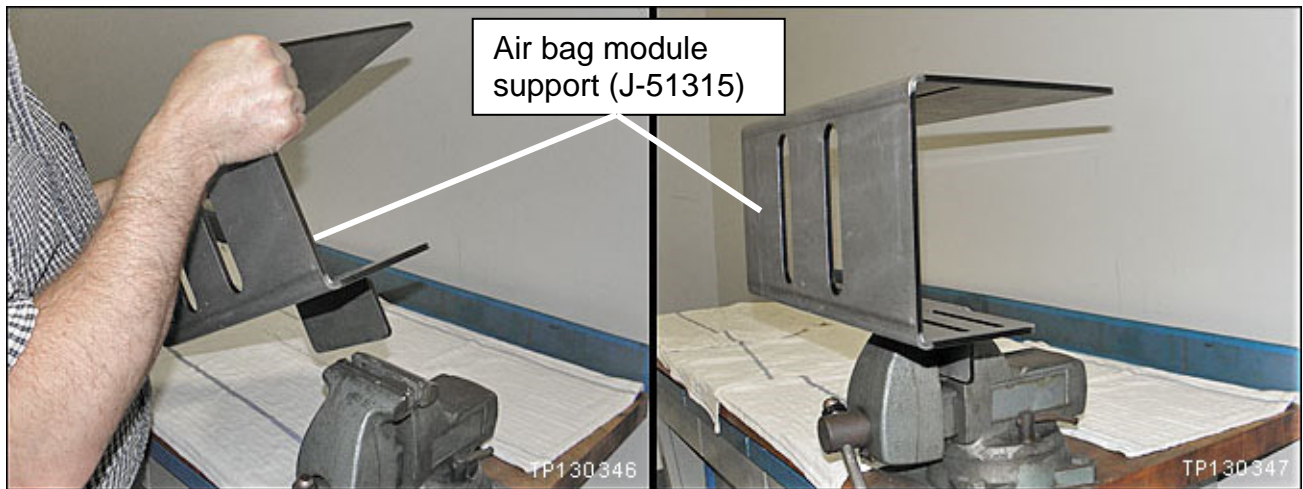


Figure 1

WARNING: Work from behind and to the sides of the support.

8. Replace the module inflator:

- Sentra; page 5
- Pathfinder; page 15
- Maxima; page 25

9. Reinstall the module into the vehicle in reverse order of removal.

- Make sure to use new module mounting bolts included with the new inflator.

10. Connect both battery cables – positive cable first.

11. Reset the clock and the radio settings.

12. Turn the ignition ON and observe the air bag warning light:

- Light should illuminate for 7 seconds and then go out.

NOTE: If the Air Bag Warning light does not operate as described above there may be an issue not covered by this campaign. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

13. Return the removed (old / non-deployed) inflator in the box that the new inflator came in.

- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 36.**

SENTRA

INSPECTION: During module removal, inspect the inflator to confirm it needs to be replaced.

1. When the glove box is removed, look up into the dash (see Figure SA) and locate the right side of the module inflator.

If the inflator has a nut on the end, do not replace.

- Reassemble the vehicle and submit a claim for “inspect air bag inflator”.

If the inflator does not have a nut on the end, continue with inflator replacement.



Figure SA

Inflator replacement

WARNING: Wear safety glasses while performing inflator replacement.

1. Set the module on a clean working area.
2. Disconnect the harness clip from the module frame.

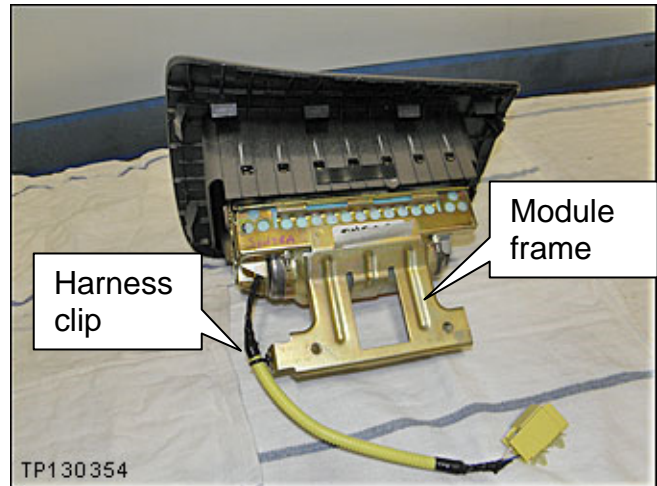


Figure S1

3. Attach the support bracket to the module frame.
 - Use bolts supplied with the air bag module support.
 - Tighten the bolts holding the support bracket to the module frame.
 - Leave the L brackets on each end slightly loose to allow for positioning of the module in the support.

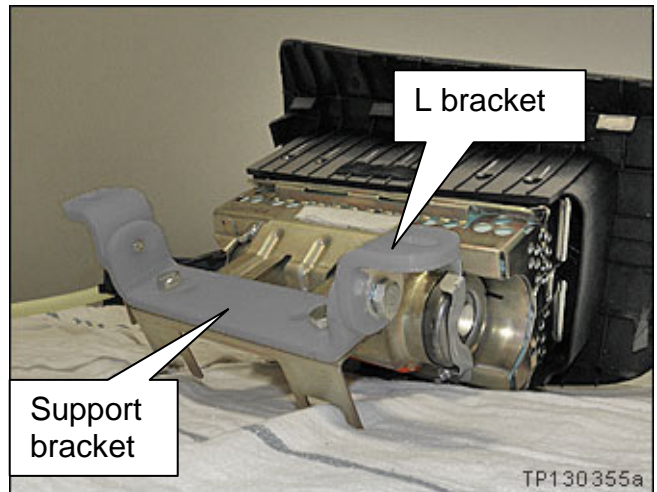


Figure S2

WARNING: Work from behind and to the sides of the support.

4. Mount the module in the support.
 - Use bolts and nuts supplied with the support.

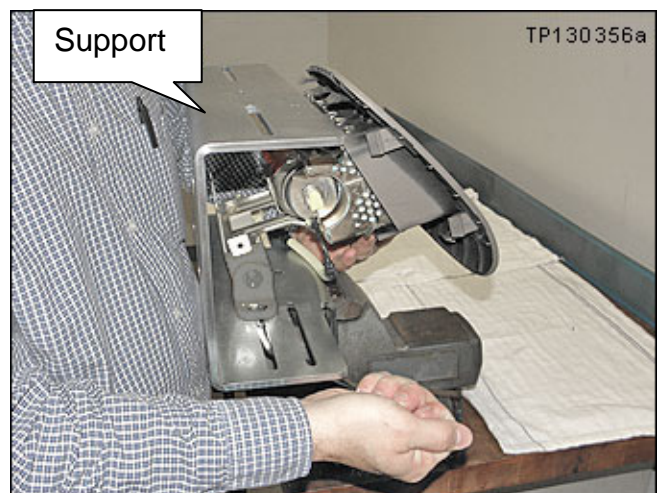


Figure S3

5. Make sure the module is centered in the support.

NOTE: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

6. Tighten all of the mounting bolts and nuts that hold the module to the support.

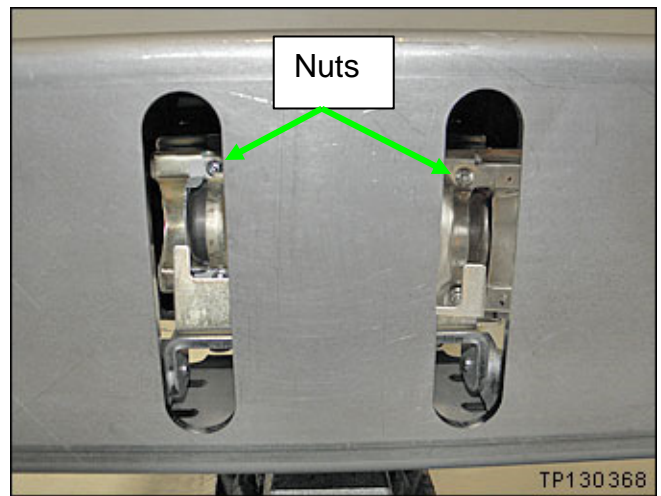


Figure S4

7. Remove tape from the end of the air bag module harness.

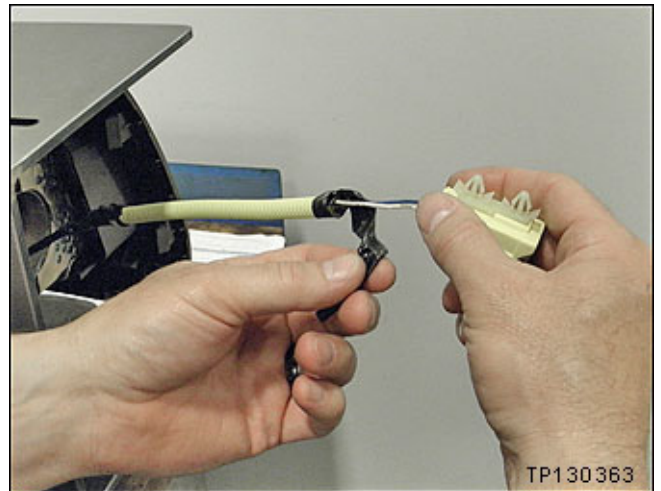


Figure S5

8. Attach a shorting pin to the harness wires as shown.

- Use an insulation displacement type wire connector as a shorting pin.
- Refer to the Parts Information for additional connector/shorting pin information.

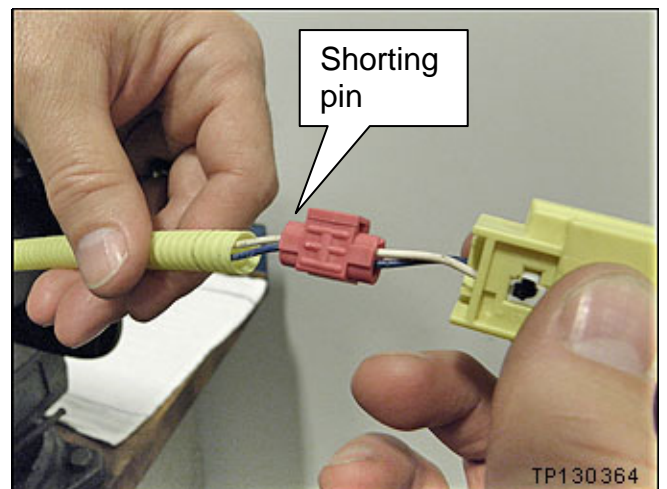


Figure S6

9. Cut off the connector end.



Figure S7

10. Remove the 4 nuts from the module that hold the inflator in place (see Figures S8 and S9).

- Use a ratchet and extension.



Figure S8

- Remove the 4 nuts.

NOTE: These nuts will not be reused.

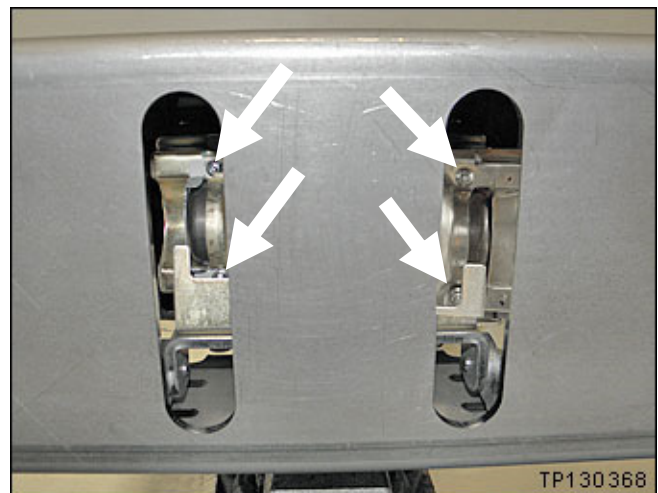


Figure S9

11. Remove the inflator stopper.

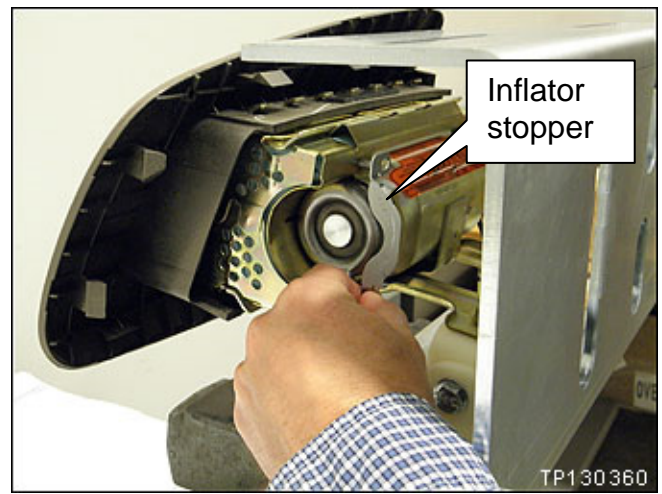


Figure S10

12. Push the right side of the inflator out of the module.

- Twist the inflator about 45 degrees to allow room for the connector and harness to fit through the opening.

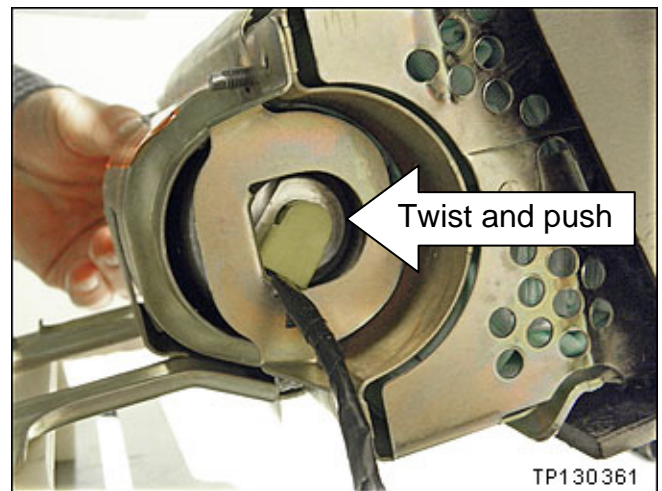


Figure S11

13. Pull the inflator completely out of the module from the left side.



Figure S12

14. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

NOTE:

- Follow the return instructions provided by Takata.
- Takata supplied return instructions are attached to this bulletin on page 36.

15. Remove the new inflator from the box.

16. Slide the new inflator into the module from the left side.

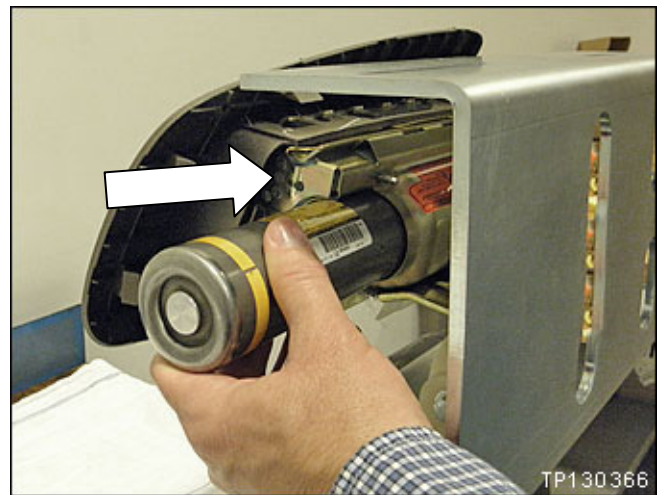


Figure S13

17. Make sure the inflator is positioned correctly, as shown.

- **The flat side of the inflator end (on the right side) must face the flat side of the inflator housing.**

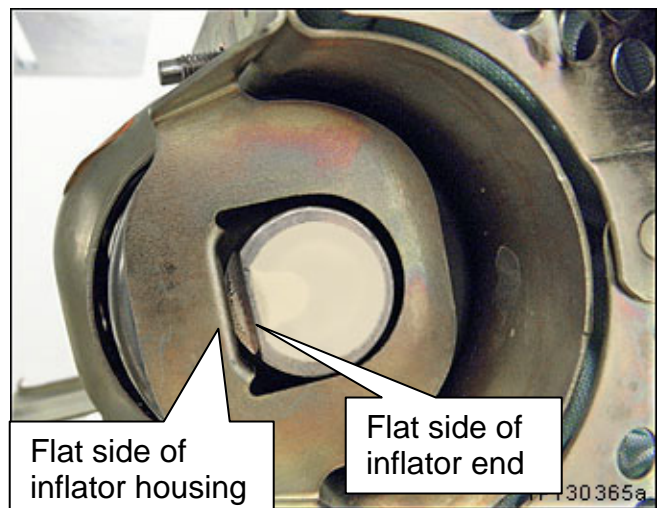


Figure S14

18. Install the inflator stopper and 4 inflator securing nuts finger tight (see Figure S15).

- Make sure to **use new nuts**.
- New nuts are included with the new inflator.

19. Make sure the inflator is pushed all the way into its housing – no gap on the right side (see Figure S15).

20. Make sure there is no gap between the inflator stopper and the inflator (see Figure S15).

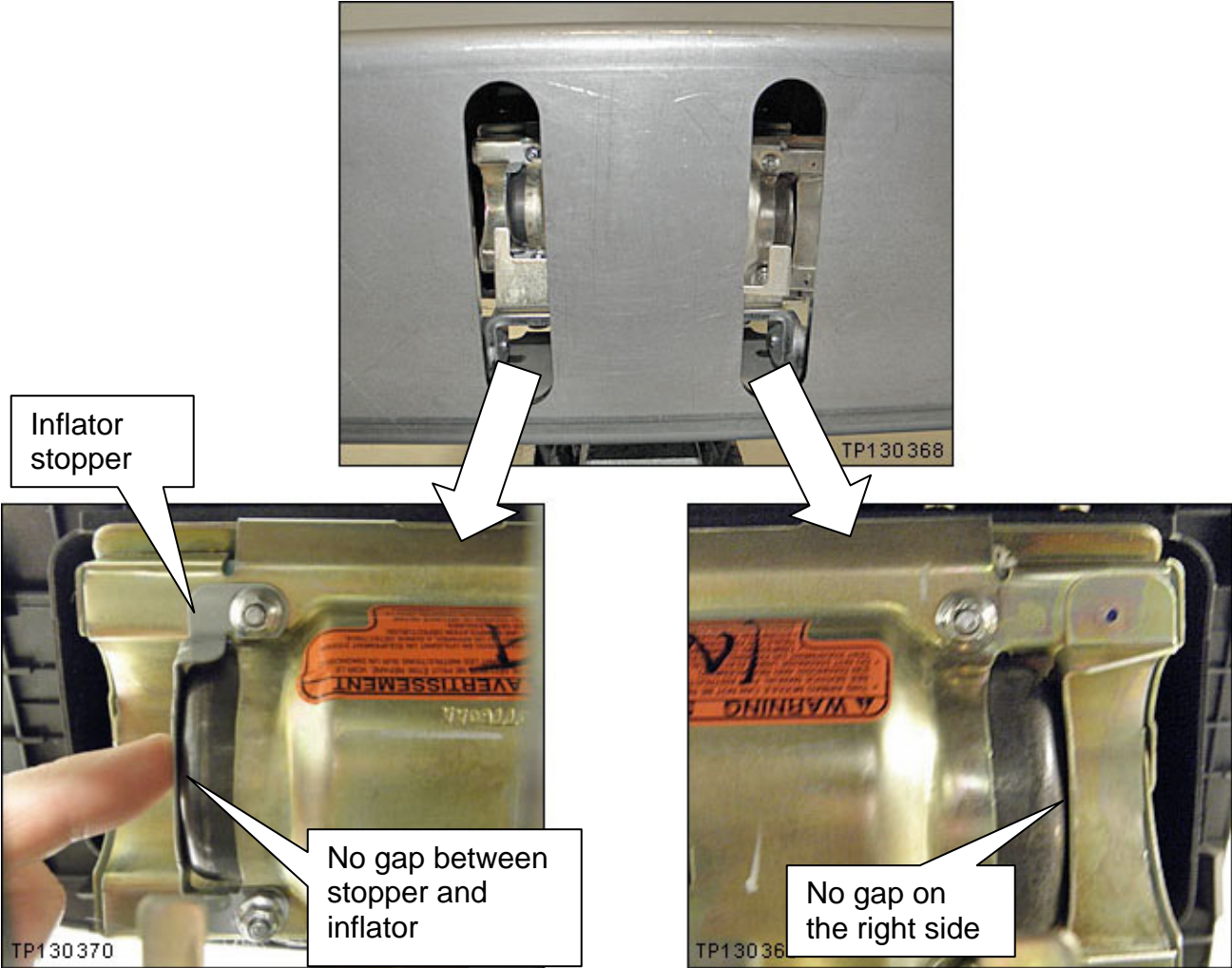


Figure S15

21. Tighten and torque the 4 inflator securing nuts.

- Torque nuts to:
3.9 N•m (0.39 kg-m, **34 in-lb**).
- Torque nuts in the order shown.

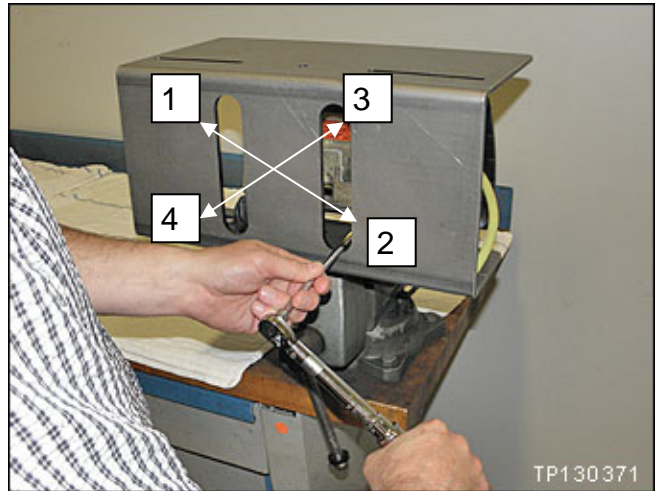


Figure S16

22. Attach the new harness to the inflator.

NOTE: Once the harness is connected it cannot be removed.

- Remove the dust proof sticker covering the end of the inflator.
- A new harness is included with the new inflator.
- Refer to Figures S17, S18, and S19.

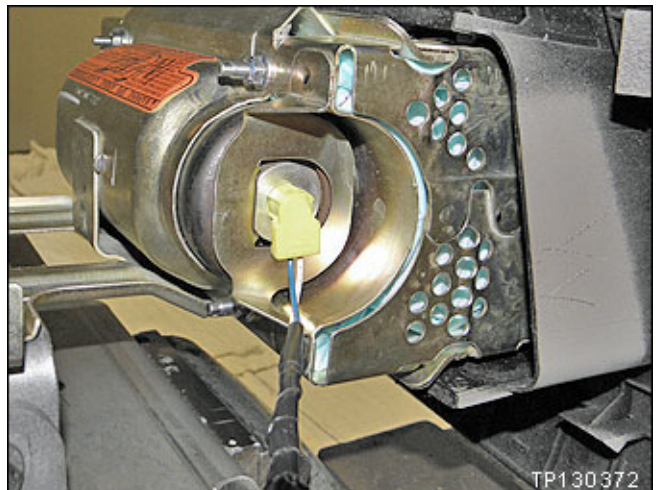


Figure S17

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

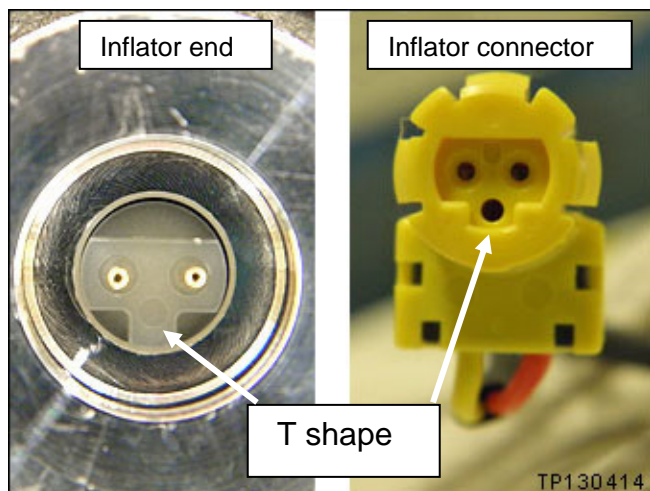


Figure S18

- Make sure the inflator connector is fully engaged / seated (see Figure S19).

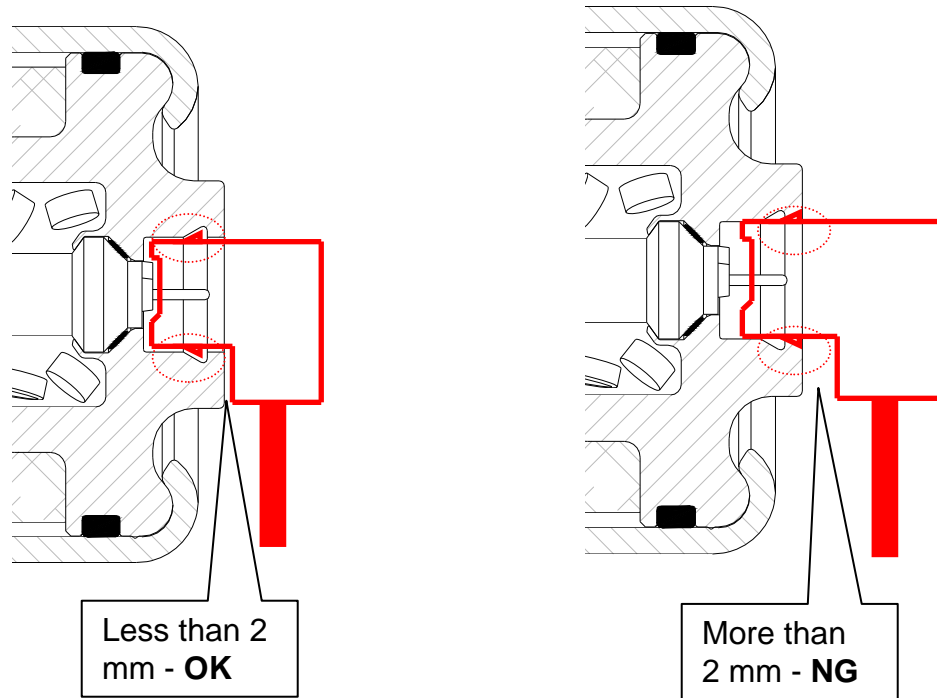


Figure S19

23. Remove the module assembly from the support and set it in the clean working area.

24. Remove the support bracket from the module.

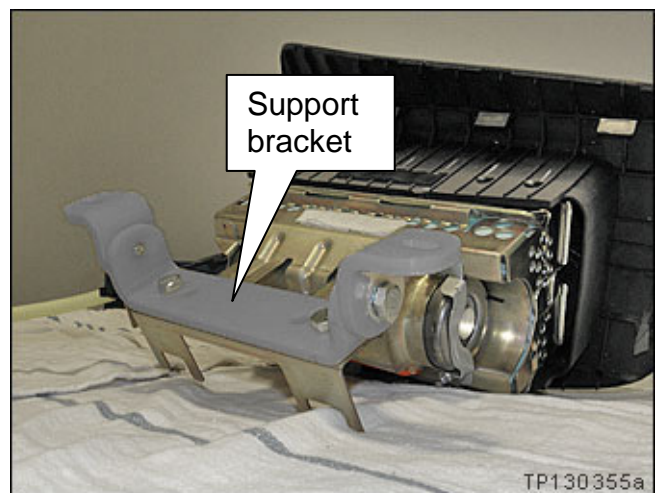


Figure S20

25. Attach the harness clip to the module frame.

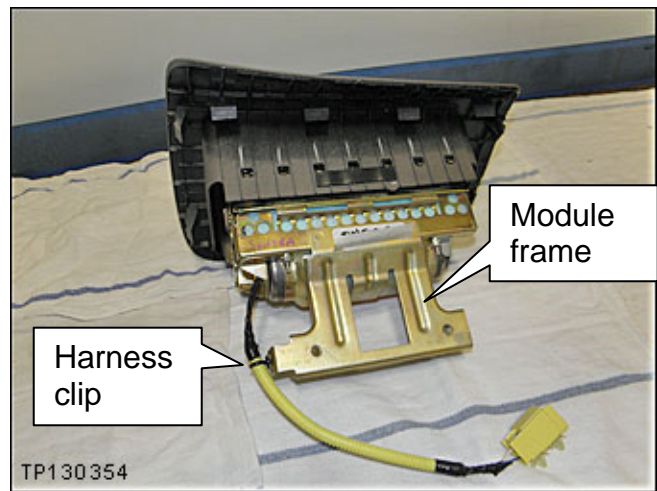


Figure S21

NOTE:

- **Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.**
- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 36.**

PATHFINDER Inflator replacement

WARNING: Wear safety glasses while performing inflator replacement.

1. Set the module on a clean working area.
2. Disconnect the harness clip from the module frame.

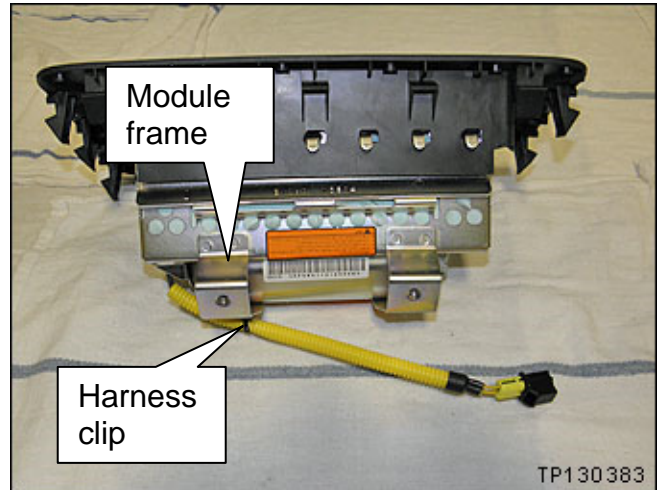


Figure P1

3. Attach the support bracket to the module frame.
 - Tighten the bolts holding the support bracket to the module frame.
 - Leave the L brackets on each end slightly loose to allow for positioning of the module in the support.

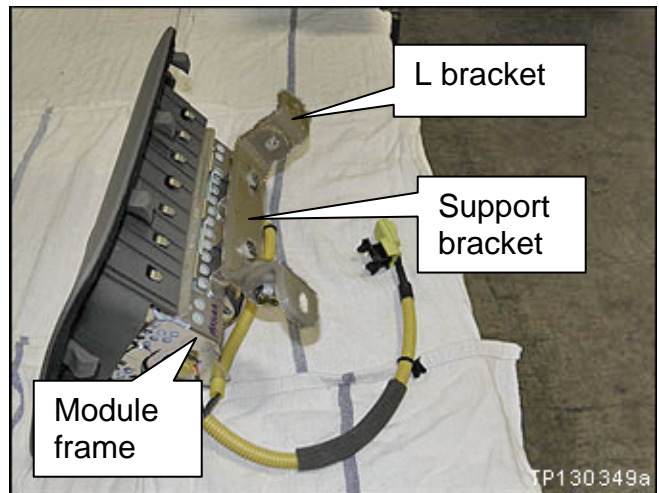


Figure P2

WARNING: Work from behind and to the sides of the support.

4. Mount the module in the support.
 - Use bolts and nuts supplied with the support.



Figure P3

5. Make sure the module is centered in the support.

NOTE: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

6. Tighten all of the mounting bolts and nuts that hold the module to the support.

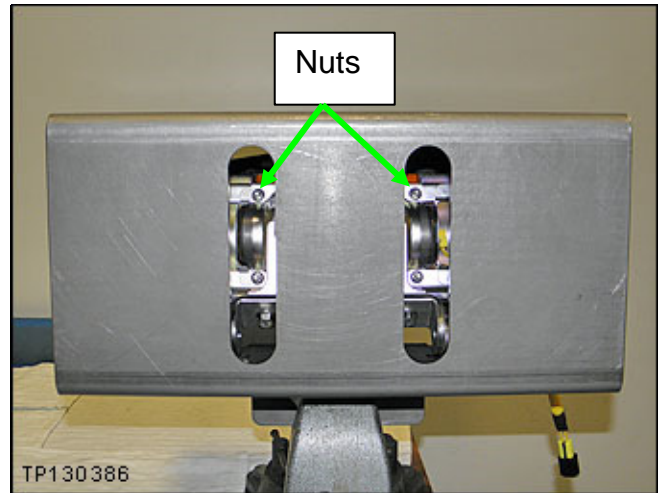


Figure P4

7. Cut the rubber end from the corrugated harness cover.

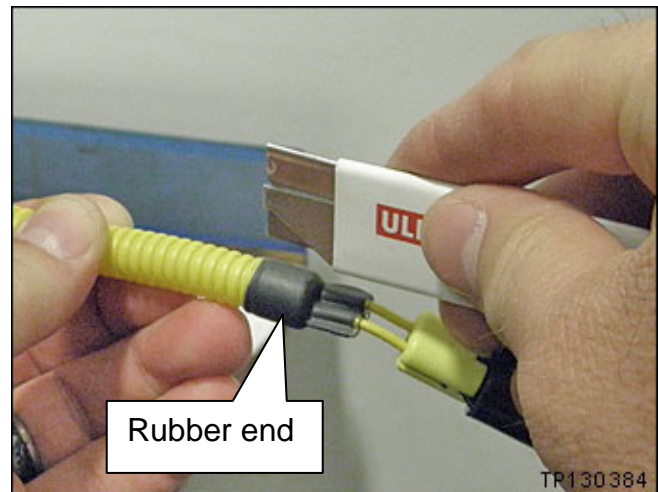


Figure P5

8. Attach a shorting pin to the harness wires as shown.

- Use an insulation displacement type wire connector as a shorting pin.
- Refer to the Parts Information for additional connector/shorting pin information.

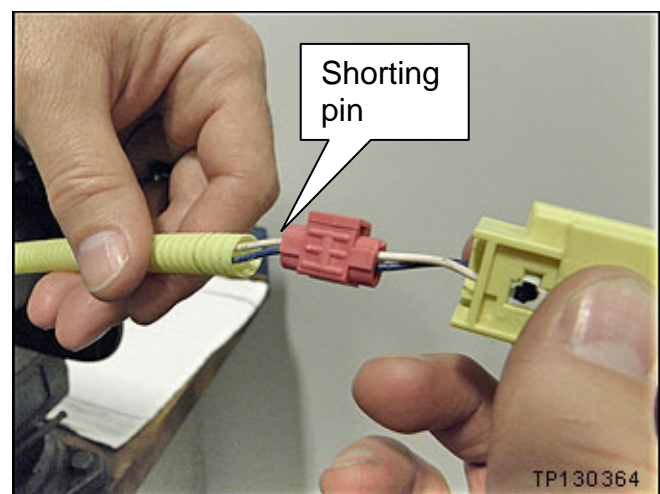


Figure P6

9. Cut off the connector end.



Figure P7

10. Remove the 4 nuts from the module that hold the inflator in place (see Figures P8 and P9).

- Use a ratchet and extension.



Figure P8

- Remove the 4 nuts.

NOTE: These nuts will not be reused.

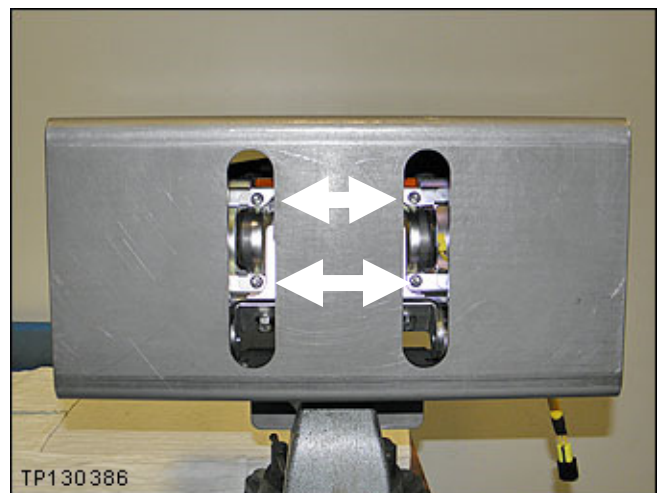


Figure P9

11. Remove the inflator stopper.

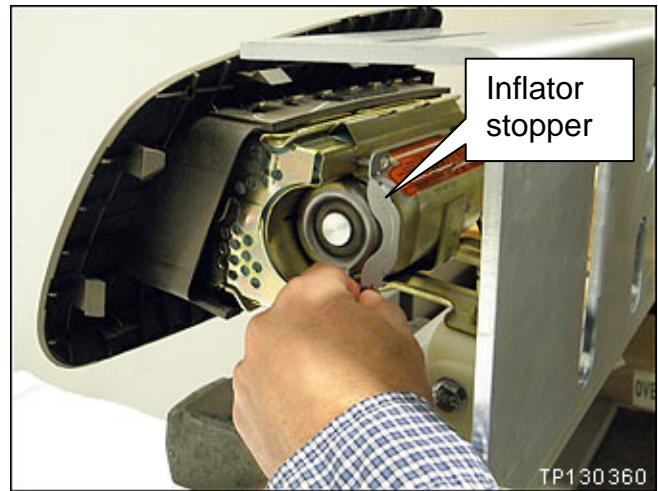


Figure P10

12. Push the right side of the inflator out of the module.

- Twist the inflator about 45 degrees to allow room for the connector and harness to fit through the opening.

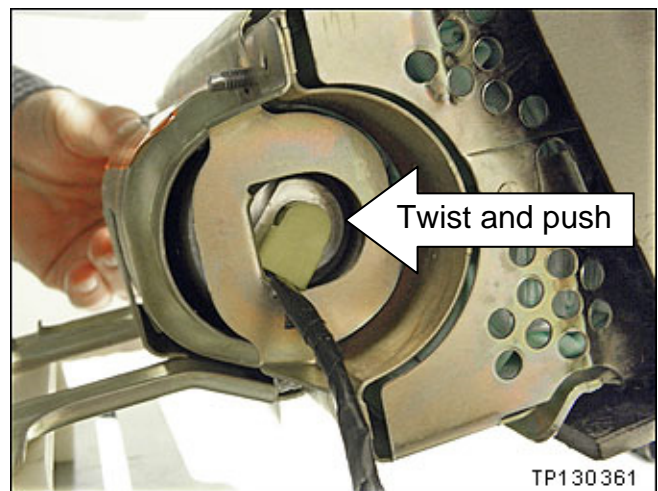


Figure P11

13. Pull the inflator completely out of the module form the left side.



Figure P12

14. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

NOTE:

- Follow the return instructions provided by Takata.
- Takata supplied return instructions are attached to this bulletin on page 36.

15. Remove the new inflator from the box.

16. Slide the new inflator into the module from the left side.

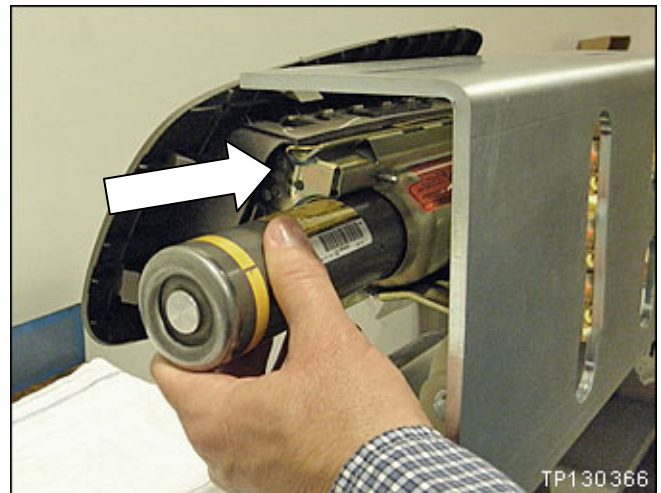


Figure P13

17. Make sure the inflator is positioned / oriented correctly, as shown.

- **The flat side of the inflator end (on the right side) must face the flat side of the inflator housing.**

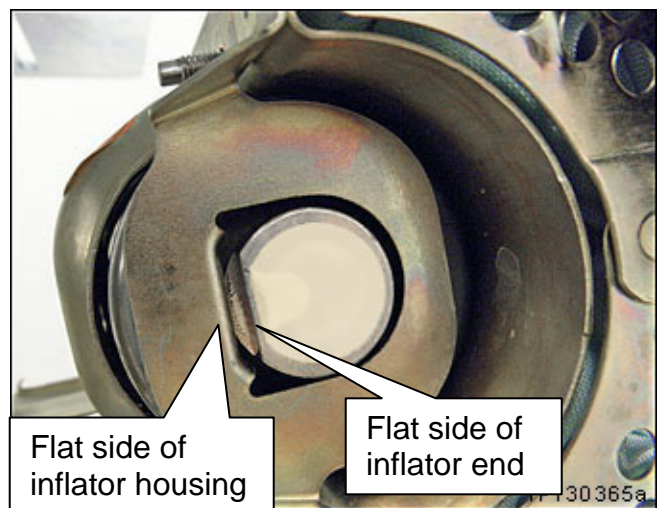


Figure P14

18. Install the inflator stopper and 4 inflator securing nuts finger tight (see Figure P15).

- Make sure to **use new nuts**.
- New nuts are included with the new inflator.

19. Make sure the inflator is pushed all the way into its housing – no gap on the right side (see Figure P15).

20. Make sure there is no gap between the inflator stopper and the inflator (see Figure P15).

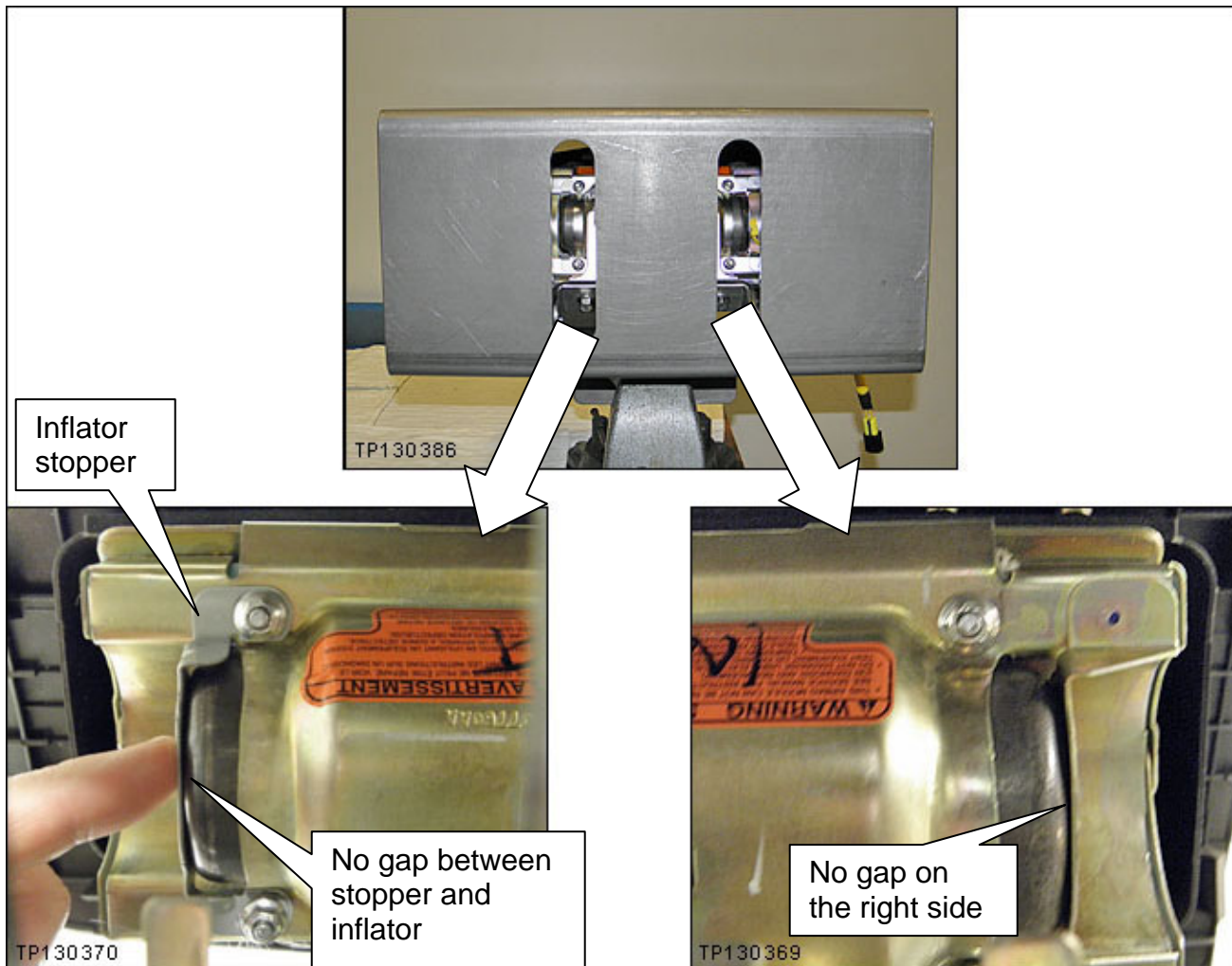


Figure P15

21. Tighten and torque the 4 inflator securing nuts.

- Torque nuts to:
3.9 N•m (0.39 kg-m, **34 in-lb**)
- Torque nuts in the order shown.

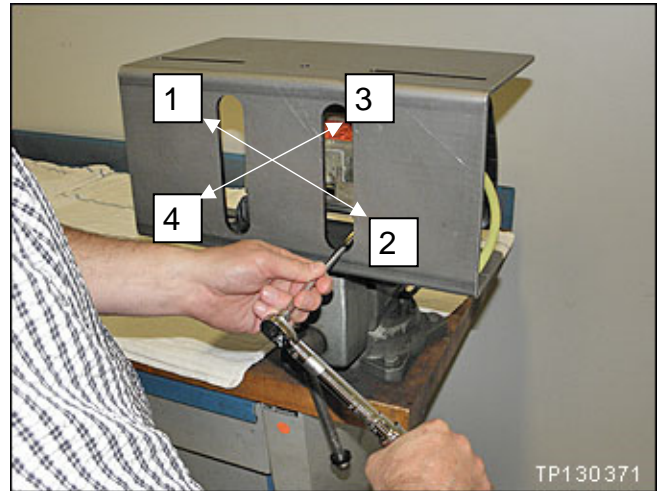


Figure P16

22. Attach the new harness to end of the inflator.

NOTE: Once the harness is connected it cannot be removed.

- Remove the dust proof sticker covering the end of the inflator.
- A new harness is included with the new inflator.
- Refer to Figures P17, P18, and P19.



Figure P17

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

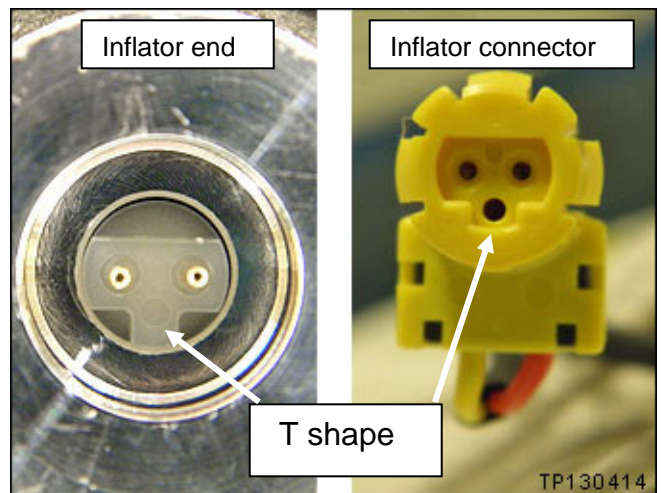


Figure P18

- Make sure harness connector is fully engaged / seated (see Figure P19).

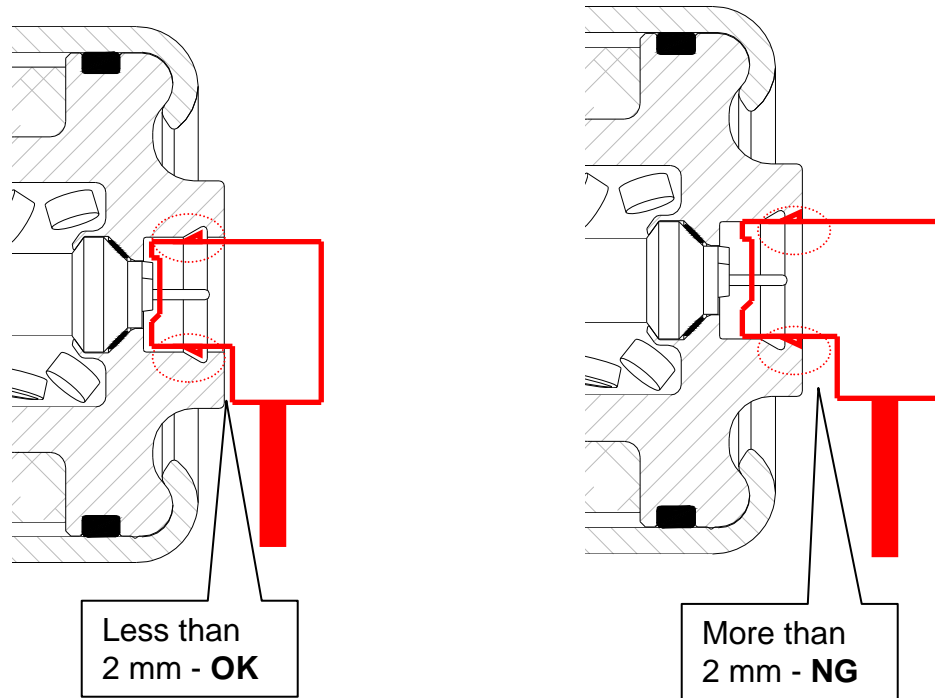


Figure P19

23. Remove the module from the support and set it in the clean working area.

24. Remove the support bracket from the module.

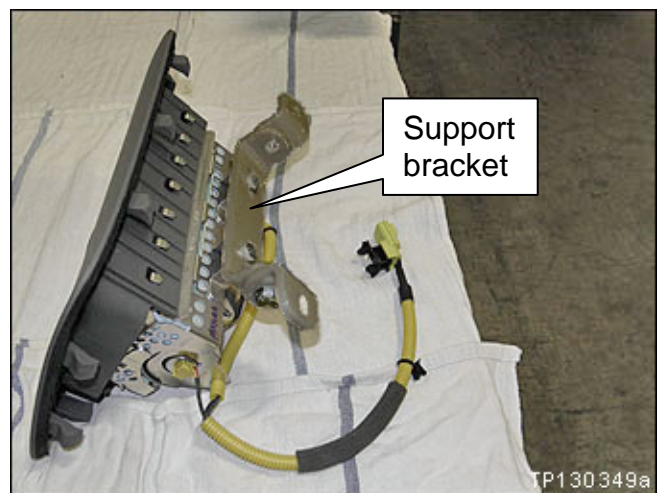


Figure P20

25. Attach the harness clip to the module frame.

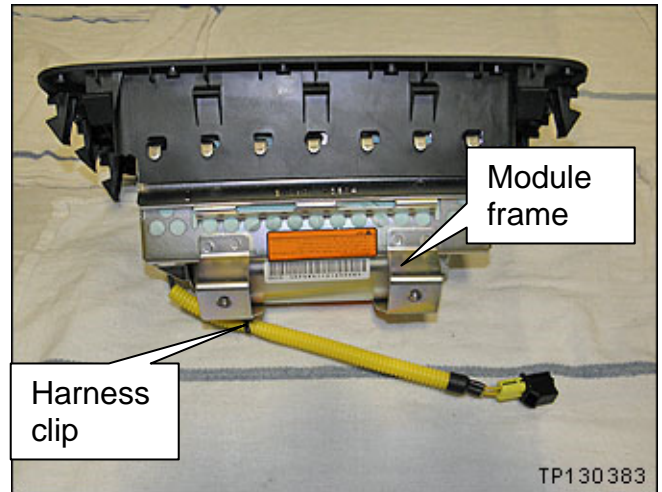


Figure P21

NOTE:

- **Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.**
- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 36.**

MAXIMA Inflator replacement

WARNING: Wear safety glasses while performing inflator replacement.

1. Set the module on a clean working area.
2. Disconnect the harness clip from the module frame.

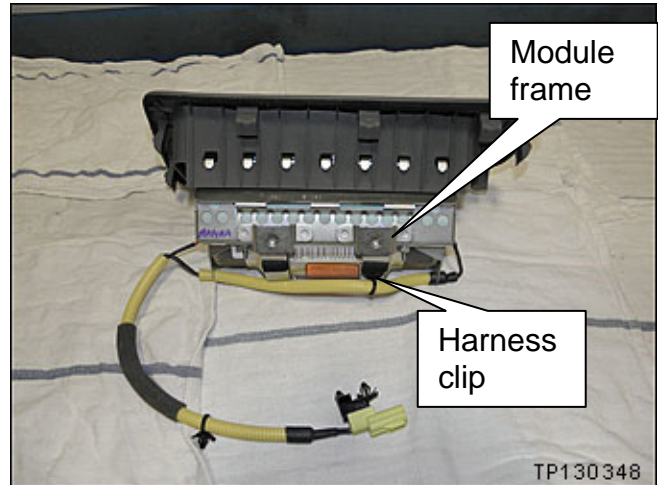


Figure M1

3. Attach the support bracket to the module frame.
 - Tighten the bolts holding the bracket to the module frame.
 - Leave the L brackets on each end slightly loose to allow for positioning of the module in the support.

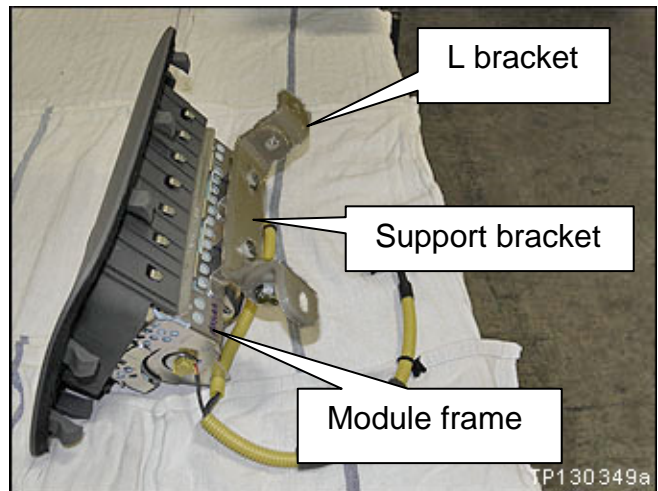


Figure M2

WARNING: Work from behind and to the sides of the support.

4. Mount the module in the support.

- Use bolts and nuts supplied with the support.



Figure M3

5. Make sure the module is centered in the support.

NOTE: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

6. Tighten all of the mounting bolts and nuts that hold the module to the support.

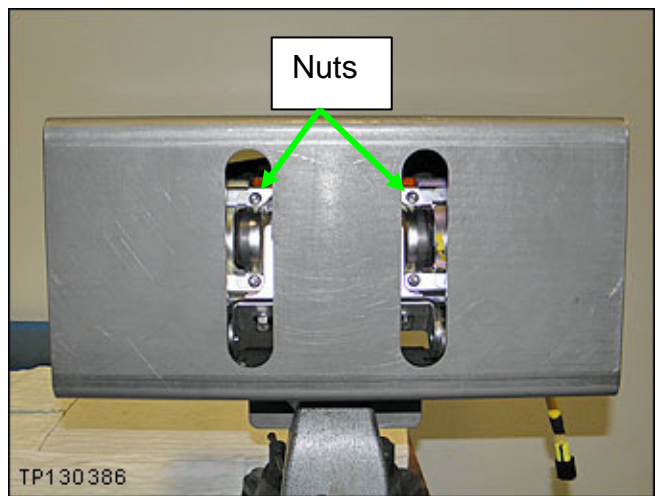


Figure M4

7. Carefully cut a few inches of the yellow corrugated harness cover in the area shown.

- **Do not** cut the wires inside the corrugated cover.

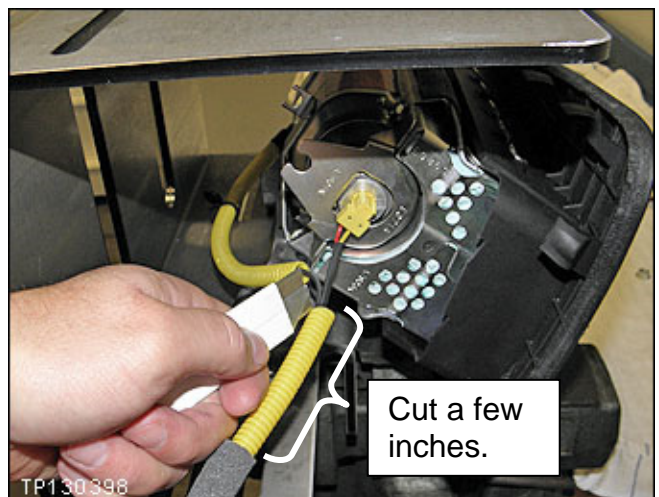


Figure M5

8. Attach 2 shorting pins to the inflator harness as shown.

- Make sure to pair the wires from each end of the inflator.

Blue with White

Red with Yellow

- Use an insulation displacement type wire connector as a shorting pin.
- Refer to the Parts Information for additional connector/shorting pin information.

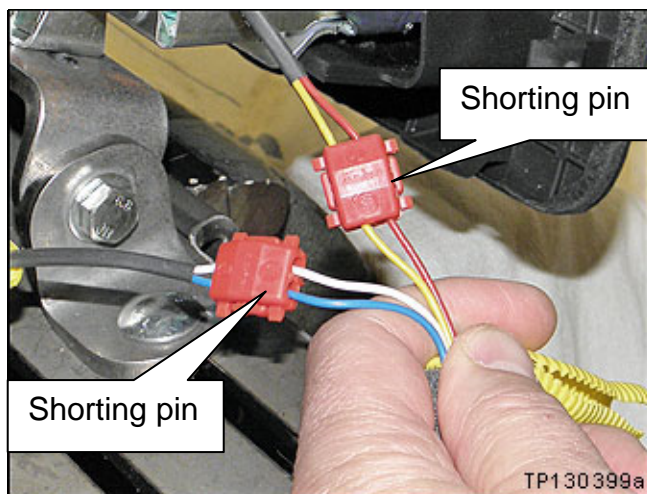


Figure M6

9. Cut off the connector end of the harness.



Figure M7

10. Remove the 4 nuts from the module that hold the inflator in place (see Figures M8 and M9).

- Use a ratchet and extension.



Figure M8

- Remove the 4 nuts.

NOTE: These nuts will not be reused.

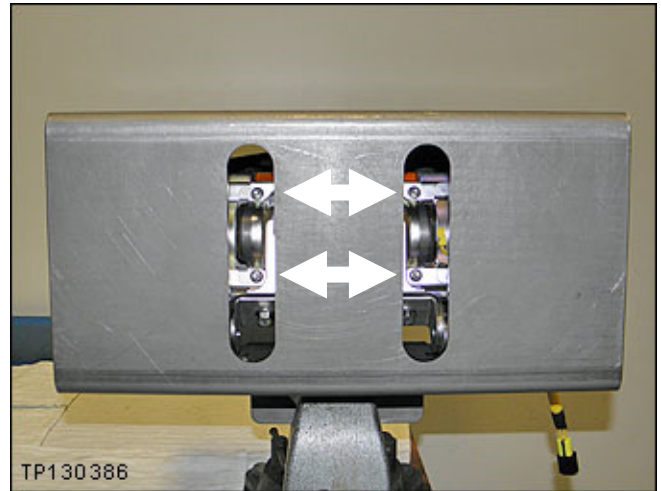


Figure M9

11. Remove the inflator stopper.

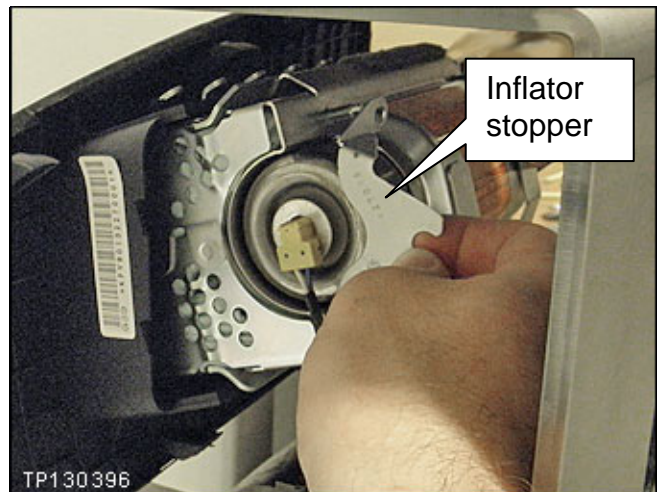


Figure M10

12. Push the right side of the inflator out of the module.

- Twist the inflator to a position that will allow the connector and harness to fit through the opening.

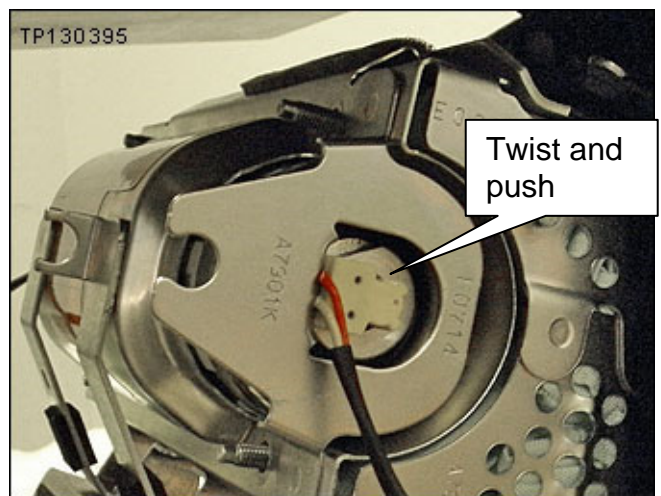


Figure M11

13. Pull the inflator completely out of the module from the left side.
14. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

NOTE:

- Follow the return instructions provided by Takata.
- Takata supplied return instructions are attached to this bulletin on page 36.



Figure M12

15. Remove the new inflator from the box.
16. Slide the new inflator into the module assembly from the left side.

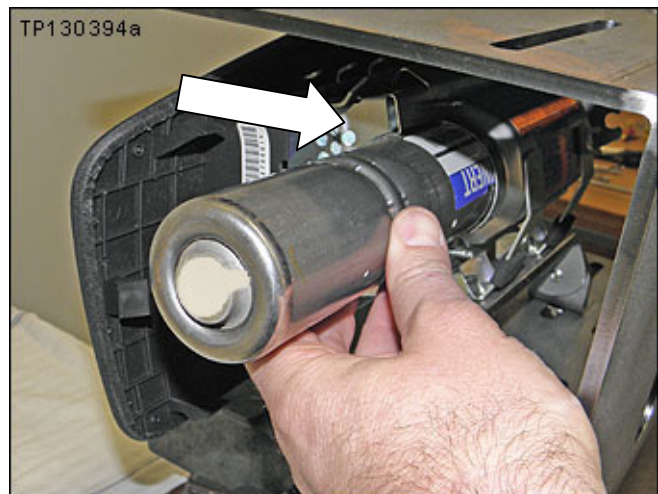


Figure M13

17. Make sure the inflator is positioned / oriented correctly as shown.
 - **The flat side of the inflator end (on the right side) must face the flat side of the inflator housing.**

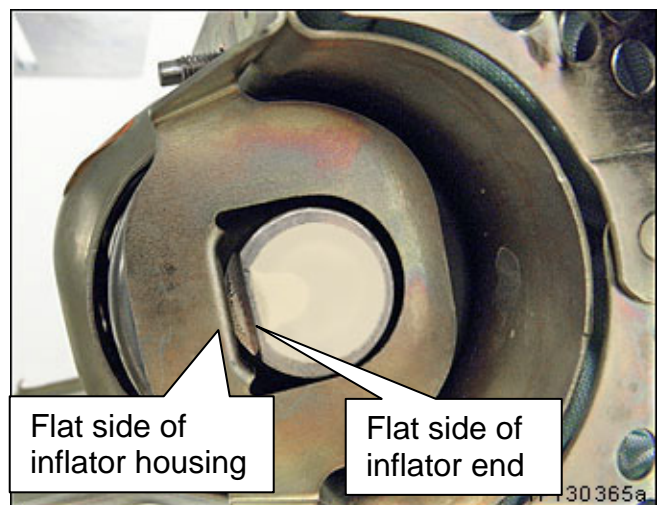


Figure M14

18. Install the inflator stopper and 4 inflator securing nuts finger tight (see Figure M15)

- Make sure to **use new nuts**.
- New nuts are included with the new inflator.

19. Make sure the inflator is pushed all the way into its housing – no gap on the right side (see Figure M15).

20. Make sure there is no gap between the inflator stopper and the inflator on the left side (see Figure M15).

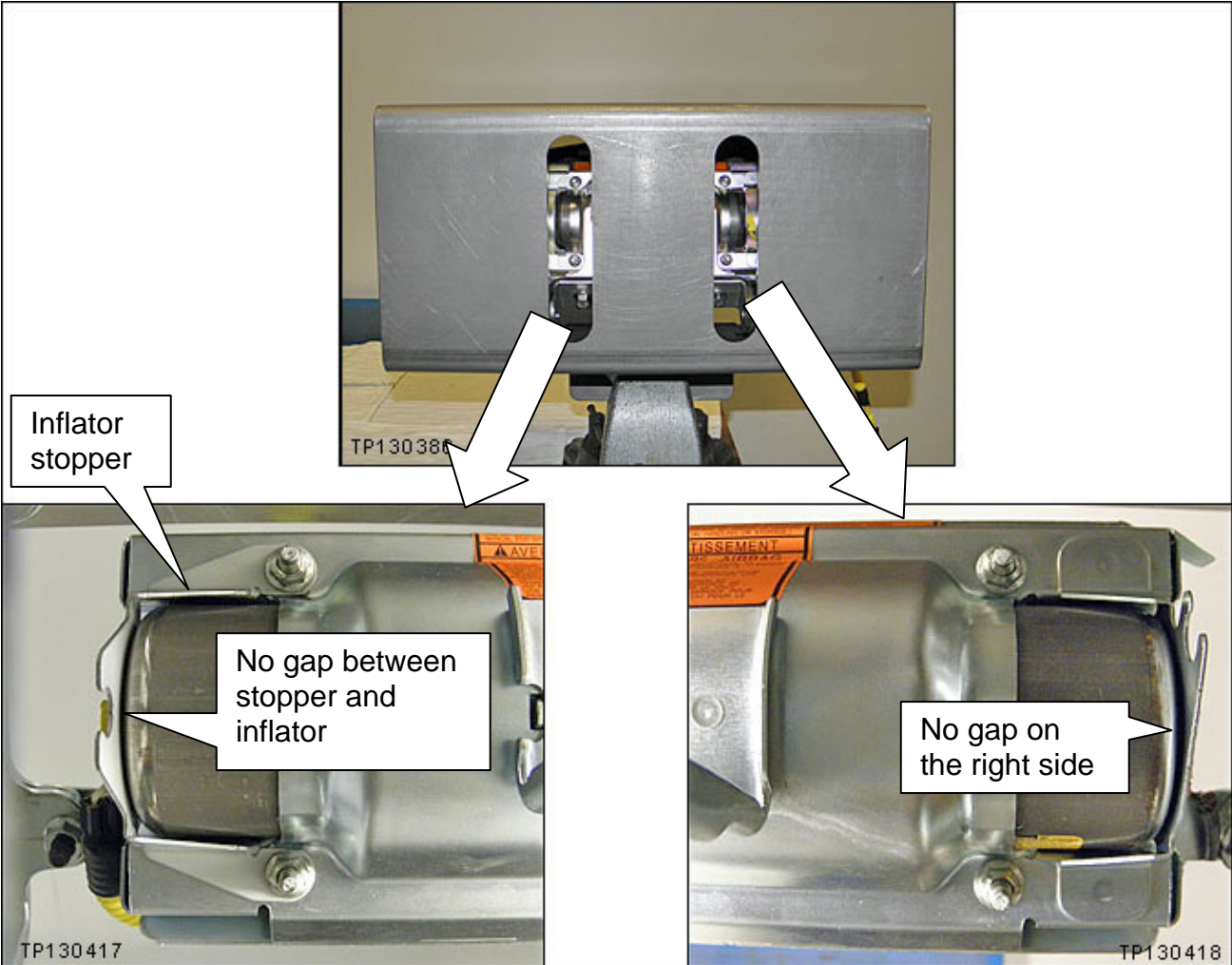


Figure M15

21. Torque the 4 inflator securing nuts.

- Torque nuts to:
3.9 Nm (0.39 kg-m, **34 in-lb**).
- Torque nuts in the order shown.

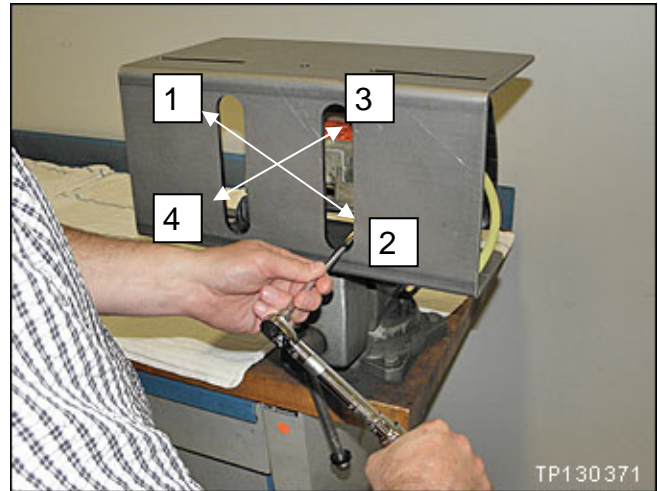
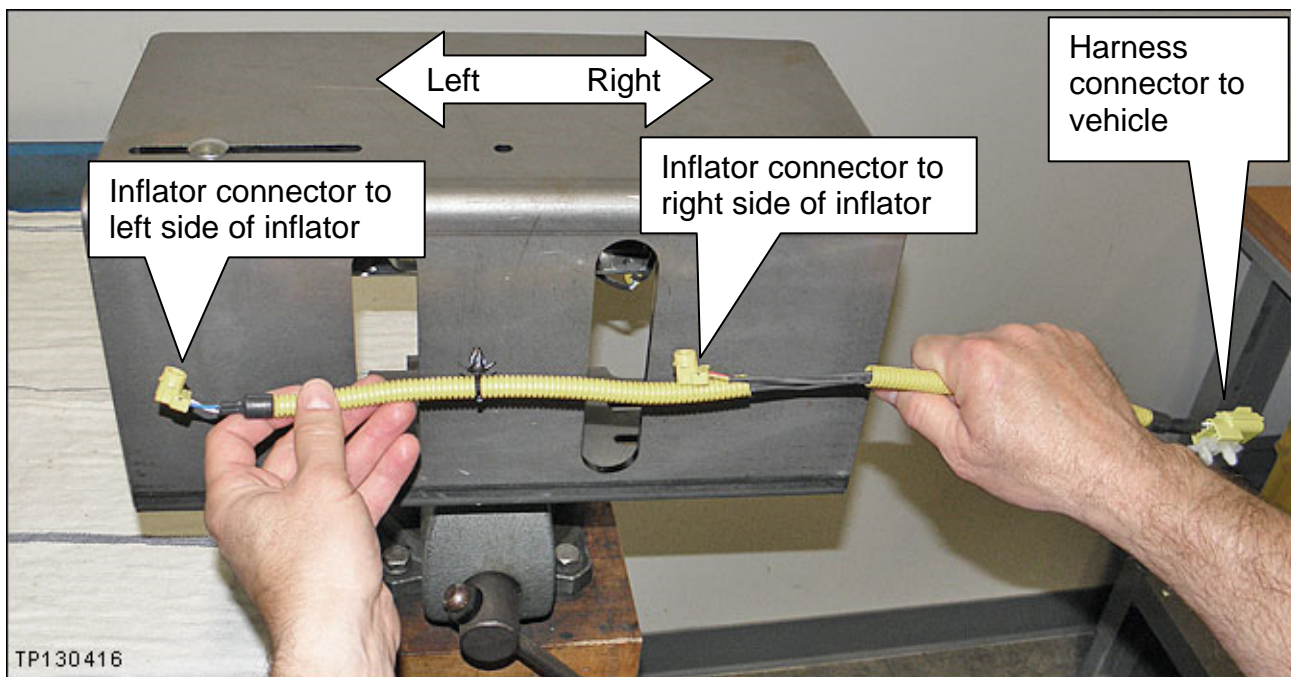


Figure M16

IMPORTANT:

- In the next step you will be attaching the new harness to the new inflator.
- Once an inflator connector is attached to the inflator, it cannot be disconnected.
- **Make sure to attach the connectors to the correct ends of the inflator (see Figure M17).**
 - Left / Right orientation is as shown in Figure M17.



M17

22. Attach the new harness to each end of the inflator.

- Remove the dust proof stickers covering the ends of the inflator.
- A new harness is included with the new inflator.
- Make sure to attach the correct ends (see Figure M17 on the previous page).
- Refer to Figures M17, M18, M19 and M20.

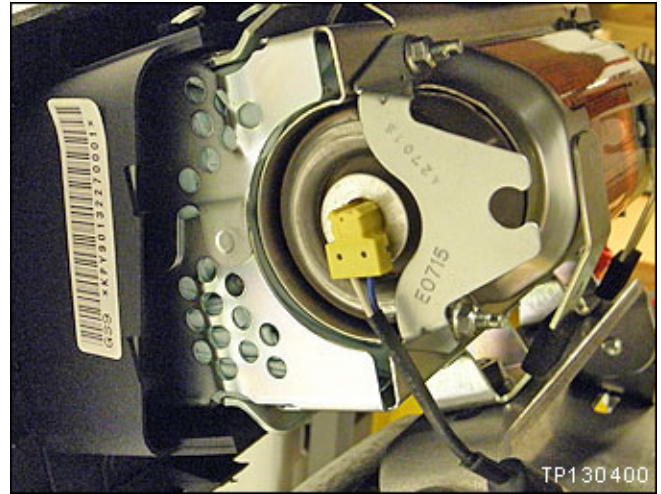


Figure M18

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

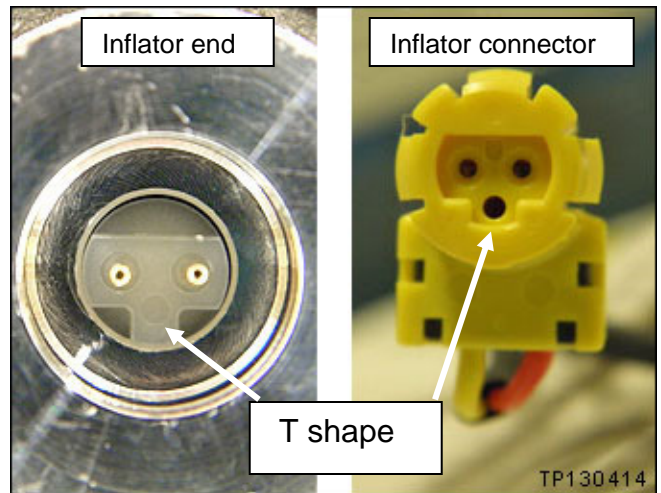


Figure M19

- Make sure the inflator connectors are fully engaged / seated (see Figure M20).

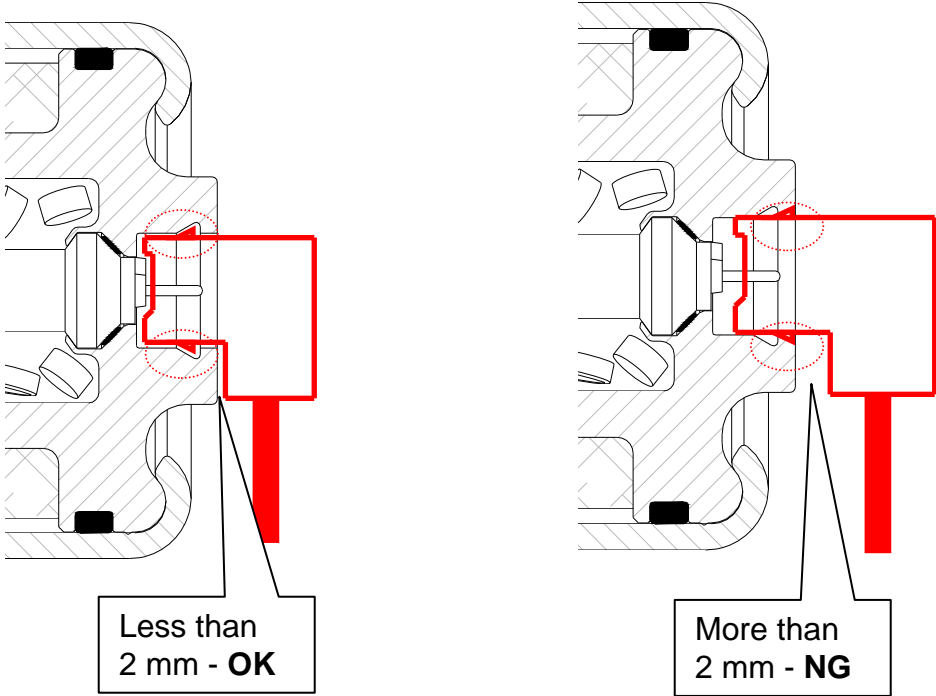


Figure M20

23. Remove the module from the support and set it on the clean working area.

24. Remove the module support bracket from the module frame.

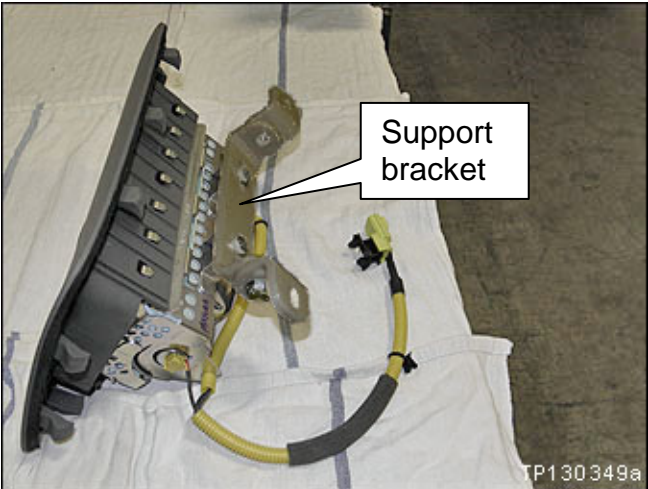


Figure M21

25. Attach the harness clip to the module frame.

26. Route/attach the harness to the harness guides.

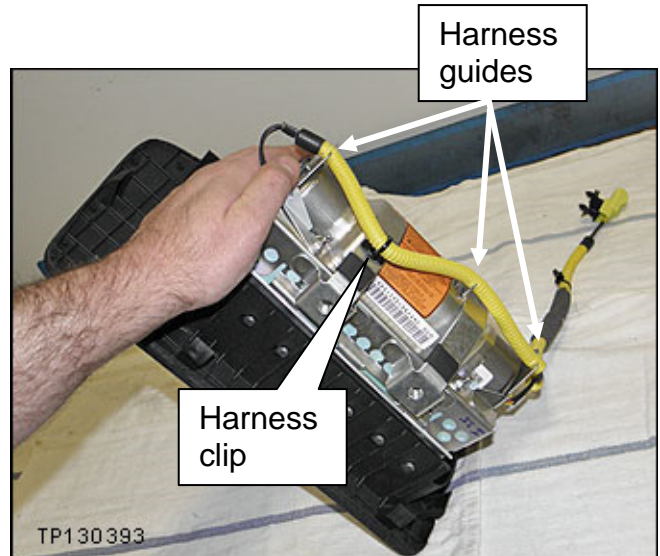



Figure M22

NOTE:

- **Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.**
- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 36.**

PARTS INFORMATION

DESCRIPTION	MODEL	PART #	QUANTITY
Inflator (Includes inflator, harness, module mounting bolts, and inflator securing nuts)	Pathfinder	KH5FA-7993D (Kit)	1
	Maxima	K8E61-7994D (kit)	
	Sentra	98561-4Z60A (kit)	
Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire) 	N/A	NAPA item # 784566 Grainger Item # 4YT50 or equivalent available from local auto supply	1 or 2

NOTE:

- **Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.**
- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 36.**

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

Sentra

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
PM358*	Sentra – Inspect air bag inflator	PM3581	0.4 hrs.
PM458*		PM4581	
PM559*		PM5591	

* Be sure to use the claims coding information that matches the open CM from Service Comm.

OR

Sentra

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
PM358*	Sentra – Remove and replace front passenger air bag inflator	PM3580	0.7 hrs.
PM458*		PM4580	
PM559*		PM5590	

* Be sure to use the claims coding information that matches the open CM from Service Comm.

OR

Maxima

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
R1302*	Maxima – Remove and replace front passenger air bag inflator	R13020	0.8 hrs.
R1407*		R14074	

* Be sure to use the claims coding information that matches the open CM from Service Comm.

OR

Pathfinder

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
R1302*	Pathfinder – Remove and replace front passenger air bag inflator	R13021	0.9 hrs.
R1407*		R14071	
R1508*		R15082	

* Be sure to use the claims coding information that matches the open CM from Service Comm.

EXPENSE CODE

CODE	DESCRIPTION	MAXIMUM AMOUNT
041	Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	\$0.50

Takata Document

NOTE

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

- Specific to Step 4 below:
 - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
 - Follow step 4b if you receive the FedEx label. Proceed to step 5.

NOTE: **International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains_International@menloworldwide.com.

1. Shipping Documents

a) Box Label

- Supplied with each Kit
- To be affixed to each box

b) Over-pack Label

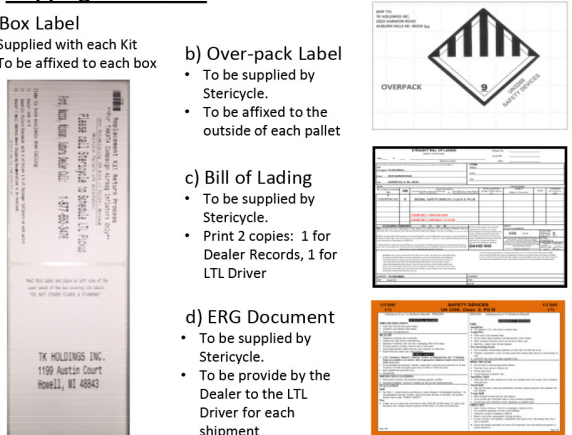
- To be supplied by Stericycle.
- To be affixed to the outside of each pallet

c) Bill of Lading

- To be supplied by Stericycle.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver

d) ERG Document


- To be supplied by Stericycle.
- To be provide by the Dealer to the LTL Driver for each shipment



4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original Fedex Documentation:


1. Peel off the backing of the Fedex Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
 - Use the scribe line on the box as a guide
 - The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. Do Not contact FedEx



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the “cradle” of the box insert.



5. Shipping Instructions – Prepare the Pallet


a) Accumulate and palletize Kits

b) Arrange Kits on Pallet as pictured here

- 20 boxes per row/layer (5x4)
- 10 rows/layers per pallet (200 boxes)



c) Shrink-wrap Kits to Pallet

d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.

6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

- Call Stericycle at 1-877-650-3476
- If 200 Kits have not been accumulated in 30 days, please call Stericycle for direction

c) Have the following Information Available

- Dealer #
- Quantity of Over-packs/Pallets
- Quantity of Passenger Inflator Kits on each Pallet
- Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

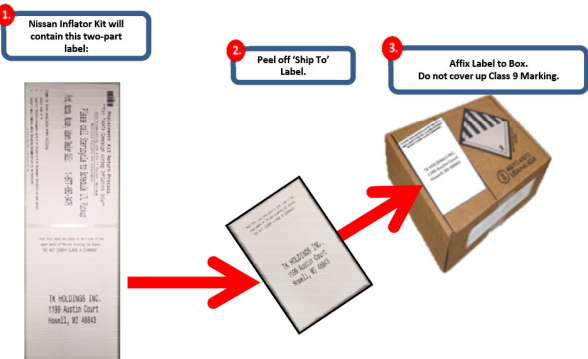
a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

4a. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015

1. Nissan Inflator Kit will contain this two-part label:
2. Peel off 'Ship To' Label.
3. Affix Label to Box. Do not cover up Class 9 Marking.




8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**
 E-Mail: FieldAction.14305@menloworldwide.com

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number



OWNER LETTER (typical owner letter)

Dear Nissan Maxima 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 a defect which relates to motor vehicle safety exists in certain 2001 Model year Nissan Maxima vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall

Nissan was notified by its supplier that the front passenger air bag inflator in your vehicle may have been manufactured out of specification. If a vehicle with an affected air bag inflator is involved in a crash where the front passenger air bag is designed to deploy, it is possible that the inflator housing may rupture which may increase the risk of an injury to the front seat occupant.

What Nissan Will Do

Your Nissan dealer will replace the affected front passenger air bag inflator with a new one. This free service should take 2 hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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.