



Innovation that excites

# SAFETY RECALL

# CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator  
Voluntary Safety Recall Campaign

Reference: PM657/PM676, PM665, PM818, PM683, PM823, PM826,  
R1711

Date: December 4, 2018

**REVISED December 4, 2018**

**Please discard previous versions of the associated campaign ID bulletins**

**The announcement from August 17, 2018 has been revised to include the following:**

- Addition of mobile repair option, claims information, and mobile repair specific Q&A

**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.**

Campaign IDs:	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
PM826	2007-2008 Versa Hatchback and Versa Sedan	233	<b>NA</b>	July 13, 2018	<b>YES</b>
PM823	2010-2012 Versa Hatchback and 2010-11 Versa Sedan	104,762		June 15, 2018	
PM657/PM676	2007-2011 Versa	254,782		January 28, 2017	
PM665	2007-2009 Versa Hatchback	52,355			
	2007-2009 Versa Sedan	22,030			
PM818	2012 Versa Hatchback	35,686		January 11, 2018	
	2009-2012 Versa Hatchback	34,575			
PM683	2009-2011 Versa Sedan	18,039		July 20, 2017	
	2002-2006 Sentra	445,227			
R1711	2002-2004 Pathfinder	93,615			
	2001-2003 Maxima	173,155			

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

As previously announced, Nissan has implemented the next phase of Takata inflator recalls on certain Nissan model and model year vehicles to replace front passenger airbags with **remedy parts**. 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 in 2013-2015, newer remedy parts have been made available and Nissan created new campaign IDs to allow the newest remedy parts to be used. Nissan strongly recommends customers with a vehicle that was **NOT** previously remedied under the original campaigns to bring their vehicle to a Nissan dealer to be remedied as soon as possible.

As part of an ongoing effort to improve customer recall participation, Nissan dealers located in certain geographic areas will now have the option of engaging with AER Manufacturing to provide mobile repair services to the affected customers. All Nissan dealers also have the option of performing their own mobile repairs.

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

1. Verify if vehicles are affected by one of these Voluntary Safety Recall Campaigns using the following Service Comm IDs:
  - **PM657**
  - **PM676**
  - **PM665**
  - **PM818**
  - **PM683**
  - **PM823**
  - **PM826**
  - **R1711**

**Note:** Vehicles previously repaired under IDs listed below do not require any action at this time. Nissan will contact these owners directly should any additional action be required.

- **Sentra: PM358, PM458, PM459, PM558, and PM559**
- **Maxima: R1302 or R1407**
- **Pathfinder: P4236, R1302, R1407, and R1508**

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If a vehicle has been repaired under one of the campaign IDs noted above and still has an active campaign in Service Comm, send an email to [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com) with the VIN and service history details.

Instructions will be provided within 1-2 business days on whether additional repairs are required.

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2. Dealers **should not wholesale, sell, lease, trade, rent or loan any vehicles** in dealer inventory affected by this recall campaign until after the vehicle is repaired.
  3. Dealers should use the appropriate campaign repair bulletins (listed in the repair section below) to remedy any vehicles subject to this campaign.
    - The dealer should inform the owners of affected vehicles about the recall campaign and communicate parts are available.
      - Nissan advises owners **not** to allow passengers to occupy the front passenger seat until the remedy is performed.
    - **Dealers should stock parts to avoid placing the customer in a rental.**
      - **If parts are temporarily out of stock at a dealer, 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.		

**Dealers must not duplicate rental expenses from long-term rental claims or short-term rental across multiple campaign repairs for the same VIN and same period of time. Claims are subject to review and may be debited if out of compliance.**

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

**NOTE:** Some vehicles may be subject to multiple campaigns. Dealers should make every effort schedule customers so all repairs can be performed in one service visit.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Nissan is collecting obsolete parts and has automatically replaced outdated Maxima parts based on dealer's parts inventory as of March 23, 2018. <ul style="list-style-type: none"> <li>○ Replacement Maxima parts began arriving at dealers on <b>March 29, 2018</b> <ul style="list-style-type: none"> <li>▪ It is not necessary to order replacement stock for Maxima parts being returned</li> </ul> </li> <li>○ <b>Current</b> remedy parts are listed below: <ul style="list-style-type: none"> <li>▪ 98561-EM39A (Versa Inflator)</li> <li>▪ 98561-4Z60B (Sentra Inflator)</li> <li>▪ K8525-4Y90C (Maxima Module Kit-Sub)</li> <li>▪ 98561-7999E (Maxima Inflator)</li> <li>▪ 98561-7998E (Pathfinder Inflator)</li> <li>▪ B4A67-5W50D (Pathfinder Harness)</li> </ul> </li> </ul> </li> <li>• Nissan is allowing dealers to return the following new/unused obsolete parts in their new part inventory to their facing PDC. <ul style="list-style-type: none"> <li>○ K8561-7999B (obsolete)</li> <li>○ B4167-2Y00A (obsolete)</li> <li>○ K8E61-7994D (obsolete)</li> <li>○ KH5FA-7993D (obsolete)</li> <li>○ 98561-EM38E (obsolete)</li> </ul> </li> </ul>
<b>Special Tool</b>	<ul style="list-style-type: none"> <li>• J-51315 Airbag Module Support</li> <li>• J-52352 USB Bar Code Scanner</li> <li>• Dealers received these special tools via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB17-037</b> – 2007-2011 Versa Sedan and 2007-2012 Versa Hatchback</li> <li>• <b>NTB17-055</b> – 2002-2006 Sentra</li> <li>• <b>NTB17-027</b> – 2002-2004 Pathfinder</li> <li>• <b>NTB17-054</b> – 2001-2003 Maxima</li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Nissan has made multiple attempts to notify owners and is continuing to notify owners subject to these recalls.</li> </ul>

**\*\*\*\*\* Claims Information \*\*\*\*\***

**Warranty admins should use passenger side combination code when the passenger side airbag is repaired at the same time as a driver airbag due to repair overlap.**

<b>Campaign ID</b>	<b>OP Code Passenger Only</b>	<b>FRT Passenger Only</b>	<b>OP Code Passenger + Driver</b>	<b>FRT Passenger + Driver</b>
PM657	PM6570	0.9 hrs.	PM6573	0.7 hrs.
PM665	PM6650	0.9 hrs.	PM6653	0.7 hrs.
PM676	PM6760	0.9 hrs.	PM6763	0.7 hrs.
PM818	PM8180	0.9 hrs.	PM8183	0.7 hrs.
PM823	PM8230	0.9 hrs.	PM8231	0.7 hrs.
PM826	PM8260	0.9 hrs.	PM8261	0.7 hrs.

Campaign IDs that have repair overlap with passenger side airbag are PM685. Refer to driver side airbag bulletin for appropriate stand-alone or combination OP codes.

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional component coverage is required.

**\*\*\*\*\*Mobile Repair\*\*\*\*\***

Nissan dealers now have the option of providing mobile repair services to Takata affected customers. Dealers may now choose to offer mobile repair services via the following two methods:

- Dealers may contract with AER Manufacturing (third party vendor) via the 'Safety Recall Installer Pilot Program' form (included with this announcement) to provide mobile repair services on behalf of the dealership

- AER mobile repair is available in specified locations by contacting AER: 1-214-717-3493 or via email: [AngelaBosshardt@aermfg.com](mailto:AngelaBosshardt@aermfg.com)

**AER Service Areas:**

- Texas:** Dallas/Fort Worth, Houston, Austin, and San Antonio
  - Florida:** Miami/Ft. Lauderdale, Tampa, Orlando, and Jacksonville
  - Georgia:** Atlanta
  - California:** Los Angeles
- Within five (5) business days of each AER completed mobile replacement, AER will electronically invoice the dealer for the repair by providing a repair order and invoice, which will include information regarding materials and parts (at purchased cost from subletting dealer), labor at dealer's approved warranty labor rate for the Nissan North America, Inc. approved Flat Rate Time, and an administrative fee of \$50.00.
    - Invoices and accompanying documentation will include, but not be limited to, vehicle owner's name, address, location of repair, license plate number, mileage, affected vehicle's identification number (VIN), process control forms, digital photographs (if required), pre-repair and post-repair scan for Diagnostic Trouble Codes (DTCs) and any other information required by the dealer for warranty claim processing.
    - AER will also include owner contact information for repair quality follow-up purposes (if owner agrees to provide this information to the dealer).
    - Upon mobile repair completions and invoicing, AER will return all removed parts from the vehicle including, but not limited to the removed airbag inflator and original replacement part packaging to the dealer for proper disposal/warranty parts retention.
    - Dealers will complete and submit all required warranty claims within five (5) business days. Warranty processing will be submitted as a 'sublet invoice' as per the guidelines of the Nissan

North America, Inc. warranty system requirements. A Customer signature will accompany all repairs.

- If the dealer chooses to use AER to provide mobile services for their customers, they will file an expense code along with the appropriate campaign repair op code on behalf of AER for the repair. Dealers will receive \$100 plus part cost. The dealer will profit \$50 for each mobile repair that AER completes as an administrative fee for filing the claim and disposing of the used Takata inflator parts.

EXPENSE CODE	DESCRIPTION	AMOUNT
803	AER Mobile Repair	\$100 (Max)

2. Dealers can perform their own mobile repair and claim the entire \$100 sublet allowance in addition to parts and labor for the repair.
  - It is the Dealer's responsibility to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
  - If the dealer chooses to provide mobile services themselves they must have the customer sign the "Retailer Provided Mobile Service Invoice" form included with this announcement. Dealers are advised to provide a copy of this invoice to the customer with their copy of the repair order and retain the signed copy along with the repair order for their records.

EXPENSE CODE	DESCRIPTION	AMOUNT
804	Dealer Mobile Repair	\$100 (Max)

**NOTE: It is important for dealers to apply the correct Expense Code for AER or Dealer provided mobile service.**

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign IDs for the campaign status on each vehicle falling within the range of these voluntary safety recall campaigns, which for any reason enter 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 these recall campaigns 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 these recalls until it is remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Dealers must 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 airbag inflator?**

A. If your vehicle is subject to one of these campaigns, you will receive an owner notification letter from Nissan. If you would like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall. You may also search for open recall campaigns at [safercar.gov](http://safercar.gov).

**Q. What is the problem?**

A. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag inflator housing in the subject vehicles could deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

**Q. Have all affected owners already been notified?**

A. Nissan has made multiple attempts to notify owners and is continuing efforts to re-notify owners with vehicles subject to these recalls.

**Q. I have not received a letter, but want to know if my vehicle is affected?**

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall. You may also search for open recall campaigns at [safercar.gov](http://safercar.gov).

**Q. Is it safe to drive my vehicle?**

A. Nissan strongly urges customers to have this important safety recall remedy performed as soon as possible. **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 your vehicle is subject to this important safety recall, immediately contact your dealer to schedule an appointment to have the remedy performed. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed.**

**Q. Does my vehicle have Takata airbag inflators?**

A. Many vehicles are equipped with Takata airbag inflators. However, only certain vehicles 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. Are parts available for the recall repair?**

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

**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 temporarily 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. Will towing be provided if requested by the customer?**

A. Towing is available, upon customer request, by contacting Nissan Consumer Affairs at 1 888-737-9511. Towing arranged through this number will be billed directly to Nissan and does not need to be included on your warranty claim submission.

**Q. Is there any charge for this repair?**

A. No. The remedy will be performed for the customer free of charge for parts and labor.

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

A. No, any authorized Nissan dealer is able to perform the recall campaign.

**Q. How long will the corrective action take?**

A. This free service should take approximately 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 under each campaign ID 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. Where can I find used airbag inflator parts return information?**

A. This information is available on Dealer 360 in the recalls & service campaigns forum: <https://dealer360.nnanet.com/community/topics/8300/>

**Q. I have other concerns, whom do I talk to?**

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Nissan North America	1-800-867-7669

**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

**Mobile Repair Specific - Frequently Asked Questions (FAQ):**

**Q. Will dealers outside the AER specified locations (certain cities currently located in CA, GA, TX, and FL) be allowed to perform mobile repairs themselves?**

A. Yes. Any dealer may choose to provide mobile repairs for Takata affected customers. It is the Dealer’s responsibility to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.

**Q. Does the dealer need an individually signed form for each vehicle repaired if dealer is providing mobile services for multiple affected vehicles on behalf of a business, auction, etc. at one location?**

A. No. If the dealer is performing multiple mobile repairs on Takata affected vehicles on behalf of a business, auction, etc. the dealer may obtain one signed “Retailer Provided Mobile Service Invoice” and include a listing each of the VINs repaired for that specific entity. However, the dealer must attach a copy of the list to each RO submitted.

**Q. How do I dispose of the used Takata parts returned to me by AER?**

A. Used Takata inflator parts may be disposed of via normal process outlined in the repair bulletin for each campaign ID.



**Q. Parts not listed in the campaign bulletin are damaged during the course of a mobile repair. How is this handled?**

A. If using the AER method of mobile service, AER should refer these vehicles to the dealership for handling. If additional parts are required and was not attributed to technician negligence, dealerships can request coverage for additional parts by contacting the warranty claims call center for direction at 1-800-258-7008 Option 7.

## *Nissan Authorized Safety Recall Mobile Installer Program*

AER Manufacturing is excited to announce the Safety Recall Installer Pilot Program. This program is a joint effort with Nissan North America, Inc. to assist the retailers with installing the airbag recalls on Nissan vehicles. This partnership will not only insure the safety of more Nissan product drivers, but will also help to build customer satisfaction in the vehicles. Our services are reimbursable to dealer via a warranty claim and also comes with a few bonuses. Below is an overview of the services.

- AER will complete the recall as requested by the requesting retailer
- AER call center and installation vans will engage local targeted customers, included but not limited to; used car lots; vehicles auctions, any and all other car retailers and retail customers where AER Manufacturing has permission of such business or owner to perform such repairs.
- AER will provide the retailer with a 15-point service walk around inspection of the vehicle where applicable.
- AER will encourage the owner to visit the retailer for future service work and recalls.
- Relay retailer provided information to owner.
- AER will provide ASE certified techs, uniforms, tools, vans and “white glove service”
- AER will provide a call center to support retailer and customer inquiries.
- AER will provide all needed marketing materials.

### **Retailer Program Responsibilities and Support**

- Agree to sign an AER sublet agreement allowing AER to perform sublet repairs for their customers.
- Within five (5) business days of each AER completed mobile replacement, AER will electronically invoice the retailer for the repair by providing a repair order and invoice, which will include information regarding materials and parts (at purchased cost from subletting retailer), labor at retailer’s approved warranty labor rate for the Nissan North America, Inc. approved Flat Rate Time, and an administrative fee of \$50.00.
  - Invoices and accompanying documentation will include, but not be limited to, vehicle owner’s name, address, location of repair, license plate number, mileage, affected vehicle’s identification number (VIN), process control forms, digital photographs (if required), pre-repair and post-repair scan for Diagnostic Trouble Codes (DTCs) and any other information required by the retailer for warranty claim processing.
  - AER will also include owner contact information for repair quality follow-up purposes (if owner agrees to provide this information to the retailer)
  - Upon mobile repair completions and invoicing, AER will return all removed parts from the vehicle including, but not limited to the removed airbag inflator and original replacement part packaging to the retailer for proper disposal/warranty parts retention.
  - Retailers will complete and submit all required warranty claims within five (5) business days. Warranty processing will be submitted as a ‘sublet invoice’ as per the guidelines

of the Nissan North America, Inc. warranty system requirements. A Customer signature will accompany all repairs.

- Retailers will assist AER in the coordination of mobile installation repairs including but not limited to repair procedures, customer contact information, providing of additional service parts for the completion of a repair, and marketing of mobile services to their customers.
- Retailer Payment Terms, “Net 25<sup>th</sup> of statement”

Our goal is to assist retailers and vehicle owners with this recall in a timely manner. A partnership is what it will take to make this success. Thank you for your support.

This document is an agreement between Nissan Dealers and AER. By signing below, you agree to full support of the program

**Dealer Code:** \_\_\_\_\_

**Dealership Name:** \_\_\_\_\_

**Dealer Contact Email:** \_\_\_\_\_

**Dealer Contact Phone #:** \_\_\_\_\_

**Dealer Warranty Labor Rate:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please email to Angela Bosshardt at [AngelaBosshardt@aermfg.com](mailto:AngelaBosshardt@aermfg.com)

**Fax# 469-208-4801**

Thank you for your support,  
Wes Rogers  
Program Manager  
214-717-3493  
WesRogers@aermfg.com