



VOLUNTARY RECALL CAMPAIGN

Classification:	Reference:	Date:
RS17-045C	NTB17-054C	July 27, 2023

VOLUNTARY SAFETY RECALL CAMPAIGN 2001-2003 MAXIMA; FRONT PASSENGER AIR BAG INFLATOR

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: R1711 and R1712
NHTSA #: 15V-287
APPLIED VEHICLES: 2001-2003 Maxima (A33)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this Voluntary Safety Recall Campaign on certain specific 2001-2003 Maxima vehicles to replace the front passenger air bag module and inflator. This service will be performed at no charge to the customer for parts or labor.

TK Services and RXO Logistics have issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Information on this documentation is provided in this bulletin.

IDENTIFICATION NUMBER

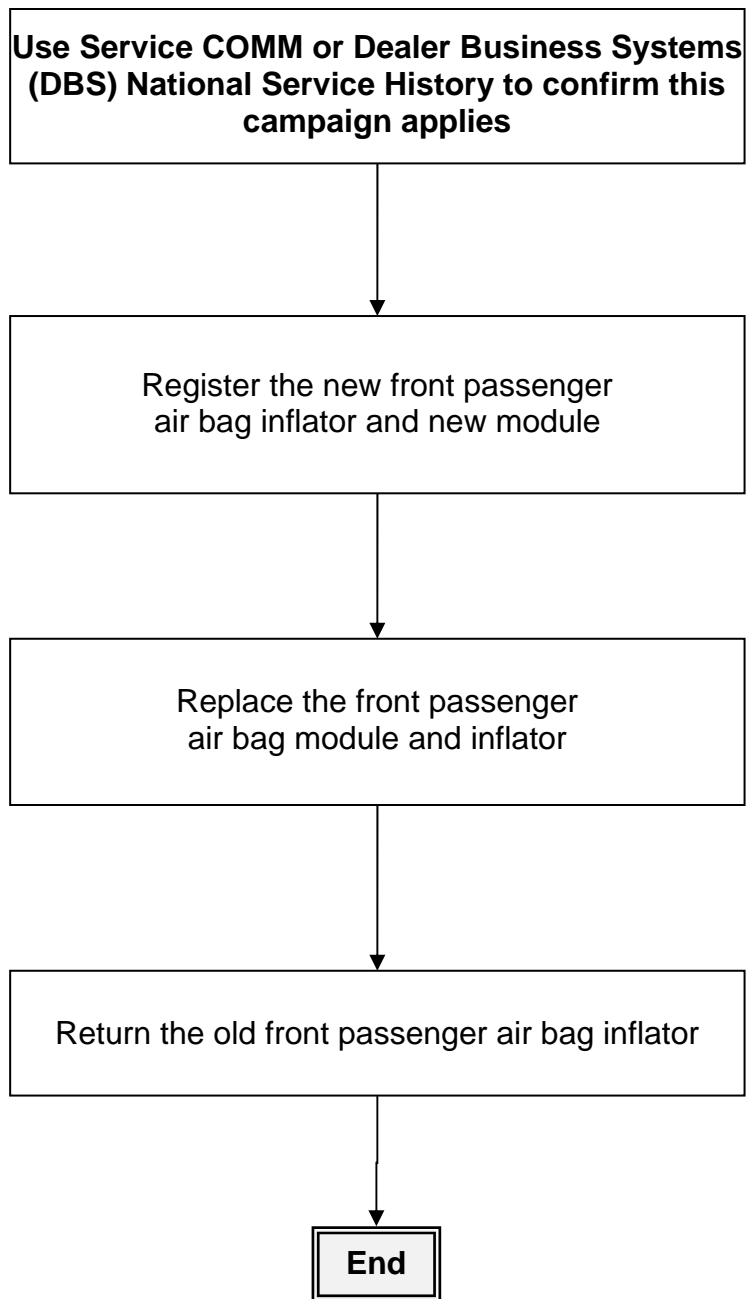
Nissan has assigned identification numbers R1711 and R1712 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

REPAIR OVERVIEW



REQUIRED SPECIAL TOOLS

New or replacement Essential Tools are available from Tech Mate online: www.techmatetools.com, or by phone: 1-833-397-3493.

When ordering, keep in mind that the tool part number prefix has changed from “J” to “NI”. For example, **J**-52352 is now **NI**-52352.

Quick Scan Tool (J-52352)

- Each dealer has been previously shipped one Quick Scan Tool (J-52352).



Figure A

REQUIRED SPECIAL TOOLS (continued)

Air Bag Module Support (J-51315)

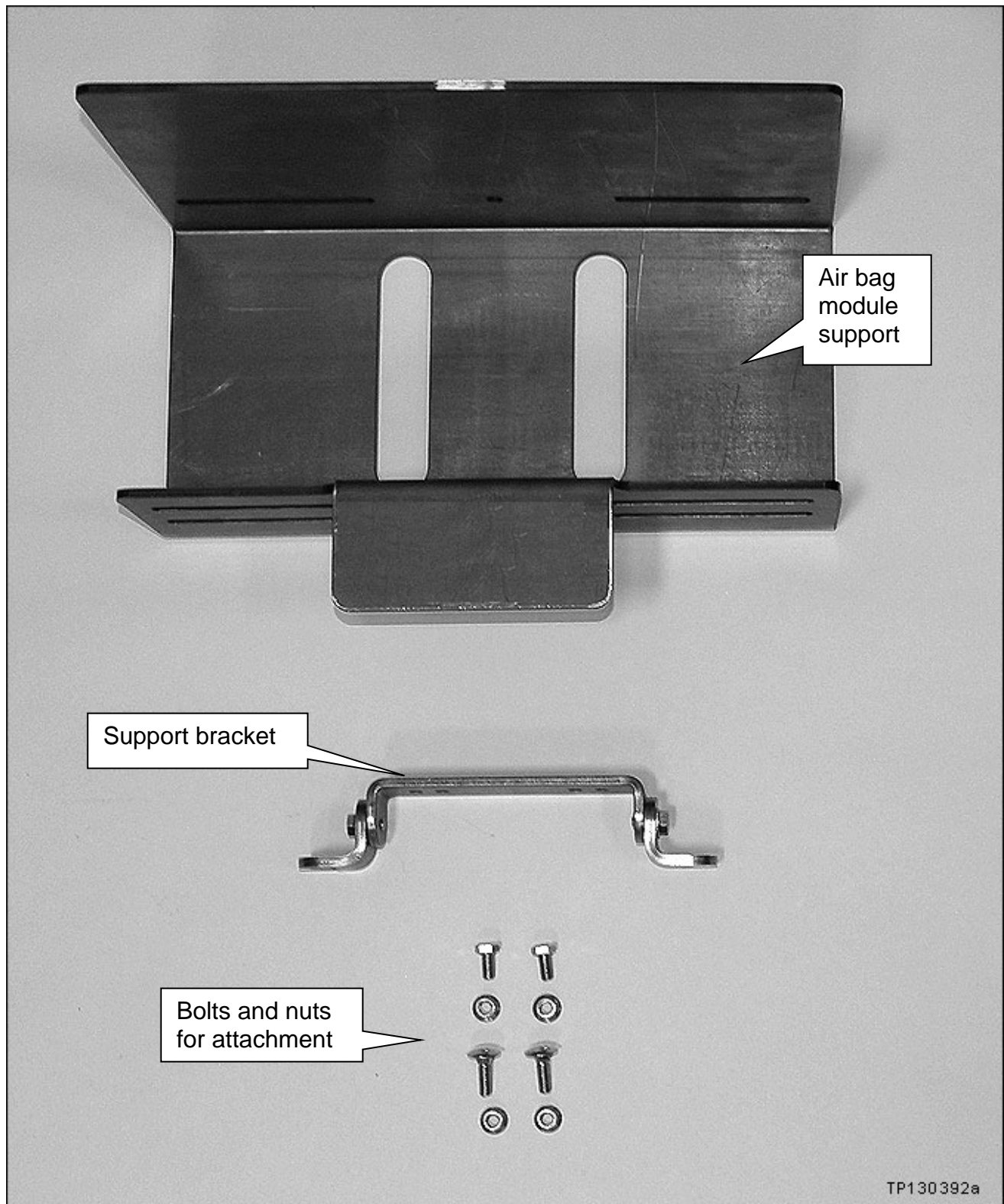


Figure B

SERVICE PROCEDURE

New Inflator and New Module Registration

1. Obtain a new inflator and a new module from your parts department.
 - New inflator and new module are listed in the **PARTS INFORMATION**.

2. Attach the Quick Scan Tool (J-52352) to your CONSULT PC USB port.

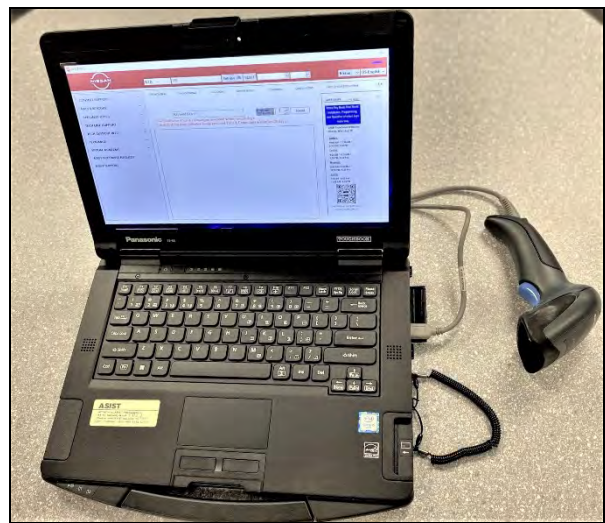


Figure 1

3. On the left side of the ASIST main menu, select **TECH SUPPORT INFO**, then **Inventory Vehicle Actions**.

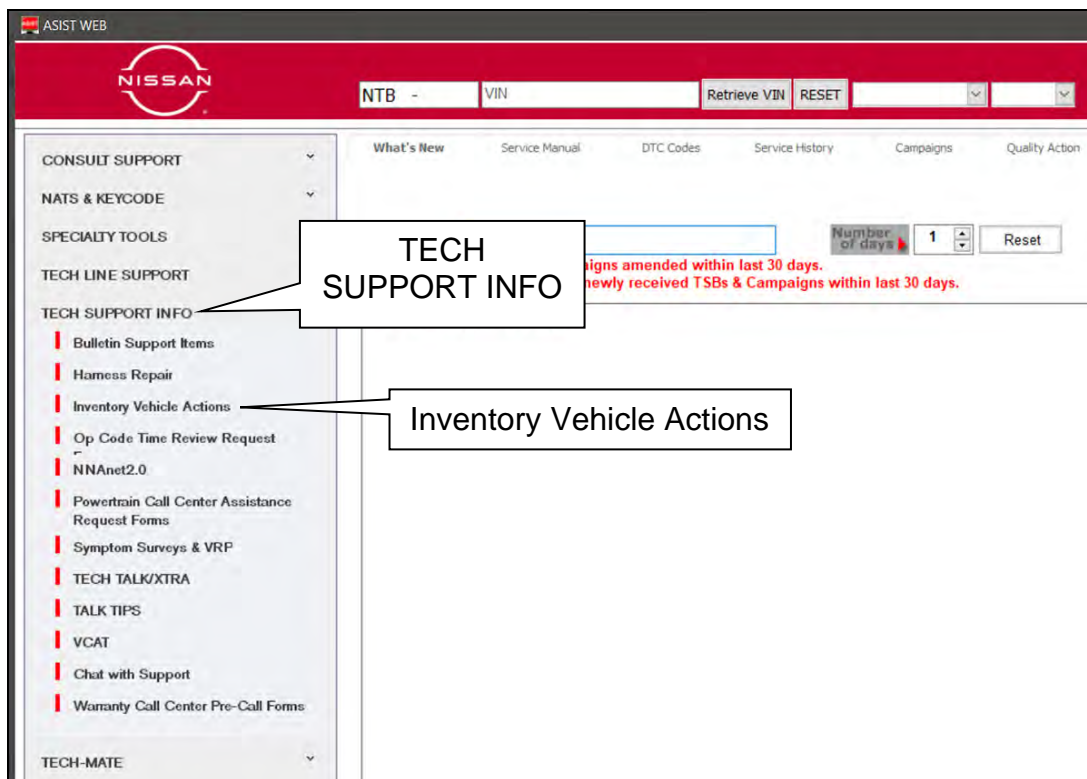


Figure 2

4. Select **CLICK HERE** (Airbag to VIN Registration).



Figure 3

Register the New Inflator

5. Use the Quick Scan Tool to scan the bar code (VIN) on the B-pillar label.

- Wipe any dirt/debris from bar code before scanning.

HINT:

- Some labels may not scan quickly.
- Hold the Quick Scan Tool approximately 6 inches away from the label.
- Hold the trigger down until the label is read (this may take several seconds).
- VIN will automatically populate (see Figure 5).
- If needed, VIN can be entered manually.

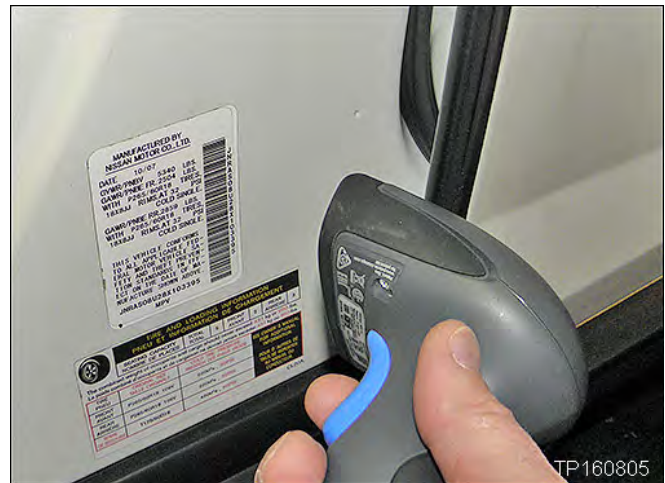


Figure 4

[Airbag to VIN Registration](#)

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Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code

Key Number

VIN

Airbag Serial Number

Step 7; see next page.

(Select **Submit** after both fields are populated).

Figure 5

6. Use the Quick Scan Tool to scan the bar code (serial number) on the new inflator shipping box.

- The serial number will automatically populate (see Figure 5 on previous page).

HINT: If needed, the serial number can be entered manually.



Figure 6

7. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).

Register the New Module

8. Use the Quick Scan Tool and scan the bar code (VIN) on the vehicle B-pillar label a second time.

HINT:

- Some labels may not scan quickly.
- Hold the Quick Scan Tool approximately 6 inches away from the label.
- Hold the trigger down until the label is read (this may take several seconds).
- If needed, VIN can be entered manually (Figure 8).



Figure 7

Airbag to VIN Registration

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Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code

Key Number

VIN

Airbag Serial Number **Submit**

Step 12; see next page.

(Select **Submit** after both fields are populated).

Figure 8

9. Open the Module shipping container.
 - New module is listed in the **PARTS INFORMATION**.

10. Locate the bar code sticker on the new module.

HINT: The new module will be left in the shipping container until later in this procedure.

11. Use the Quick Scan Tool to scan the bar code (serial number) on the new module (see Figures 9 and 10).
 - The serial number will automatically populate (see Figure 8).

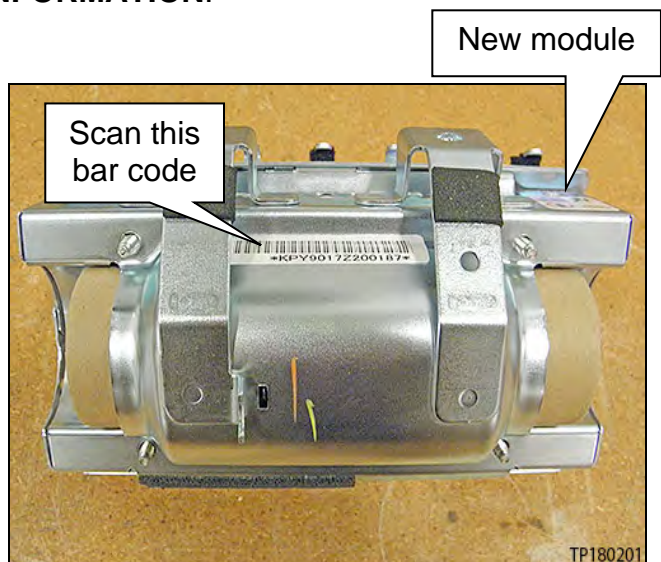


Figure 9

HINT: If needed, the serial number can be entered manually.

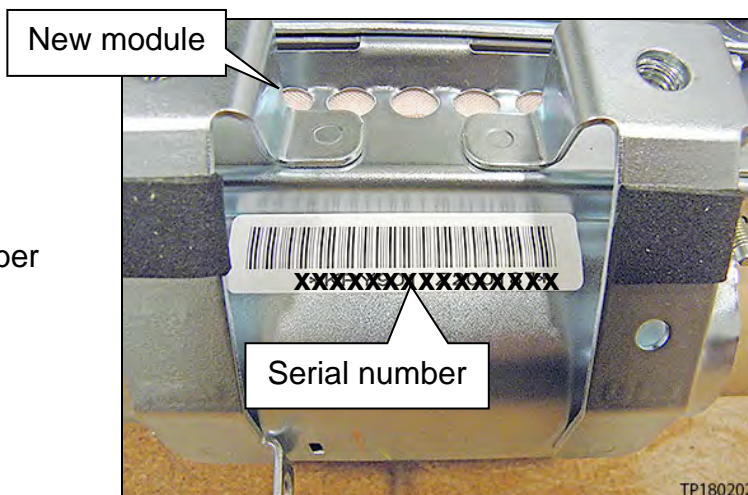


Figure 10

12. Select **Submit** on the ASIST screen (see Figure 8 on the previous page).

Inflator and Module Replacement

IMPORTANT:

- Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

13. Turn the ignition ON.
14. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
Bass	Treble		Balance		Fade	Speed Sen. Vol.

15. Turn the ignition OFF.
16. Disconnect both battery cables, negative cable first.
17. Wait at least 3 minutes.
18. Remove the passenger air bag module (module) from the vehicle.
 - Refer to the appropriate Electronic Service Manual (ESM) for module removal information.

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

19. Set the module in a clean working area.

HINT: Do not set the module with cover facing down.

20. Securely mount the air bag module support (support) in a vice (see Figure 11).

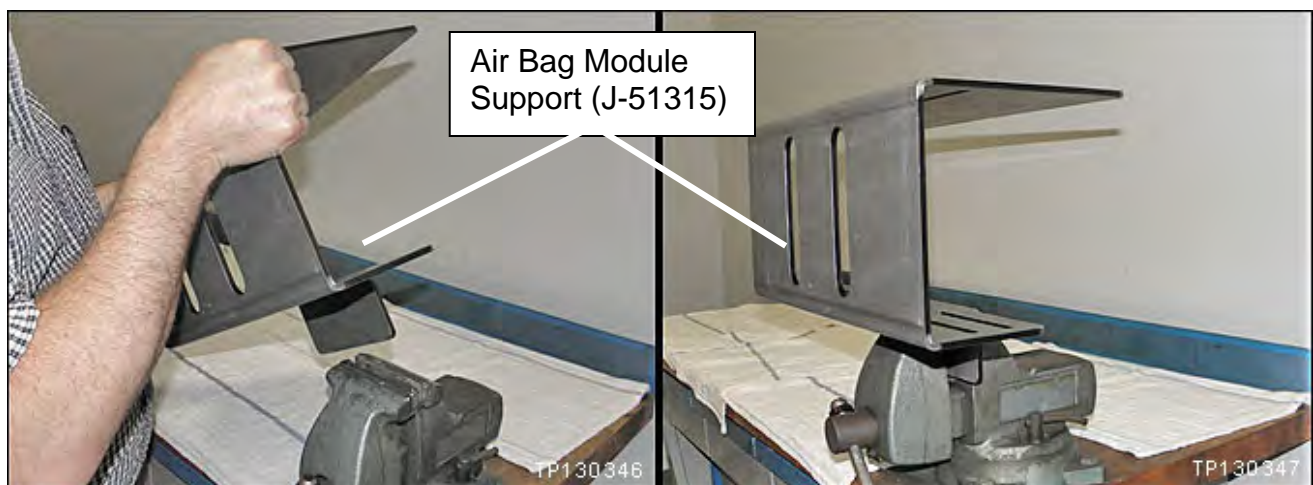


Figure 11

WARNING:

- Work from behind and to the sides of the support.
- Wear safety glasses while performing inflator replacement.

21. Disconnect the harness clip from the module frame.

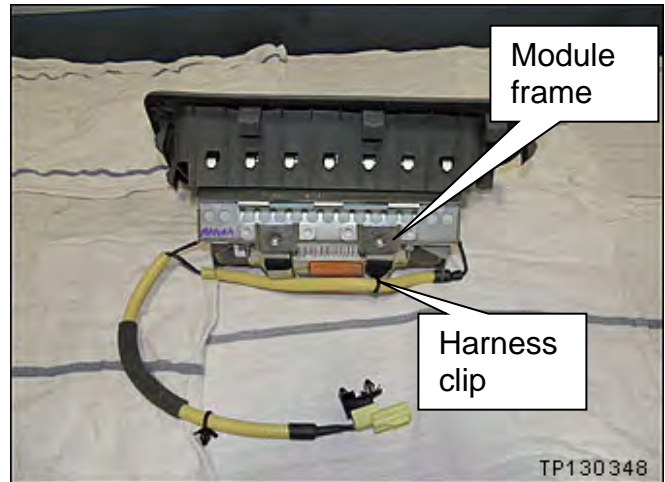


Figure 12

22. Attach the support bracket to the module frame.
- Tighten the bolts holding the bracket to the module frame.
 - Use bolts supplied with the support.
 - Leave the L brackets on each end slightly loose to allow for positioning of the module in the support.

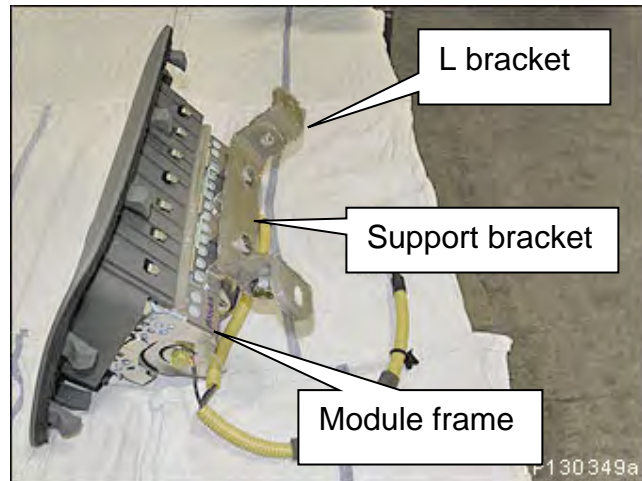


Figure 13

WARNING: Work from behind and to the sides of the support.

23. Mount the module in the support.
- Use bolts and nuts supplied with the support.
24. Make sure the module is centered in the support.



Figure 14

HINT: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

25. Tighten all of the mounting bolts and nuts that hold the module to the support.

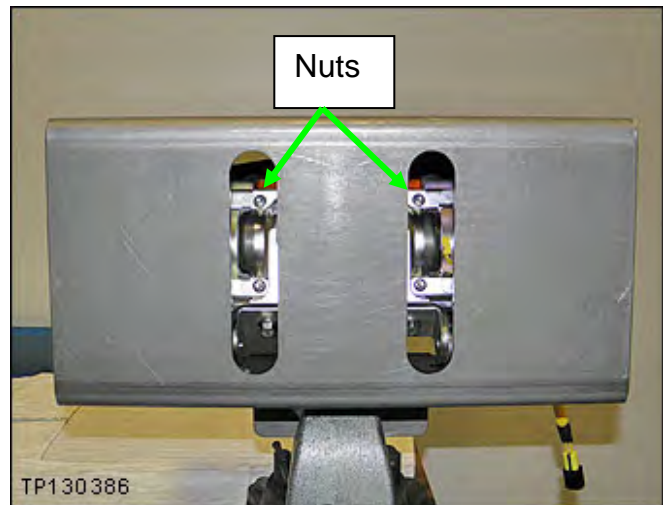


Figure 15

26. Carefully cut a few inches of the yellow corrugated harness cover in the area shown.

- **Do not** cut the wires inside the corrugated cover.

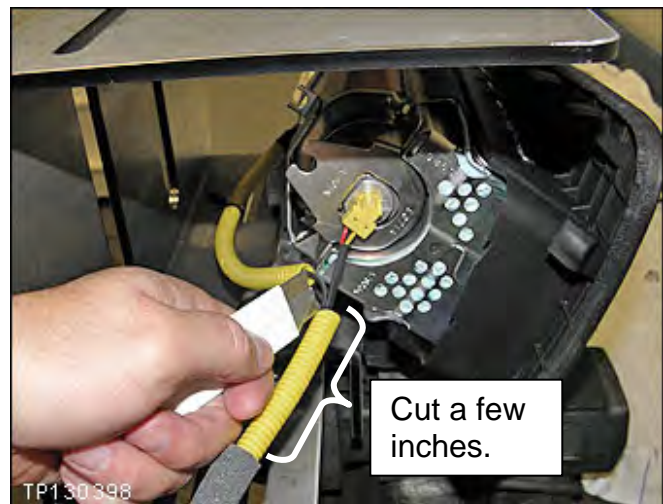


Figure 16

27. Attach 2 shorting pins to the inflator harness as shown.

- Make sure to pair the wires from each end of the inflator.

Blue with White

Red with Yellow

- Use an insulation displacement type wire connector as a shorting pin.
- Refer to the **PARTS INFORMATION** for additional connector/shorting pin information.

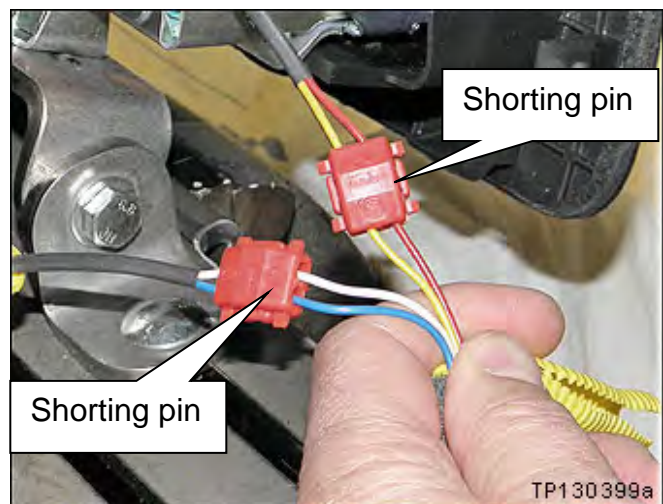


Figure 17

28. Cut off the connector end of the harness.



Figure 18

29. Remove the 4 nuts from the module that hold the inflator in place (see Figures 19 and 20).

- Use a ratchet and extension.



Figure 19

- Remove the 4 nuts.

HINT: These nuts will not be reused.

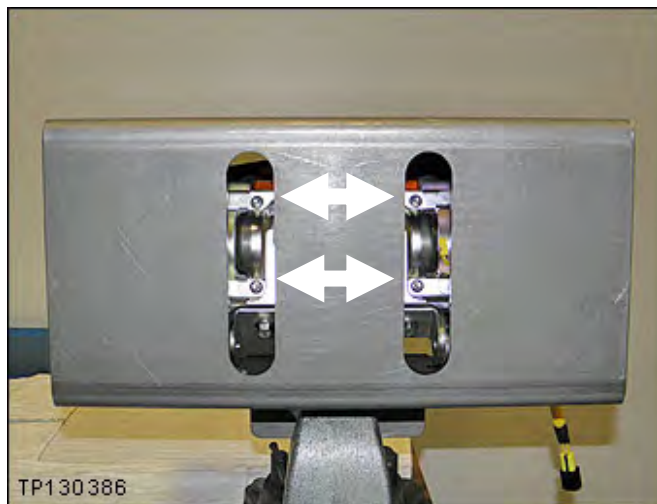


Figure 20

30. Remove the inflator stopper.



Figure 21

31. Push the right side of the inflator out of the module.
- Twist the inflator to a position that will allow the connector and harness to fit through the opening.

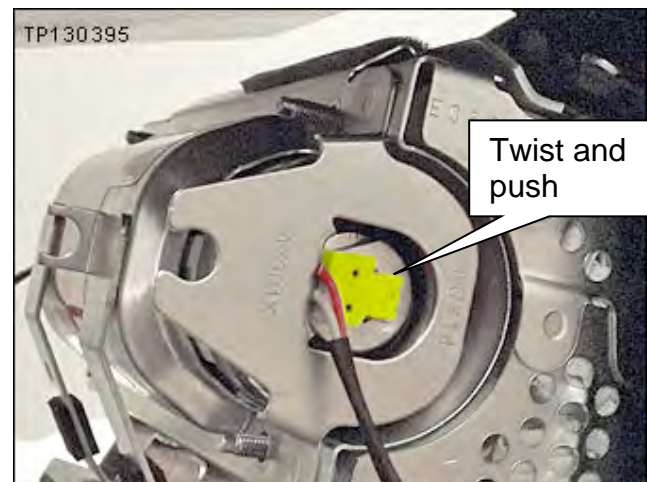


Figure 22

32. Pull the old inflator completely out of the module from the left side.



Figure 23

33. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

34. Remove the old module from the support and place it on a clean work surface.

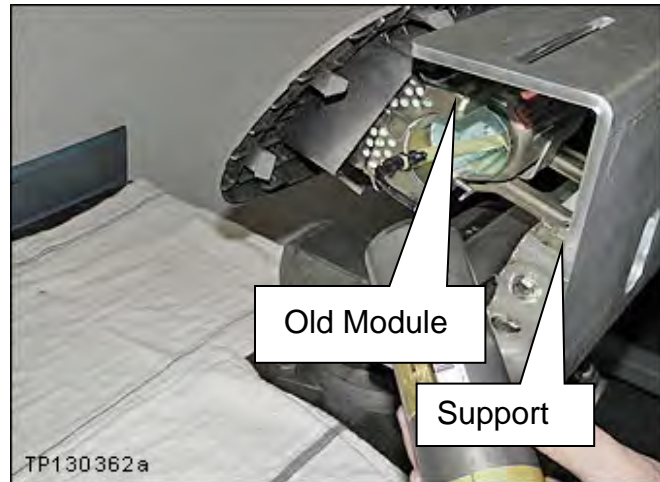


Figure 24

35. Remove the support bracket from the old module.

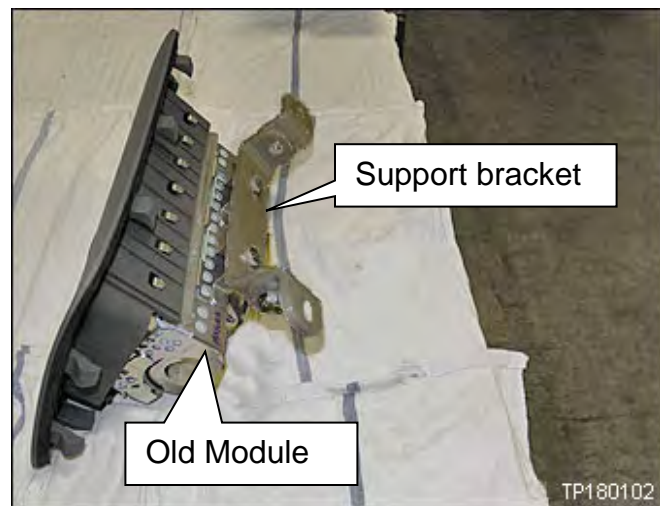


Figure 25

36. Remove the new module from its shipping container.
- New module is listed in the **PARTS INFORMATION**.

37. Remove the instrument panel finisher from the old module, and transfer it to the new module as follows.

- a. Set the module on the bench with the mounting holes facing you.

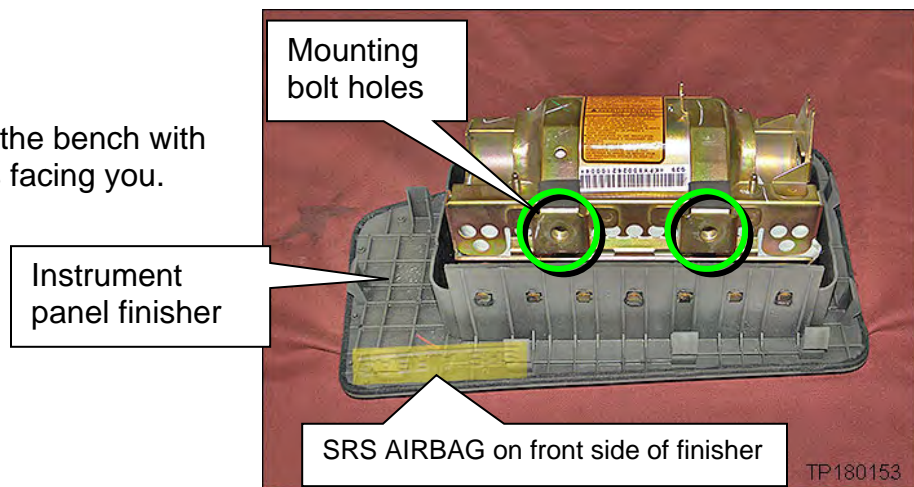


Figure 26

- b. Use a plastic trim tool to detach the module hooks on the side facing you.

- Detach one hook at a time.
- Start at one end and then work towards the opposite end.
- Detach all 7 hooks.

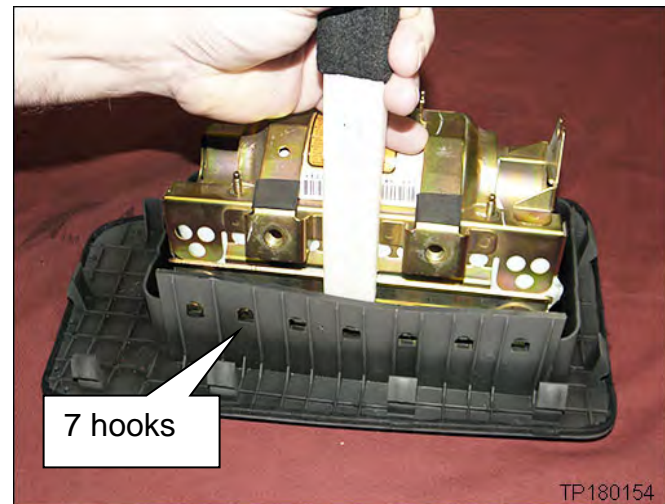


Figure 27

- c. Remove the old module from the finisher.

- Lift out the side facing you.
- Use a tilt/twist motion to detach the hooks on the other side.

HINT: The old module will not be reused.

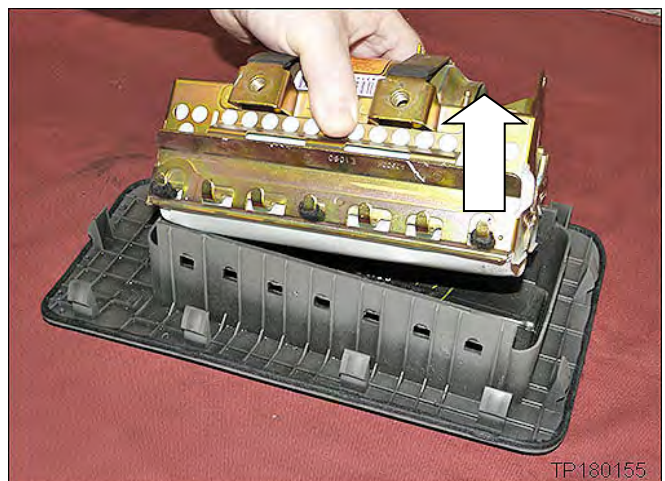


Figure 28

- d. Install the new module to the finisher.
- Make sure the mounting bolt holes face the side of the finisher with SRS AIRBAG written on it.
 - Make sure all of the hooks are attached correctly.

HINT: SRS AIRBAG is written on the front side of the finisher.

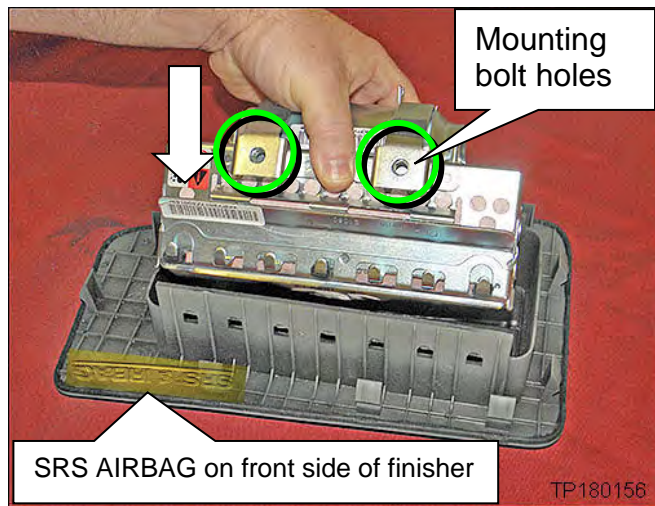


Figure 29

38. Attach the support bracket to the new module frame.
- Use bolts supplied with the support.

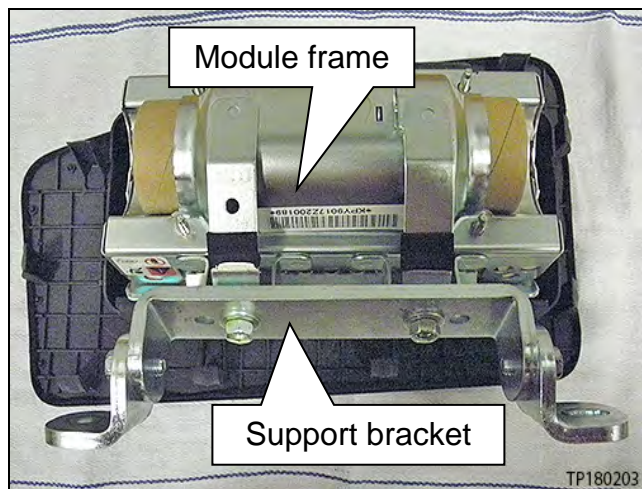


Figure 30

39. Slide the paper tube completely out of the module.

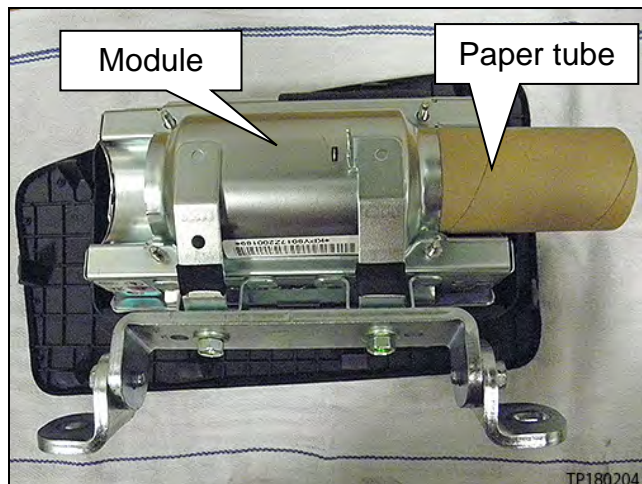


Figure 31

IMPORTANT:

- The new module contains two inflator stopper brackets – one for each side.
- In the following steps, make sure to install the correct stopper bracket on each side of the inflator.

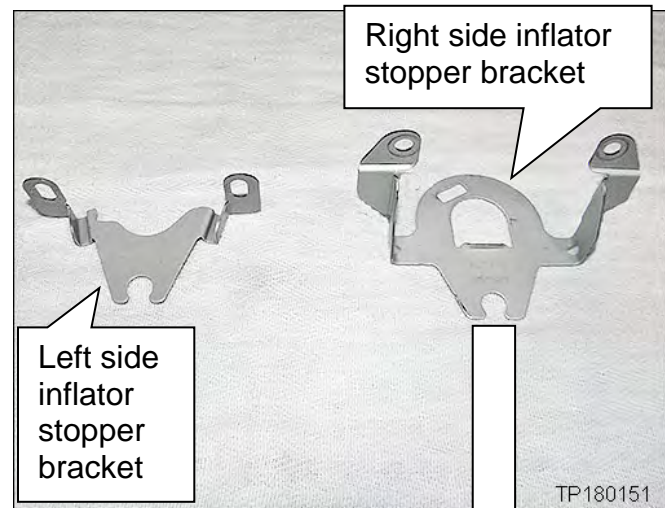


Figure 32

40. Install the **right** side inflator stopper bracket with nuts finger tight (see Figure 33).

- Make sure to **use new nuts**.

HINT: New nuts and new stopper bracket are included with the new module.

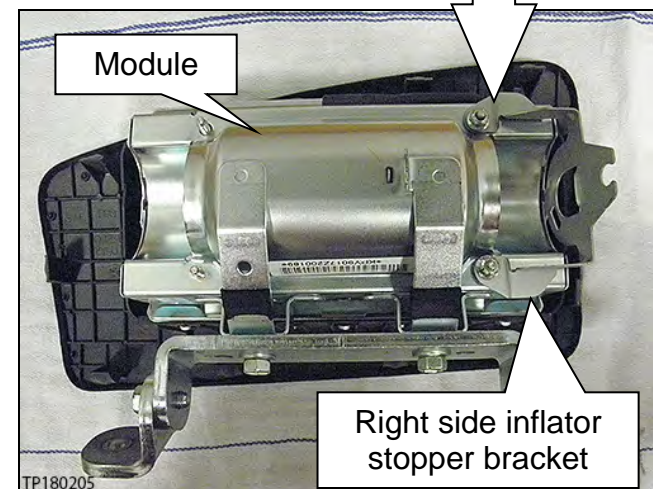


Figure 33

41. Mount the **new** module in the support.
- Use bolts and nuts supplied with the support.

42. Make sure the module is centered in the support.

HINT: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.



Figure 34

43. Remove the new inflator from the box.

IMPORTANT:

- The new inflator has a large plastic end cap and a small plastic end cap.
- When installing, pay close attention to which end is installed first.

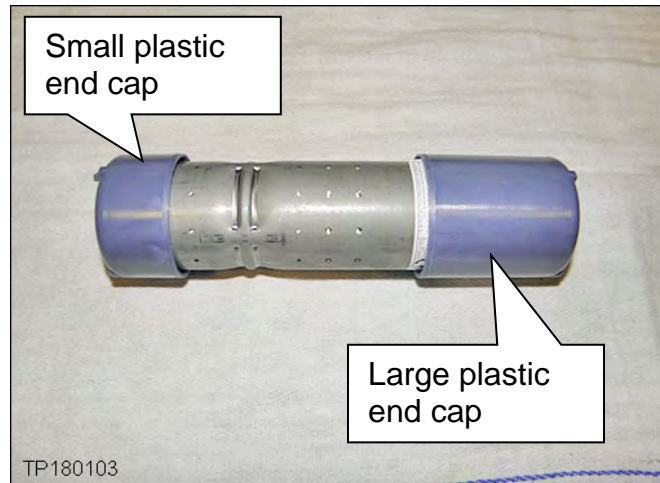


Figure 35

Install the New Inflator into the New Module

44. Slide the new inflator into the module assembly from the left side; large plastic end cap first.

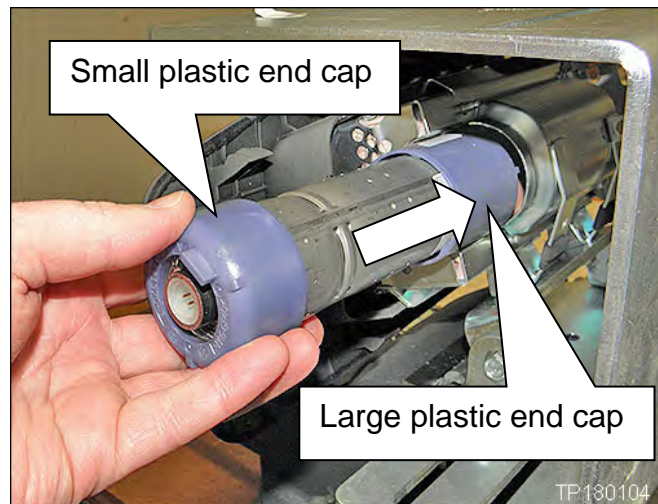


Figure 36

45. On the Right side, make sure the tab on the end of the inflator fits in the stopper bracket as shown.

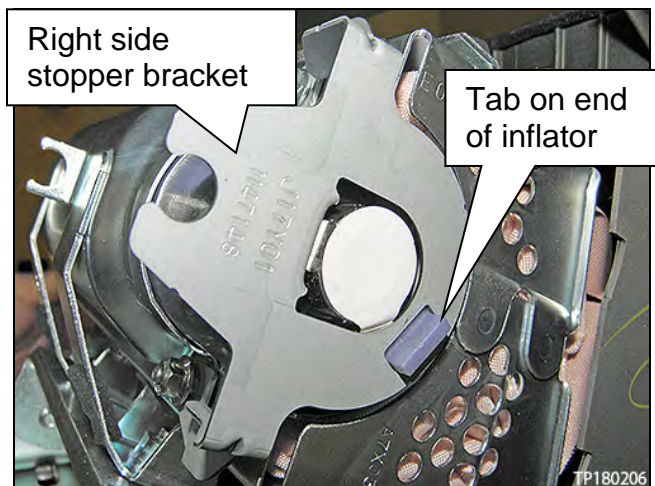


Figure 37

46. Install the **left** side inflator stopper bracket and 2 inflator securing nuts finger tight (see Figure 38).

- Make sure to **use new nuts**.

HINT: Stopper bracket and new nuts are included with the new module.

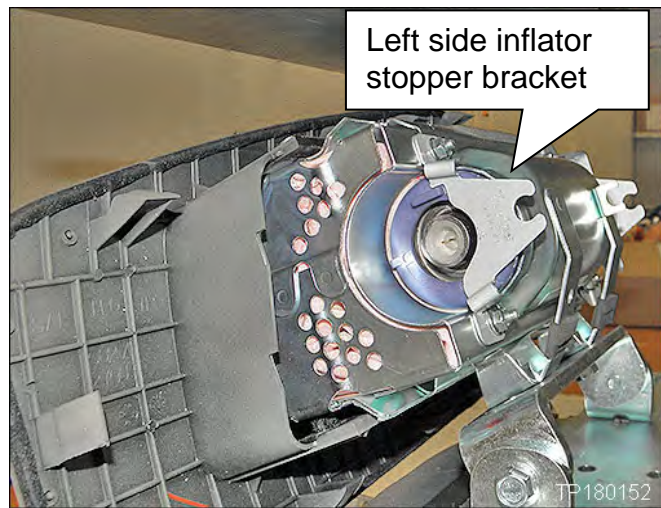


Figure 38

47. Make sure the inflator is pushed all the way into its housing – no gap on the right side (see Figure 39).
48. Make sure there is no gap between the inflator stopper and the inflator on the left side (see Figure 39).

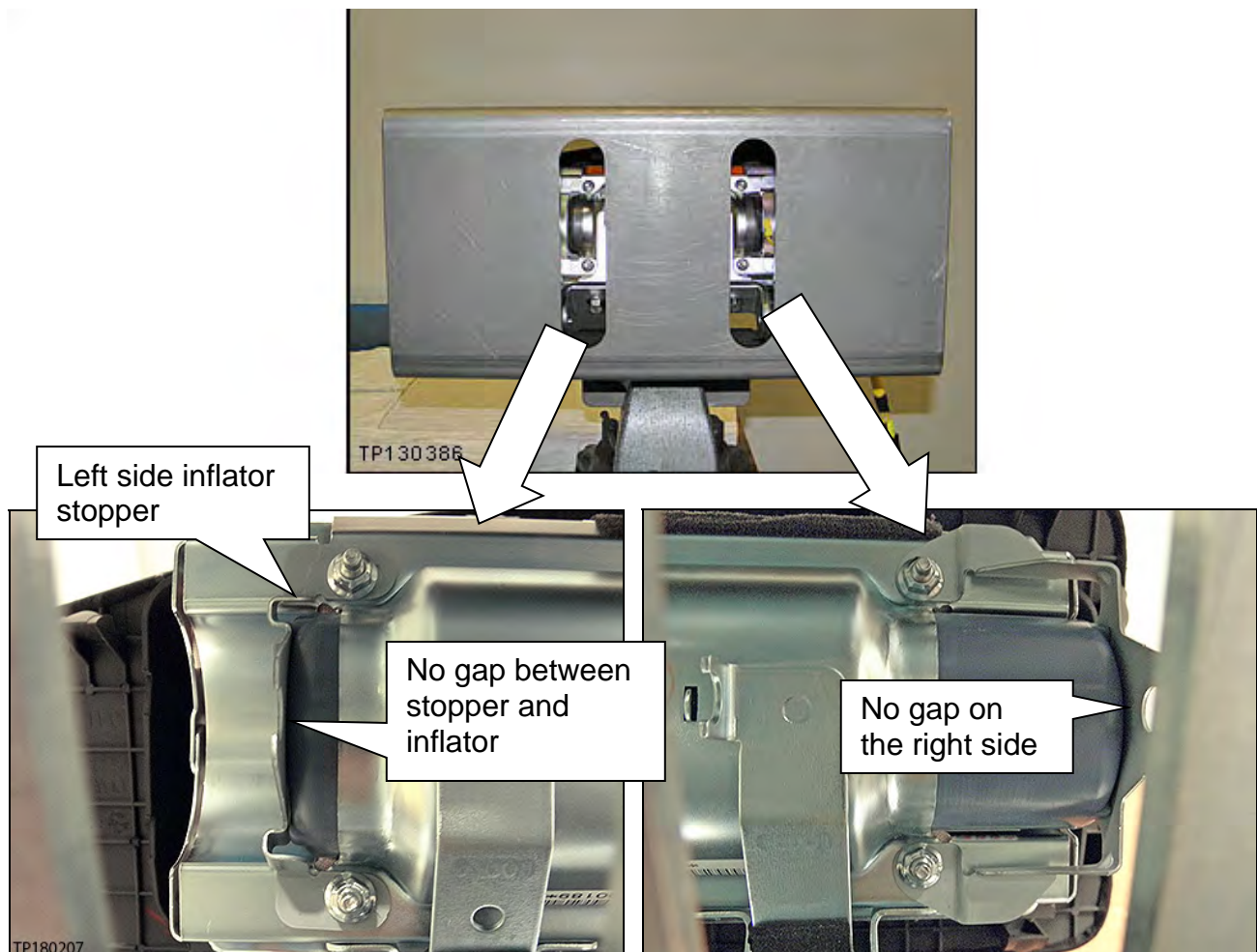


Figure 39

49. Torque the 4 inflator securing nuts.

- Torque nuts to:
3.9 N•m (0.39 kg-m, **34 in-lb**).
- Torque nuts in the order shown.

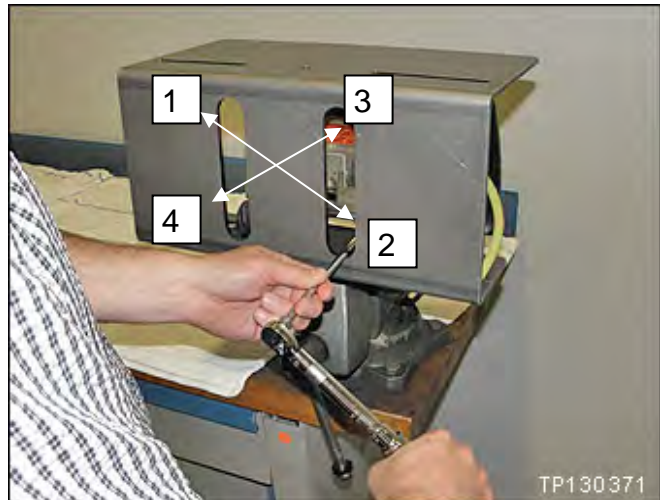


Figure 40

IMPORTANT:

- In the next step you will be attaching the new harness to the new inflator.
- Once an inflator connector is attached to the inflator, it cannot be disconnected.
- **Make sure to attach the connectors to the correct ends of the inflator (see Figure 41).**
 - Left / Right orientation is as shown in Figure 41.

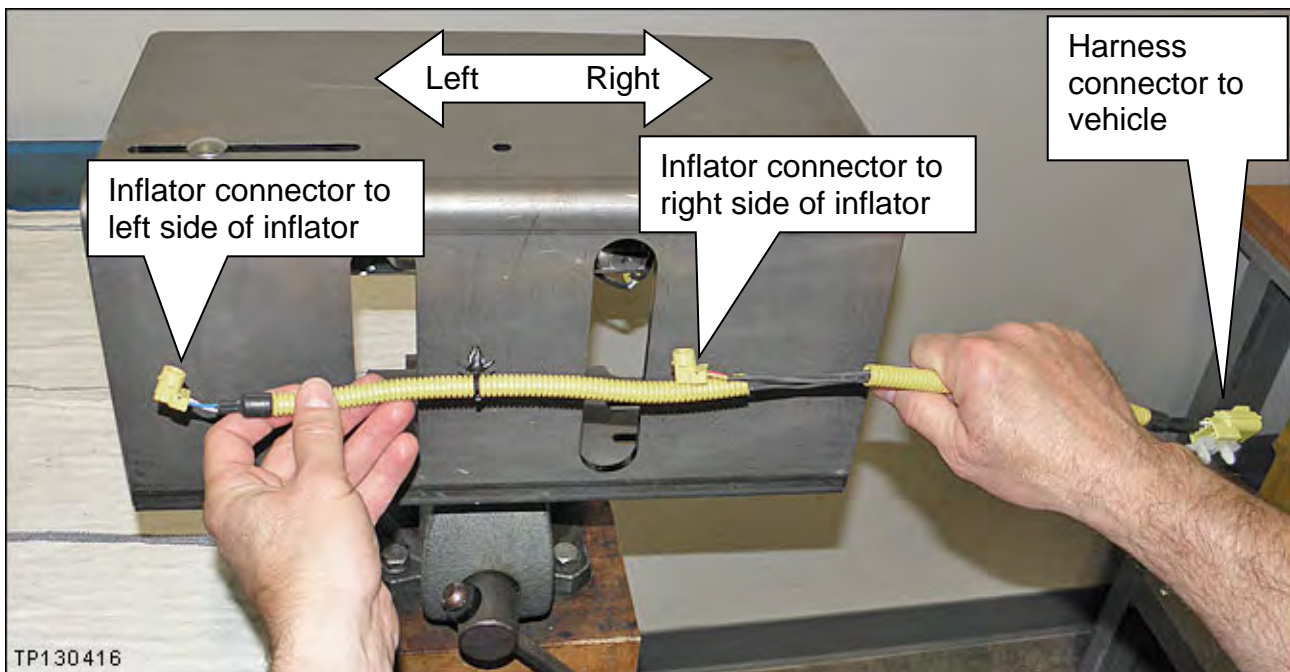


Figure 41

50. Attach the new harness to each end of the inflator.

- Remove the dust proof stickers covering the ends of the inflator.
- A new harness is included with the new module.
- Make sure to attach the correct ends (see Figure 41 on the previous page).
- Refer to Figures 42, 43, and 44.

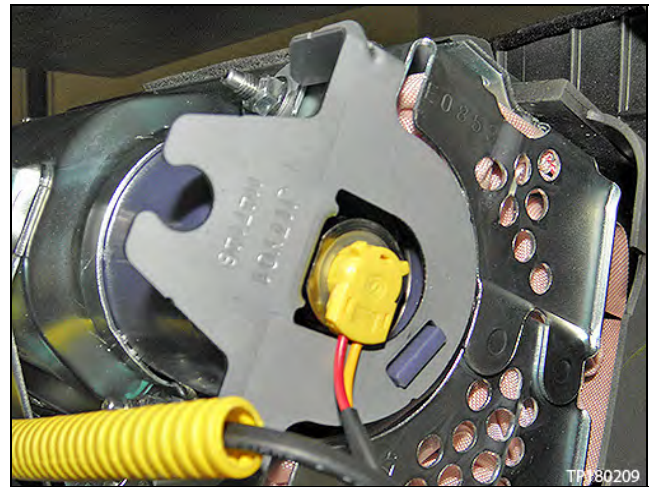


Figure 42

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

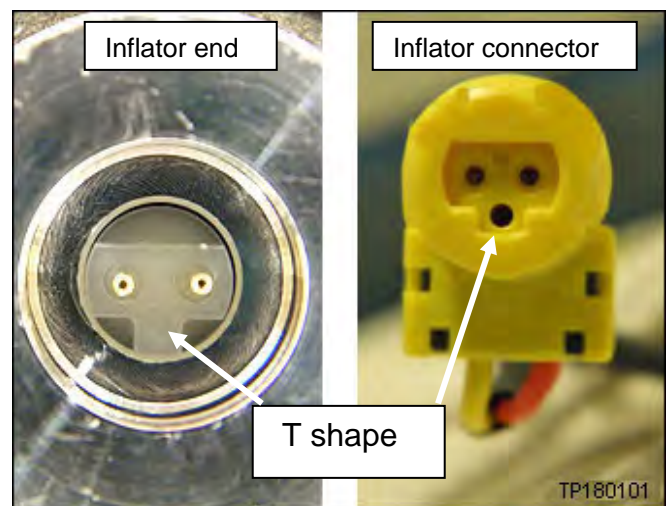


Figure 43

- Make sure the inflator connectors are fully engaged / seated (see Figure 44).

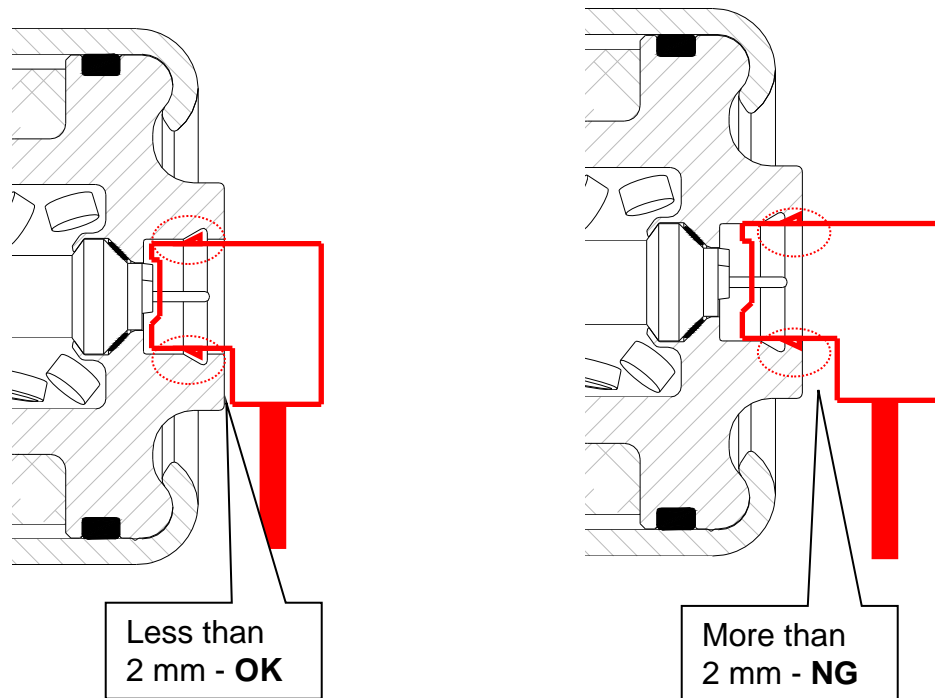


Figure 44

51. Remove the module from the support and set it on the clean working area.

52. Remove the support bracket from the module frame.

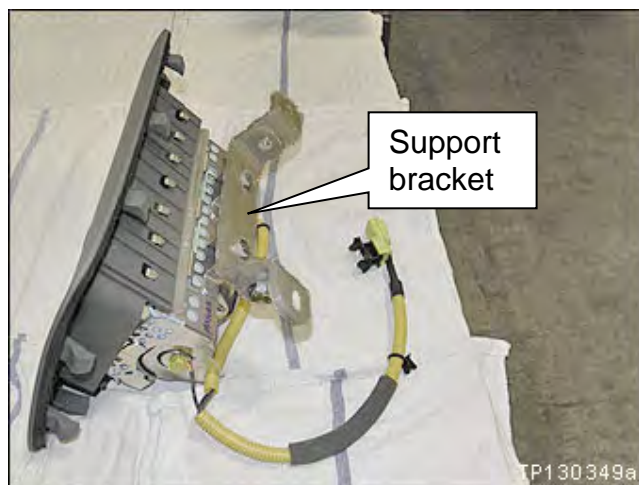


Figure 45

53. Attach the harness clip to the module frame.
54. Route/attach the harness to the harness guides.

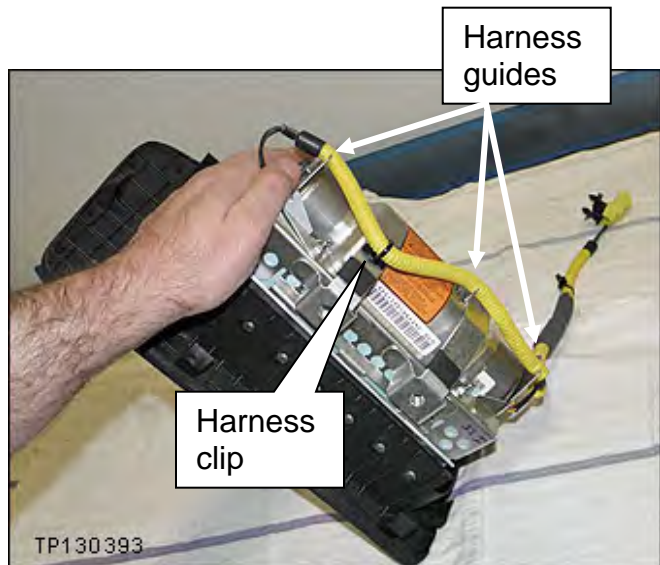


Figure 46

55. Reinstall the module into the vehicle in reverse order of removal.
 - Make sure to use the new “one time use” module mounting bolts included with the new module.
 56. Re-connect both battery cables – positive cable first.
 57. Reset the clock and the radio settings.
 58. Turn the ignition ON and observe the air bag warning light:
 - Light should illuminate for 7 seconds and then go out.
- HINT:** If the Air Bag Warning light does not operate as described above there may be an issue not covered by this campaign. Refer to ASIST and the appropriate ESM for additional diagnostic and repair information.
59. **Return the removed (old / non-deployed) inflator in the box that the new inflator arrived in.**
 - TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 26-29 of this bulletin.
 - **Reminder:** Federal Hazardous Material Regulations (HMR) govern preparation of shipments of hazardous materials and prohibit handling and preparation for shipment by any person who is not trained and certified as required by the HMR. The HMR impose specific requirements for retailers, packaging, labeling and pre-transportation functions. Violations can result in civil penalties by the Pipeline and Hazardous Materials Safety Administration. (Title 49 Code of Federal Regulations Subchapter C

Hazardous Materials Training/Certification Responsibility

In accordance with Title 49, Code of Federal Regulations (49 CFR), Sections 172 Subpart H and 173.1(b), it is the responsibility of the dealer to ensure that every employee handling and preparing hazardous materials for shipment is properly trained/certified. Initial and recurring training can be completed by contacting one of the training companies listed below, or any other company that offers hazardous material training/certification.

SHIPMATE, INC.

Hazardous Materials Training & Consulting 780 Buckaroo Trail, Suite D Sisters, OR 97759
Website: www.shipmate.com Tel: 310.370.3600, Fax: 310.370.5700

DGI Training Center

West Seminar Registrations and On-Site Information 1060 El Camino Real, Suite B
Redwood City, CA 94063-1645 Website: www.dgitraining.com Tel: (650) 306-8450 or
(800) 338-2291

Lion Technology

570 Lafayette Rd. Sparta, NJ 07871-3447 Email: info@lion.com Tel: 888.546.6511,
Fax: 973.579.6818

TAKATA AIRBAG RECALL RETURN INSTRUCTIONS

IMPORTANT: Must be performed by certified DOT HAZMAT personnel.

Takata
Airbag
Recall

Inflator and Module Returns Shipping Instructions
Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup
If retailers do not receive a response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number, (210) 317-6436 for further assistance.

06/20/2023

1. Shipping Documents

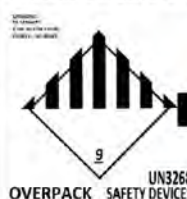
- a) Pallet Label
 - To be emailed by RXO
 - To be affixed to each Pallet
- b) Over-pack Label
 - To be emailed by RXO
 - To be affixed to the outside of each pallet
- c) Bill of Lading
 - To be emailed by RXO.
 - Print 2 copies: 1 for Dealer Records, 1 for Driver.
- d) ERG Document
 - To be emailed by RXO.
 - To be provide by the Dealer to the Driver for each shipment



TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

5. Shipping Instructions – Prepare the Pallet

- a) Accumulate and palletize Kits
 - b) Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
 - c) Shrink-wrap Kits to Pallet
 - d) Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
 - e) If 200 boxes are not accumulated every 2 weeks, please proceed to step 6.
- Note: If you receive non-uniform sized kits (Older version), Please contact RXO via the instructions in Box 6 for additional Instructions



TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

2. Packing Instructions

****DO NOT DEPLOY THE INFLATOR****

- a) Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- b) If a new box is needed, follow the New Box instructions located in section #8 of this page.
- c) Place the un-deployed air bag inflator or module in the "cradle" of the box insert.

Inflator



Module



3. Closure Instructions

- a) Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely close the box.



6. Shipping Instructions – Schedule Pickup

- a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Contact RXO at the e-mail noted above If 200 Kits have not been accumulated every 2 weeks, please contact RXO for direction.
 - Complete shipping template and attach to E-Mail.
- b) Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
 - Email Address where shipping Documentation can be received
 - Lift gate Service Needed?

7. Shipping Instructions – Ship

- a) Give 1 Copy of BOL and 1 Copy of ERG to Driver
- b) Retain 1 Copy of BOL for Dealership records and archive for at least 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement box shipping labels are needed, please contact a representative by email to request replacement materials.

Primary Contact:

E-Mail: scfieldaction.14305@rxo.com

To help expedite your request, please be prepared to provide the following information:

- a) Serial number on the original box (if replacement box is needed)
- b) What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- c) Dealer Shipping Information
 - Contact Name
 - Dealer Address
 - Phone Number



4. Shipping Instructions - Label each Box

1 OEM module/inflator kit contains this 2-part label

2 Peel off 'Ship-To' label

3 Affix label to box. Do not cover up Class 9 Marking

NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) CANNOT follow above shipping instructions. Instead, dealerships in these locations MUST contact TK services /RXO USA representative directly for shipping instructions: RXO Representative .Email: scfieldaction.14305@rxo.com Continental US 48 State Dealerships, please follow steps 1-8 above.

BOOKING TEMPLATE FOR TAKATA AIRBAG RECALL RETURNS

**PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM.
ESCALATION PHONE NUMBER : 210-317-6436**
TEMPLATE MUST BE USED FOR ALL BOOKING REQUESTS.

Dealer Code					
Dealer Name					
Pickup Address					
City, State & Zip					
YOUR Name & Phone#(DO NOT GIVE YOUR CELL #)					
Hours available for pickup					
Email Address for BOL					
Do you need a truck with lift gate and pallet jack (YES or NO)					
SPECIAL EQPT NEEDS OR SPECIFIC CARRIER REQUEST					
	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #11	Pallet #12	Pallet #13	total boxes
Driver Side Count				0
Passenger Side Count				0
TOTAL	0	0	0	0

TRUCK LOAD IS 14 + PALLETS	USE THIS SECTION FOR 14 PALLETS OR MORE
TOTAL PALLET COUNT	
TOTAL DRIVER COUNT	
TOTAL PASSENGER COUNT	
TOTAL WEIGHT	

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM ESCALATION PHONE NUMBER 210-317-6436 MIGUEL PRIGAADA

Dealer Code Dealer or Business Name

Pickup Address City, State & Zip

Physical Address (if different from pickup address) City, State & Zip

YOUR Name & Phone # Hours Available for Pickup

Days/hours pickup is not allowed
(lunch hour if shut down)


Email address for BOL Do you need a truck with lift gate and pallet jack? YES ☐ NO ☐

Where can the driver expect to find pallet on property? Please give clear directions

Special instructions or notes that will help driver locate pallet on site

	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10	Pallet #11	Pallet #12	Pallet #13	Pallet #14	Total Boxes
Driver Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Passenger Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
INFLATOR-AIR BAG (Inflator)	98561-7999E	1
MODULE KIT-SUB (Includes module mounting bolts, inflator harness, inflator securing nuts, and stopper brackets)	K8525-4Y90C	1
Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire) 	NAPA item # 784566 Grainger Item # 4YT50 or equivalent available from local auto supply	2

HINT:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the RETURN INSTRUCTIONS beginning on page 26.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

Maxima

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
R1711	Remove and replace front passenger air bag sub-module and inflator	R17112	1.0 hrs.

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
R1712	Remove and replace front passenger air bag sub-module and inflator	R17123	1.0 hrs.

EXPENSE CODE

CODE	DESCRIPTION	MAXIMUM AMOUNT
041	Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	\$0.50

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 19, 2017	NTB17-054	Original bulletin published
March 27, 2018	NTB17-054a	Changes made throughout
January 15, 2020	NTB17-054b	CLAIMS INFORMATION revised and Campaign ID # added
July 27, 2023	NTB17-054C	Updated REQUIRED SPECIAL TOOLS on page 3, revised pages 1, 5, 6, and 25, added pages 26-29, NOTE references changed to HINT

