



SAFETY RECALL

CAMPAIGN BULLETIN

Takata Passenger Airbag Voluntary Safety Recall Campaign

Reference: PM964

Date: December 3, 2020

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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2002-06 Sentra (B15)	3,930	N/A	December 3, 2020	YES

**** Campaign Summary ****

Nissan is issuing a Voluntary Safety Recall to recall certain model year 2002-2006 Nissan Sentra (B15) vehicles identified in Service Comm to re-inspect and, if necessary, replace the non-desiccated front passenger airbag inflator with a final countermeasure part.

The subject Sentra (B15) vehicles were previously recalled and inspected under one of the previous recalls (PM683 or PM684) to replace a specific type of Takata Serial Peripheral Interface (SPI) non-desiccated passenger airbag inflator; however, they may have been misdiagnosed as having another type of airbag and released without countermeasure part replacement.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PM964.**
2. Dealers **must not wholesale, sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been inspected and, if necessary, repaired.
3. Dealers should use **NTB17-055** to inspect and, if necessary, remedy any vehicles subject to this campaign.
4. Dealers should have the customer fill out the SRS Light Release form (attached) 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 attached SRS Light Release form if the customer agrees and the dealer conducts the diagnosis and repair.

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

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

Parts	Parts are not on restriction. However, dealers must inspect the vehicle to determine parts applicability: <ul style="list-style-type: none"> • If nut is not present replace with Daicel module 98515-4Z60E <ul style="list-style-type: none"> • Warranty Claims Call Center Pre-call form completion is not necessary • If nut is present dealers should write the date and time on the inflator, take pictures with the airbag module date visible, and complete the pre-call form, which can be found at ASIST>Tech Support Info>Warranty Call Center Pre-Call Forms, and submit to Warranty Claims Call Center (WCCC) <ul style="list-style-type: none"> • WCCC will be proactively reviewing and will contact dealers to provide direction within the same business day
Special Tool	<ul style="list-style-type: none"> • Dealers received these special tools via another campaign activity <ul style="list-style-type: none"> ▪ J-52352 USB Bar Code Scanner Additional tools are available via TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • NTB17-055
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in January 2021 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 dealer 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 recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q: Does this stop sale apply to previously owned vehicles?

A. Nissan strongly recommends dealers not sell a previously owned vehicle 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. You may also search for open recall campaigns at safercar.gov.

Q. What is the reason for the recall?

A. The subject Sentra (B15) vehicles were previously recalled and inspected under one of the previous recalls (PM683 or PM684) to replace a specific type of Takata Serial Peripheral Interface (SPI) non-desiccated passenger airbag inflator; however, they may have been misdiagnosed as having another type of airbag and released without countermeasure part replacement.

Q. What is the possible effect of the condition?

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

A. Dealers will re-inspect and, if necessary, replace the non-desiccated front passenger airbag inflator with a final countermeasure part.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **January 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. Nissan strongly urges customers to have this important safety recall campaign performed as soon as possible. **In the meantime, do not allow passengers to ride in the front passenger seat until an inspection and, if necessary, 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 campaign performed. **In the meantime, do not allow passengers to ride in the front passenger seat until the inspection and, if necessary, 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. However, dealers must inspect the vehicle to determine parts applicability.

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 the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

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 the 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.

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

action completed.

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. 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 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. If you are a dealer and have parts or technical questions related to the condition of a vehicle or a recall notification, please contact the Nissan Campaigns and Recalls Team at 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. I am a dealer, what do I do if the vehicle's Supplemental Restraint System ("SRS") warning light is non-operational, flashing, or illuminated?

A. If the customer will not obtain diagnosis and repair related to the SRS warning light, dealers should have the customer fill out the SRS Light Release form (attached) so that the campaign can be completed.

If the customer declines the recall repair or the vehicle is unrepairable, appropriately document the deferment reason as per **NPSB19-530**.

Q. If the customer declines recommended repairs after diagnosis when a vehicle's SRS warning light is non-operational, flashing or illuminated, how should the dealer proceed?

A. Please contact the Nissan Campaigns and Recalls Team at campaignannouncements@nissan-usa.com.

The Nissan Campaigns and Recalls Team likely will advise you to obtain the SRS Light Release form from the customer and conduct the recall repair.

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

Q. What model year vehicles are involved?

A. Certain model year 2002-2006 Nissan Sentra (B15) vehicles manufactured in the Aguascalientes, Mexico plant from July 19, 2001 to August 24, 2006 are affected.

Revision History:

Date	Announcement	Purpose
December 3, 2020	Voluntary Safety Recall	New Campaign Announcement