



SAFETY RECALL

CAMPAIGN BULLETIN

Driver Airbag Cover Emblem Voluntary Safety Recall Campaign

Reference: PC944, PC945, PC946

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 3
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
2008-2011 Titan (A60)	75,530	PC944	N/A	February 10, 2023	YES
2008-2011 Armada (TA60)	43,543				
2008-2011 Pathfinder (R51)	70,082	PC945			
2008-2011 Frontier (D40)	112,968				
2008-2011 Xterra (N50)	72,431				
2008-2009 Quest (V42)	28,936	PC946			

******* 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 the affected vehicles to address a potential issue with the driver airbag cover emblem.

The resin emblem on the driver’s airbag module cover in affected vehicles 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. **PC944, PC945, PC946.**
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 ******

Parts	<ul style="list-style-type: none">• Driver Airbag Cover parts are available via normal ordering process
Repair	<ul style="list-style-type: none">• NTB23—080 & NTB23-081
Special Tools	<ul style="list-style-type: none">• Quick Scan Tool (J-52352)
Owner Notification	Nissan will begin mailing invitation to repair letters to owners in December 2023 , instructing them to bring their vehicles to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

****** 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 restrict 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 the driver's airbag module cover in affected vehicles 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. Interim letters were mailed to owners in March 2023. Nissan will begin sending invitation to repair letters to owners of all potentially affected vehicles in **December 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 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. 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 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.

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

A. Some vehicles may have received an affected service part during a collision or theft repair, which may include 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. These service parts are subject to an equipment recall PC947, PC948 and PC949.

*******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
 - 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.

Revision History:

Date	Announcement	Purpose
February 10, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
February 16, 2023	REVISION 1	Towing coverage updated
December 1, 2023	REVISION 2	Remedy and parts available
March 7, 2024	REVISION 3	TSB's revised