



VOLUNTARY RECALL CAMPAIGN

Classification: RS17-050E	Reference: NTB17-128E	Date: July 25, 2023
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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.

TK Services and RXO Logistics have issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Information on this documentation is provided in this bulletin.

IDENTIFICATION NUMBER

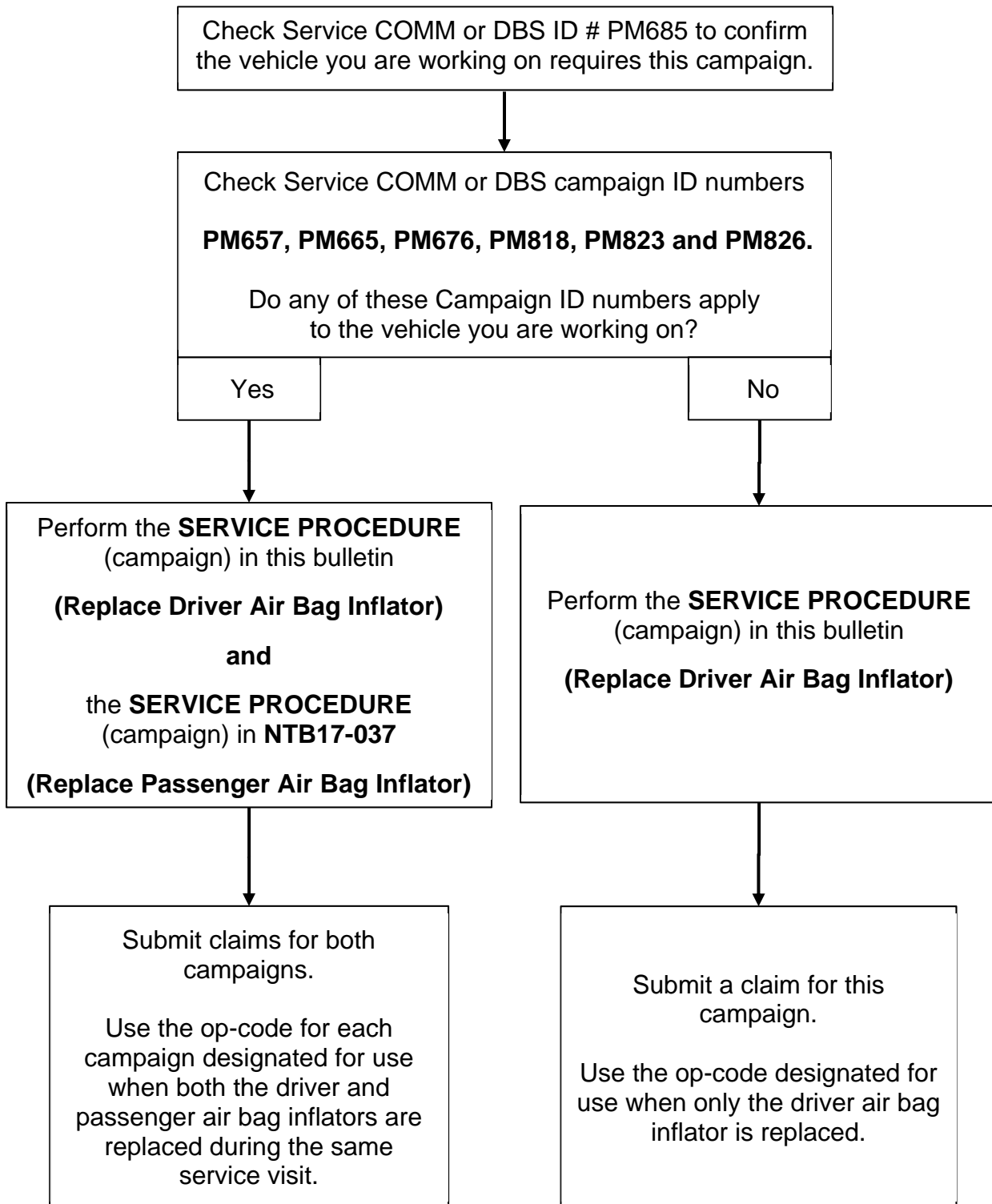
Nissan has assigned identification number PM685 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

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 TOOLS

Quick Scan Tool (J-52352)

- Each retailer has been shipped one Quick Scan Tool.
 - New tool part number NI-52352.
- Additional tools can be obtained from Tech•Mate at www.techmatetools.com or 1-833-397-3493.

HINT: When ordering, keep in mind that the tool part number prefix has changed from “J” to “NI”. For example, J-52352 is now NI-52352.



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.

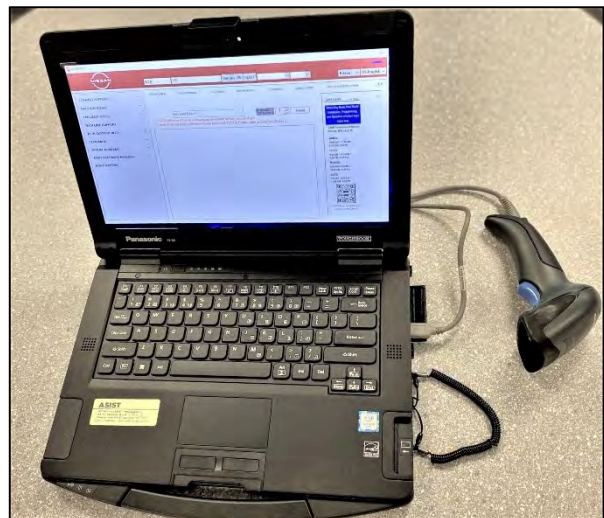


Figure 1

- b. On the left side of the ASIST main menu, select **TECH SUPPORT INFO**, and then **Inventory Vehicle Actions**.

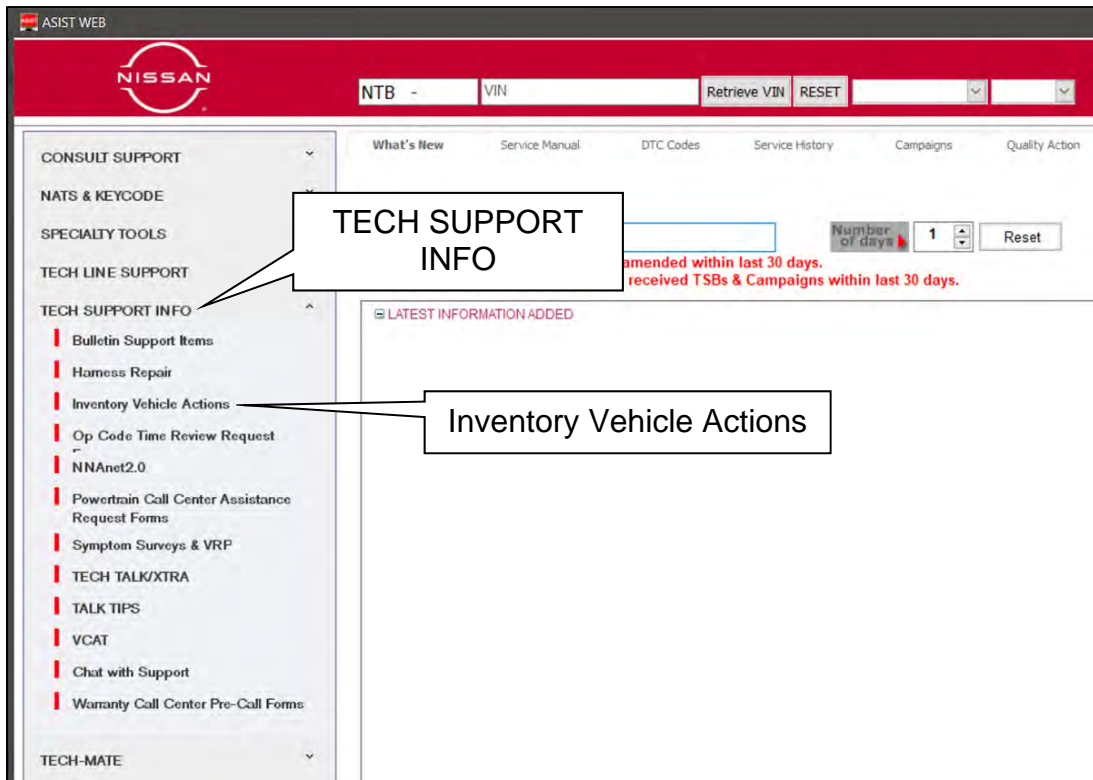


Figure 2

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

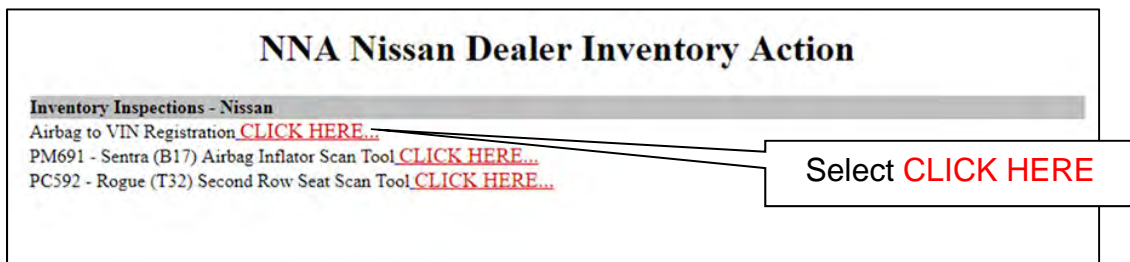


Figure 3

- e. Use the Quick Scan Tool to scan the bar code (serial number) on the new inflator shipping box.

- o 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.

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

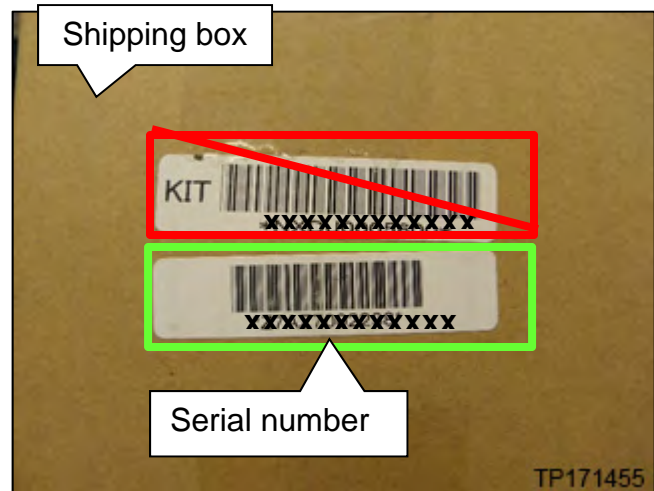


Figure 6

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

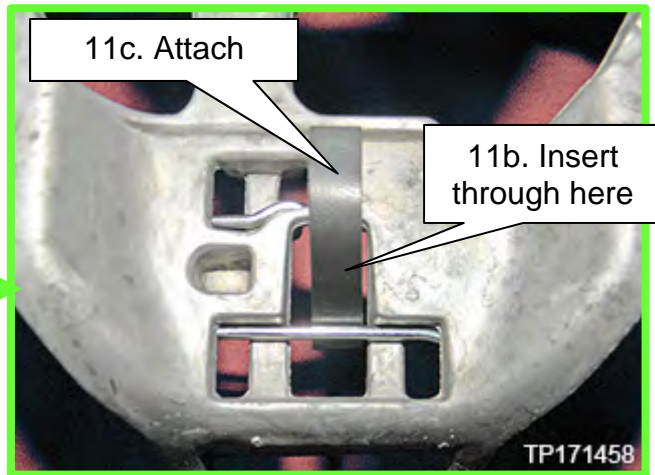
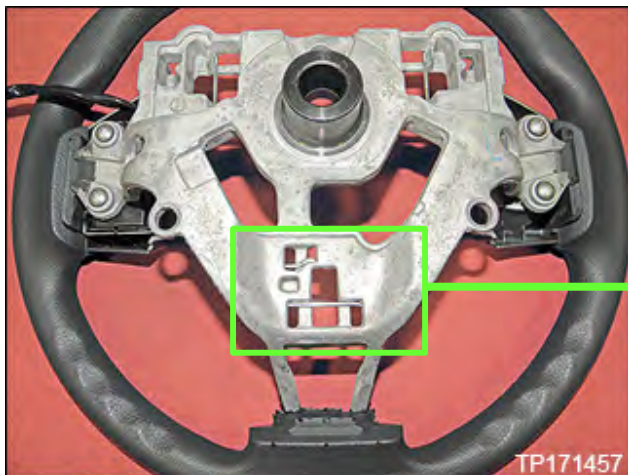


Figure 9

- d. Turn the steering wheel right side up.
- e. Fold the tape over the top of the torsion spring and attach by pressing into housing.

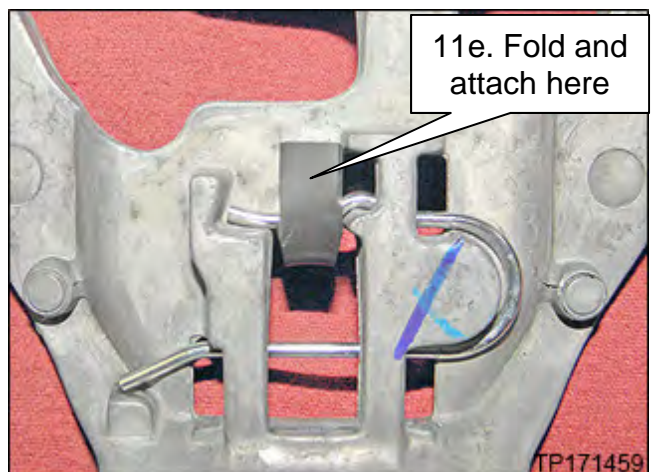


Figure 10

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 the 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.

HINT: 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 wrapped around the rubber tape.

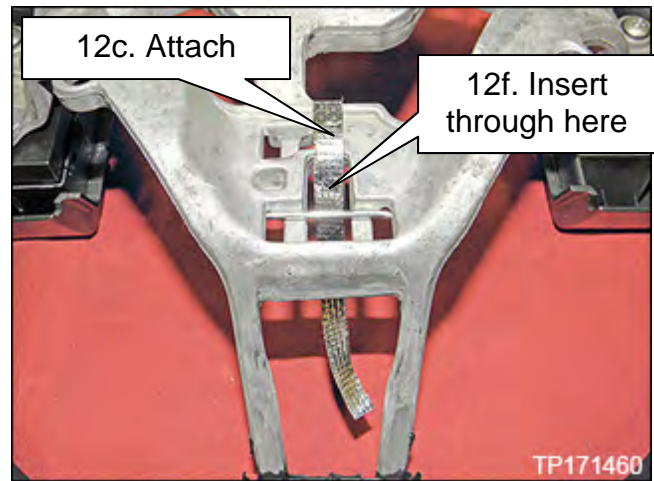


Figure 11

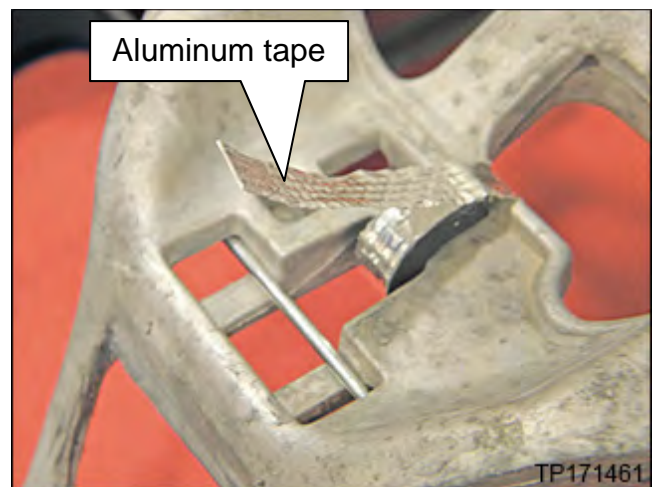


Figure 12

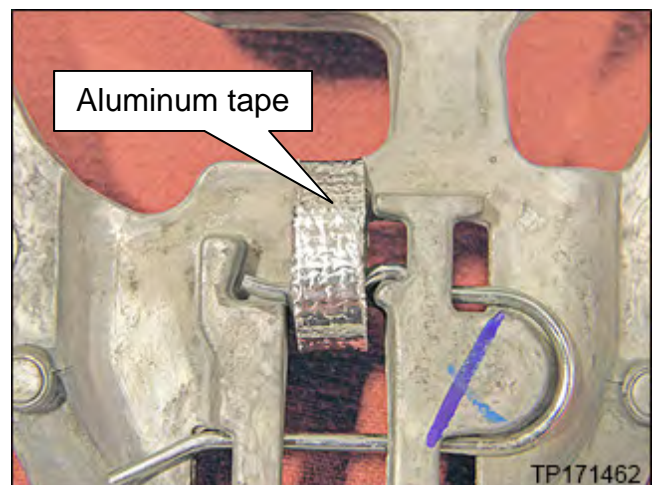


Figure 13

13. Place the steering wheel facing down.

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

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

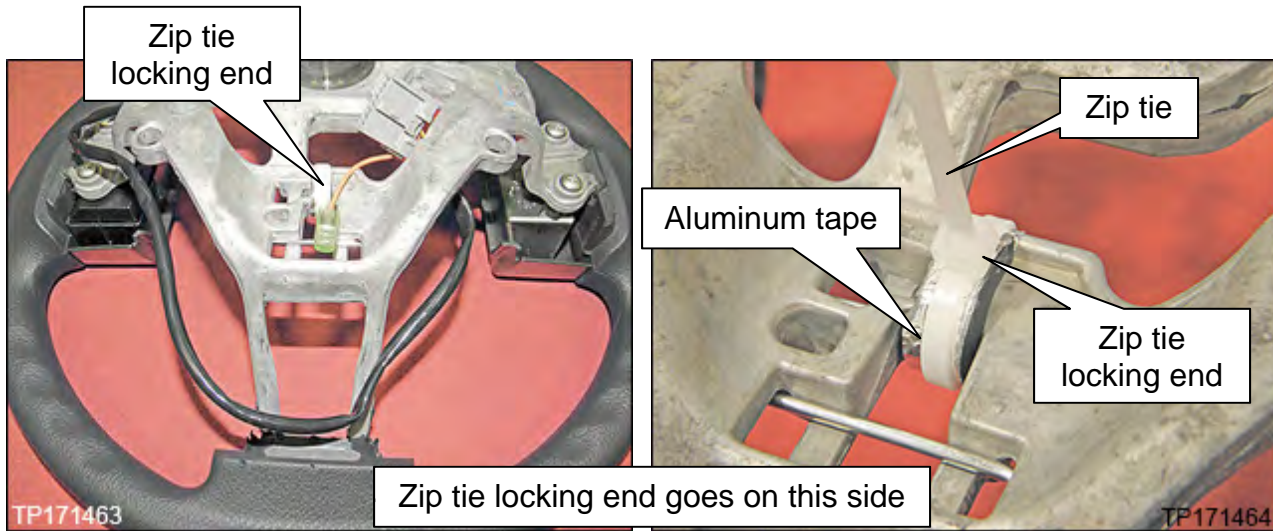


Figure 14

15. Remove excess zip tie.

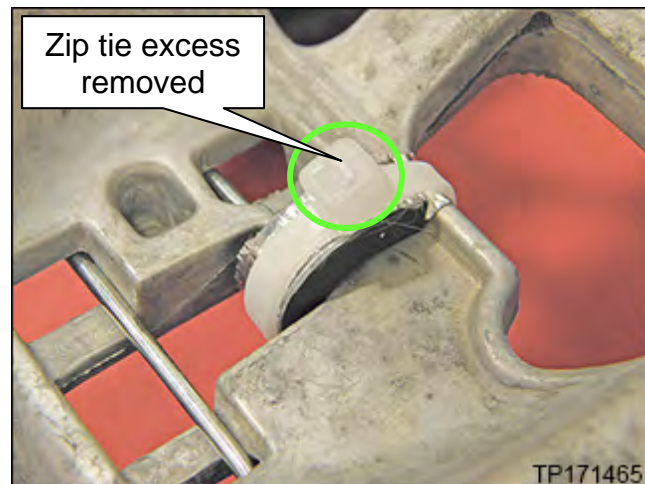


Figure 15

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.

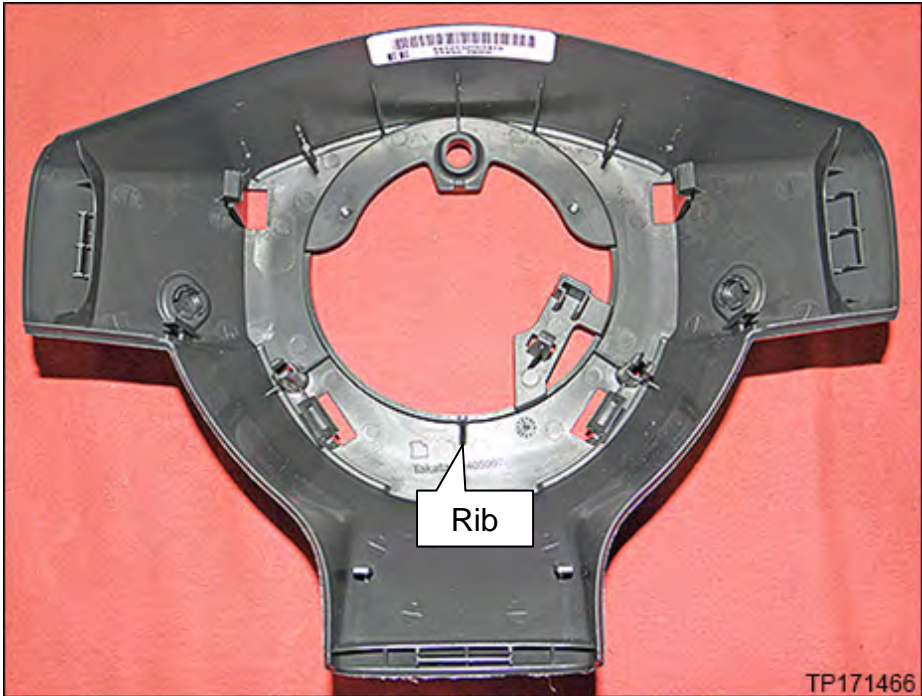


Figure 16

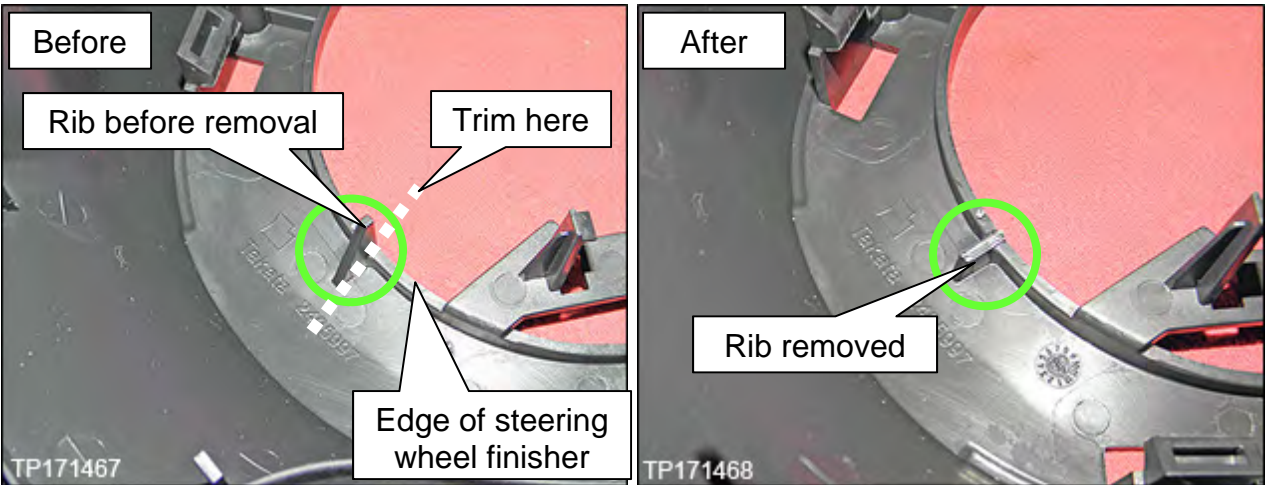


Figure 17

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

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

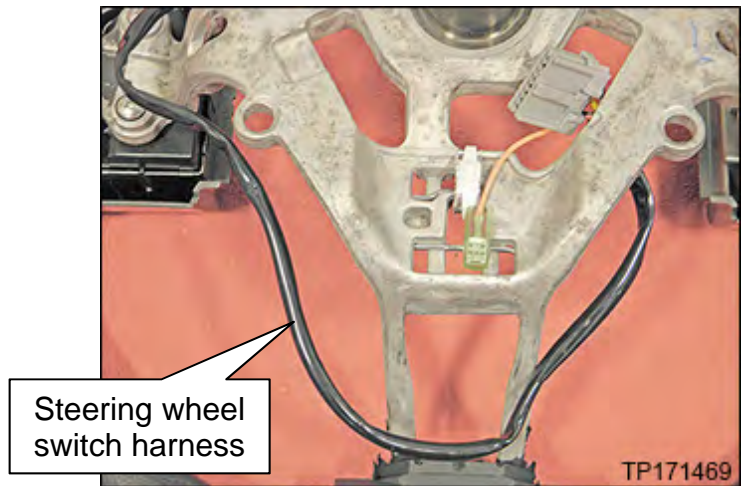


Figure 18

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.

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

Driver air bag inflator (inflator)

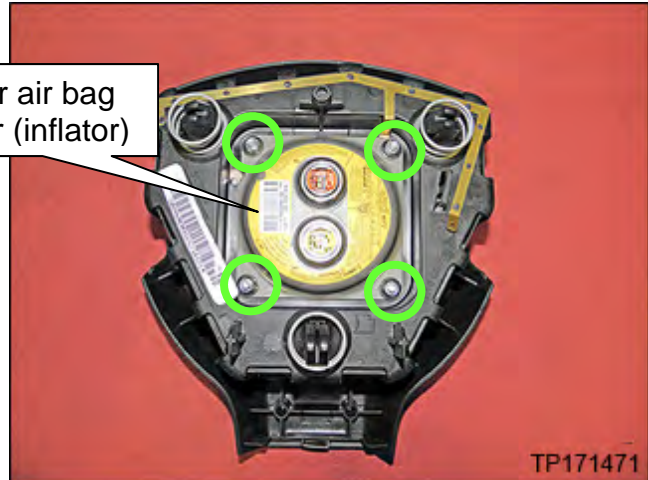


Figure 20

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.

Inflator bar code on left side



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.

HINT: Figure 23 shows stickers removed.

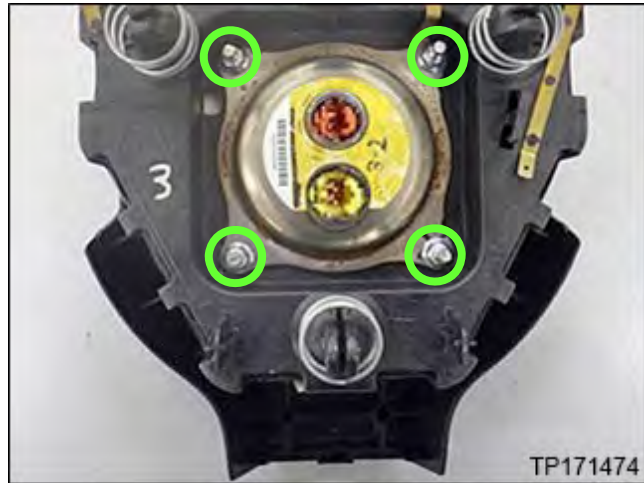


Figure 23

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 the 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).

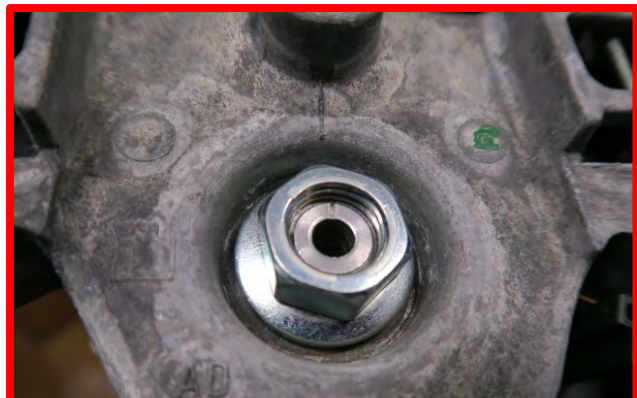
IMPORTANT: The steering wheel must be fully seated to the steering column shaft prior to installing and torquing the steering wheel nut.

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.

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

- The light should illuminate for 7 seconds and then go out.

HINT: 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.

30. Reset the clock and the radio settings.

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

- TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 16-19 of this bulletin.
 - **Reminder: Federal Hazardous Material Regulations (HMR) govern preparation of shipments of hazardous materials and prohibit handling and preparation for shipment by any person who is not trained and certified as required by the HMR. The HMR impose specific requirements for retailers, packaging, labeling and pre-transportation functions. Violations can result in civil penalties by the Pipeline and Hazardous Materials Safety Administration. (Title 49 Code of Federal Regulations Subchapter C)**

Hazardous Materials Training/Certification Responsibility

In accordance with Title 49, Code of Federal Regulations (49 CFR), Sections 172 Subpart H and 173.1(b), it is the responsibility of the dealer to ensure that every employee handling and preparing hazardous materials for shipment is properly trained/certified. Initial and recurring training can be completed by contacting one of the training companies listed below, or any other company that offers hazardous material training/certification.

SHIPMATE, INC.

Hazardous Materials Training & Consulting 780 Buckaroo Trail, Suite D Sisters, OR 97759
Website: www.shipmate.com, Tel: 310.370.3600, Fax: 310.370.5700

DGI Training Center

West Seminar Registrations and On-Site Information 1060 El Camino Real, Suite B
Redwood City, CA 94063-1645 Website: www.dgitraining.com, Tel: 650.306.8450 or
800.338.2291

Lion Technology

570 Lafayette Rd. Sparta, NJ 07871-3447 Email: info@lion.com, Tel: 888.546.6511,
Fax: 973.579.6818

TAKATA AIRBAG RECALL RETURN INSTRUCTIONS




IMPORTANT: Must be performed by certified DOT HAZMAT personnel.

Takata Airbag Recall	<h2 style="margin: 0;">Inflator and Module Returns Shipping Instructions</h2> <p style="margin: 0;">Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup</p> <p style="margin: 0;">If retailers do not receive a response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number, (210) 317-6436 for further assistance.</p>	06/20/2023
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1. Shipping Documents

- Pallet Label**
 - To be emailed by RXO
 - To be affixed to each Pallet
- Over-pack Label**
 - To be emailed by RXO
 - To be affixed to the outside of each pallet
- Bill of Lading**
 - To be emailed by RXO.
 - Print 2 copies: 1 for Dealer Records, 1 for Driver.
- ERG Document**
 - To be emailed by RXO.
 - To be provide by the Dealer to the Driver for each shipment


TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
- If 200 boxes are not accumulated every 2 weeks, please proceed to step 6.

Note: If you receive non-uniform sized kits (Older version), Please contact RXO via the instructions in Box 6 for additional Instructions




TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

2. Packing Instructions

****DO NOT DEPLOY THE INFLATOR****

- Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in section #8 of this page.
- Place the un-deployed air bag inflator or module in the "cradle" of the box insert.





6. Shipping Instructions – Schedule Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Contact RXO at the e-mail noted above. If 200 Kits have not been accumulated every 2 weeks, please contact RXO for direction.
 - Complete shipping template and attach to E-Mail.
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
 - Email Address where shipping Documentation can be received
 - Lift gate Service Needed?

3. Closure Instructions

- Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.





7. 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 at least 2 Years

4. Shipping Instructions - Label each Box

- OEM module/inflator kit contains this 2-part label
- Peel off 'Ship-To' label
- Affix label to box. Do not cover up Class 9 Marking



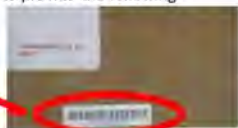
8. Requesting a New Box / Shipping Labels

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

Primary Contact:
E-Mail: scfieldaction.14305@rxo.com

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

- Serial number on the original box (if replacement box is needed)
- 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



NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) **CANNOT** follow above shipping instructions. Instead, dealerships in these locations **MUST** contact TK services /RXO USA representative directly for shipping instructions: RXO Representative .Email: scfieldaction.14305@rxo.com Continental US 48 State Dealerships, please follow steps 1-8 above.

BOOKING TEMPLATE FOR TAKATA AIRBAG RECALL RETURNS

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM. ESCALATION PHONE NUMBER : 210-317-6436. TEMPLATE MUST BE USED FOR ALL BOOKING REQUESTS.

Dealer Code					
Dealer Name					
Pickup Address					
City, State & Zip					
YOUR Name & Phone#(DO NOT GIVE YOUR CELL #)					
Hours available for pickup					
Email Address for BOL					
Do you need a truck with lift gate and pallet jack (YES or NO)					
SPECIAL EQPT NEEDS OR SPECIFIC CARRIER REQUEST					
	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #11	Pallet #12	Pallet #13	total boxes
Driver Side Count				0
Passenger Side Count				0
TOTAL	0	0	0	0

TRUCK LOAD IS 14 + PALLETS	USE THIS SECTION FOR 14 PALLETS OR MORE
TOTAL PALLET COUNT	
TOTAL DRIVER COUNT	
TOTAL PASSENGER COUNT	
TOTAL WEIGHT	

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM ESCALATION PHONE NUMBER 210-317-6436 MIGUEL PRIGAADA

Dealer Code Dealer or Business Name

Pickup Address City, State & Zip

Physical Address (if different from pickup address) City, State & Zip

YOUR Name & Phone # Hours Available for Pickup

Days/hours pickup is not allowed (lunch hour if shut down)

Email address for BOL Do you need a truck with lift gate and pallet jack? YES NO

Where can the driver expect to find pallet on property? Please give clear directions

Special instructions or notes that will help driver locate pallet on site

	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10	Pallet #11	Pallet #12	Pallet #13	Pallet #14	Total Boxes
Driver Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Passenger Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

HINT:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions beginning on page 16.

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

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

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 step 24 and added steps 25 and 26
July 25, 2023	NTB17-128E	Pages 1-5, 15, and 17 revised; pages 16, 18, and 19 added; "NOTE" references changed to "HINT"

