



SAFETY RECALL

CAMPAIGN BULLETIN

Driver Airbag Cover Emblem Service Parts Voluntary Safety Recall Campaign

Reference: PC947, PC948, PC949

Date: February 22, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver service parts in their inventory covered by this notification.

REVISED February 22, 2023
Please discard earlier versions of this bulletin.

The announcement from February 16, 2023 has been revised to include the following:

- A **"Service Parts Return"** section has been added to this campaign dealer announcement. Nissan is requesting dealers to check their parts inventories for any of the part numbers listed in the table below under the **"Service Parts Return"** section. Nissan North America is requesting dealers to return these parts immediately using the instructions provided in this dealer announcement. **If any of these parts are found in inventory, do not sell this part or install this part on any vehicle.**

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	YES
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.

Nissan is currently developing its remedy plan. Nissan anticipates remedy availability in **Fall 2023**. A campaign announcement and repair information will be distributed once the remedy is available. Owners of potentially affected vehicles will receive an interim owner letter explaining that when a remedy is available, they will be invited to bring their vehicle to a dealer for inspection if the vehicle has had an airbag replacement. The remedy will be performed for the customer free of charge for parts and labor.

****** 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.

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

Repair	Nissan is currently developing its remedy plan. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis. Ahead of publication of the campaign repair bulletin, please reach out to FQA for support campaignannouncements@nissan-usa.com . Nissan anticipates remedy availability in Fall 2023 .
Owner Notification	Nissan will begin mailing interim notification letters to owners of vehicles with potentially affected airbag modules in March 2023 , via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer if the driver's airbag was previously replaced 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 no later than March 16, 2023 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

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 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 driver airbag cover emblem?

A. If your vehicle is subject to this campaign, 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 <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 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.

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. Nissan is currently developing a remedy plan.

Q. When will vehicle owners be notified?

A. Nissan will begin sending interim notifications to owners of all potentially affected vehicles in **March 2023** 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. If inspection deems remedy is needed, a limited number of parts or alternative transportation may be available.

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. If inspection deems remedy is needed, a limited number of parts or alternative transportation may be available.

Q. Are parts available for the recall repair?

A. Nissan is currently developing a remedy plan. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis. If inspection deems remedy is needed, a limited number of parts or alternative transportation may be available.

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. Once the remedy and parts are available, 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, once the remedy and parts are available, 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. Nissan is currently developing a remedy plan.

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. 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.

Revision History:

Date	Announcement	Purpose
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