



SAFETY RECALL

CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: R1711
Date: March 28, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE March 28, 2018
Please discard earlier versions of this bulletin.

The announcement from July 20, 2017 has been revised to include the following:

- Nissan is collecting obsolete parts in dealer inventory and will automatically replace outdated parts based on dealer's parts inventory as of March 23, 2018.
 - Replacement parts will begin arriving at dealers on March 29, 2018
 - It is not necessary to order replacement stock for parts being returned (refer to parts section for details)
 - Nissan is allowing dealers to return new unused parts to their facing PDC (using an I-code) within the next 60 days (refer to parts section for details).

NOTE: These returns will not affect a dealer's parts return accrual

IMPORTANT: It is a violation of Federal law for dealers 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
2002-2004 Pathfinder (R50)	93,615	NA	July 20, 2017	YES
2001-2003 Maxima (A33)	173,155			

Nissan is committed to the safety and security of our customers and their passengers. The vehicles listed above were previously recalled to replace Takata passenger airbag inflators (Recall 15V-287; Campaign IDs P4236, R1302, R1407, & R1508). Nissan has made numerous attempts to contact owners of all potentially affected vehicles, but some affected owners have not yet had their vehicle remedied.

Nissan is continuing to attempt to contact affected owners to remind them of the recall on their vehicle and encourage them to bring it to a dealer so it can be remedied. Since the release of the original campaigns, newer remedy parts have been made available and Nissan created a new campaign ID to allow the newest remedy parts to be used.

Vehicles that were previously remedied under the original recall (Recall 15V-287; Campaign IDs P4236, R1302, R1407, & R1508) do not require any additional action at this time. Nissan will notify those owners should additional action be necessary.

However, Nissan strongly recommends customers with vehicles that were NOT remedied under the original recall to bring their vehicle to a Nissan dealer to be remedied at the customers' earliest convenience.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **R1711**.
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. Dealers should use the following campaign repair bulletins to remedy any vehicles subject to this campaign:
 - **NTB17-027** – 2002-2004 Pathfinder (R50)
 - **NTB17-054** – 2001-2003 Maxima (A33)
 - If a retail vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered.
 - **Rental** is available while parts are on order. Expense code noted below can be claimed with the campaign repair:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** **Release Schedule** *****

Parts	• Nissan is collecting obsolete parts and will automatically replace outdated parts based on dealer's parts inventory as of March 23, 2018. ○ Replacement parts will begin arriving at dealers on March 29, 2018 ○ It is not necessary to order replacement stock for parts being returned. ○ <u>New</u> Inflator Parts are listed below: ▪ K8525-4Y90C (Maxima Module Assembly) ▪ 98561-7999E (Maxima Inflator) ▪ The two parts above are restricted until March 30, 2018 ▪ 98561-7998E (Pathfinder Inflator) ▪ B4A67-5W50D (Pathfinder Harness) NOTE: Although this is a new campaign ID, owners in the affected population have been notified multiple times. Please do not unnecessarily stock parts for this campaign activity. Nissan is replacing your existing parts inventory with newer parts, which should be adequate for the near term. • Nissan is allowing dealers to return the following parts in their new part inventory to their facing PDC (using an I-code) within the next 60 days. ○ K8561-7999B (obsolete) ○ B4167-2Y00A (obsolete) ○ K8E61-7994D (obsolete) ○ KH5FA-7993D (obsolete) ○ 98561-EM38E (obsolete) ○ These returns will not affect a dealer's parts return accrual
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Special Tool	• J-51315 Air Bag Module Support • J-52352 USB Bar Code Scanner • Dealers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001
Repair	• NTB17-027 - Pathfinder • NTB17-054- Maxima
Owner Notification	• Nissan has made multiple attempts to notify owners and is continuing to notify owners subject to this recall.

******* 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 safety recall campaign?

A. Yes.

Q: Does this stop sale apply to previously owned vehicles?

A. Nissan strongly recommends dealers not sell previously owned vehicles affected by this recall until it can be remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Dealers should comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

Q. How do I know if my vehicle has a problem with the front passenger air bag inflator?

A. If your vehicle is subject to this campaign you will receive an Owner Notification letter from Nissan. If you'd like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

Q. What is the problem?

A. Takata has determined that a defect related to motor vehicle safety may arise in some of the subject ammonium nitrate inflators due to propellant degradation occurring after prolonged exposure to high absolute humidity, high temperatures and high temperature cycling. Activation of a non-desiccated ammonium nitrate inflator with degraded propellant may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

Q. Have all affected owners already been notified?

A. Yes, Nissan has made multiple attempts to notify owners and is continuing to notify owners subject to this recall.

Q. I have not received a letter but want to make sure my vehicle is not affected.

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

Q. Is it safe to drive my vehicle?

A. Nissan strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed as soon as possible. Please contact your dealer as soon as possible to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed.**

Q. Is there anything owners can do to avoid the risk/danger?

A. If you received a safety recall notice about the passenger front air bag, contact your dealer as soon as possible to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat until the vehicle has been remedied.**

Q. Does my vehicle have Takata air bag inflators?

A. Many vehicles are equipped with Takata air bag inflators. However, only certain specific ones are affected by these recalls. **Let me check your VIN to confirm whether your vehicle is affected – if affected, it needs to be remedied as soon as possible.** If your vehicle is not affected, no further action is needed.

Q. Will alternate transportation be provided while the dealer is awaiting parts?

A. Parts are available for the recall repair. However, Nissan has authorized alternate transportation upon customer request if parts are unavailable at certain Nissan dealers. Please check with your dealer for alternate transportation availability.

Rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

Q. Are parts available for the recall repair?

A. Yes. Parts can be ordered as necessary through the normal process.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Nissan dealer can repair Nissan vehicles.

Q. How long will the corrective action take?

A. This free service should take about one (1) hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. All these vehicles are receiving a passenger airbag inflator replacement. Why are there so many campaign IDs and bulletins?

A. The Takata recalls are very complex. Vehicles in each campaign are separated by various zones for the same make and model year. Nissan must track each group of vehicles using specific campaign IDs to ensure the repair was completed correctly. Additionally, interim and final repairs must also be tracked, including which vehicles received both interim and final repairs.

There may be some minor differences from one campaign to another, so it is **very important for dealers to follow the instructions in each campaign bulletin and the assigned campaign ID for each VIN**. Dealers should not deviate from published repair directions and assume that a part referenced for one group of vehicles for a campaign population will work for another.

Q. I have other concerns, who do I talk to?

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Nissan North America	1-800-NISSAN1 (1-800-647-7261)

Q. The media has contacted me with questions about Nissan's recall campaigns. What should I do?

A. Please direct all media inquiries to Nissan Corporate Communications.
Media Contacts:
Office: 615-725-1000