



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Driver Airbag Cover Emblem Service Parts Voluntary Safety Recall Campaign

Reference: PC947, PC948, PC949

Date: March 7, 2024

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

**IMPORTANT:** It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign’s remedy action is performed.

**REVISION 4**  
Please discard earlier versions of this bulletin.

**The announcement from December 1, 2023 has been revised to include the following:**

- **NTB23-080** and **NTB23-081** have been revised:
  - Added ASIST Tool to help provide the correct part information
  - Parts information revised
- Driver Airbag Module information has been added to the “Appendix” section at the end of this announcement

Affected Models/Years:	Affected Population:	Campaign ID:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2004-2012 Titan (A60)	360,945	PC947	N/A	February 10, 2023	<b>YES</b>
2004-2012 Armada (TA60)	187,163				
2005-2012 Pathfinder (R51)	288,124	PC948			
2005-2013 Frontier (D40)	328,197				
2005-2013 Xterra (N50)	208,624				
2004-2008 Quest (V42)	165,572	PC949			

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain driver’s airbag assembly service parts that may have been installed in vehicles as part of a theft or collision repair to address a potential issue with the driver airbag cover emblem. The parts include driver’s airbag assemblies for the model years and models listed above.

The resin emblem on the affected driver’s airbag module covers may have reduced durability due to potential Tier 2 supplier production process variation. In this condition, over time, the posts of the emblem may develop cracks, and the emblem and retainer components could detach in the event of an airbag deployment. A detached emblem and/or retainer component may become a projectile during an airbag deployment, increasing the risk of injury to vehicle occupants.

Dealers will inspect and, if necessary, replace the Driver Airbag Cover.

**\*\*\*\* 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. **PC947, PC948, PC949.**
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. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the remedy and parts are available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• <b>Parts are available via normal ordering process</b></li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB23—080 &amp; NTB23-081</b></li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• <b>Quick Scan Tool (J-52352)</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin mailing invitation to repair letters to owners in <b>January 2024</b> , instructing them to bring their vehicles to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

**\*\*\*\*Service Parts Return\*\*\*\***

The airbag assembly part numbers listed in the table below may have been shipped to dealer service inventory between September 13, 2007 and April 28, 2011, and may contain the defect described in this dealer announcement. Nissan is requesting dealers to check their parts inventories for all of the part numbers listed in the table below. **If a listed part is found in your parts inventory, do not sell this part, or install this part on any vehicle.**

**Nissan North America is requesting Dealers to return the listed parts using the following instructions:**

1. Create an I-Code RFC, an invoice# is not necessary
2. Be sure to use **these specific comments: "PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION".**
3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: [NNAUSPartsOperations@nissan-usa.com](mailto:NNAUSPartsOperations@nissan-usa.com)

Part Number	Description	Applied Model
98510-ZC08A	Driver's Airbag Assembly	Titan / Armada
98510-ZC08B	Driver's Airbag Assembly	
98510-ZM40A	Driver's Airbag Assembly	Quest
98510-ZM40B	Driver's Airbag Assembly	
98510-ZM40C	Driver's Airbag Assembly	
98510-ZM78A	Driver's Airbag Assembly	
98510-ZM78B	Driver's Airbag Assembly	
98510-ZQ08A	Driver's Airbag Assembly	Titan / Armada
98510-ZQ08B	Driver's Airbag Assembly	
98510-ZV08C	Driver's Airbag Assembly	
98510-ZP51A	Driver's Airbag Assembly	Frontier / Xterra / Pathfinder
98510-ZP51C	Driver's Airbag Assembly	
98510-ZP51D	Driver's Airbag Assembly	
98510-ZP61C	Driver's Airbag Assembly	
98510-ZP61D	Driver's Airbag Assembly	
98510-ZS08A	Driver's Airbag Assembly	
98510-ZS18A	Driver's Airbag Assembly	

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

Total Customer Satisfaction

**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 this recall until it is remedied. Certain states have laws restricting 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 driver airbag cover emblem?**

A. Interim letters were mailed to owners in March 2023. If your vehicle is subject to this campaign, registered owners 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 <https://www.nissanusa.com/recalls-vin.html>

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

A. The resin emblem on affected driver's airbag module covers may have reduced durability. In this condition, over time the posts of the emblem may develop cracks, and the emblem and retainer components could detach in the event of an airbag deployment.

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

A. A detached emblem and/or retainer component may become a projectile during an airbag deployment, increasing the risk of injury to vehicle occupants.

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

A. Dealers will inspect and, if necessary, replace the Driver Airbag Cover.

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

A. Nissan will begin sending invitation to repair letters to owners of all potentially affected vehicles in **January 2024** via U.S. Mail.

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

A. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis as soon as possible. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification.

**Q. Is there anything owners can do to avoid the risk/danger?**

A. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis as soon as possible. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification.

**Q. Are parts available for the recall repair?**

A. Yes. Parts are available and can be ordered via the normal process.

**Q. Will alternate transportation be provided while the dealer is awaiting parts?**

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

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 including policy modifications outlined in WBP20-018.		

**Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?**

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty) and are experiencing one or more of the applicable conditions of this campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$200 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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

A. No, the repair 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 could take up to one and a half (1.5) hours to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Where can dealers 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](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. 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 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. 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. What model year vehicles are involved?**

A. Certain model year 2004-2012 Nissan Titan vehicles, 2004-2012 Nissan Armada vehicles, 2005-2012 Nissan Pathfinder vehicles, 2005-2013 Nissan Frontier vehicles, 2005-2013 Nissan Xterra vehicles, and 2004-2008 Nissan Quest vehicles which have had a driver's airbag replacement.

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

**A.** Certain model year 2008-2011 Nissan Titan vehicles, 2008-2011 Nissan Armada vehicles, 2008-2011 Nissan Pathfinder vehicles, 2008-2011 Nissan Frontier vehicles, 2008-2011 Nissan Xterra vehicles, and 2008-2009 Nissan Quest vehicles. These vehicles may have been manufactured with the subject driver airbag assemblies and are under vehicle recall PC944, PCf945 and PC946.

**\*\*\*\*Appendix\*\*\*\***

**Airbag Module Approval Information:**

**In the rare event that the inspection determines replacement, get a WCC approval for the Driver Airbag Module – (same procedure found in NTB23-080 and NTB23-081).**

WCC Authorization (Only Required For Driver Airbag Module Replacement)

1. Take a clear digital picture of the Repair Order and the damage to the Driver Air Bag Module.
  - **IMPORTANT:** The Repair Order and the damage to the Driver Airbag Module MUST be in the same photo.
  - **HINT:** The picture file type must be JPEG, PNG, or PDF.
2. Send the photo to: [claims-inspections@nissan-usa.com](mailto:claims-inspections@nissan-usa.com)
  - Include the following information in the title:
    - Campaign ID#
    - Dealer Code
    - VIN
    - Driver Airbag Serial Number
3. Contact the Nissan Warranty Call Center (WCC) at 1-800-258-7008, option 7.
4. WCC will need to provide an approval for the Driver Airbag Module replacement.
  - If WCC **does NOT** approve the replacement of the Driver Airbag Module, follow specific instructions provided by WCC.

<b>Revision History:</b>		
<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
February 10, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
February 16, 2023	REVISION 1	Towing coverage updated
February 22, 2023	REVISION 2	Inventory parts return update
December 1, 2023	REVISION 3	Remedy and parts available
March 7, 2024	REVISION 4	TSB's revised