



VOLUNTARY RECALL CAMPAIGN

Classification: RS23-003C	Reference: NTB23-080C	Date: June 4, 2024
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VOLUNTARY SAFETY RECALL CAMPAIGN 2004-2012 ARMADA, TITAN, AND 2004-2009 QUEST; DRIVER AIR BAG COVER

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

CAMPAIGN ID #: PC944, PC946, PC947, PC949
APPLIED VEHICLES: 2004-2012 Armada (TA60)
2004-2009 Quest (V42)
2004-2012 Titan (A60)

**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 model year 2004-2012 Armada, 2004-2012 Titan, and 2004-2009 Quest vehicles, to inspect and if necessary, replace the driver Air Bag Cover. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification numbers PC944, PC946, PC947 and PC949 to this campaign. The vehicle specific 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 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.

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 TOOL(S)

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

Remove the Driver's Air Bag Module Assembly from the Vehicle

⚠ WARNING

To avoid the risk of death or severe personal injury, follow all cautions, warnings, and notes in the ESM when working on or near a Supplemental Restraint System (SRS), such as an air bag.

NOTICE

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 Driver Air Bag Module.
 - Refer to the vehicle specific ESM: **H: RESTRAINTS > SR – SRS Airbag > REMOVAL AND INSTALLATION > DRIVER AIR BAG MODULE > Removal and Installation**
6. Place the Air Bag Module on a clean, flat, cloth covered surface.
7. Attach the Quick Scan Tool to a CONSULT PC's USB port.

8. Open ASIST on the CONSULT PC.
9. On the left side of the ASIST main menu, select **TECH SUPPORT INFO**, and then **Bulletin Support Items**.

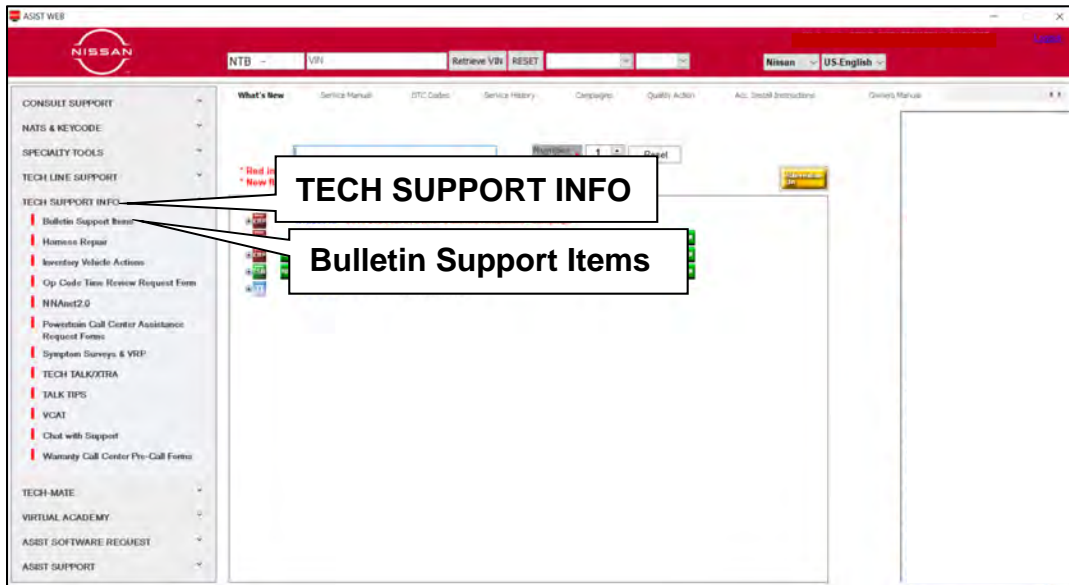


Figure 2

10. Select **CLICK HERE...** next to **PC944/PC945/PC946/PC947/PC948/PC949 – DRIVER AIR BAG MODULE**.

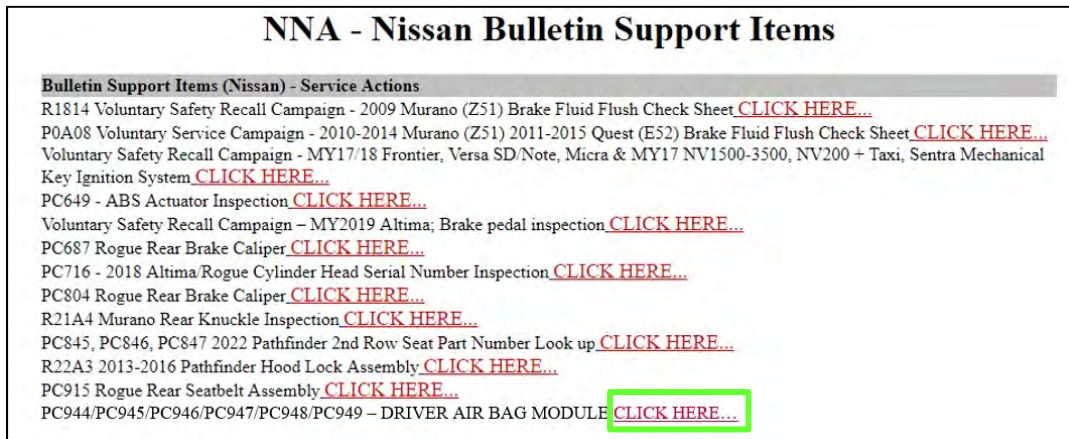


Figure 3

11. Locate the Driver Air Bag Module serial number (Figure 4).

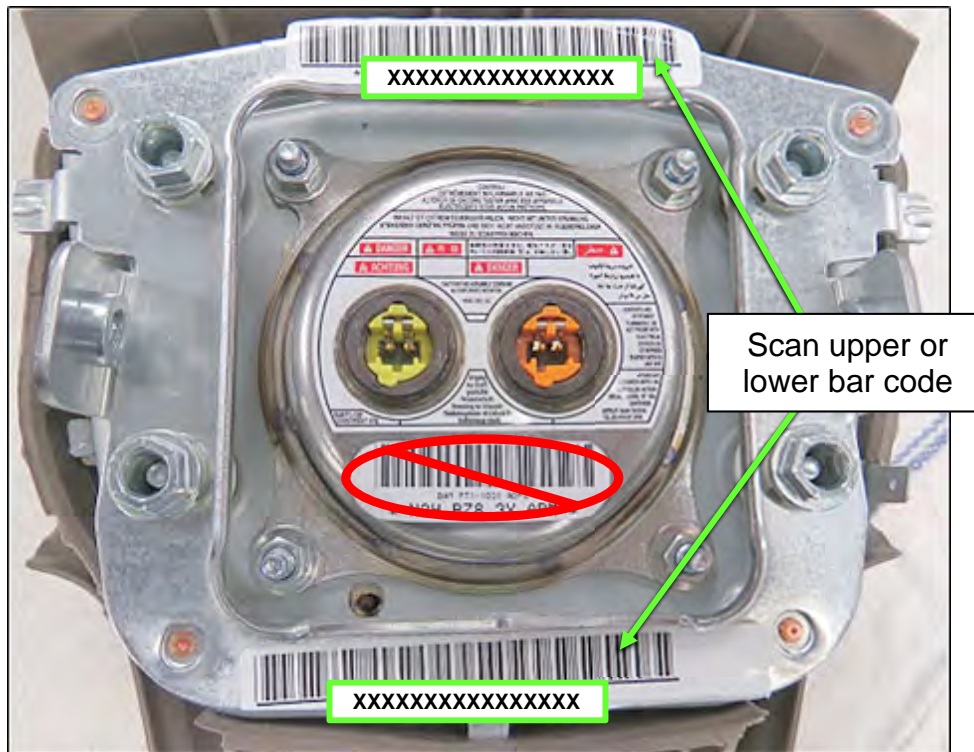


Figure 4

12. Enter the **Dealer Code**, and then using the Quick Scan Tool, scan the VIN and the Driver Air Bag Module serial number bar code, and then select **Submit**.

- Make sure the serial number label is clean.
- Hold the Quick Scan Tool about six (6) inches away from the serial number label.
- Hold down the trigger until the Quick Scan Tool is finished scanning the serial number label.
- Some serial number labels may not scan quickly.
- If needed, the serial number can be entered manually.
- If the serial number label is missing from the Driver Air Bag Module, enter "MISSINGLABEL" into the **Serial Number** box in the ASIST tool.

13. Once the **Serial Number** field is populated, verify the serial number entered in the box matches the serial number on the Driver Air Bag Module, and then select **Submit**.
- If the serial number result is **NG** (Figure 5), continue to step 14 on page 7 to remove and replace the Driver Air Bag Module Cover with the part listed in the ASIST tool.
 - If the serial number result is **OK**, check for the presence of the Driver Air Bag Cover Emblem (Figure 6).
 - If the Driver Air Bag Cover Emblem is present, the Driver Air Bag Cover does not require replacement; skip to step 38 on page 22 to reinstall the Driver Air Bag Module.
 - If the Driver Air Bag Cover Emblem is NOT present, obtain the information below and send to: FQA_inspection@nissan-usa.com
 - Take one clear digital photo of the repair order and the missing Driver Air Bag Cover Emblem (both in the same photo)
 - Email Subject Line: Drivers Air Bag Module Cover
 - Dealer Code
 - VIN
 - Campaign ID
 - Contact Name
 - Contact Email Address
 - Contact Phone Number

PC944/PC945/PC946/ PC947/PC948/PC949
Driver Airbag
 2/15/2024 7:45:28 AM (Mountain Standard Time)
 Please scan the serial bar code on driver Airbag

Dealer Code:
 VIN:
 Serial Number:

NG - Replace the driver airbag cover using part number 98510-ZXXX

Figure 5



Figure 6

Remove the Driver Air Bag Cover

IMPORTANT: Be careful not to damage the Driver Air Bag Module during Air Bag Cover removal, as the supply of replacement Air Bag Modules is limited and replacement requires authorization under this campaign.

14. Locate the fifteen (15) plastic locking tabs (Figure 7 and Figure 8) that retain the Air Bag Cover to the metal housing.

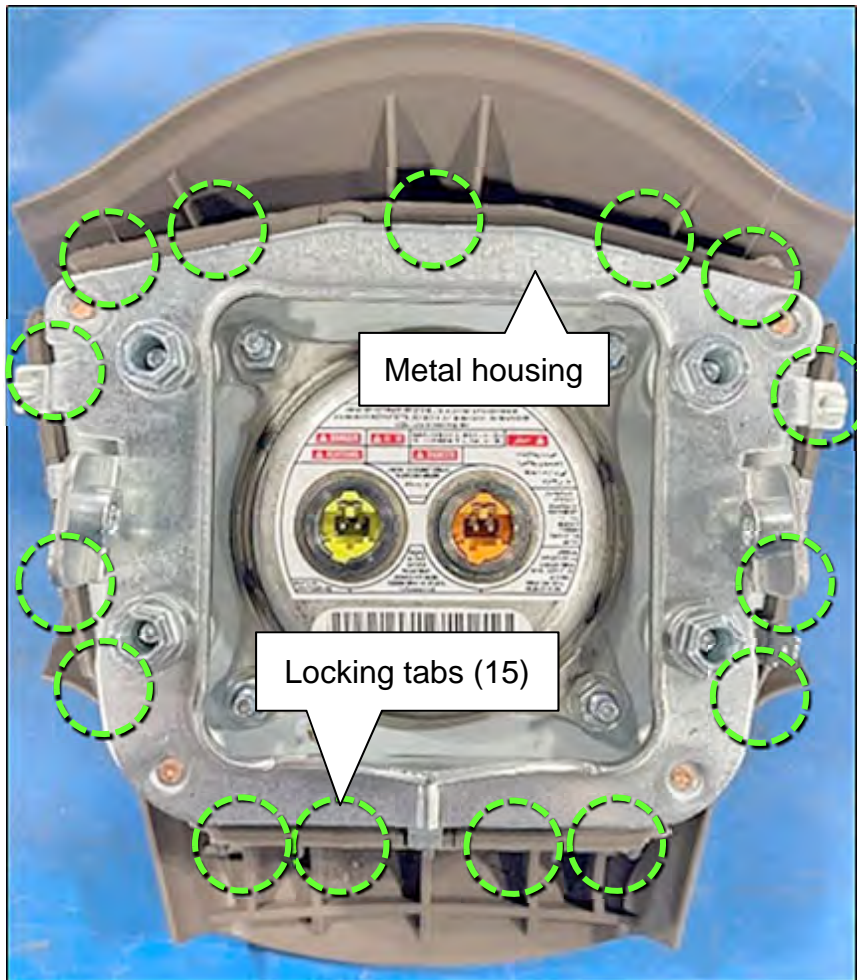


Figure 7

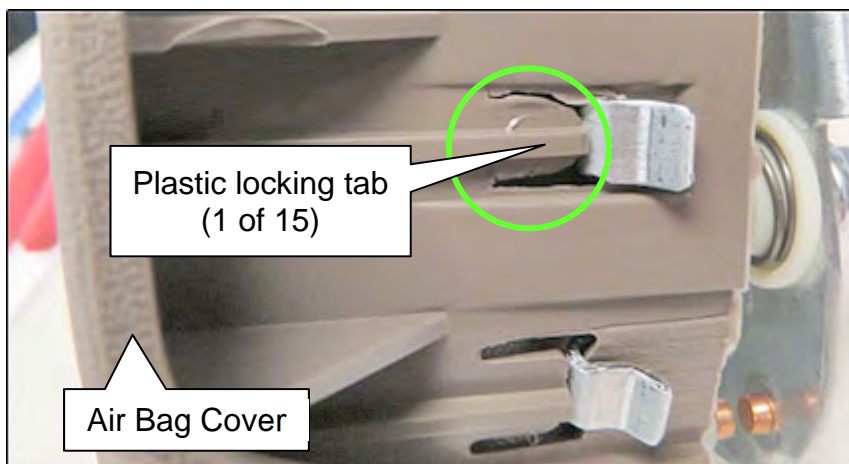


Figure 8

15. Using suitable needle nose pliers, disengage all fifteen (15) Air Bag Cover plastic locking tabs (Figure 9 and Figure 10).
- Rotate each Air Bag Cover plastic locking tab 180 degrees away from each of the metal housing hooks.

IMPORTANT: Ensure that the cushion material under each plastic locking tab is not grabbed or twisted by the needle nose pliers.

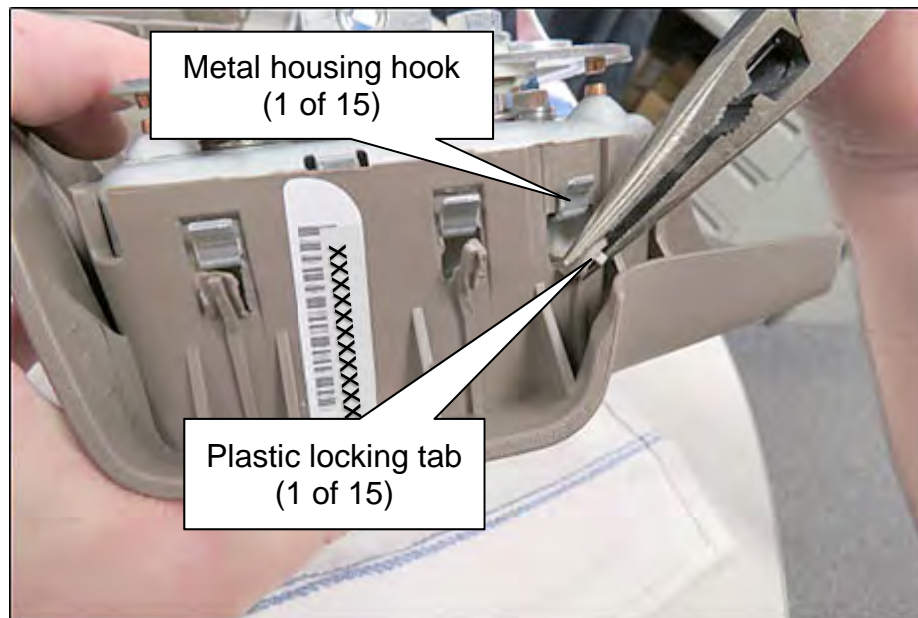


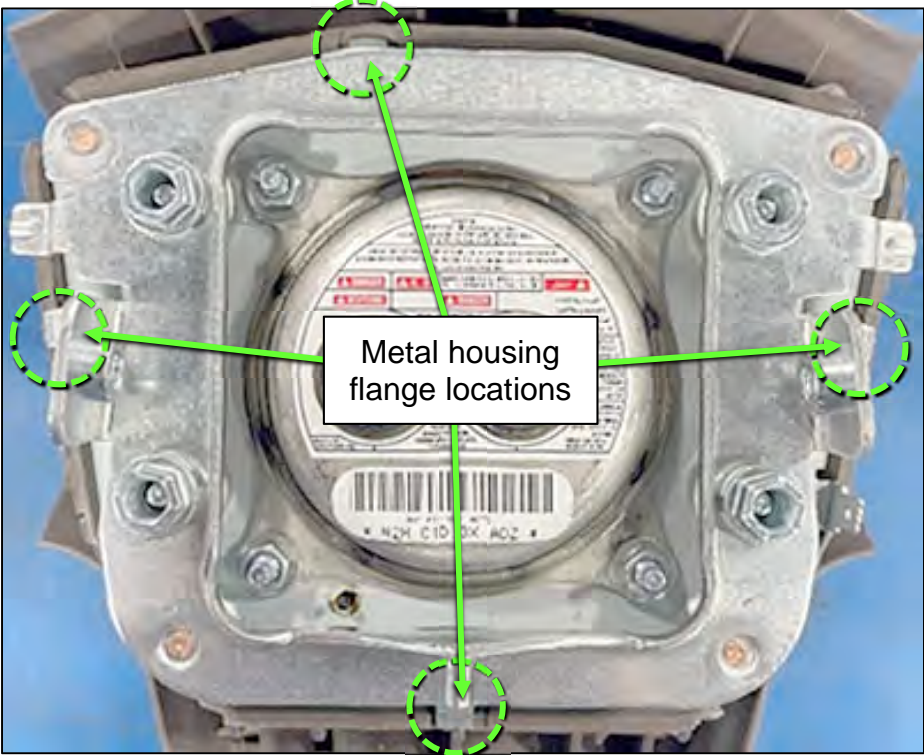
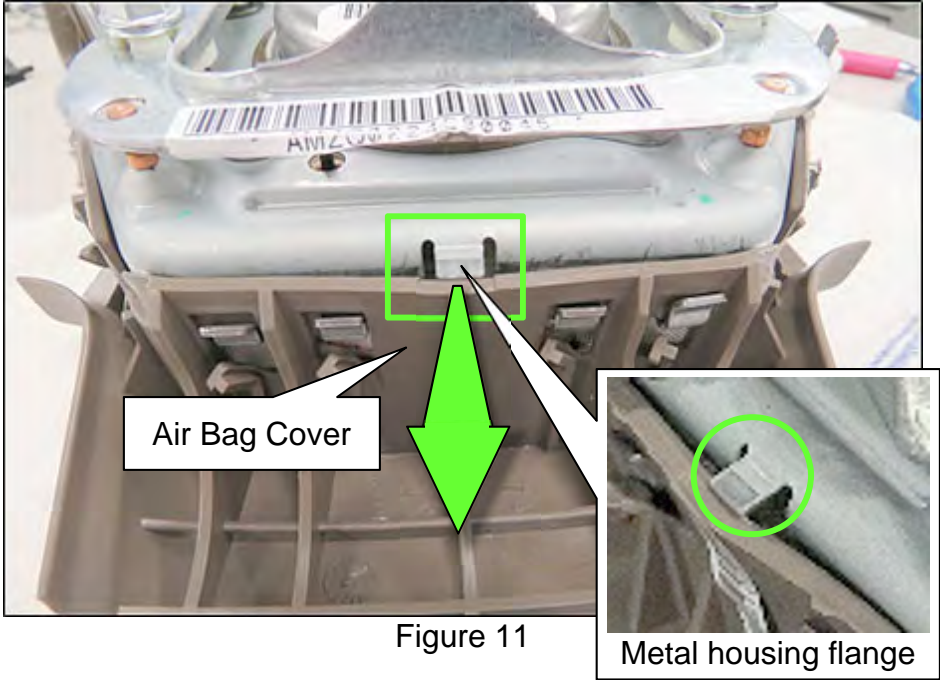
Figure 9



Figure 10

16. Using suitable needle nose pliers, pull the Air Bag Cover completely away from the metal housing flange (Figure 11) at four (4) locations around its perimeter (Figure 12).

HINT: This will allow the metal housing hooks to be pushed down into the Air Bag Cover, and then be disengaged.



17. Compress the metal housing into the Air Bag Cover until ten (10) of the fifteen (15) metal housing hooks, located at the 3 o'clock, 6 o'clock and 9 o'clock locations shown in Figure 15, move into their locking tab windows (Figure 13 and Figure 14) and are disengaged.

- One (1) metal housing hook/locking tab window shown in Figure 13.

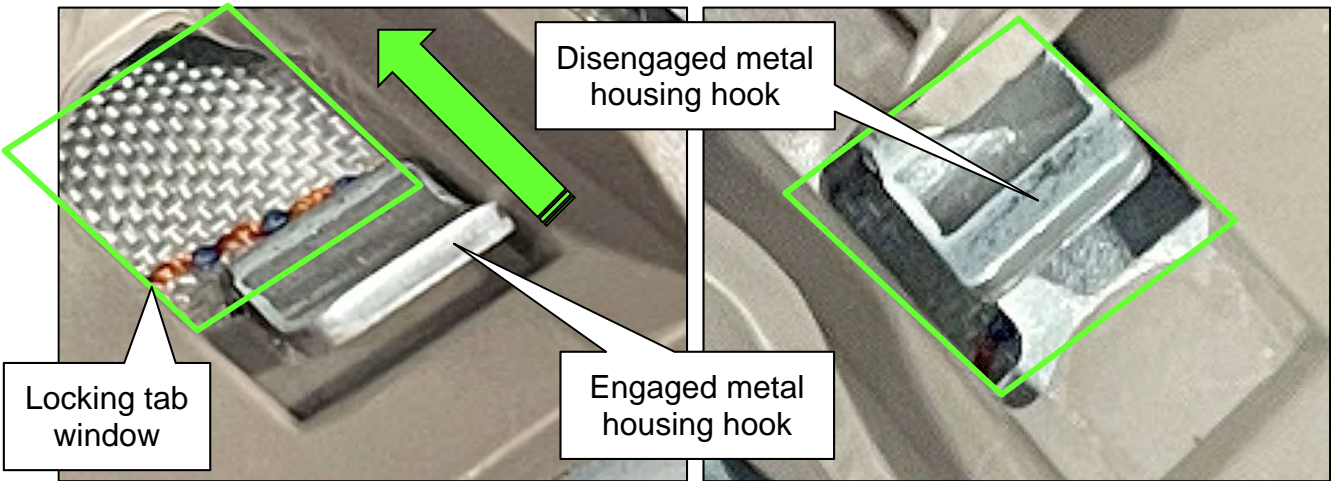


Figure 13

Figure 14

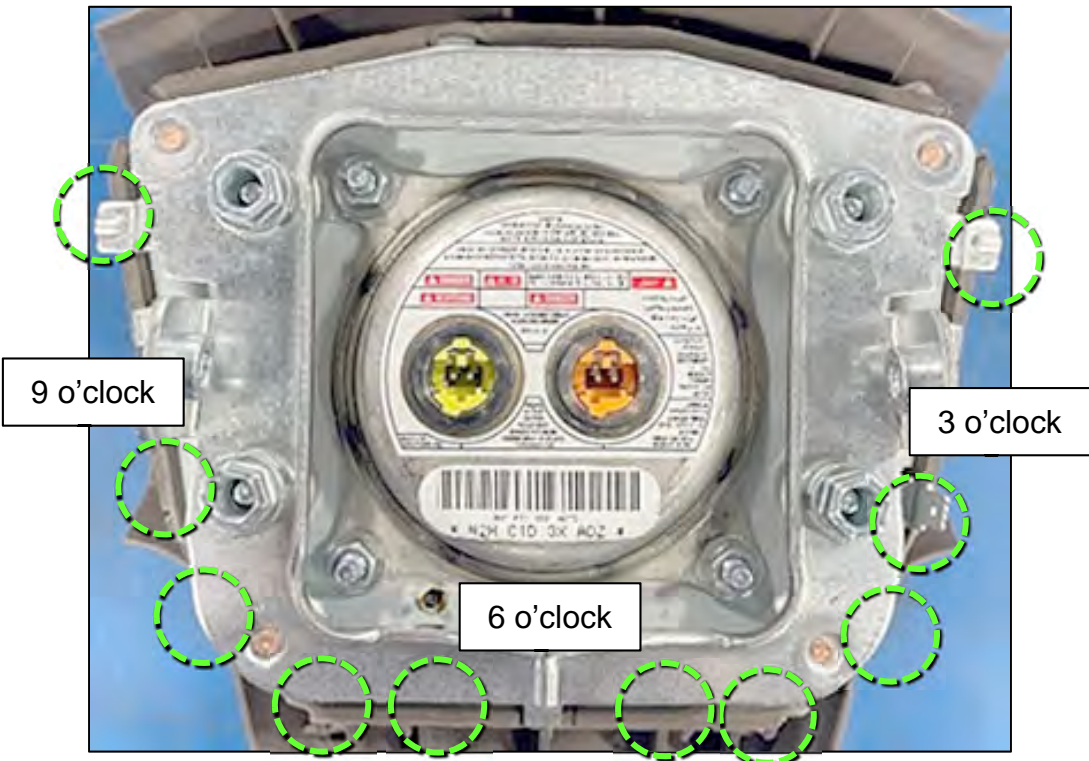


Figure 15

- 18. Using your hands (or needle nose pliers to assist), twist the Air Bag Cover outward away from ten (10), of the fifteen (15), metal housing hooks at the 3 o'clock, 6 o'clock and 9 o'clock locations.

IMPORTANT: Ensure that the metal housing hooks do not bend or deform.

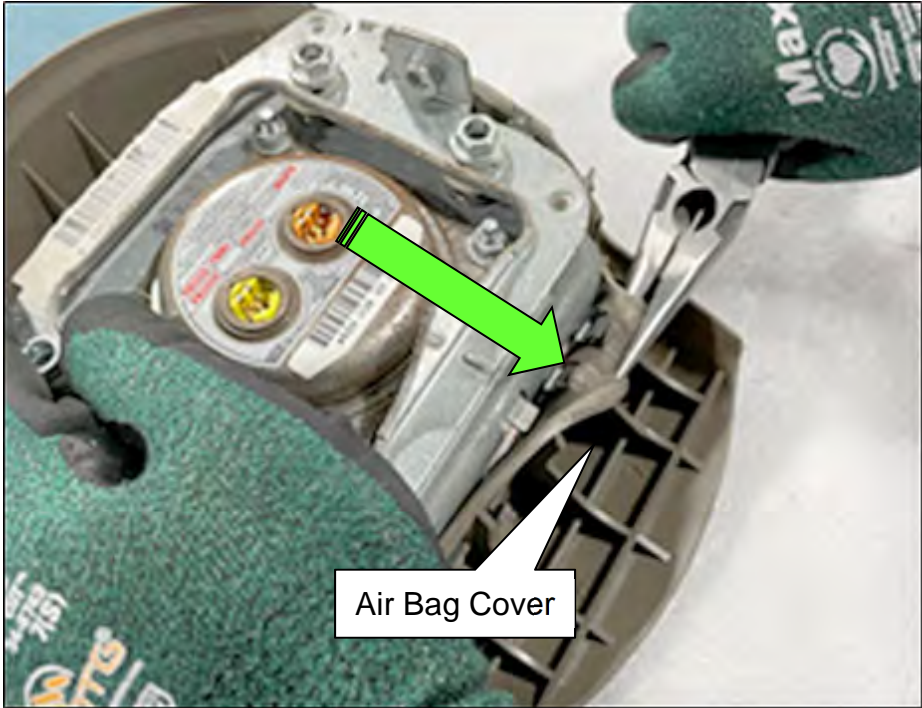


Figure 16

- 19. Grasp the Air Bag Module assembly at its 6 o'clock edge, and rotate the metal housing away from the Air Bag Cover to disengage the five (5) remaining metal housing hooks.

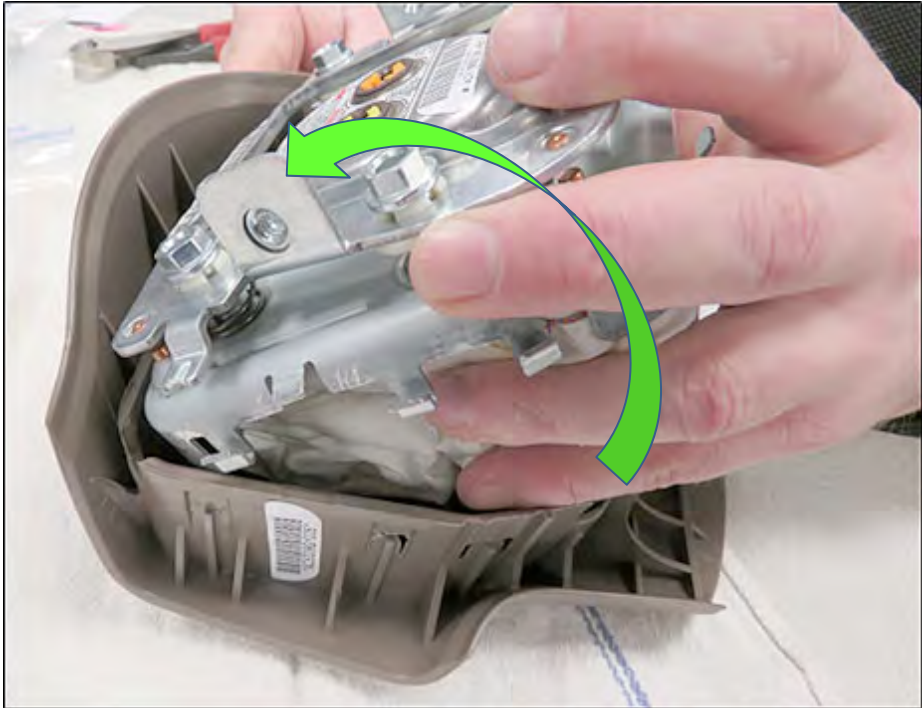


Figure 17

Inspect the Driver's Air Bag Module for Damage

20. Visually confirm that none of the fifteen (15) metal housing hooks were damaged, deformed or broken during disassembly.
 - If damage to the metal housing hooks is found, the Air Bag Module assembly **MUST BE** replaced. Skip to **WCC Authorization (Only Required for Air Bag Module Replacement)** on page 14.

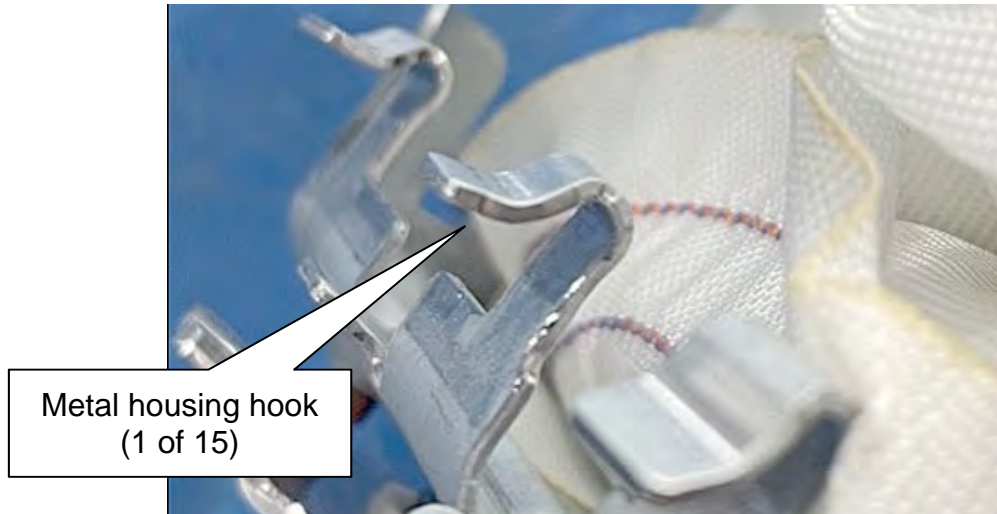


Figure 18

21. Verify that the cushion pack is undamaged.
 - If one or more of the following is found, the entire Air Bag Module assembly **MUST BE** replaced:
 - One or more of the cushion tear seams (Figure 19) is damaged or separated.
 - Snag, cut, or scrape, etc., is present in the cushion pack.
 - If replacement is indicated, skip to **WCC Authorization Only Required for Air Bag Module Replacement)** on page 14.

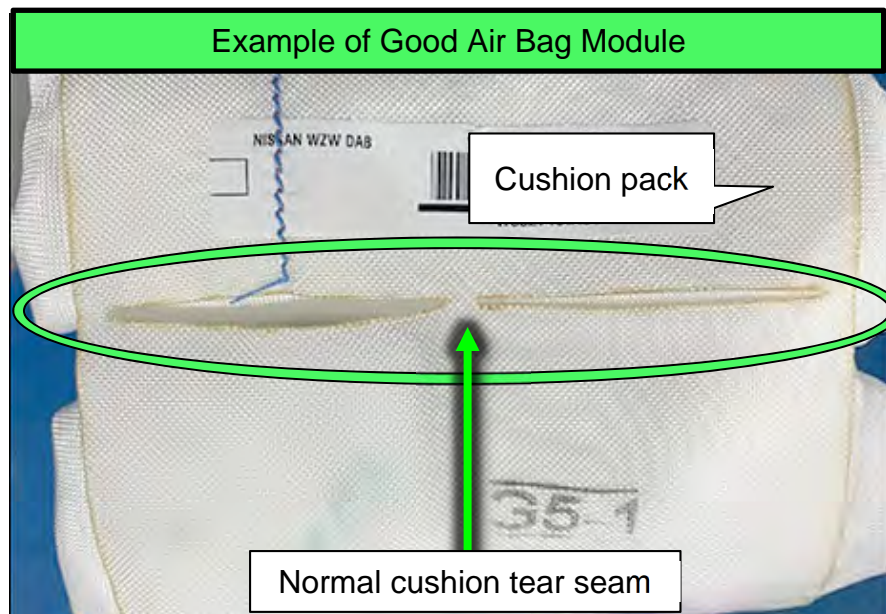


Figure 19

22. Locate the Air Bag Cover emblem's metal clip and post heads shown in Figure 20, and if found to be loose (Figure 21 and Figure 22) remove all loose components.

IMPORTANT: Confirm that both of the emblem's post heads and the metal clip are accounted for.

⚠ WARNING

To avoid the risk of death or severe personal injury, all loose components must be removed from the cushion pack. Loose components can become projectiles if the Air Bag deploys.

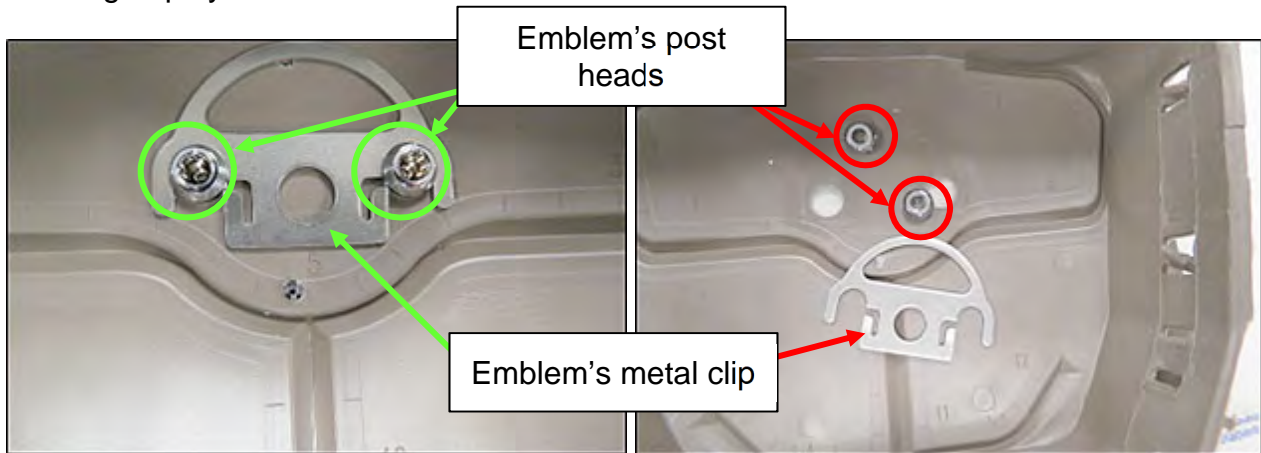


Figure 20

Figure 21

23. Verify that no other objects, or debris, have entered the cushion pack, and then skip to step 25 on page 15.

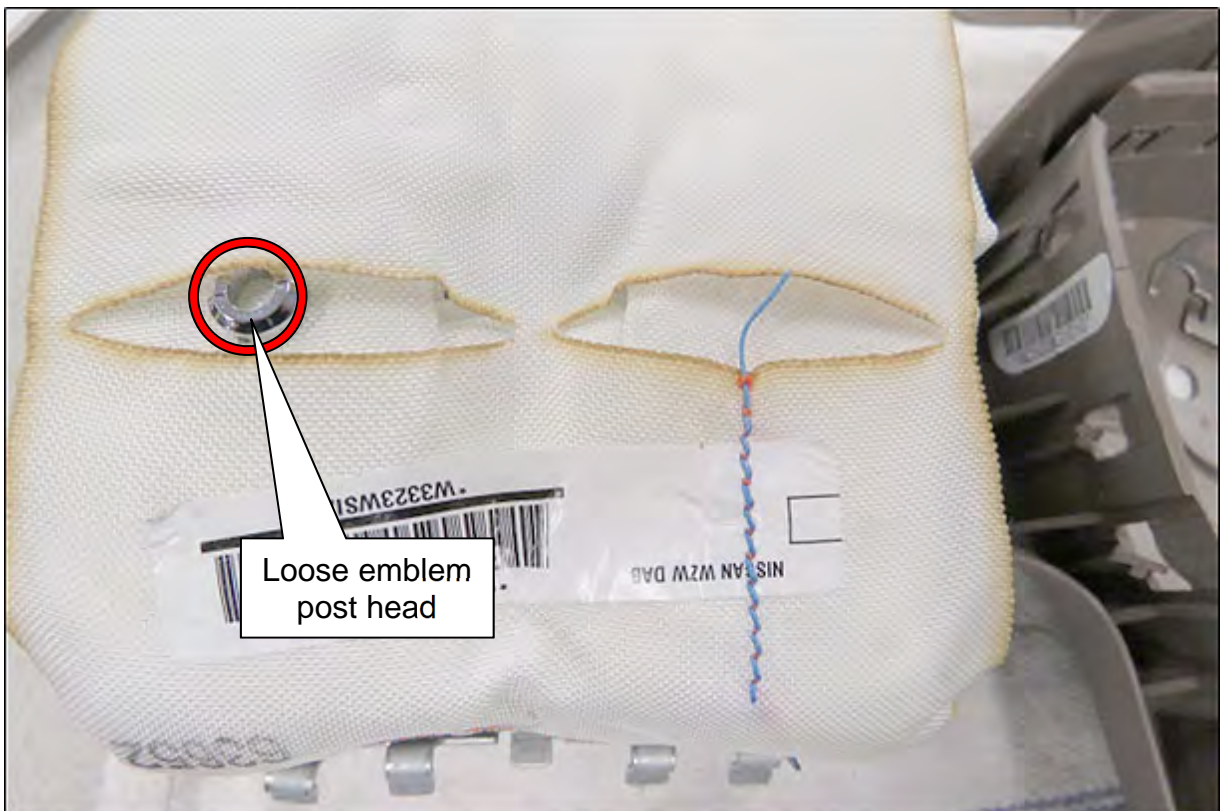


Figure 22

WCC Authorization (Only Required for Air Bag Module Replacement)

24. Take a clear digital picture of the Repair Order and the damage to the Driver's Air Bag Module.

IMPORTANT: The Repair Order and the damage to the Driver's Air Bag Module **MUST** be in the same photo.

HINT: The picture file type must be JPEG, PNG, or PDF.

- a. Send the photo to: claims-inspections@nissan-usa.com
 - o Include the following information in the title:
 - Campaign ID#
 - Dealer Code
 - VIN
 - Driver Air Bag Module Serial Number
- b. Contact the Nissan Warranty Call Center (WCC) at 1-800-258-7008, option 7.
- c. WCC will need to provide an approval for the Air Bag Module replacement.
 - o If WCC does NOT approve the replacement of the Air Bag Module, follow specific instructions provided by WCC.

Install the New Driver Air Bag Cover

25. On a clean, flat, cloth covered surface, place the new Air Bag Cover face-down (emblem facing down) and the Air Bag metal housing cushion side down (Figure 23).

IMPORTANT: Confirm that loose objects or debris do not enter in the Air Bag Cover.

⚠️ WARNING

To avoid the risk of death or severe personal injury, do not allow any loose objects or debris to enter in the Cover. Loose components can become projectiles if the Air Bag deploys.



Figure 23

26. Engage the five (5) 12 o'clock metal housing hooks into the corresponding Air Bag Cover locking tabs.

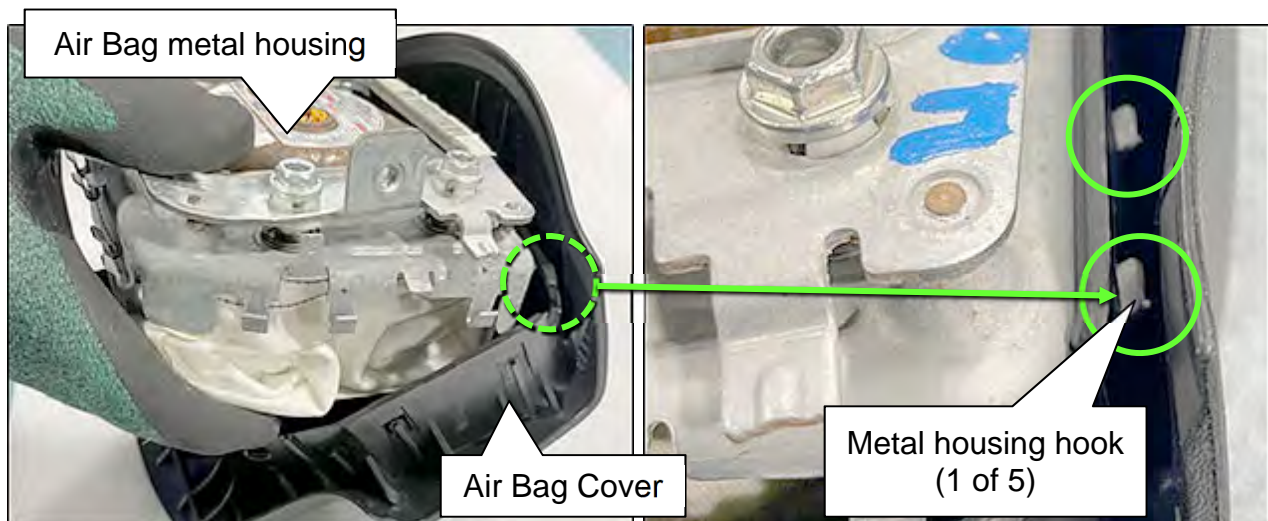


Figure 24

Figure 25

27. Rotate the Air Bag metal housing downward and position the lower corners inside the Air Bag Cover.

IMPORTANT: Verify that the cushion material is not caught between the Air Bag metal housing and the Air Bag Cover (Figure 27). If needed, push any cushion material back inside the Air Bag Cover.

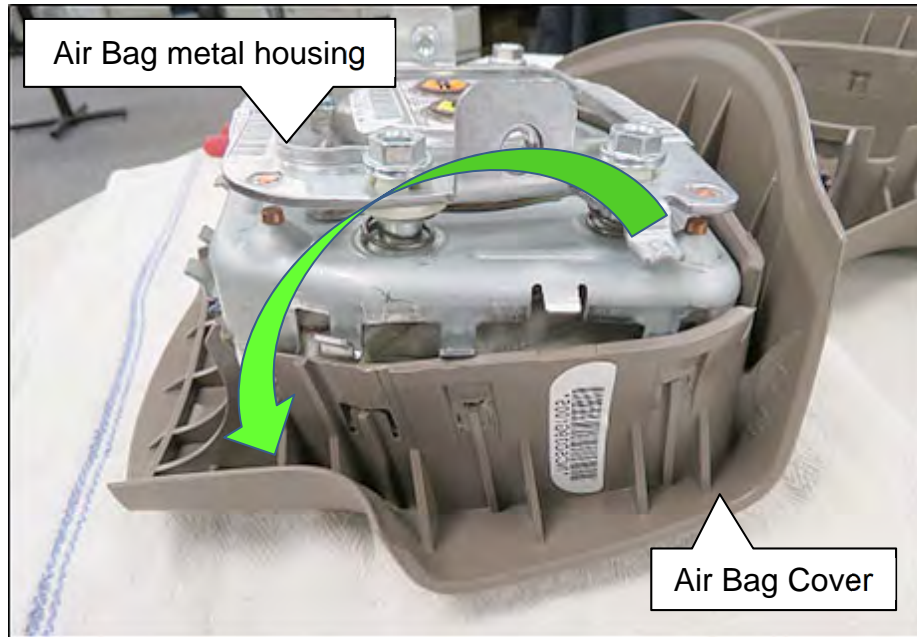


Figure 26

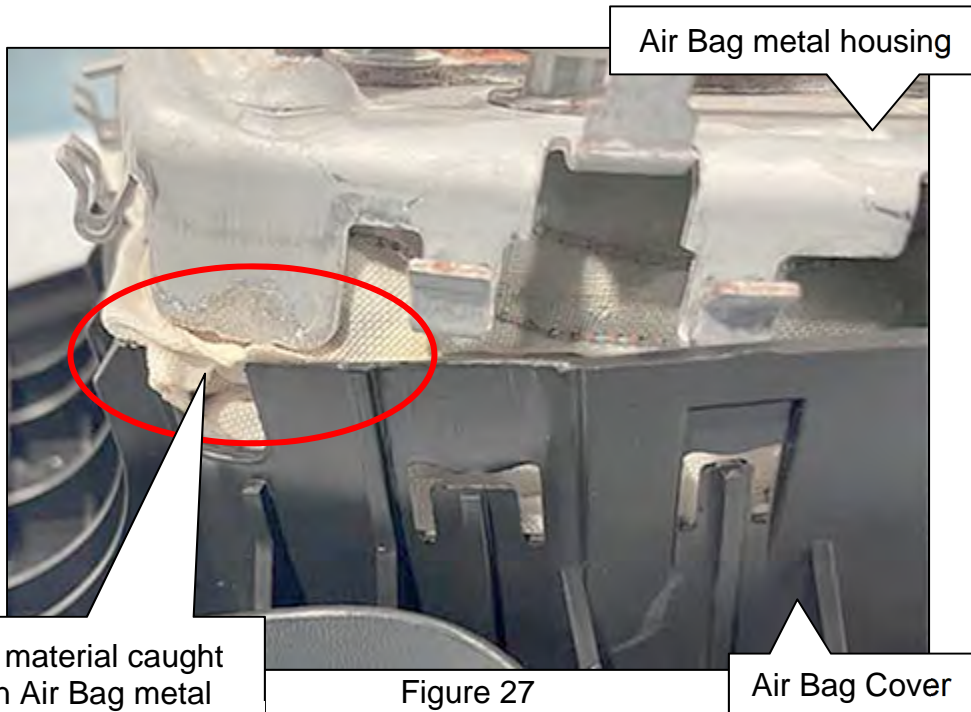


Figure 27

28. While holding the Air Bag Module assembly, insert/engage the Air Bag metal housing hooks below the cover-wall edge by compressing the Air Bag metal housing into the Air Bag Cover.

IMPORTANT: Ensure the cushion material is not pinched between the corners when compressing.

- The cover-walls will spread open as the Air Bag metal housing hooks push toward their aligned cover-window locations.
- Slowly compress the Air Bag metal housing and Air Bag Cover together, ensuring that the metal housing hooks align and fully engage into each associated cover-window.

HINT: Additional effort might be needed to ensure that cover-wall edges do not rest on the metal housing hooks when compressing.

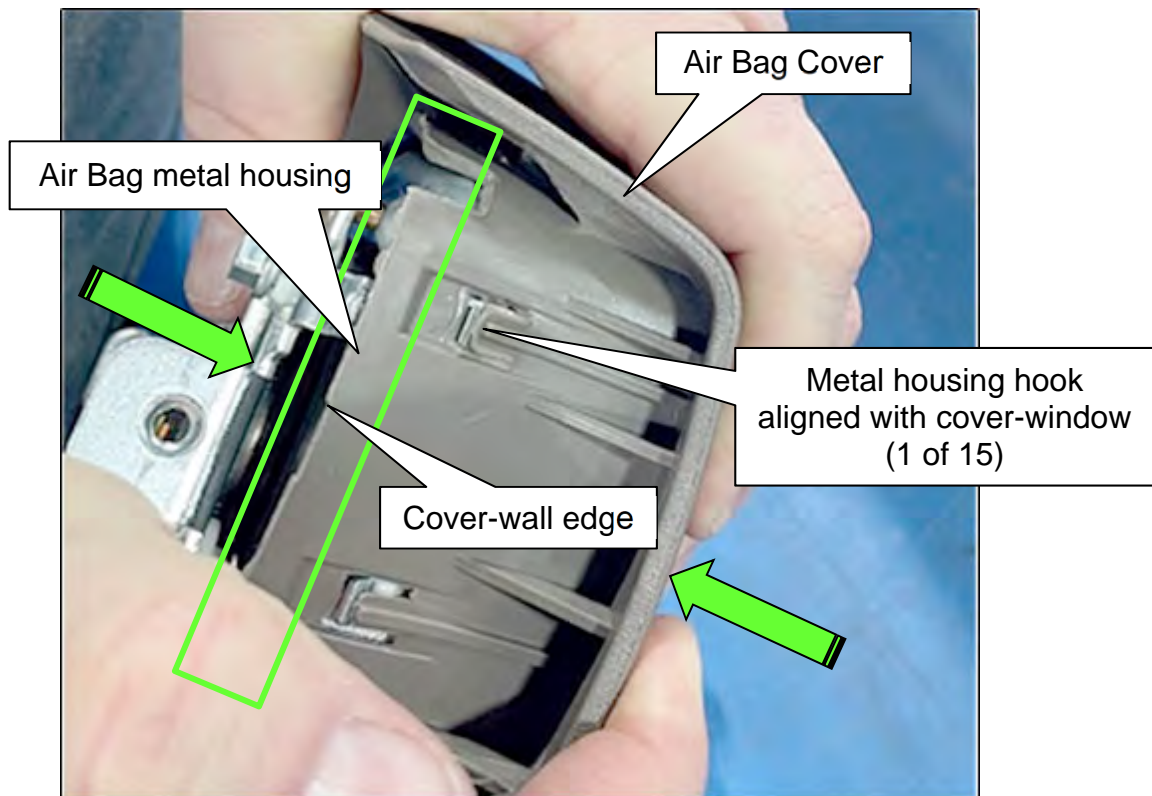


Figure 28

29. Verify that all fifteen (15) metal housing hooks are aligned and fully engaged into each associated cover-window.
30. Slowly pull the Air Bag metal housing and the Air Bag Cover apart (Figure 29) to lock all fifteen (15) metal housing hooks into each associated cover-window location.
 - Three (3) metal housing hooks (Figure 29) shown with associated cover-window, for reference.

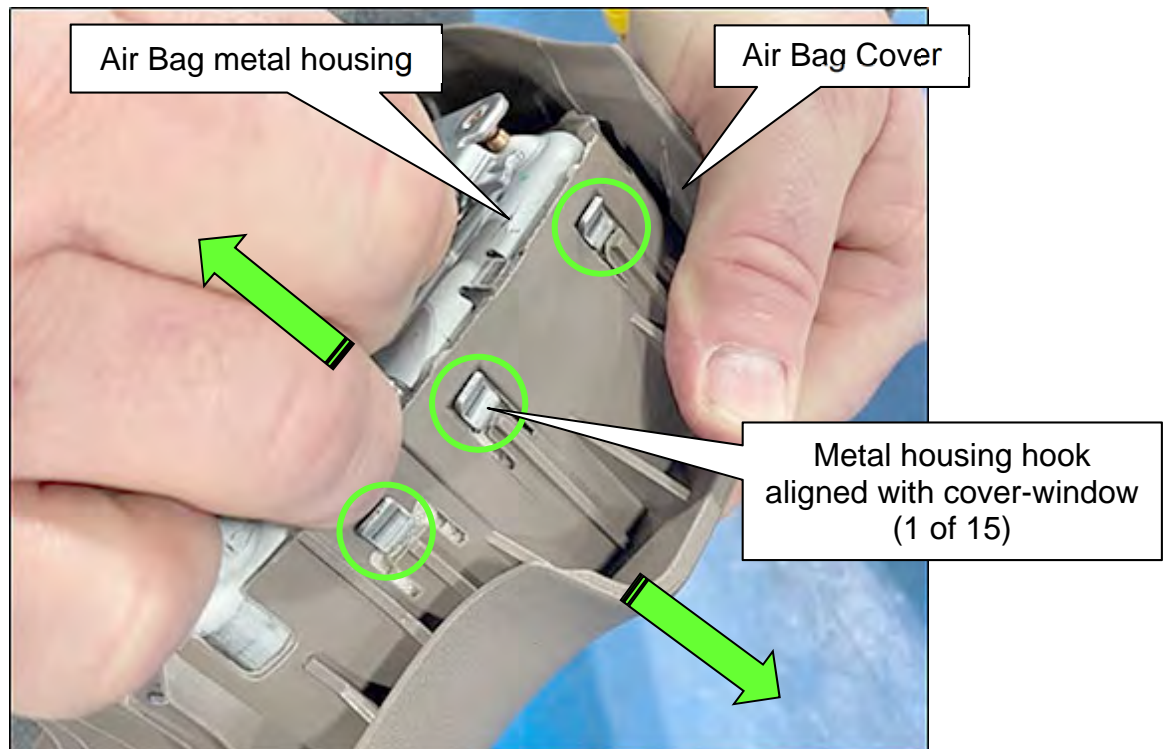


Figure 29

31. If needed, use a finger to push and seat each of the fifteen (15) Air Bag Cover locking tabs under each metal housing hook (Figure 30).



Figure 30

32. Ensure each of the four (4) housing flanges are positioned over the cover-wall edge and the housing corners are seated with no cushion material visible.
- Figure 31 and Figure 32 show an example of one (1) of the four (4) housing flanges seated correctly.
 - Figure 33 is an example of an incorrectly seated housing flange.

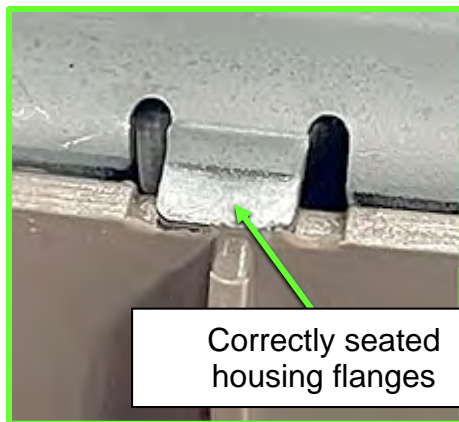


Figure 31

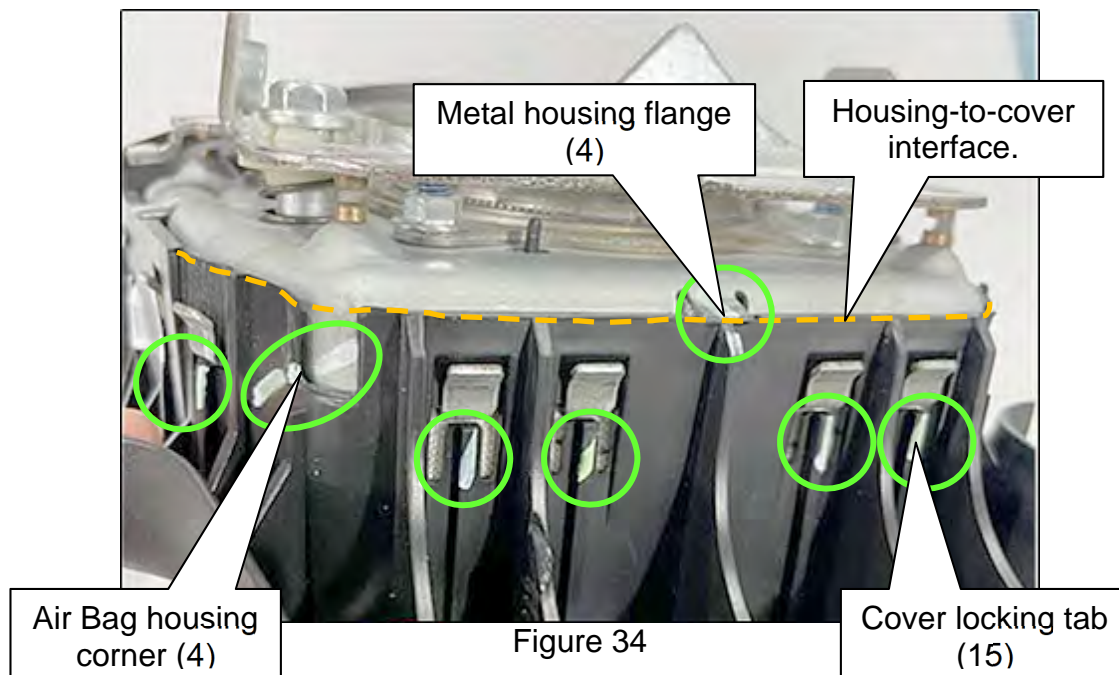


Figure 32



Figure 33

33. Ensure that the cushion is not pinched around the perimeter of the housing-to-cover interface (Figure 34).
 - Use a paint pen to mark all four (4) Air Bag housing corners to acknowledge the cushion is not pinched (Figure 34).
34. Verify all four (4) metal housing flanges are properly positioned over the cover-wall (Figure 34), and then mark them with a paint pen to acknowledge verification.
35. Verify that all fifteen (15) Air Bag Cover locking tabs are engaged below the metal housing hooks and are in their locked positions (Figure 34), and then mark each with a paint pen to acknowledge verification.



36. Visually inspect inflator connector pockets for debris, bent pins or shorting clip damage (Figure 35).

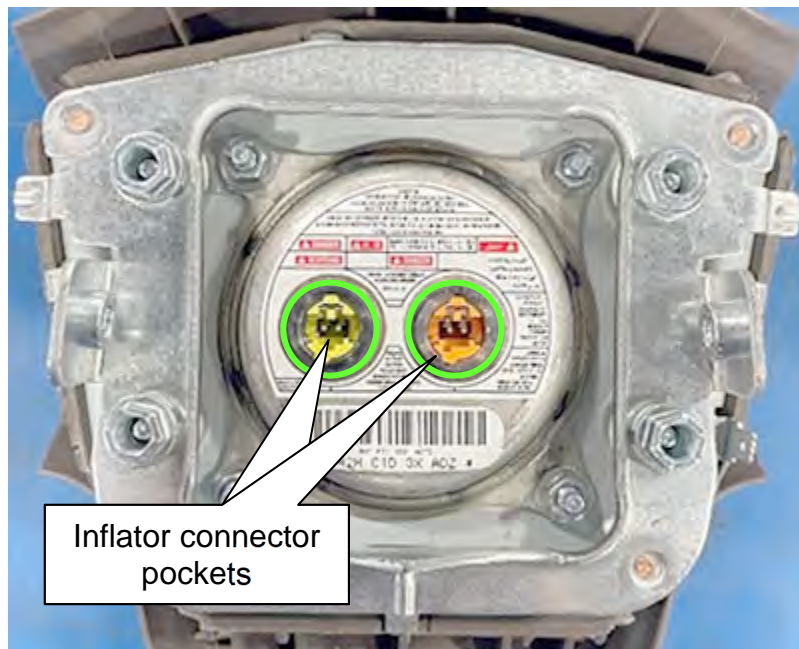


Figure 35

37. Visually inspect emblem and textured cover surface for scratches or damage.



Figure 36

Install the Driver's Air Bag Module

38. Install the Driver Air Bag Module assembly into the steering wheel with two (2) new bolts.
- Refer to the vehicle specific ESM section: **H: RESTRAINTS > SR – SRS Airbag > REMOVAL AND INSTALLATION > DRIVER AIR BAG MODULE > Removal and Installation**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
KIT-SERVICE, AIR BAG COVER, DRIVER	98510-XXXXX (1)	1 If Needed
BOLT	01121-0046U	2 If Needed

(1) Use the part number from the ASIST tool in step 12 on page 5.

CLAIMS INFORMATION

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PC944	Inspect Air Bag and Replace Cover	PC9440	1.1
	Inspect Air Bag - OK Condition	PC9441	0.6
PC947	Inspect Air Bag and Replace Cover	PC9470	1.1
	Inspect Air Bag - OK Condition	PC9471	0.6
PC946	Inspect Air Bag and Replace Cover	PC9460	1.1
	Inspect Air Bag - OK Condition	PC9461	0.6
PC949	Inspect Air Bag and Replace Cover	PC9490	1.1
	Inspect Air Bag - OK Condition	PC9491	0.6

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 26, 2023	NTB23-080	Original bulletin published
March 6, 2024	NTB23-080A	Step 12, Figure 5, Figure 18, Step 22, and PARTS INFORMATION revised
April 23, 2024	NTB23-080B	PARTS INFORMATION revised
June 4, 2024	NTB23-080C	Pages 5-6 revised