



VOLUNTARY RECALL CAMPAIGN

Classification: RS17-046F	Reference: NTB17-055F	Date: July 27, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2002-2006 SENTRA; FRONT PASSENGER AIR BAG MODULE

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

CAMPAIGN ID #: PM683, PM684, PM964

NHTSA #: 15V-287

APPLIED VEHICLES: 2002-2006 Sentra (B15)

**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 2002-2006 Sentra vehicles, to replace the front passenger air bag module. 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 PM683, PM684, and PM964 to this campaign. This number must appear on all communication 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 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 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.

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 1

SERVICE PROCEDURE

IMPORTANT: Follow all cautions, warnings, and notices in the ESM when working on or near the SRS, such as an air bag.

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

1. 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.	

2. Turn the ignition OFF.
3. Disconnect both battery cables, negative cable first.
4. Wait at least 3 minutes.
5. Remove the air bag module.
 - For air bag module removal, refer to the Electronic Service Manual (ESM) section: **RESTRAINTS > SRS – Supplemental Restraint System (SRS) > FRONT PASSENGER AIR BAG MODULE > Removal and Installation > Removal.**

Module Inspection

6. Inspect the air bag module where shown in Figure 2, to confirm if it needs to be replaced.

- If the inflator **does not have a nut on the end** (Figure 2), Warranty Call Center (WCC) validation is **not required**, skip to step 12 on page 8.

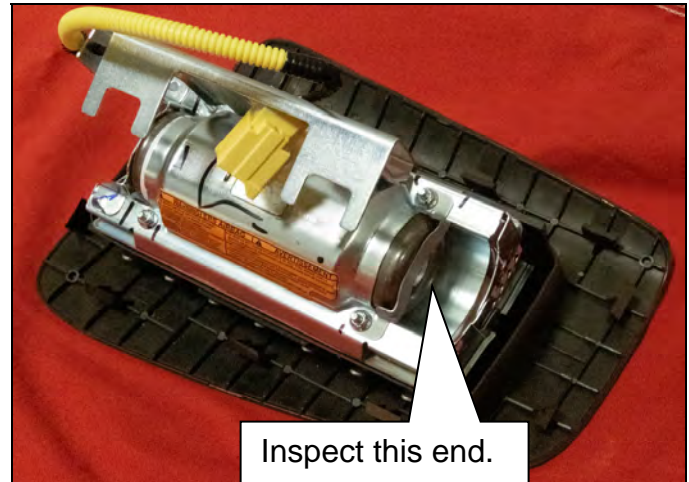


Figure 2

- If the inflator **has a nut on the end** (Figure 3):

- a) Write the current date on the air bag module.
- b) Take a photo of the air bag module with the date visible.
- c) Warranty Call Center validation is **required**, proceed with step 7 on the next page for the validation procedure.

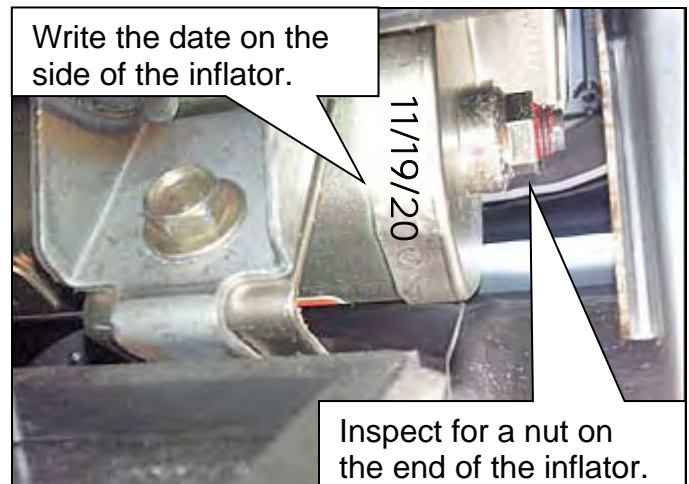


Figure 3

Warranty Call Center Validation

7. On the left side of the ASIST main menu, select **TECH SUPPORT INFO**, then **Warranty Call Center Pre-Call Forms**, and then complete the WCC Pre-call Form.

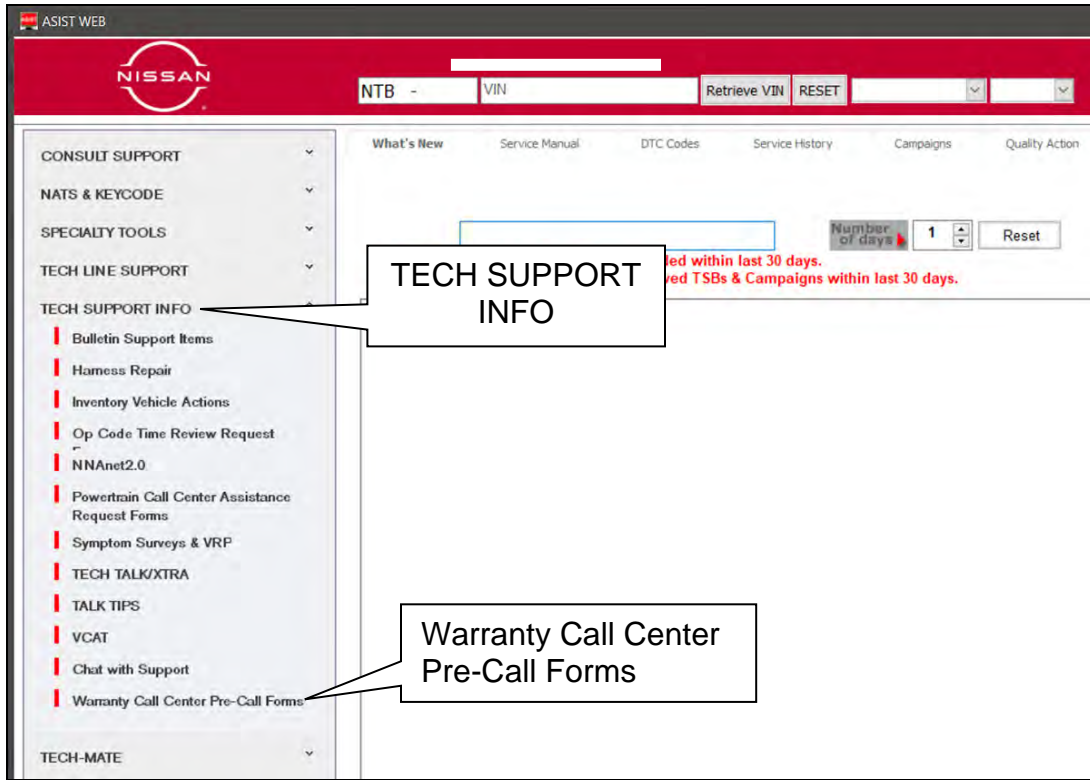


Figure 4

- Enter the Dealer Code and VIN, select **CM PM683, PM684, or PM964** pre-call button, and then select **Next**.

Warranty Call Center Precall Start Screen

NISSAN INFINITI

Dealer Code

17 Digit VIN

PreCall Form

- Start Harness Case
- Update Harness Case
- Glass Warranty
- Paint Warranty
- CM PM683, PM684, or PM964
- Update Case



Before proceeding, reference the following bulletins for details and specific instructions relating to information required for the pre-call form.

Nissan

- NTB14-032 Electrical Harness Repair Information
- NTB09-081 Windshield Cracking
- NTB17-019 Window Glass Warranty Information
- NTB13-028 Removing Foreign Material from Window Glass
- NTB17-055_2002 – 2006 SENTRA, FRONT PASSENGER AIR BAG INFLATOR
- See Parts and Service Bulletin for White Paint Delamination Warranty Extension

Infiniti

- ITB14-020 Electrical Harness Repair Information
- ITB09-039 Windshield Cracking
- ITB17-009 Window Glass Warranty Information
- ITB13-007 Removing Foreign Material from Window Glass
- See Parts and Service Bulletin for White Paint Delamination Warranty Extension



Next

Figure 5

- Fill out all of the required fields, and then select **Next**.

Pre-Call General Information

NISSAN INFINITI

Dealer code: xX00x

17 Digit VIN: xXxXxXxXxXxXxXxXx

PreCall_Form: CM PM683, PM684, or PM964

Repair/WO Number

Job/line number

Repair Order Open Date [11/27/2020]

Incoming Odometer

Requestor's Name

Customer's First and Last Name

Send a copy of this form to:

Email should be from a Service Advisor or Service Manager

If a TSB applies, list the TSB number:



Previous Next

Figure 6

10. Attach the photo of the air bag module from step 6, and then select **Next**.

NISSAN **INFINITI.**

Upload an Attachment

Attach picture of the VIN and the inflator removed from the vehicle with the date the photo was taken written on the side of the unit per the sample picture provided in the bulletin NTB17-055.

Attachment size should be less than 35MB

File Name File Browse...

Save Attachment

Existing attachments for the Warranty Case record

File Name

Campaign Photo.jpg

Next

Figure 7

11. Wait for the Warranty Call Center to contact you.

- The Warranty Call Center will be proactively reviewing the case attachments and will respond within the same business day.
- Once validated by the Warranty Call Center, skip to Step 18.

NISSAN **INFINITI.**

Your case number is J000230887X

Please keep this case number for your reference. This is not an approval. The Campaign Team is proactively reviewing all cases for this campaign. Please allow up to 2 business hours for contact via e-mail. If no contact is received call WCC (800-258-7008 Option 7).

Print The Pre-call Form PDF New PreCall Form Exit

Figure 8

12. Register the new module serial number as follows.

- The new module is listed in the **PARTS INFORMATION**.

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

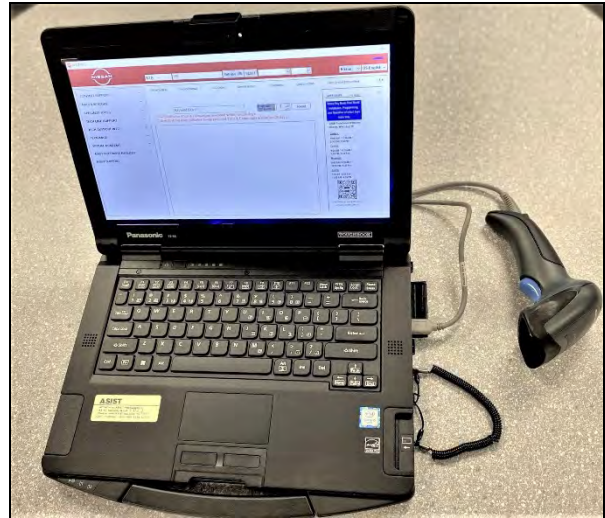


Figure 9

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

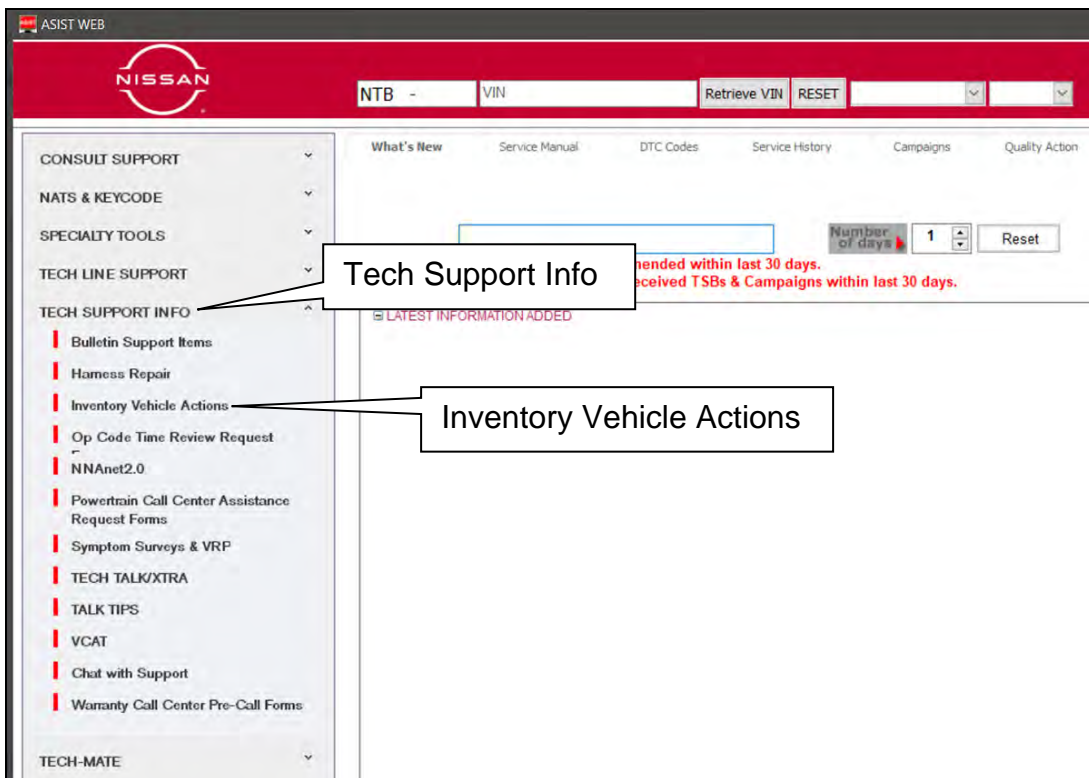


Figure 10

e. Use the Quick Scan Tool to scan the bar code (serial number) on the new module. (There are 2 copies of the same bar code on the module.)

- The serial number will automatically populate (see Figure 13).

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

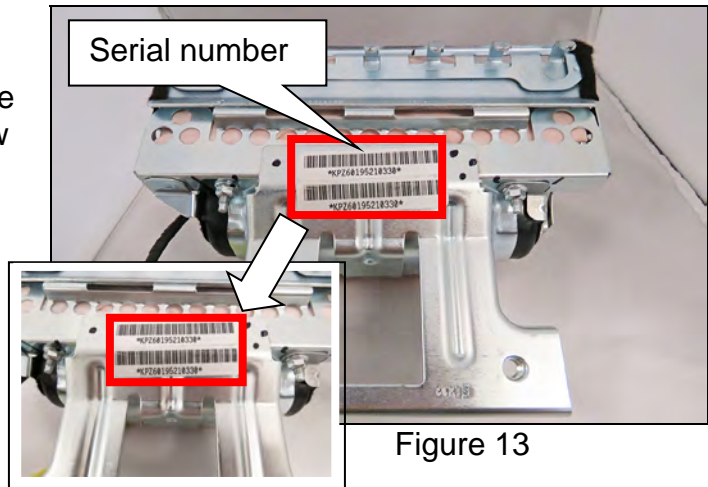


Figure 13

f. Select **Submit** on the ASIST screen (see Figure 14).

Airbag to VIN Registration

11/28/2016 1:36:32 PM

Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code

Key Number

VIN

Airbag Serial Number

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

Figure 14

13. Set the module in a clean working area.

NOTICE

To prevent damage to the air bag module, do not set the module facing down.

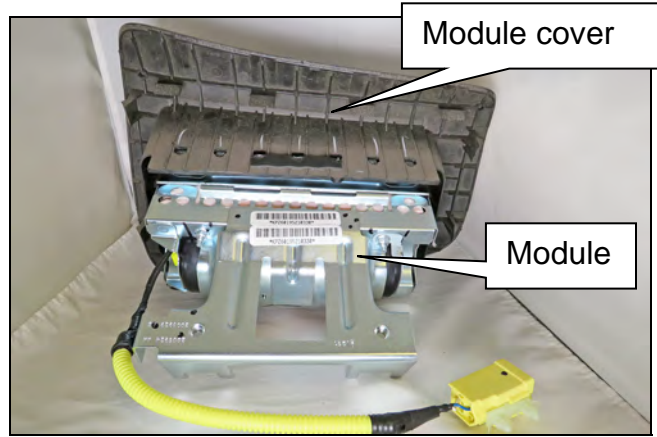


Figure 15

14. Use a finesse stick to release the module clips from the module cover.

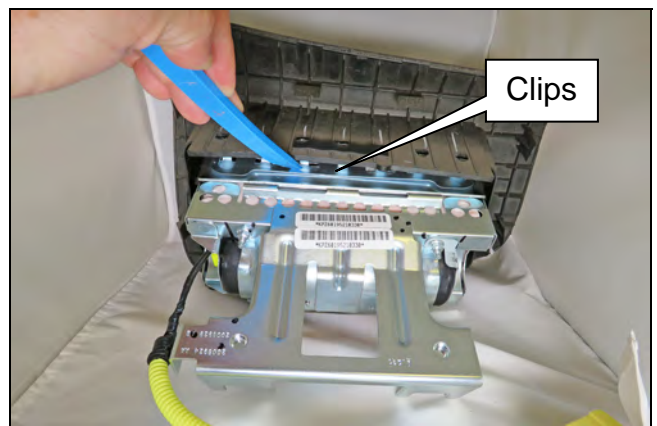


Figure 16

15. To release the clips on the opposite side, continue rotating the module cover away from the module.

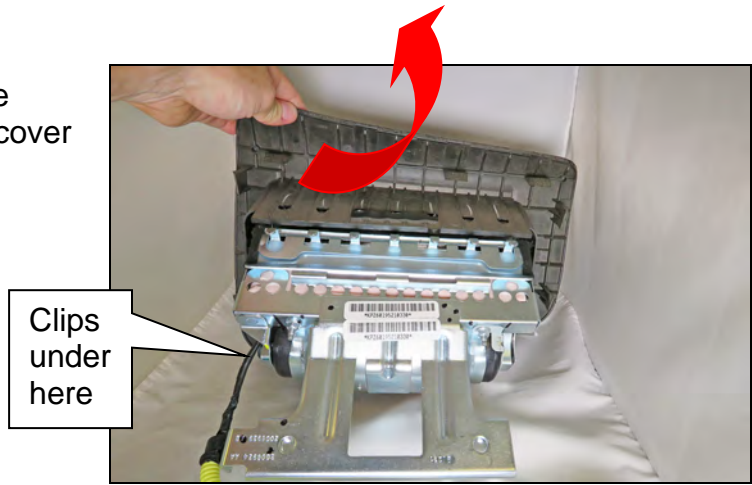


Figure 17

- In the next step, insert the module clips into the lower module cover first.

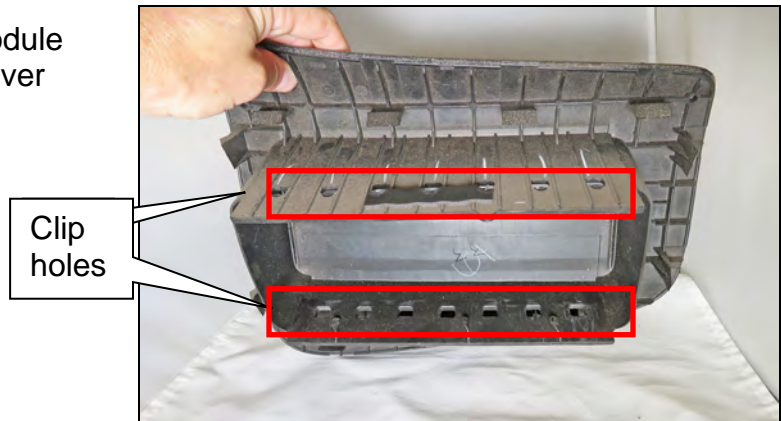


Figure 18

16. Insert the NEW module into the module cover.

- Seat the module clips into the left side of the module cover as shown in Figure 19.
- Rotate the module into the module cover to seat the clips on the opposite side.

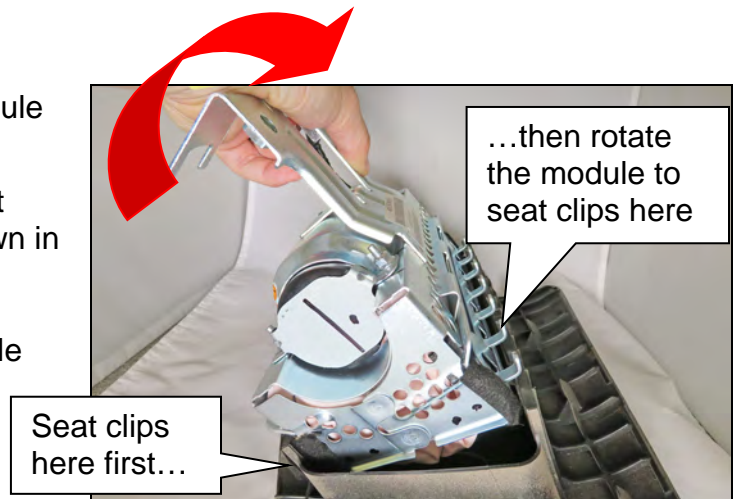


Figure 19

17. Ensure ALL module clips (circled in red) are fully seated into BOTH sides of the module cover, as shown in Figure 20 and Figure 21.

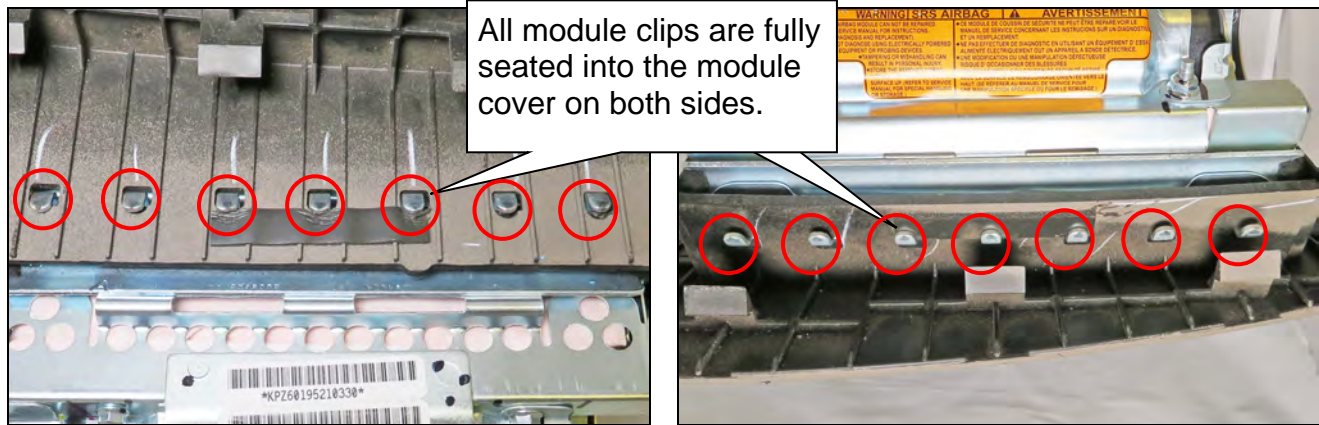


Figure 20

Figure 21

18. Install the module into the vehicle in the reverse order of removal.

- If a new module was installed, be sure to use the new module mounting bolts included with the new module.
- For air bag module installation, refer to the ESM section: **RESTRAINTS > SRS – Supplemental Restraint System (SRS) > FRONT PASSENGER AIR BAG MODULE > Removal and Installation > Installation.**

19. Connect both battery cables, positive cable first.

20. Reset the clock and the radio settings.

21. Turn the ignition ON and observe the air bag warning light:

- The air bag warning 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 Service Manual for additional diagnostic and repair information.

22. If a new module was installed, return the removed (old / non-deployed) module in the box that the new module came in.

- TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 15-18 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.

<p>Takata Airbag Recall</p>	<h2 style="margin: 0;">Inflator and Module Returns Shipping Instructions</h2> <p style="margin: 0;">Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup</p> <p style="margin: 0;">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.</p>	<p>06/20/2023</p>
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1. Shipping Documents

- Pallet Label**
 - To be emailed by RXO
 - To be affixed to each Pallet
- Over-pack Label**
 - To be emailed by RXO
 - To be affixed to the outside of each pallet
- Bill of Lading**
 - To be emailed by RXO.
 - Print 2 copies: 1 for Dealer Records, 1 for Driver.
- 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

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
- 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****

- 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.
- If a new box is needed, follow the New Box instructions located in section #8 of this page.
- Place the un-deployed air bag inflator or module in the "cradle" of the box insert.




3. Closure Instructions

- 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.




4. Shipping Instructions - Label each Box

- OEM module/inflator kit contains this 2-part label
- Peel off 'Ship-To' label
- Affix label to box. Do not cover up Class 9 Marking



6. Shipping Instructions – Schedule Pickup

- 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.
- 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

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

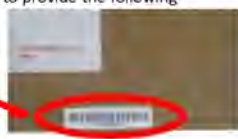
8. Requesting a New Box / Shipping Labels

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:

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



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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
MODULE ASSY-AIR BAG, ASSIST	98515-4Z60E	1

HINT:

- Make sure to return the removed (old / non-deployed) module in the box that the new module came in.
- Follow the RETURN INSTRUCTIONS beginning on page 15.

CLAIMS INFORMATION

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

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
PM683	Inspect Inflator, provide evidence and get validation (With WCC validation)	PM6834	0.7 hrs.
	Remove and replace front passenger air bag module assembly	PM6833	0.6 hrs.

OR

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
PM684	Inspect Inflator, provide evidence and get validation (With WCC validation)	PM6842	0.7 hrs.
	Remove and replace front passenger air bag module assembly	PM6841	0.6 hrs.

OR

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
PM964	Inspect Inflator, provide evidence and get validation (With WCC validation)	PM9640	0.7 hrs.
	Remove and replace front passenger air bag module assembly	PM9641	0.6 hrs.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 19, 2017	NTB17-055	Original bulletin published
October 5, 2017	NTB17-055a	PARTS INFORMATION and CLAIMS INFORMATION revised, and changes were made to pages 12, 16, and 17
December 6, 2017	NTB17-055b	SERVICE PROCEDURE revised
October 17, 2019	NTB17-055c	SERVICE PROCEDURE revised
January 15, 2020	NTB17-055d	CLAIMS INFORMATION revised and Campaign ID # added
December 2, 2020	NTB17-055e	SERVICE PROCEDURE and CLAIMS INFORMATION revised
July 27, 2023	NTB17-055F	Updated REQUIRED SPECIAL TOOLS on page 2, updated Return Instructions on page 14, added pages 15-16, NOTE references changed to HINT

