



RECALL CAMPAIGN BULLETIN

Reference:

NTB17-087

Date:

July 31, 2017

VOLUNTARY SAFETY RECALL CAMPAIGN 2014, 2016 AND 2017 SENTRA; FRONT PASSENGER AIR BAG INFLATOR

CAMPAIGN ID #: PM691
NHTSA #: 17V-253
APPLIED VEHICLES: 2014 Sentra (B17)
2016 Sentra (B17)
2017 Sentra (B17)

Check Service COMM to confirm campaign eligibility

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific 2014, 2016 and 2017 Sentra vehicles to inspect and/or replace the front passenger air bag inflator. This service will be performed at no charge to owners for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PM691 to this campaign. This number must appear on all communication 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 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.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

REQUIRED SPECIAL TOOL

Quick Scan Tool (J-52352)

- Each dealer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from TechMate at 1-800-662-2001.



Figure 1

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. Remove the front passenger glove box lid and cover from the vehicle.
 - Refer to the ESM, section **IP – Instrument Panel**, for removal information.

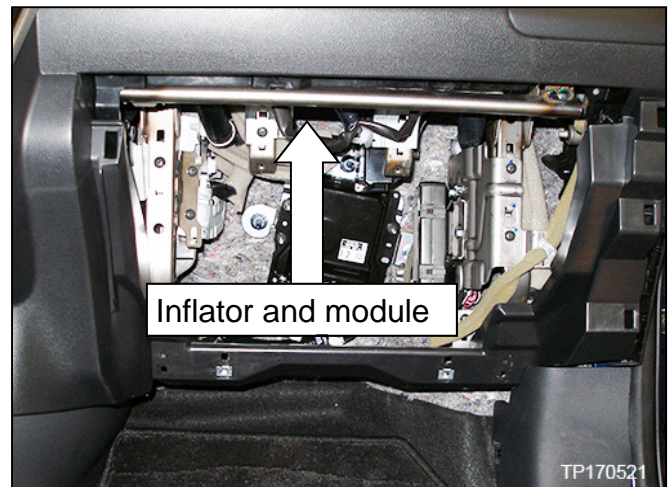


Figure 2

2. Locate the bar code on the inflator module.

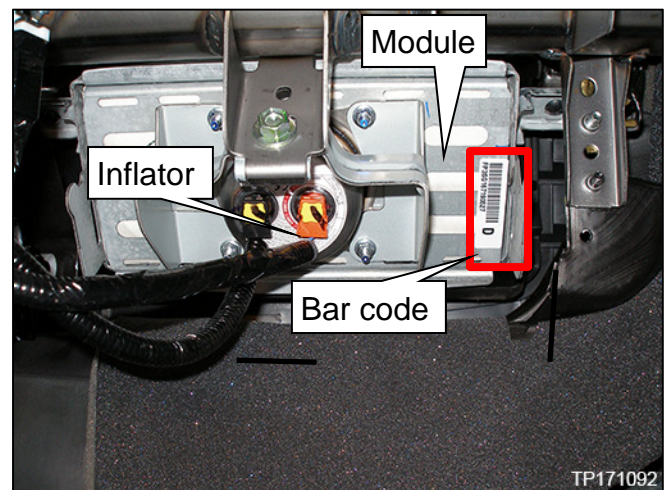


Figure 3

3. Attach the quick scan tool (J-52352) to your CONSULT PC USB port.

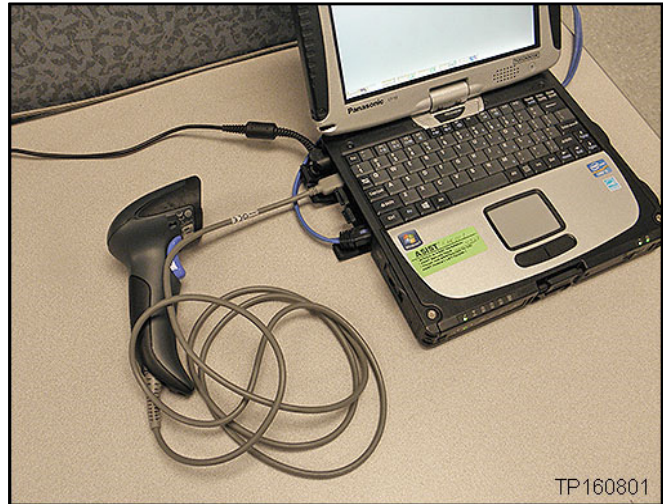


Figure 4

4. On the left side of the ASIST main menu, select **Tech Support Info**, and then **Inventory Vehicle Actions**.

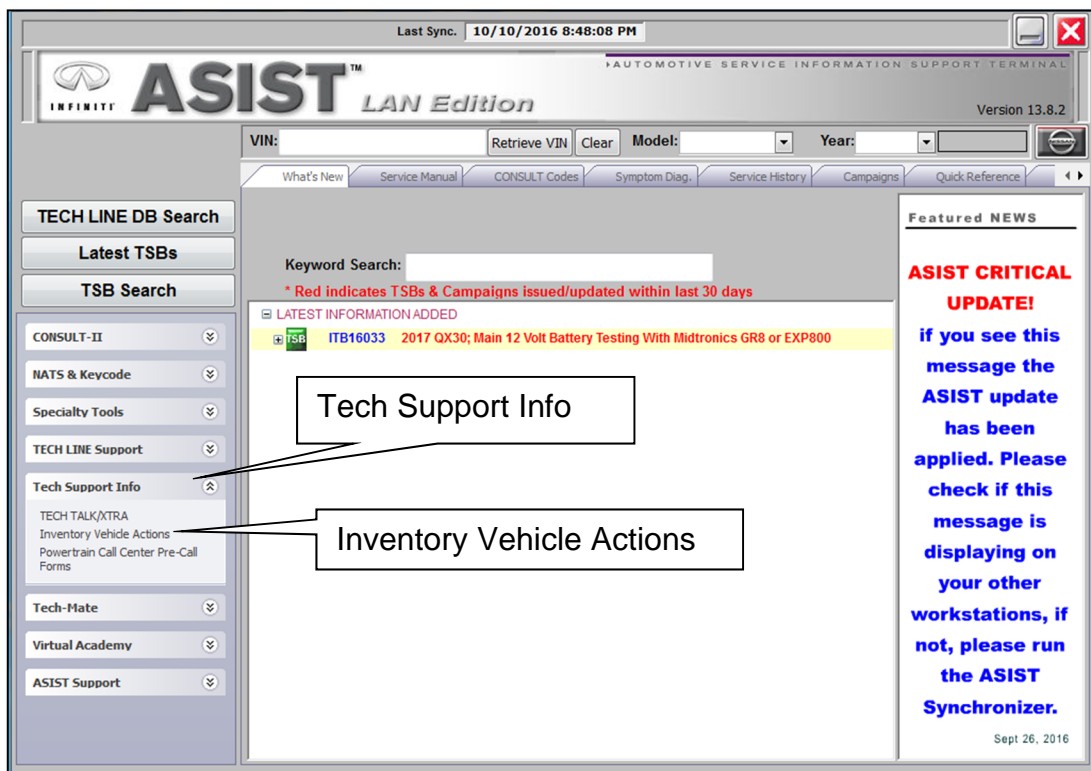


Figure 5

5. Select PM691 - Sentra (B17) Air Bag Inflator Scan Tool **CLICK HERE.**

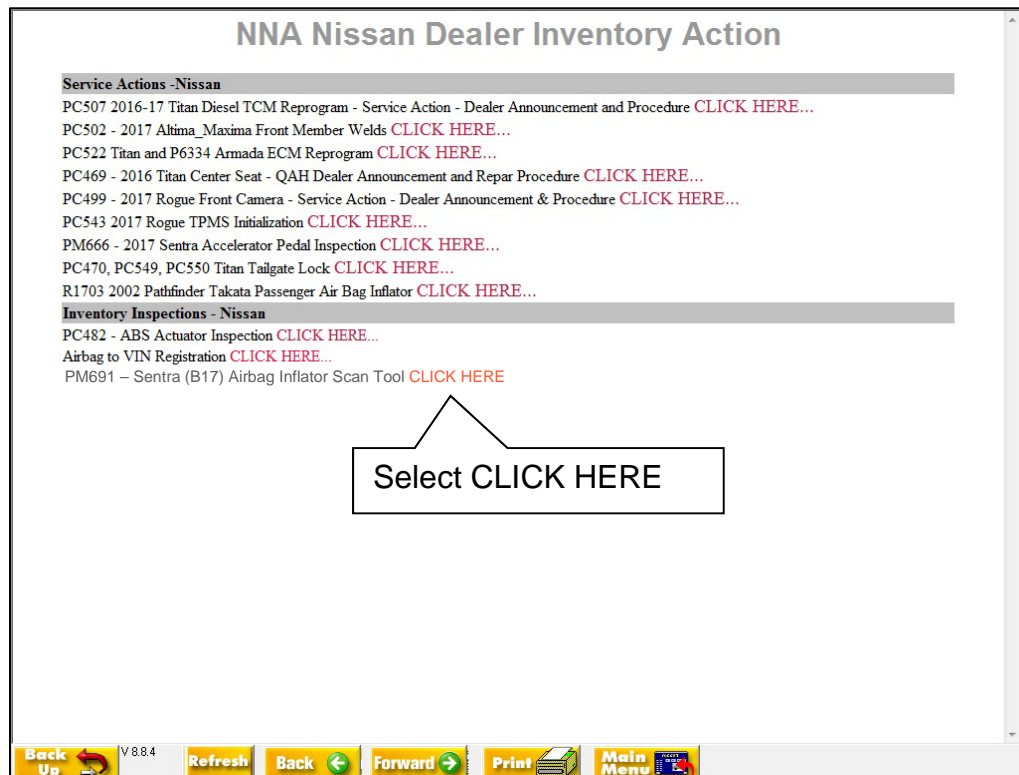


Figure 6

6. Use the quick scan tool to scan the bar code (serial number) on the air bag inflator module.

 - The serial number will populate the “Check” field automatically (see Figure 9 on the next page).

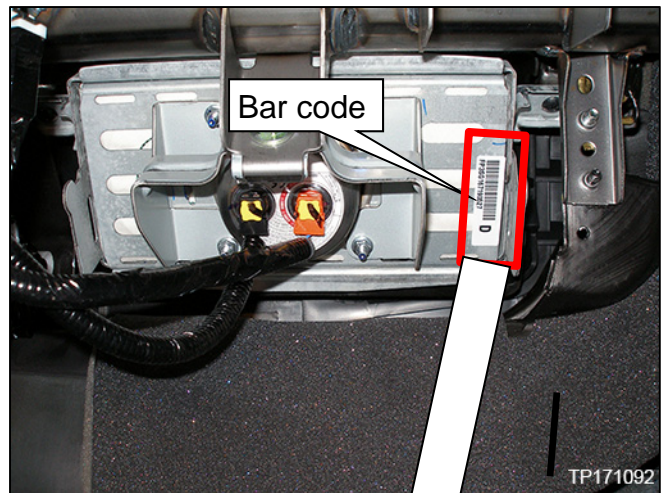


Figure 7

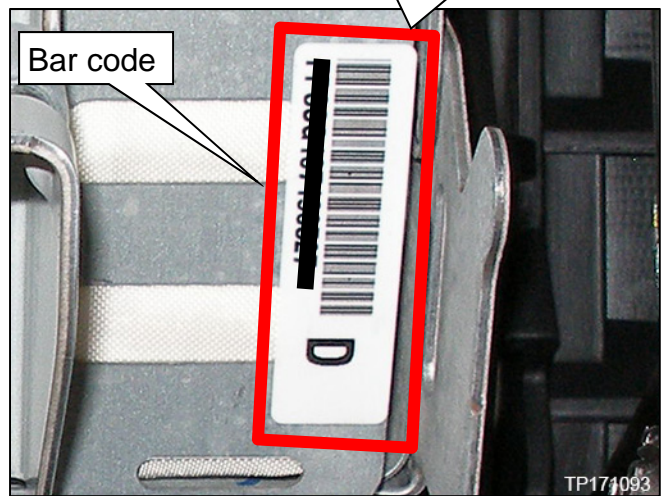


Figure 8

7. Select **Check**.

- If your air bag inflator is OK, the **OK** message shown in Figure 9 will display.
- The screen in Figure 9 showing the 14 digit serial number and the **OK** message **MUST** be printed and attached to the repair order for warranty documentation.
- If the airbag inflator **does not** require replacement, reinstall the front passenger glove box lid and cover to the vehicle.
- Refer to the ESM, section **IP – Instrument Panel**, for installation information.

PM691 – Sentra (B17) Airbag Inflator Scan Tool

7/27/2017 12:18:58 PM

Please enter a 14 character Serial Number.

FP3SGXXXXXXXXXX

Check

EXAMPLE

Airbag Inflator is OK

Figure 9

- If your air bag inflator is NG, then NG message shown in Figure 10 on the next page will display.

- The screen in Figure 10 showing the 14 digit serial number and the Replace Air Bag Inflator message, **MUST** be printed and attached to the repair order for warranty documentation.

PM691 – Sentra (B17) Airbag Inflator Scan Tool

7/27/2017 12:17:16 PM

Please enter a 14 character Serial Number.

FP3SGXXXXXXXXXX Check

EXAMPLE

“Replace airbag Inflator and submit appropriate claim per campaign bulletin”

Figure 10

8. If the airbag inflator **does** require replacement, continue to Step 9 on the next page.

Register the New Inflator

9. Obtain a new inflator from your parts department.
 - The new inflator is listed in the Parts Information.
10. On the left side of the ASIST main menu, select **Tech Support Info**, and then **Inventory Vehicle Actions**.

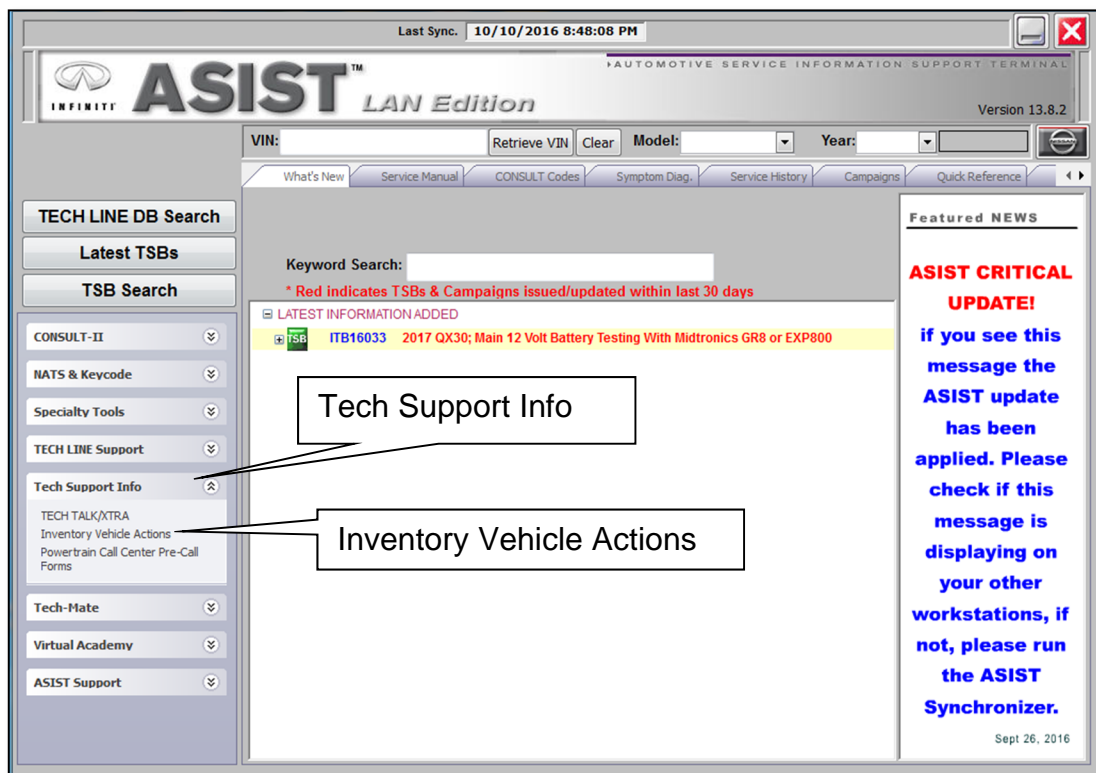


Figure 11

11. Select **CLICK HERE** (Air Bag to VIN Registration).

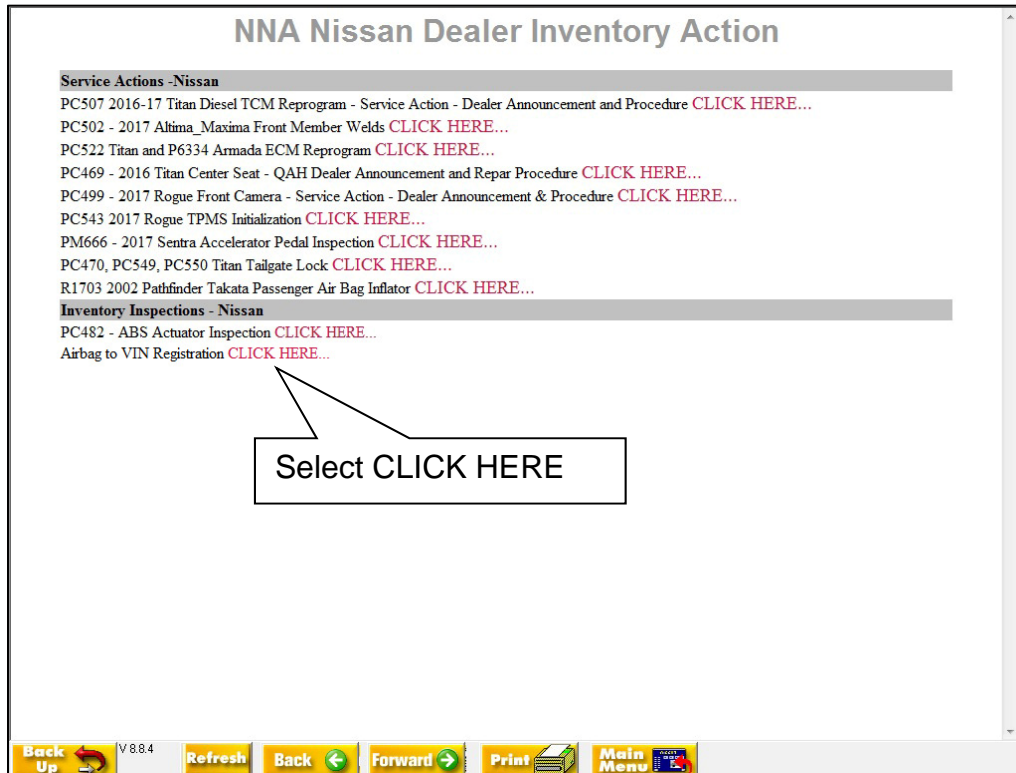


Figure 12

12. Use the quick scan tool to scan the bar code (VIN) on the vehicle B-pillar label.

NOTE:

- Some labels may not scan quickly.
- Hold the scan tool approximately 6 inches away from the label.
- Hold the trigger down until the label is read (this may take several seconds).



Figure 13

- The VIN will automatically populate (see Figure 14).
- If needed, the VIN can be entered manually.

Airbag to VIN Registration

11/28/2016 1:36:32 PM

Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code

Key Number

VIN

Airbag Serial Number **Submit**

Step 14; see next page.

(Select submit after both fields are populated).

Figure 14

13. Use the quick scan tool to scan the bar code (serial number) on the new air bag inflator (see Figures 15 and 16).

- The serial number will automatically populate (see Figure 14, above).



Figure 15

NOTE: If needed, the serial number can be entered manually.

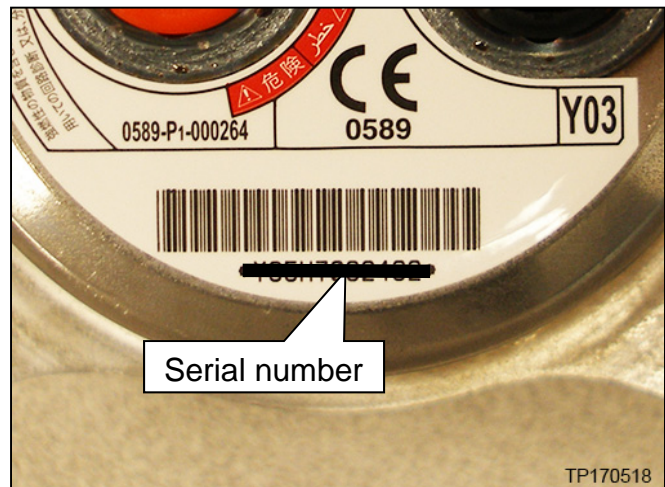


Figure 16

14. Select **Submit** on the ASIST screen (see Figure 14 on the previous page).

15. Turn the ignition ON / engine OFF.

16. Write down the radio settings.

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

17. Record (write down) any other customer settings that will be lost when the battery is disconnected.

- Refer to the ESM, section PG-Power Supply, Ground, & Circuit Elements, for a listing of systems that may lose settings or memory when disconnecting the 12V battery.
 - Look in the PG section index for ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.

18. Turn the ignition OFF.

19. Disconnect the battery cables, negative cable first.

- If needed, refer to the ESM, section PG – Power, Supply & Ground Elements for the procedure to disconnect the 12V battery.

20. Wait at least 3 minutes before proceeding.

21. Make a note of the OLD air bag inflator (inflator) connector orientation to ensure the NEW inflator is installed correctly.

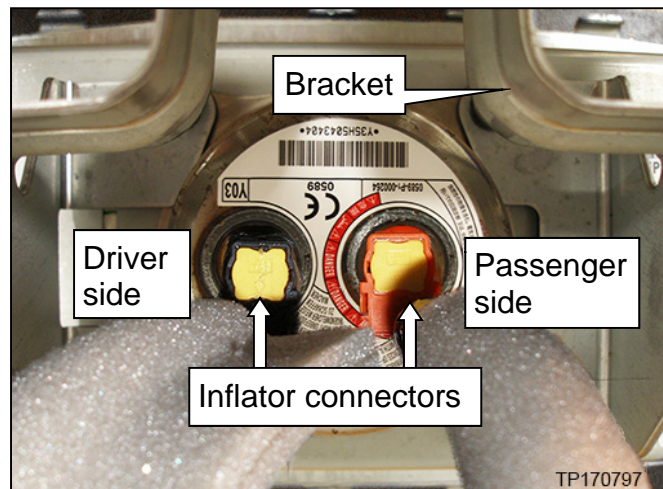


Figure 17

22. Unlock and disconnect the electrical connectors.

- For unlocking and removing the front passenger air bag module harness connectors:
 - Insert a thin screwdriver wrapped in tape into the notch and lift the lock.
 - Then remove the harness connectors.

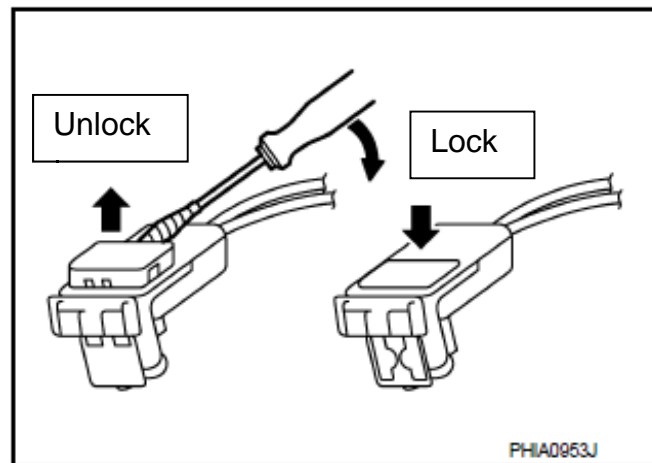


Figure 18

23. Remove the air bag module bracket bolt securing the bracket to the dash support brace.

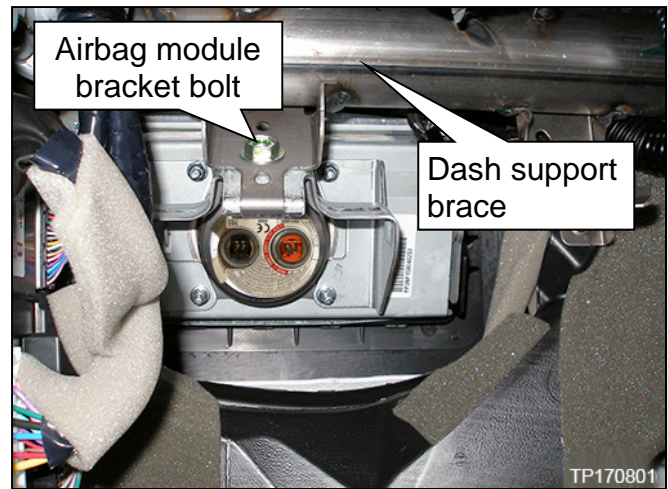


Figure 19

24. Remove the 4 nuts securing the air bag inflator and inflator bracket (bracket) to the air bag module (module).

- Set the bracket aside.

NOTE:

- The bracket will be reused during reassembly.
- The nuts will **NOT** be reused.

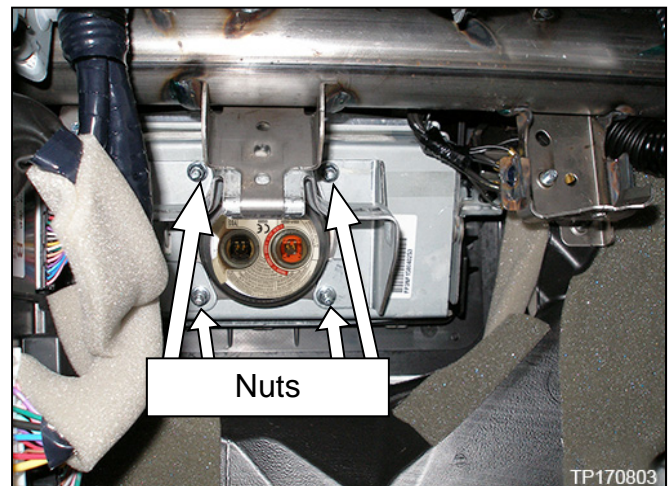


Figure 20

25. Remove the inflator from the module.

- Pull the inflator straight back, making sure not to damage the threads on the mounting studs.



Figure 21

26. Install the **NEW** inflator.

- Make sure the new inflator is oriented correctly (black connector toward driver side).
- The 4 module studs are loose. Aligning the inflator will require some finesse to keep them from pushing in. If they push in, remove the inflator, put the studs back in place, and try again.
- Continue holding the inflator while installing the inflator bracket in the next step.

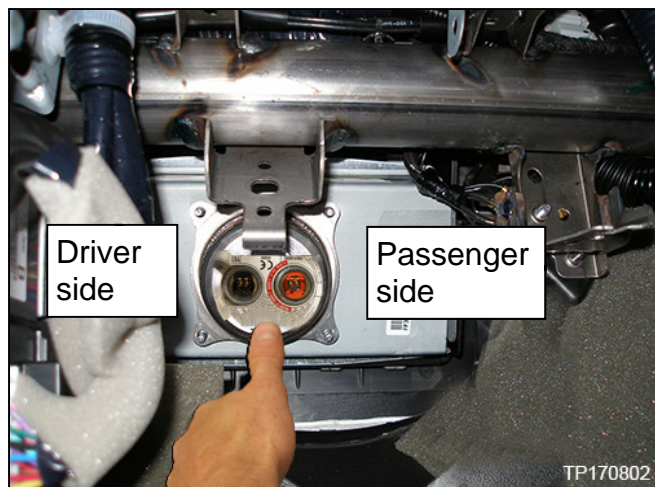


Figure 22

27. Install the bracket onto the module studs.

- Leave the air bag module bracket bolt off until all 4 module studs are correctly seated.
- Wiggle the bracket to assist installation.

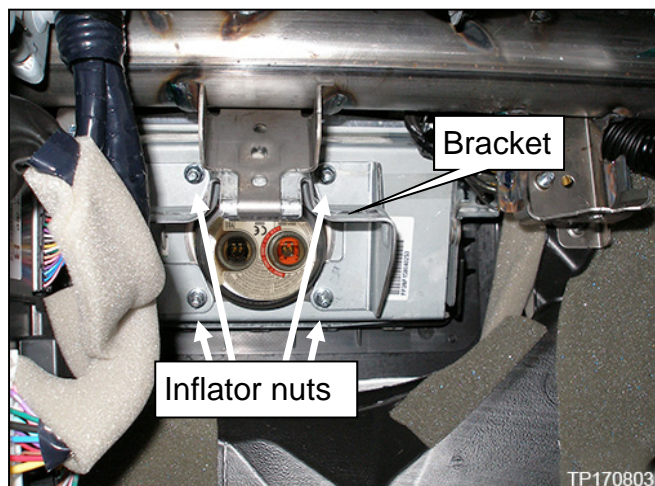


Figure 23

28. Install the 4 **NEW** inflator nuts.

- Torque the new inflator nuts to:
3.04 - 4.02 N·m
(0.31- 0.41 kg-m, **27 - 36 in-lb**).

29. Install the **NEW** air bag module bracket bolt.

- Torque the new air bag module bracket bolt to: 19.6 – 25.0 N·m
(2.0 – 2.5 kg-m, **14.5 – 18.4 ft-lb**).
- The new air bag module bracket bolt is listed in Parts Information.
- Do **NOT** reuse the old bolt.

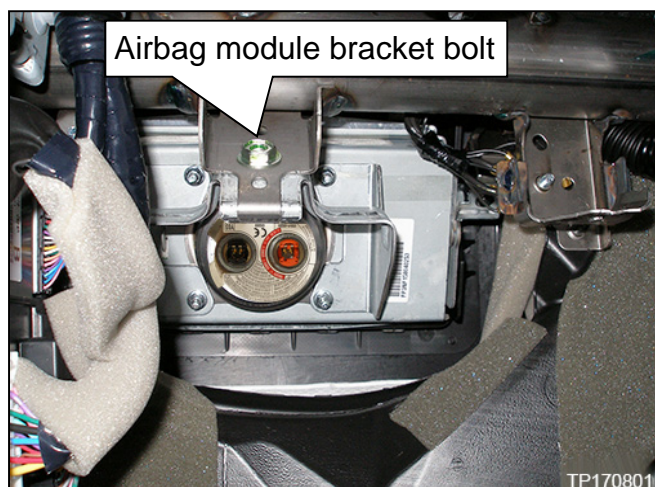


Figure 24

30. Reconnect the passenger airbag inflator electrical connectors.

- For installing and locking the front passenger air bag module harness connectors:
 - Make sure the connector is fully inserted/Installed into the inflator with the connector lock raised (unlocked).
 - Make sure to match the connector colors (Black to Black and Red to Red).
- Then push the lock into the connector.
- Make sure the lock is pushed in securely.

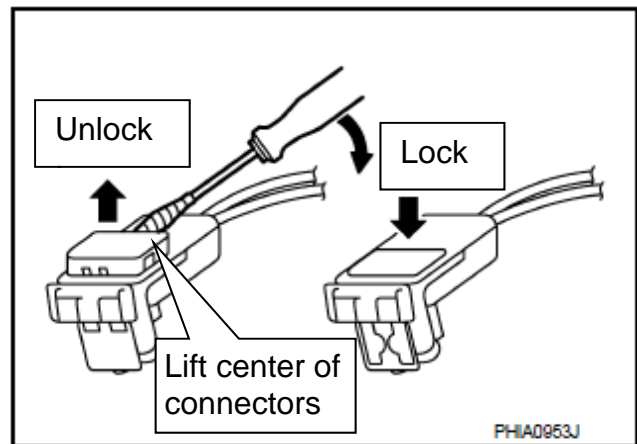


Figure 25

31. Reinstall the front passenger glove box lid and cover into the vehicle.

- Refer to the ESM, section IP – Instrument Panel, for installation information.

32. Connect both battery cables – positive cable first.

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

- This warning 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 ESM for additional diagnostic and repair information.

34. Reset/reinitialize systems as needed.

- Refer to the ESM, section PG – Power Supply & Ground Elements, for a listing of systems that require reset/initialization after reconnecting the 12V battery.
- Look in the PG section index for ADDITIONAL SERVICE WHEN REMOVING 12V BATTERY NEGATIVE TERMINAL.
- This list often includes items such as radio, power windows, clock, sunroof, etc.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Inflator for Front Passenger Air Bag Module (Includes 4 inflator mounting nuts)	98561 - 3SG0A	1
Airbag module bracket bolt	01141 - 00461	1

NOTE: Return the inflator using the Return Instructions on the next page.

CLAIMS INFORMATION

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

CAMPAIGN (CM) ID NUMBER	DESCRIPTION	OP CODE	FRT
PM691	Inspect and Replace Front Passenger Airbag Inflator	PM6911	0.8 hrs.
	Front Passenger Airbag Inflator Inspection Only	PM6910	0.2 hrs.



AIR BAG INFLATOR RETURN INSTRUCTIONS

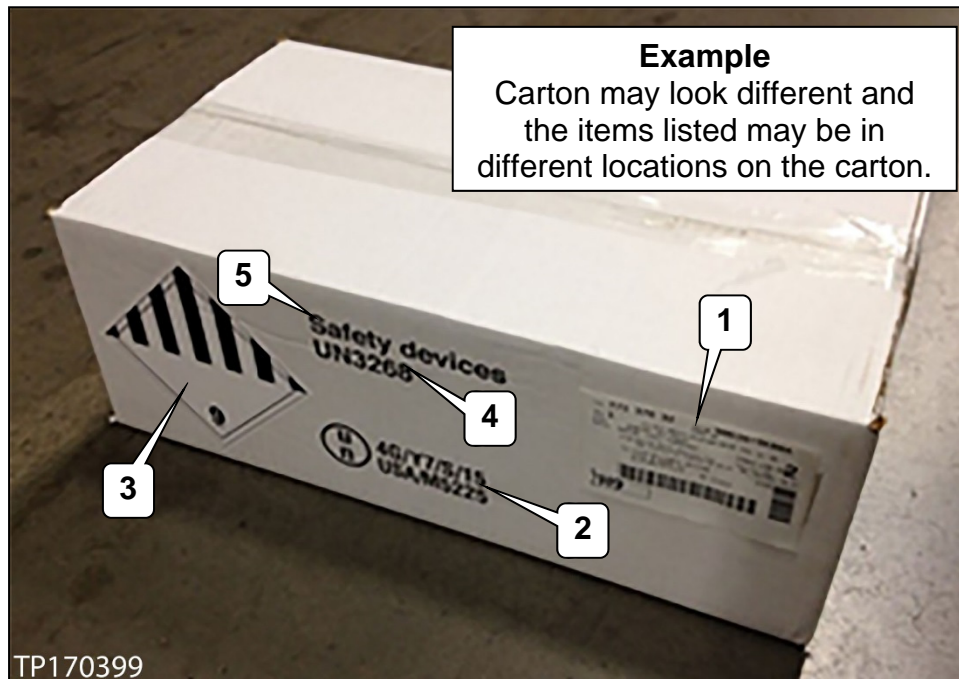
NOTE: DO NOT DEPLOY THE USED/NON-DEPLOYED AIR BAG INFLATOR REMOVED FROM THE VEHICLE.

Returns via YRC Reverse Logistics (for non DDS dealers)

Packaging Instructions

NOTE: Individuals preparing hazardous material ('Hazmat') shipments are required to be trained in accordance with the Code of Federal Regulations, Title 49, section 172.704.

1. Place the old inflator from the vehicle in the carton that the new air bag inflator was received in. Be sure to package the used inflator the same way as the new inflator. Include any packing material that was used to ship the new inflator in the carton with the used inflator.
2. Seal the carton with 3 inch clear tape across the flaps and along the edges to securely close the carton.
3. Verify that the Class 9 hazardous material diamond, UN ID (UN3268), and the proper shipping name (safety devices) are still clearly visible on the carton and are not covered or obstructed in any way.



Required markings:

- | | |
|--------------------------------------|-------------------------|
| 1. Transportation information | 4. ID number |
| 2. UN specification package markings | 5. Proper shipping name |
| 3. Labels | |

4. Write on top of the carton: "Campaign".

Shipping Instructions

NOTE: Please accumulate a minimum of 10-15 air bag inflators prior to contacting the YRC Reverse Logistics call center to arrange for the pick-up of the inflators.

1. Call the YRC Reverse Logistics call center at 1-800-357-9199 and tell the operator that you need to return Campaign air bag inflators to your servicing PDC.
2. Provide the call center with the name, address and telephone of your servicing PDC.
3. Provide your dealership name, address and telephone number.
4. Provide the number of air bag inflators being returned and the total weight.
5. The YRC Reverse Logistics team will fax/email you a copy of the completed Bill of Lading and shipping labels for the shipment.
6. The YRC Reverse Logistics call center will notify the local YRC terminal to pick up the air bag inflators at your dealership.
 - Please do **NOT** call the local YRC terminal to schedule the pick-up.
7. Place the packaged air bag inflators and completed Bill of Lading aside for pick up by the carrier.

Returns via DDS

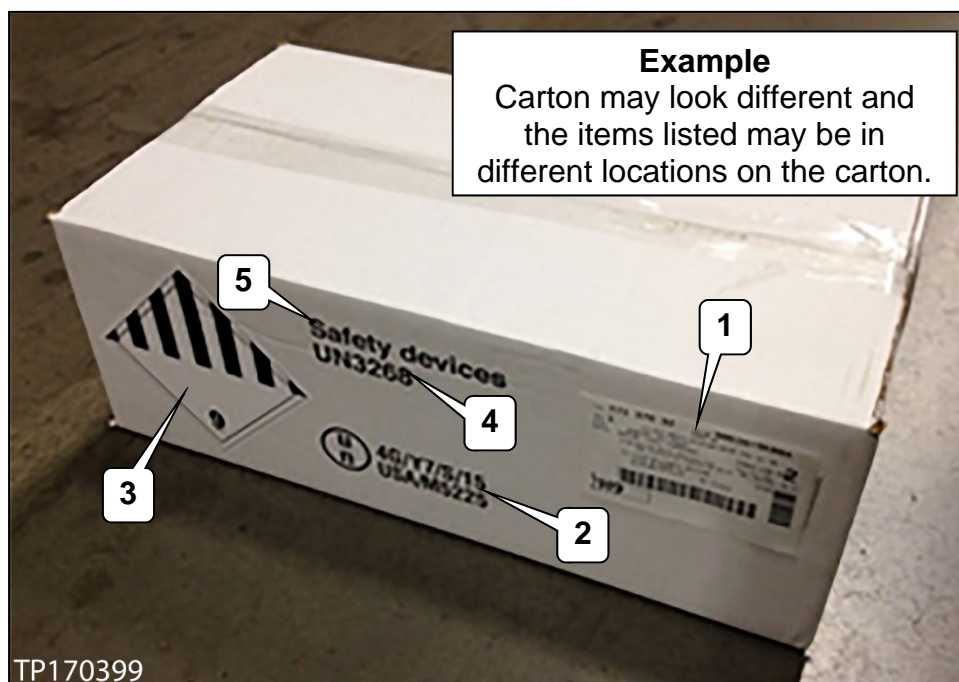
Packaging Instructions:

NOTE: Individuals preparing hazardous material ('Hazmat') shipments are required to be trained in accordance with the Code of Federal Regulations, Title 49, section 172.704.

1. Place the old inflator from the vehicle in the carton that the new inflator was received in. Be sure to package the old inflator the same way as the new inflator. Include any packing material that was used to ship the new inflator in the carton with the old inflator.

NOTE: The carton must be in like new condition.

2. Seal the carton with 3 inch clear tape across the flaps and along the edges to securely close the carton.
3. Verify that the Class 9 hazardous material diamond, UN ID (UN3268), and the proper shipping name (safety devices) are still clearly visible on the carton and are not covered or obstructed in any way.



Required markings:

1. Transportation information
2. UN specification package markings
3. Labels

4. ID number
5. Proper shipping name

4. Write on top of the carton: "Campaign".

Bill of Lading Instructions (refer to example on the next page):

Use the blank Bill of Lading on the last page and enter the following:

1. Servicing PDC name, address & telephone number.
2. Date of the shipment.
3. Dealership name and address as indicated on the sample Bill of Lading.
4. Number of packages being shipped on line 1.
5. Total weight of the packages being shipped on line 1.
6. Total number of packages being shipped.
7. Total weight of the packages being shipped.
8. Print the name of the Hazmat trained/certified employee and have him/her sign as shown on sample Bill of Lading.
9. Print the name of the DDS carrier that will be transporting the air bag inflators back to your servicing PDC.

Shipping Instructions:

Place the packaged air bag cartons and completed Bill of Lading in DDS delivery area for DDS driver pick up.

SHIPPER PLEASE NOTE		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE		IF SINGLE SHIPMENT CHECK BOX BELOW		
PLACE PRO LABEL HERE				STRAIGHT BILL OF LADING				
				ORIGINAL - NOT NEGOTIABLE SINGLE SHIPMENT PICKUP <input checked="" type="checkbox"/>				
				DATE	2	P.O. NO.	SHIPPER NO.	
CONSIGNEE (TO) Servicing PDC Name				SHIPPER (FROM) Dealer Name				
STREET Servicing PDC Street Address				STREET Dealer Street Address				
CITY, STATE, ZIP Servicing PDC City, State and Zip				CITY, STATE, ZIP Dealer City, State and Zip				
PHONE NO. Servicing PDC Tel. No.			ROUTE			VEHICLE NO.		
NUMBER SHIPPING UNITS	H M	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS			NMFC No.	CLASS	WEIGHT (LBS) (Subject to Correction)	
4	X	4G BOXES X 9.0 LBS UN3268, DEVICES, 9 EX-1993040309 NO PLACARDS REQUIRED PER 49CFR 172.504(F)(9) 2016 ERG 171			19697	55	5	
6	◀ TOTAL					TOTAL ▶		7
EMERGENCY CONTACT: CONTACT MUST BE AVAILABLE 24/7, 365 days per year								
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.								
SHIPPER Hazmat Trained Person				CARRIER DDS Carrier Name				
AUTHORIZED SIGNATURE Hazmat Trained Person's Signature				AUTHORIZED SIGNATURE Carrier Driver Signature		DATE 04/12/17		
NUMBER OF PIECES RECEIVED ▲								

TP170815

SHIPPER PLEASE NOTE		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE		IF SINGLE SHIPMENT CHECK BOX BELOW	
PLACE PRO LABEL HERE				STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE SINGLE SHIPMENT PICKUP <input checked="" type="checkbox"/>			
				DATE		P.O. NO.	
CONSIGNEE (TO)				SHIPPER (FROM)			
STREET				STREET			
CITY, STATE, ZIP				CITY, STATE, ZIP			
PHONE NO.		ROUTE			VEHICLE NO.		
NUMBER SHIPPING UNITS	H M	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS			NMFC No.	CLASS	WEIGHT (LBS) (Subject to Correction)
◀ TOTAL					TOTAL ▶		
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.							
SHIPPER				CARRIER			
AUTHORIZED SIGNATURE				AUTHORIZED SIGNATURE		DATE	
NUMBER OF PIECES RECEIVED ▲							

TP170814