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SAFETY RECALL

CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator
Voluntary Safety Recall Campaign

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

Date: October 18, 2019

REVISED October 18, 2019

Please discard previous versions of the associated campaign ID bulletins

The announcement from December 4, 2018 has been revised to include the following:

- Nissan is introducing a new final remedy part for 2002-06 Sentra (PM683)
 - 98515-4Z60E (Sentra Module Assembly) replaces inflator 98561-4Z60B
 - Replacement parts will begin arriving at dealers on October 19, 2019
 - Do not order replacement stock for obsolete inventory
 - Obsolete parts (98561-4Z60B) can be returned to the PDC using a "G" code
- **NOTE:** These returns will not affect a dealer's parts return accrual. AER mobile service option is no longer available, but dealers may still offer mobile service on their own.

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	NA	July 13, 2018	YES
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, all Nissan dealers 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**

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 with the VIN and service history details. Instructions will be provided within 1-2 business days on whether additional repairs are required.

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 WBP19-017 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 to schedule customers so all repairs can be performed in one service visit.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • Nissan is collecting obsolete parts and will automatically replace outdated Sentra parts based on dealer's parts inventory as of October 17, 2019. <ul style="list-style-type: none"> ○ Replacement Sentra module assemblies will begin arriving at dealers on October 19, 2019 <ul style="list-style-type: none"> ▪ It is not necessary to order replacement stock for Sentra parts being returned ○ Current remedy parts are listed below: <ul style="list-style-type: none"> ▪ 98515-4Z60E (Sentra Module Assembly) ▪ 98561-EM39A (Versa Inflator) ▪ K8525-4Y90C (Maxima Module Kit-Sub) ▪ 98561-7999E (Maxima Inflator) ▪ 98561-7998E (Pathfinder Inflator) ▪ B4A67-5W50D (Pathfinder Harness) • Nissan is allowing dealers to return the following new/unused obsolete parts in their new part inventory to their facing PDC (using a G-code) within the next 30 days. These returns will not affect a dealer's parts accrual. <ul style="list-style-type: none"> ○ 98561-4Z60B (obsolete) • The parts listed below are also obsolete, and were listed in previous communications: <ul style="list-style-type: none"> ○ K8561-7999B (obsolete) ○ B4167-2Y00A (obsolete) ○ K8E61-7994D (obsolete) ○ KH5FA-7993D (obsolete) ○ 98561-EM38E (obsolete)
Special Tool	<ul style="list-style-type: none"> • J-51315 Airbag Module Support • J-52352 USB Bar Code Scanner • Dealers received these special tools via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001

Repair	<ul style="list-style-type: none"> • NTB17-037 – 2007-2011 Versa Sedan and 2007-2012 Versa Hatchback • NTB17-055 – 2002-2006 Sentra • NTB17-027 – 2002-2004 Pathfinder • NTB17-054 – 2001-2003 Maxima
Owner Notification	<ul style="list-style-type: none"> • Nissan has made multiple attempts to notify owners and is continuing to notify owners subject to these recalls.

******* 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.

Campaign ID	OP Code Passenger Only	FRT Passenger Only	OP Code Passenger + Driver	FRT Passenger + Driver
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 have the option of providing mobile repair services to Takata affected customers. Dealers may now choose to offer mobile repair services:

Dealers can perform their own mobile repair and claim \$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 Expense Code when providing 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.

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.

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 at this time.

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 WBP19-017 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. Can any dealer 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. Parts not listed in the campaign bulletin are damaged during the course of a mobile repair. How is this handled?

- A. 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.