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# SAFETY RECALL

# CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator  
Voluntary Safety Recall Campaign

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

Date: June 15, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED June 15, 2018

Please discard previous versions of the associated campaign ID bulletins

The announcement from May 11, 2018 has been revised to include:

- Approximately 104,762 MY2010-2012 Nissan Versa Hatchback and MY2010-11 Versa Sedan have been added to the Takata Passenger Air Bag Inflator campaign under PM823 in SERVICE COMM.
- Dealers may place an order via normal process to obtain parts as needed for retail customers. Parts are not restricted.

**IMPORTANT: It is a violation of Federal law for retailers 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:
PM823	2010-2012 Versa Hatchback and 2010-11 Versa Sedan	104,762	NA	June 15, 2018	YES
PM657/PM676	2007-2011 Versa	247,836			
PM665	2007-2009 Versa Hatchback	52,355		January 28, 2017	
	2007-2009 Versa Sedan	22,030			
	2012 Versa Hatchback	35,686			
PM818	2009-2012 Versa Hatchback	34,575		January 11, 2018	
	2009-2011 Versa Sedan	18,039			
PM683	2002-2006 Sentra	445,227			
R1711	2002-2004 Pathfinder	93,615		July 20, 2017	
	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 air bags 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 2013-15, newer remedy parts have been made

CAMPAIGN ID: [PM823](#), [PM657/PM676](#), [PM665](#), [PM818](#), [PM683](#), [R1711](#) | Consolidated Revision 2

available and Nissan created new campaign IDs to allow the newest remedy parts to be used. Nissan strongly recommends customers with vehicles that were **NOT** previously remedied under the original recall to bring their vehicle to a Nissan dealer to be remedied as soon as possible.

Nissan is now accelerating the schedule defined by the National Highway Traffic Safety Administration (NHTSA) for the remainder of all non-desiccated front passenger air bag inflators in the USA and Canada markets. This recall expansion includes a certain type of PSPI-6 passenger air bag inflator installed on MY2010-2012 Nissan Versa vehicles. As a result, approximately 104,762 MY2010-2012 Nissan Versa Hatchback and MY2010-11 Versa Sedan vehicles have been added to the Takata Passenger Air Bag Inflator campaign under PM823 in SERVICE COMM.

Although there have been no known incidents associated with this specific inflator type, the Nissan Group is accelerating the recall schedule based upon having an ample supply of replacement parts and to minimize inconvenience for customers who also have an affected driver-side air bag inflator (PM685) under recall.

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

1. Verify if vehicles are affected by one of these Voluntary Safety Recall Campaign using the following Service Comm IDs:
  - **PM657**
  - **PM676**
  - **PM665**
  - **PM818**
  - **PM683**
  - **PM823**
  - **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
<b>502</b>	<b>Rental Expense</b>	<b>\$120 (Max)</b>
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.**

- 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 Air Bag 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>

**Owner Notification**

- Nissan has made multiple attempts to notify owners and is continuing to notify owners subject to these recalls.

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

**In February 2018, the Flat Rate Time (FRT) for Versa Hatchback increased by 0.1 hr. to 0.9 hrs.** This was not an error in the flat rate time. **The increase is to accelerate completion rates.**

This change is in effect for all PM657, PM665, and PM676 claims filed beginning **February 7, 2018**. The change for **PM818** was effective for claims filed beginning **February 8, 2018**. Dealers received a retroactive credit to their non-vehicle account for Versa claims filed prior to the effective date. Dealers can see their applied credits on their April Dealer Claims Status Report (**DCSR**).

**\*\*\*\*\* 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 air bag 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.

**Q. What is the problem?**

- A. Due to Takata (the air bag supplier) inflator quality issues, it is possible that the front passenger air bag 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. With the exception of owners affected by PM823, Nissan has made multiple attempts to notify owners and is continuing efforts to re-notify owners subject to these recalls.

Owners affected by PM823 were added to the Takata recall population in June 2018 and will receive an invitation to repair notification letter from Nissan in July 2018.

**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.

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

- A. Nissan strongly urges customers to have this important campaign 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 you received a safety recall notice about the passenger front air bag, immediately contact your dealer to schedule an appointment to have the remedy performed. **In the meantime, do not allow passengers to ride in the passenger seat until the remedy is performed.**

**Q. Does my vehicle have Takata air bag inflators?**

- A. Many vehicles are equipped with Takata air bag inflators. However, only certain specific 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 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. What happens if the rental customer does not return to the dealer to have their vehicle repaired upon notification?**
- A. The dealer should notify the customer their complimentary rental is ending because parts are available to remedy their vehicle. Dealers may advise customers they will be financially responsible for continued loaner vehicle use beyond a date specified by the dealer.
- 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 once parts are available.
- 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 air bag 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