



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Takata Driver Air Bag Voluntary Safety Recall Campaign

Reference: PC740  
Date: March 24, 2021

**Attention: Dealer Principal, Sales, Service & Parts Managers**

**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.**

**UPDATE March 24, 2021**  
**Please discard earlier versions of this bulletin.**

**The announcement from July 10, 2020 has been revised to include:**

- The following parts have been placed on parts restriction. Dealers may place an SVC order for the parts listed below via DBS **beginning March 24, 2021**. Orders will be fulfilled in the order they were received, once parts become available.
  - 98510-1PA9A – NV Passenger and Cargo Van
  - 98560-1PA9C – Armada and Titan

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2012-17 NV Passenger and Cargo Van (F80)	98,412	NA	March 31, 2020	<b>YES</b>
MY2013-15 Armada (TA60)	45,535			
MY2013-15 Titan (A60)	37,977			

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Safety Recall Campaign on specific Nissan model year 2012-17 NV Passenger and Cargo Van and Nissan model year 2013-15 Armada and Titan vehicles to replace the air bag inflator with a new Daicel supplied inflator or module kit.

Due to a manufacturing process anomaly, these inflators may not function properly or may potentially rupture during deployment. Overloading of the propellant, or asymmetric loading of the propellant, may lead to over-pressurization of the inflator housing during deployment. Over-pressurization of the inflator housing in the event of a crash may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. Nissan is proactively conducting this recall out of an abundance of caution, and is not aware of any field incidents related to this condition.

**NOTE:** This issue is not related to the previous Takata air bag recalls. This is a unique manufacturing quality control issue with an unrelated root-cause, but similar outcome.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall using Service Comm or DBS National Service History – Open Campaigns I.D. **PC740**
2. Dealers **must not sell, lease, trade, rent, or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers should use the applicable bulletin to remedy any vehicles subject to this campaign.
  - **NTB20-023** – Titan and Armada
  - **NTB20-024** – NV Cargo and Passenger Van
4. Once repaired, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• The following parts have been placed on parts restriction. Dealers may place an SVC order for the parts listed below via DBS beginning <b>March 24, 2021</b>. Orders will be fulfilled in the order they were received, as parts become available.                             <ul style="list-style-type: none"> <li>▪ 98510-1PA9A – NV Passenger and Cargo Van</li> <li>▪ 98560-1PA9C – Armada and Titan</li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB20-023 – Titan and Armada</b></li> <li>• <b>NTB20-024 – NV Cargo and Passenger Van</b></li> </ul>
<b>Owner Notification</b>	Nissan began notifying owners of all potentially affected vehicles in <b>May 2020</b> via U.S. Mail.

**\*\*\*\* 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.**

Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a safety recall?**

A. Yes.

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

A. Due to a manufacturing process anomaly, these inflators may not function properly or may potentially rupture during deployment.

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

A. Overloading of the propellant, or asymmetric loading of the propellant, may lead to over-pressurization of the inflator housing during deployment. Over-pressurization of the inflator housing in the event of a crash may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. Nissan is proactively conducting this recall out of an abundance of caution, and is not aware of any field incidents related to this condition.

**Q. What will be the corrective action?**

A. Dealers will replace the air bag inflator with a new Daicel supplied inflator or module kit.

**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 approximately one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan began sending notifications to owners of all potentially affected vehicles in **May 2020** via U.S. Mail.

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

A. If your vehicle is subject to this campaign, should have received an Owner Notification letter from Nissan, which provided instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicle repaired as soon as possible upon notification.

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

A. No.

**Q. Are parts readily available?**

A. Parts have been placed on parts restriction. Dealers may place an SVC order for parts in DBS.

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

A. Rental is available while replacement parts are on order or if you need transportation while your vehicle is being repaired.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>A M O U N T</b>
<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 WBP19-017 for additional information on application of rental reimbursement.		

**Q. What do I do with used air bag inflators?**

A. Used airbag inflators should be returned via XPO services. Dealers can contact TK Services (XPO) @ [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com) to schedule a pickup. Dealers should include the following information in their pickup request:

- Dealer ID #
- Full Dealer Name
- Dealer E-mail address
- Detail (# of pallets/weights/dimensions) of the pickup request
- Any special requirements (hours of operation/gate instructions/etc.)

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

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

**Q. If the vehicle has been in an accident, or the air bag inflator has been previously replaced due to service need, does it need to have the campaign performed?**

A. Yes. If the vehicle is identified in Service Comm or DBS National Service History under Open Campaigns, the campaign should be performed.

**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.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. What model year vehicles are involved?**

A. Certain Nissan Model Year 2012-17 NV Passenger and Cargo Van and Nissan Model Year 2013-15 Armada and Titan vehicles manufactured between November 1, 2010 and October 13, 2017 are affected.

**Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?**

A. Yes. Certain INFINITI Model Year 2011-12 QX56 vehicles manufactured between October 27, 2009 and August 22, 2012 are affected.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
March 31, 2020	Voluntary Safety Recall	New campaign announcement
July 10, 2020	REVISION 1	Update to Repair Bulletin: If the module and steering wheel on the NV Passenger or Cargo Van have already been replaced with the current level parts, no additional remedy is required.
March 24, 2021	REVISION 2	Parts have been placed on parts restriction.