



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Takata Passenger Airbag Inflator - DO NOT DRIVE Warning Voluntary Recall Campaign

Reference: PM683, PM684, R1711, R1712

Date: May 29, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

**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's remedy action is performed.

**REVISION**  
This revised bulletin only applies to vehicles affected by campaign IDs PM683, PM684, R1711 and R1712. Please reference the bulletin from December 3, 2020 for vehicles affected by other Takata Passenger Airbag inflator campaign IDs.

**The announcement from December 3, 2020 has been revised to include the following:**

- This bulletin supersedes the bulletin dated December 3, 2020 for applicable Takata Passenger Airbag vehicles recalled under campaign ID's PM683, PM684, R1711 and R1712.

Campaign ID:	Affected Models/Years:	Campaign Population:	Dealer Inventory :	SERVICE COMM Activation date:	Stop Sale In Effect:
PM683	MY2002-2006 Sentra	445,227	NA	July 20, 2017	<b>YES</b>
PM684		130,143		January 15, 2020	
R1711	MY2002-2004 Pathfinder	93,615	NA	July 20, 2017	
R1712		44,076		January 20, 2020	

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

Nissan is committed to the safety and security of our customers and their passengers. 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.

Nissan has now notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing an immediate **DO NOT DRIVE** warning for affected model year 2002-2006 Nissan Sentra and 2002-2004 Nissan Pathfinder vehicles. Nissan has made numerous attempts to contact owners of affected vehicles. Due to the age of these vehicles, there is an increased risk the inflator could explode during an airbag deployment, propelling sharp metal fragments which can cause serious injury or death. Drivers are urged to stop driving the vehicle immediately.

Since the release of the original campaigns in 2013-2015, newer remedy parts were made available and Nissan created updated campaign IDs to allow the newest remedy parts to be used. Nissan strongly

recommends customers with a vehicle that has NOT received any remedy under campaign IDs PM683, PM684, R1711, and R1712 to stop driving their vehicle immediately and contact a Nissan dealer to have the vehicle 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 this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PM683, PM684, R1711 or R1712**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use the appropriate campaign repair bulletins (listed in the repair section below) to remedy any vehicles subject to this campaign.
  - Dealers should inform the owners of affected vehicles about the recall campaign and communicate **parts are available**.
    - **Nissan strongly advises drivers not to drive affected vehicles until the FREE repair has been completed.**
  - Rental is available upon customer request while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
<b>502</b>	<b>Rental Expense</b>	<b>\$156 (Max)</b>
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.		
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.		

4. Dealers should have the customer fill out the SRS Light Release form when both the Supplemental Restraint System (“SRS”) warning light is non-operational, flashing, or illuminated and the customer refuses diagnosis and repair related to the SRS warning light.
  - Additionally, if the customer declines the recall repair or the vehicle is unrepairable, appropriately document the deferment reason as per NPSB19-530.
  - **NOTE:** There is no need for the customer to fill out the SRS Light Release form if the customer agrees and the dealer conducts the diagnosis and repair.
5. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.
  - **Nissan recommends owners of affected vehicles have the remedy completed immediately and not delay.**

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

Nissan dealers have the option of providing mobile repair services to Takata affected customers.

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, 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.**

\*\*\*\*\* Final Remedy Parts Matrix \*\*\*\*\*

Model Year	Model	FINAL Campaign Repair ID	Final Repair Part #			Module Kit Sub (Requires Original module)	Comments
			INFLATOR	HARNES	MODULE		
2002-06	Sentra	PM683 PM684	NA	NA	98515-4Z60E	NA	Use module for campaign or service replacement
2002-04	Pathfinder	R1711 R1712	98561-7998E	B4A67-5W50D	K8515-5W59B K8515-5W59C K8515-5W59E	NA	Use inflator for campaign Module is equivalent for service replacement

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

Parts	Please refer to the vehicle appropriate TSB in the repair section below for the parts required to complete the remedy for these campaigns.
Repair	<ul style="list-style-type: none"> <li>• <b>NTB17-055: 2002-2006 Sentra</b></li> <li>• <b>NTB17-027: 2002-2004 Pathfinder</b></li> </ul>
Owner Notification	Nissan has made numerous attempts to contact owners of affected vehicles to notify them of the subject recall campaigns. Nissan will communicate the <b>DO NOT DRIVE warning</b> to registered vehicle owners via first class mail beginning <b>May 29, 2024</b> .

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

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in new vehicle inventory. If a VIN subject to this recall campaign 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.**

Total Customer Satisfaction

**Frequently Asked Questions (FAQ):**

**Q. Why is Nissan issuing this warning now?**

A. Nissan has made numerous attempts to contact owners of vehicles that still have not completed the Takata airbag recall. As these vehicles continue to age, the risk for inflator rupture increases. The vehicles subject to this warning contain a specific Takata airbag inflator type with a higher risk of rupture. **Nissan strongly advises drivers not to drive affected vehicles until the FREE repair has been completed**

**Q. Is this a recall?**

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. Owner notification letters have been mailed to registered vehicle owners. If you would like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected. You may also search for open recall campaigns at [www.safercar.gov](http://www.safercar.gov)

**Q. What is the reason for the recall?**

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. If not repaired, the defective airbag inflator could explode and propel sharp metal fragments that can cause serious injury or death. **Nissan strongly advises drivers not to drive affected vehicles until the FREE repair has been completed.**

**Q. What is the possible effect of the condition?**

A. If not repaired, the defective airbag inflator could explode and propel sharp metal fragments that can cause serious injury or death.

**Q. What will be the corrective action for this voluntary recall campaign?**

A. Dealers will replace your passenger-side airbag inflator.

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

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1.0) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. Nissan has made multiple attempts to notify owners subject to the campaign IDs listed above and will continue to re-notify owners with un-remedied vehicles subject to these recalls. Nissan will communicate the **DO NOT DRIVE warning** to registered vehicle owners via first class mail beginning **May 29, 2024**.

**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 [www.safercar.gov](http://www.safercar.gov)

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

A. No. **Nissan strongly advises drivers not to drive affected vehicles until the FREE repair has been completed.** If your vehicle is not repaired, the defective airbag inflator could explode and propel sharp metal fragments that can cause serious injury or death.

**Q. Is there anything owners can do to mitigate this condition?**

A. No.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding 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. Are parts readily available?**

A. Yes.

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

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

**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. I am a dealer and I have parts or technical questions related to vehicle condition or a notification an owner has received, whom do I talk to?**

A. Please contact the Nissan Campaigns and Recalls Team at [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com). If your question pertains to an owner communication, please include a copy of the communication (if possible) with your email.

**Q. Does this Takata Do Not Drive Warning apply to any other Nissan (or INFINITI) models?**

A. Yes, the 2002-2003 INFINITI QX4 is included in this **Do Not Drive Warning** under campaign ID **R1713**.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
May 29 , 2024	Original DND Warning: This bulletin amends the December 3, 2020 bulletin for vehicles affected by campaign ID's PM683, PM684, R1711 and R1712 only.	Takata <b>DO NOT DRIVE Warning</b> . This is an amendment to previous campaign bulletins that included campaign ID's PM683, PM684, R1711 and R1712.