



RECALL CAMPAIGN BULLETIN

Classification:

RS17-050d

Reference:

NTB17-128d

Date:

April 21, 2020

VOLUNTARY SAFETY RECALL CAMPAIGN 2007-2012 VERSA HATCHBACK AND 2007-2011 VERSA SEDAN DRIVER AIR BAG INFLATOR

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: PM685
NHTSA #: 17V-449
APPLIED VEHICLES: 2007-2012 Versa Hatchback (C11)
2007-2011 Versa Sedan (C11)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2007-2012 Versa Hatchback and 2007-2011 Versa Sedan vehicles to replace the driver air bag inflator. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

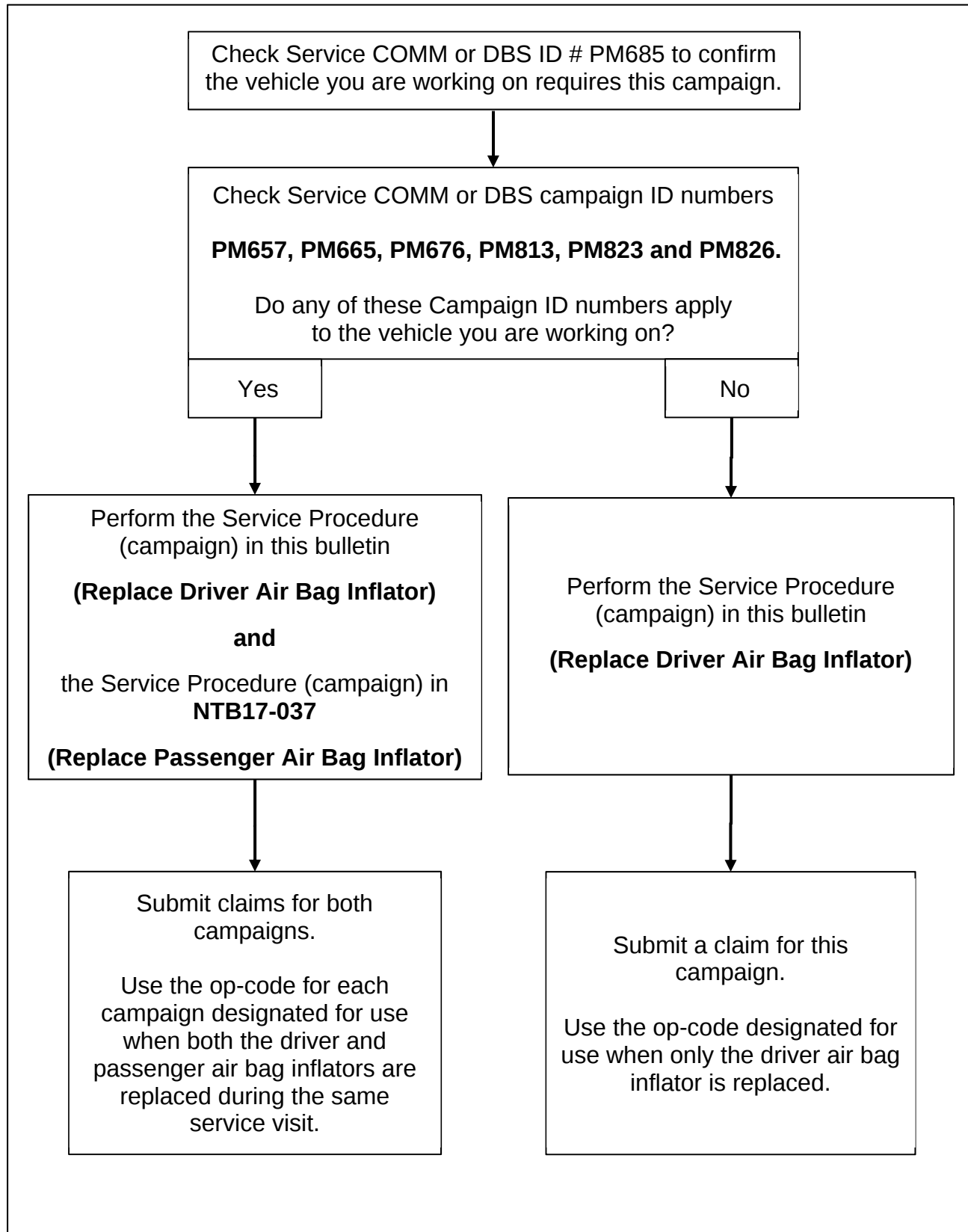
Nissan has assigned identification number PM685 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History 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.

Repair Overview



REQUIRED SPECIAL TOOL(S)

Quick Scan Tool (J-52352)

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



Figure B

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. Register the new inflator serial number as follows.
 - The new inflator is listed in the Parts Information.

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



TP160801

Figure 1

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

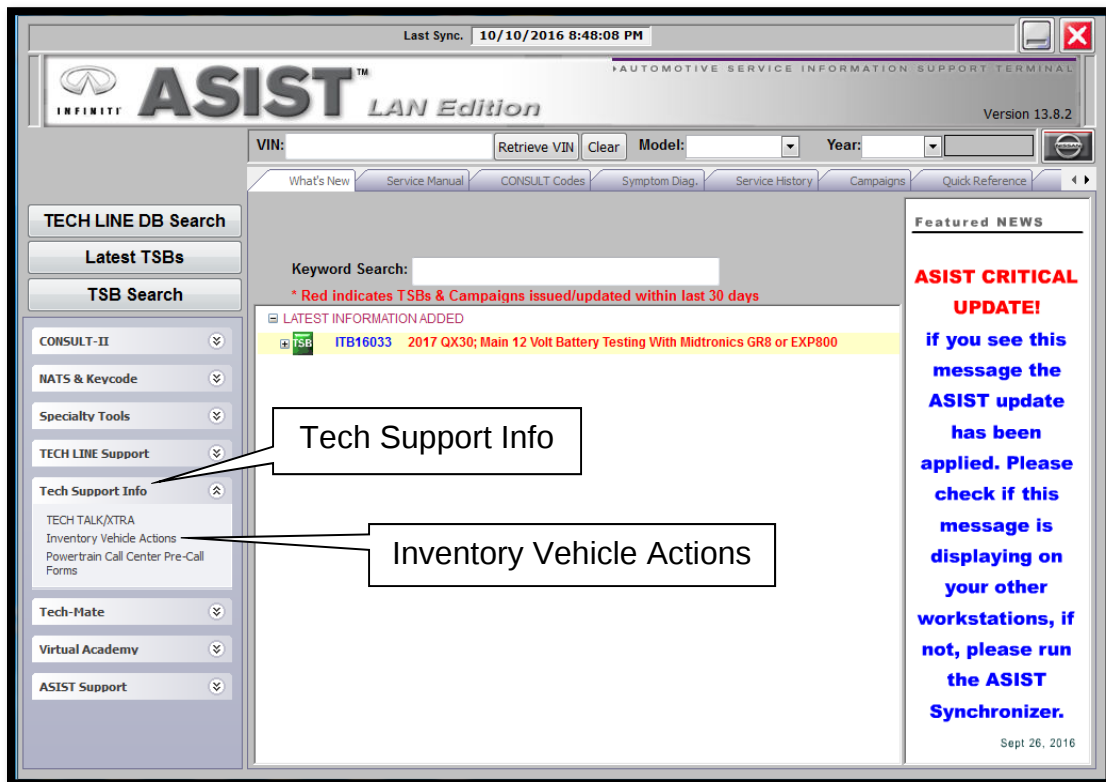


Figure 2

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

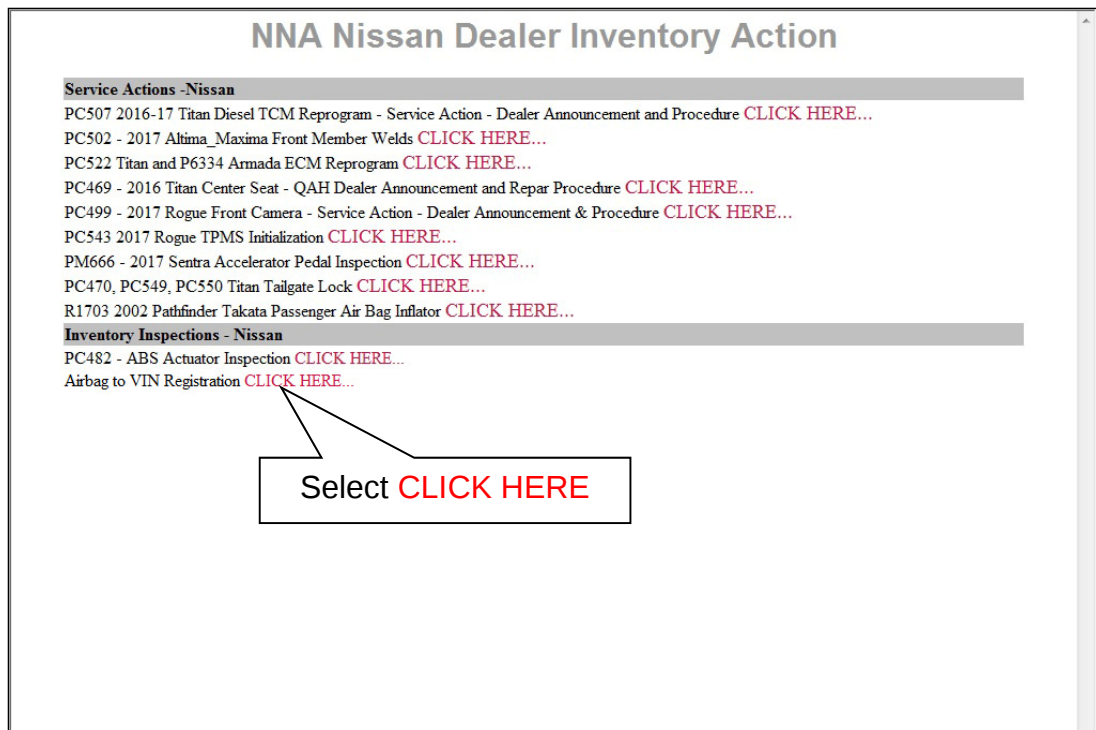


Figure 3

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

- Wipe any dirt/debris from bar code before scanning.

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 4

- VIN will automatically populate (see Figure 5).
- If needed, 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 f; see next page.

(Select submit after both fields are populated).

Figure 5

- e. Use the quick scan tool to scan the bar code (serial number) on the new inflator shipping box.

- The serial number will automatically populate (see Figure 5 on previous page).

IMPORTANT: The serial number is the one that does not have “KIT” in front of it.

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

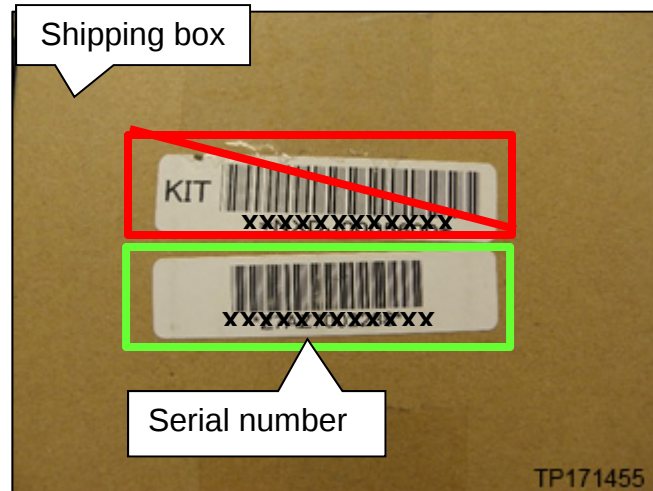


Figure 6

- f. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).
6. Remove the driver air bag (module) from the steering wheel.
- Refer to the ESM, section **SRS – Supplemental Restraint Systems (SRS)**, for removal information.
7. Set the module in a clean working area.

PREPARE STEERING WHEEL

8. Remove the steering wheel from the steering column.
- Refer to the ESM, section **PS – Power Steering System**, for removal information.
9. Place the steering wheel upside down on a clean surface.
- Figure 7 shown with steering wheel facing down.



Figure 7

10. Remove the steering wheel finisher (rear cover) from the steering wheel (Figure 7).

- Figure 8 shown with steering wheel finisher removed.



Figure 8

11. Apply rubber tape from kit to the back of the steering wheel as follows:
- a. Remove adhesive backing from rubber tape.
 - b. Insert the rubber tape through steering wheel hole as shown in Figure 9.
 - c. Attach rubber tape to surface of steering wheel as shown in Figure 9.

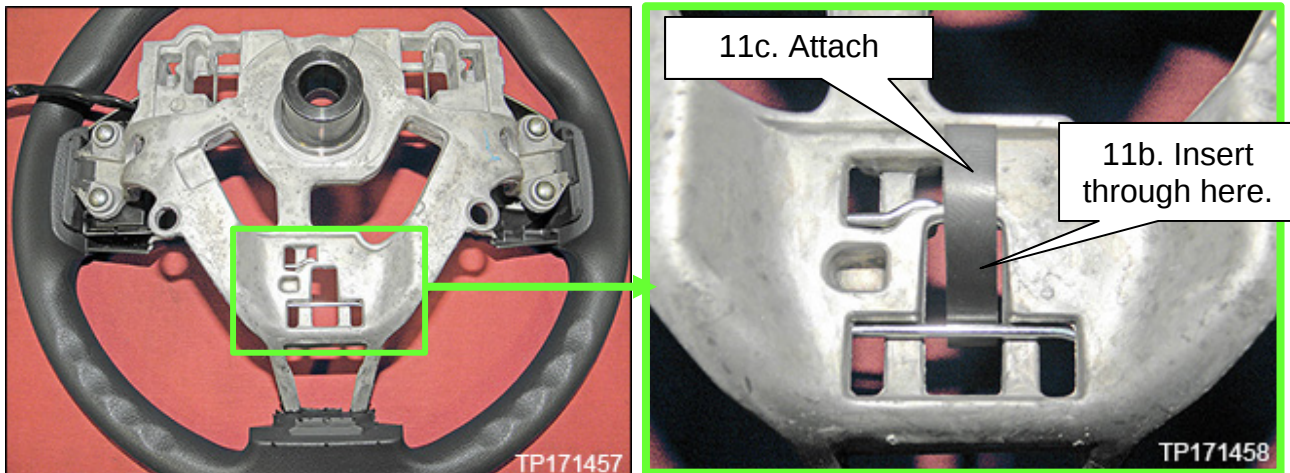


Figure 9

- d. Turn steering wheel right side up.

- e. Fold tape over the top of the torsion spring and attach by pressing into housing.

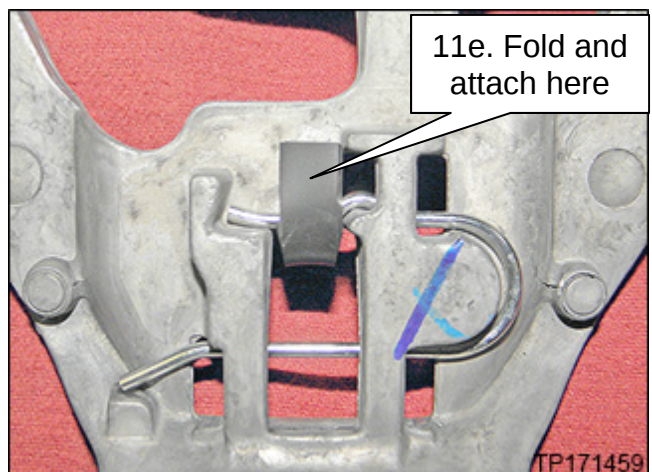


Figure 10

12. Apply aluminum tape from the kit over the rubber tape as follows:

- a. Place the steering wheel upside down.
- b. Remove the adhesive backing from the aluminum tape.
- c. Insert the aluminum tape through steering wheel hole as shown in Figure 11
- d. Start attaching the aluminum tape over the rubber tape in the same direction that the rubber tape was attached in step 11c.

NOTE: The aluminum tape will wrap over the rubber tape several times.

- e. Turn the steering wheel right side up.
- f. Continue to attach (wrap) the aluminum tape over the top of the rubber tape.

- g. Perform steps 12a-12f until the complete length of aluminum tape has been completely wrapped around the rubber tape.

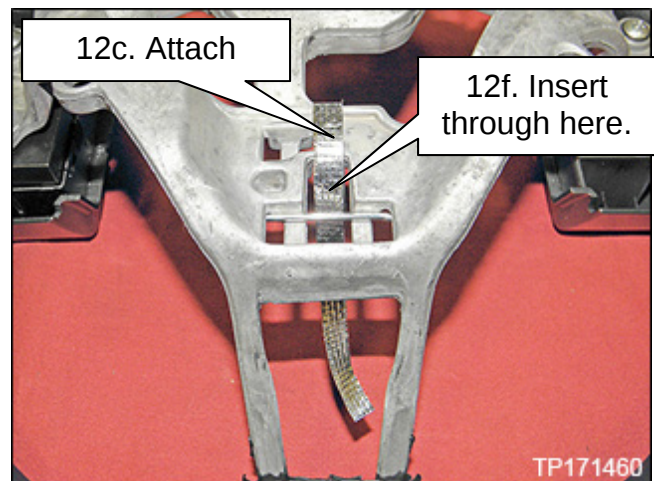


Figure 11

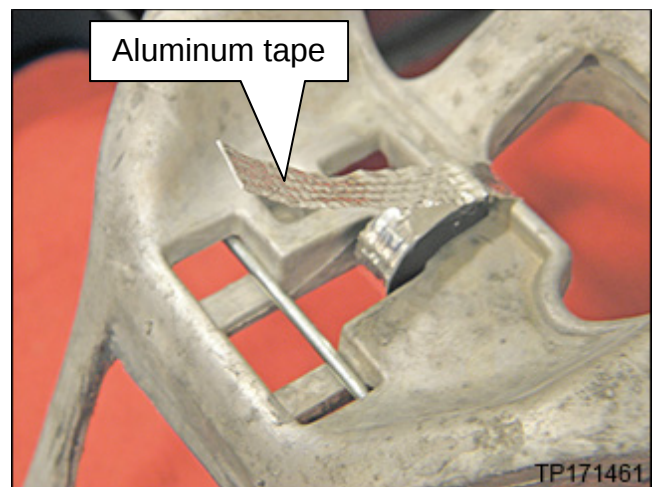


Figure 12

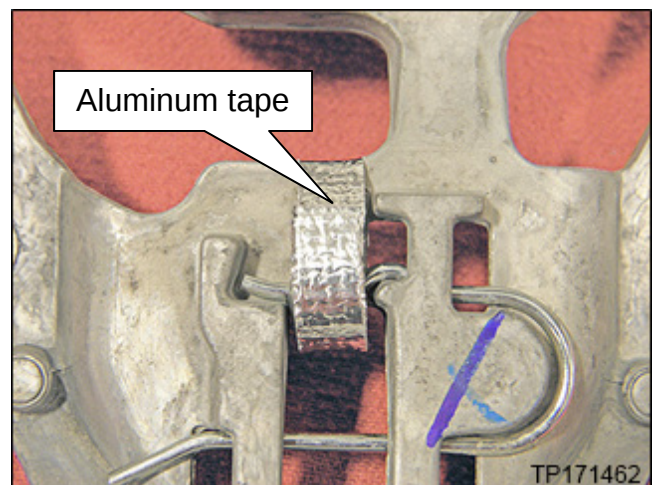


Figure 13

13. Place steering wheel facing down.

14. Install zip tie from kit over the aluminum tape as shown in Figure 14.

IMPORTANT: Zip tie locking end must be on the side that is opposite the module; zip tie faces the front of the vehicle when tight.

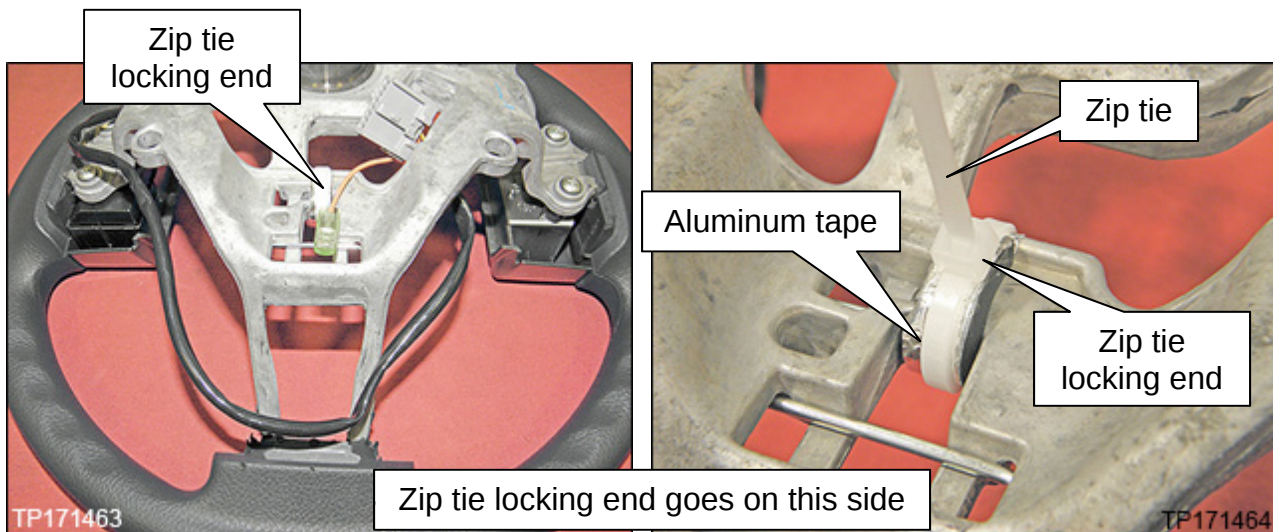


Figure 14

15. Remove excess zip tie.

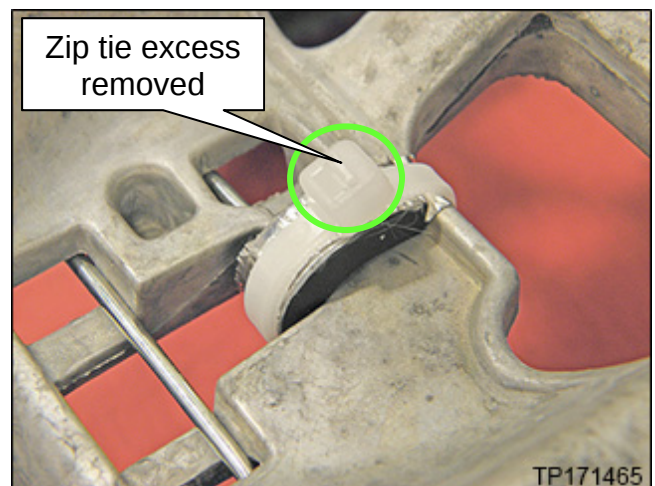


Figure 15

16. Remove the rib shown in Figure 16 and Figure 17 of the steering wheel finisher with an appropriate tool.
- Trim rib flush with edge of steering wheel finisher.

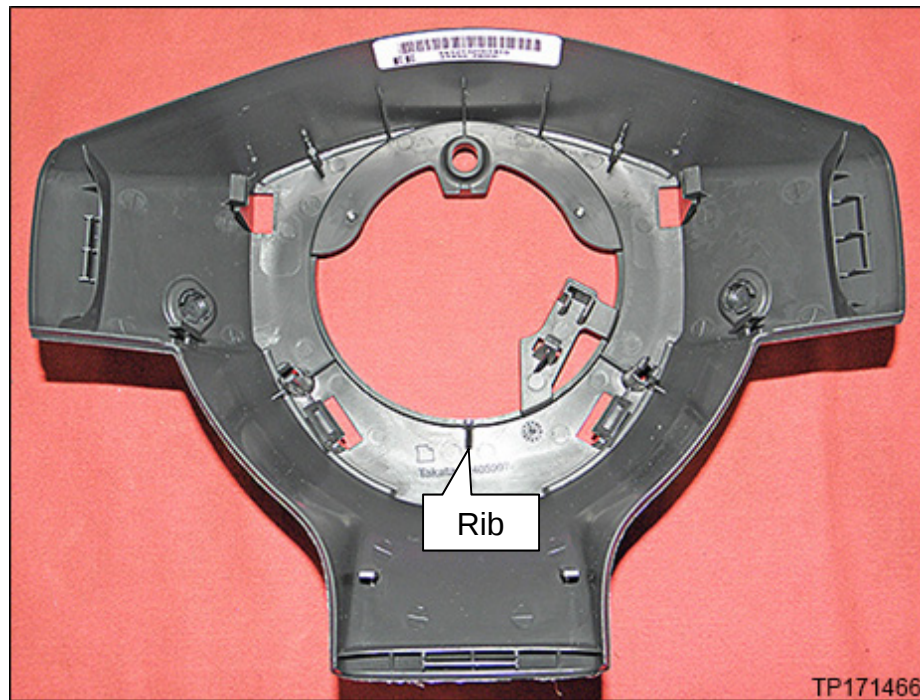


Figure 16

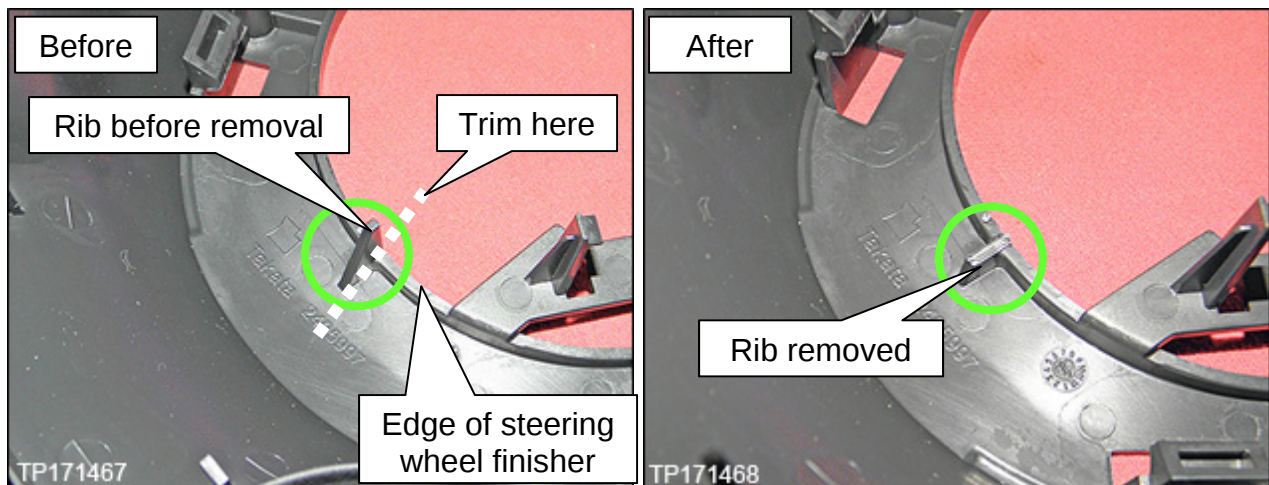


Figure 17

17. Route the steering wheel switch harness as shown in Figure 18.

NOTE: Harness must be routed between the steering wheel and steering wheel finisher.

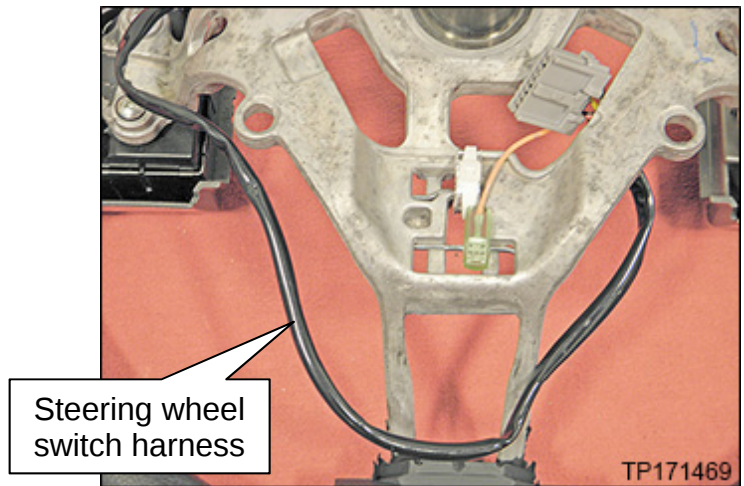


Figure 18

18. Re-install the steering wheel finisher to the steering wheel.



Figure 19

INSTALL NEW DRIVER AIR BAG INFLATOR INTO MODULE

19. Remove the four (4) driver air bag inflator (inflator) nuts shown in Figure 20.

NOTE: These nuts will be replaced later in this procedure.



Figure 20

20. Remove the inflator from the module.

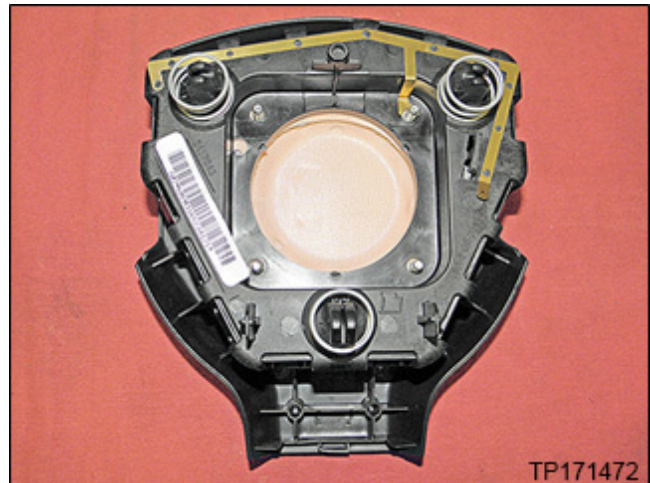


Figure 21

21. Install the new inflator from the Parts Information into the module as shown in Figure 22.

IMPORTANT: The bar code on the new inflator will be located on the left.

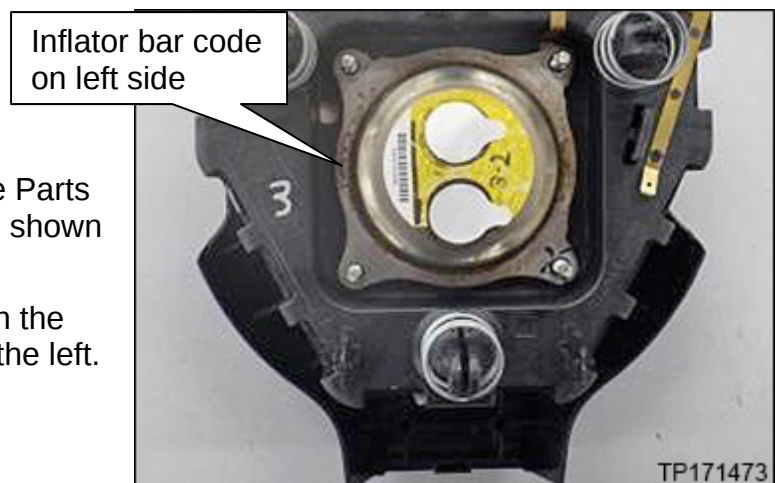


Figure 22

22. Install four (4) new nuts from the Parts Information and torque.
- Torque the nuts to 5.0 N•m (0.51 kg-m, **44.25 in-lb**)

23. Remove the stickers that are covering the inflator connectors.

NOTE: Figure 23 shows stickers removed.

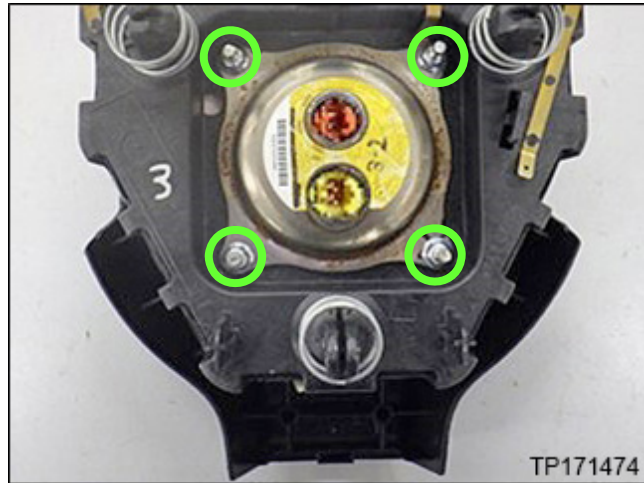


Figure 23

24. Re-install the steering wheel onto the steering shaft splines.

IMPORTANT: When installing the steering wheel, it is critical to align the splines of the steering wheel with the splines of the steering shaft.

- Before Installing Lock nut ensure the steering wheel indicator marks are aligned and the steering wheel is straight.
 - Refer to the ESM: Section **PS – Power Steering System**, for additional installation information.
25. Install the steering wheel lock nut onto the steering shaft by hand until the steering shaft threads appear above the steering wheel lock nut (refer to Figure 24).
- IMPORTANT:** The steering wheel must be fully seated to the steering column shaft prior to installing and torquing the steering wheel nut.

STOP AND CHECK



Steering Wheel CORRECTLY Seated

Figure 24



Steering Wheel NOT Seated

Figure 25

26. Torque the steering wheel lock nut to 34.3 N•m (3.5 kg-m, **25 ft-lb**) with torque wrench.

IMPORTANT: Ensure the steering wheel is installed correctly and moves freely.

27. Install module with new inflator onto the steering wheel in the reverse order of disassembly.

- Refer to the ESM, section **SRS – Supplemental Restraint Systems (SRS)**, for installation information.

NOTE: If the passenger air bag module will be replaced during the same service visit, replace both modules before reconnecting the battery cables.

28. Connect both battery cables – positive cable first.

29. Reset the clock and the radio settings.

30. 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.

31. **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 17.**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
MODULE ASSY-AIR BAG, ASSIST (Driver's Air Bag Inflator kit)	98560-EM39D	1
Included in kit		
INFLATOR		1
NUT		4
RUBBER TAPE		1
ALUMINIUM TAPE		1
CABLE TIE		1

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 17.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ID #: PM685

Use this OP CODE if only the driver air bag inflator is replaced.

CM ID	DESCRIPTION	OP CODE	FRT
PM685	Replace Driver's Air Bag Inflator	PM6850	0.7 hrs.

Use this OP CODE for driver air bag inflator replacement if the passenger air bag inflator is replaced during the same service visit (see Repair Overview on page 2).

CM ID	DESCRIPTION	OP CODE	FRT
PM685	Replace Driver Air Bag Inflator-2 (Use when also claiming Passenger Air Bag Inflator)	PM6854	0.5 hrs.

Takata Document

NOTE

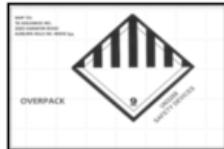
NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers *CANNOT* follow below shipping instructions. Instead, dealerships in these locations *MUST* contact the following Takata/Menlo USA representative directly for shipping instructions: Tel #: 210-250-5078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

NOTE: For Continental US 48 State dealership, please follow step 1-7

1. Shipping Documents

A) Over-pack Label

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



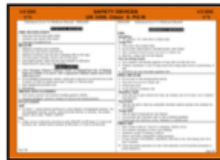
B) Bill of Lading

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



C) ERG Document

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



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.

c) Place 2nd insert on top of inflator to secure.



3. Closure Instructions

- Close the top box flaps
- Tape to seal box



4. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



5. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-210-250-5079
 - If a complete pallet has not been accumulated in 30 days, please call XPO for direction
- 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

6. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

7. 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 #: **210-250-5079**

E-Mail: SCFieldaction.14305@XPO.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



AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 19, 2017	NTB17-128	Original bulletin published
February 7, 2018	NTB17-128a	Updated CLAIMS INFORMATION
February 20, 2018	NTB17-128b	Revised Takata Document on page 15
August 16, 2018	NTB17-128c	Repair overview was added on page 2 and CLAIMS INFORMATION revised
April 21, 2020	NTB17-128d	Revised to add steps to page 14