



SERVICE BULLETIN

Classification:

RS17-048

Reference:

NTB17-102

Date:

September 14, 2017

TAKATA INFLATOR FIELD QUALITY PARTS COLLECTION INITIATIVE 2012-2013 NV

INITIATIVE ID #s: PC582 and PC583

APPLIED VEHICLES: 2012-2013 NV 1500/2500/3500/Passenger (F80)

Check Service COMM or Dealer Business Systems (DBS) National Service History to confirm campaign eligibility.

- **Use the ID # listed in Service COMM for each specific vehicle (VIN).**

INTRODUCTION

Nissan is conducting this Takata Inflator Field Quality Parts Collection Initiative to replace the driver air bag inflator on certain pre-selected 2012-2013 NV 1500, 2500, 3500, and Passenger vehicles in the States of Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Alaska, Colorado, Connecticut, Iowa, Idaho, Massachusetts, Maine, Michigan, Minnesota, Montana, North Dakota, New Hampshire, New York, Oregon, Rhode Island, South Dakota, Utah, Vermont, Washington, Wisconsin, and Wyoming. This service will be performed at no charge to the customer for parts or labor.

Collected parts will be sent to Takata for analysis. Takata has issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this initiative. Takata's documentation is attached and is part of this bulletin.

NOTE:

- This activity will expire when sufficient quantities have been collected.
- As part of this initiative, a complementary engine oil and filter change may be performed.

IDENTIFICATION NUMBER

For this initiative, Nissan has assigned identification numbers PC582 and PC583. The correct number must appear on all communications and documentation of any nature dealing with this initiative.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within the range of this initiative that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

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 TOOL (J-52352)

Quick Scan Tool (J-52352)

- Each dealer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from TechMate at 1-800-662-2001.



Figure 1

SERVICE PROCEDURE

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

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

Register the New Inflator

1. Obtain new inflators from your parts department.
 - New inflators are listed in the Parts Information.

2. Attach the quick scan tool (J-52352) to your CONSULT PC USB port.

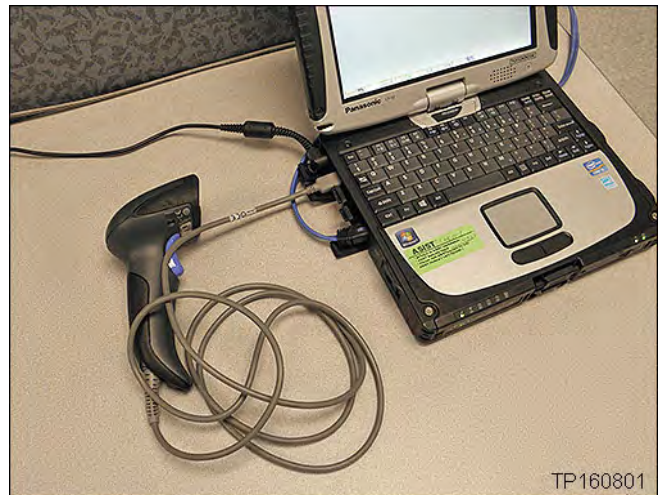


Figure 2

3. On the left side of the ASIST main menu, select **Tech Support Info**, then **Inventory Vehicle Actions**.

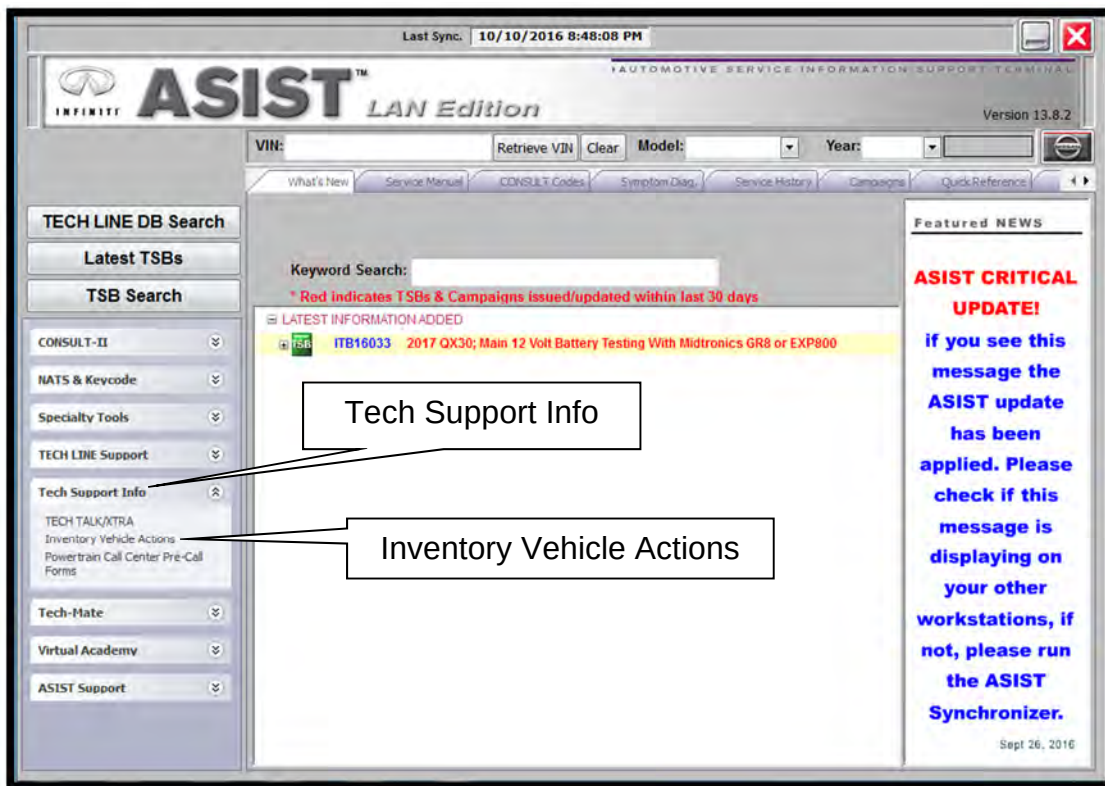


Figure 3

4. Select **CLICK HERE** (Air Bag to VIN Registration).

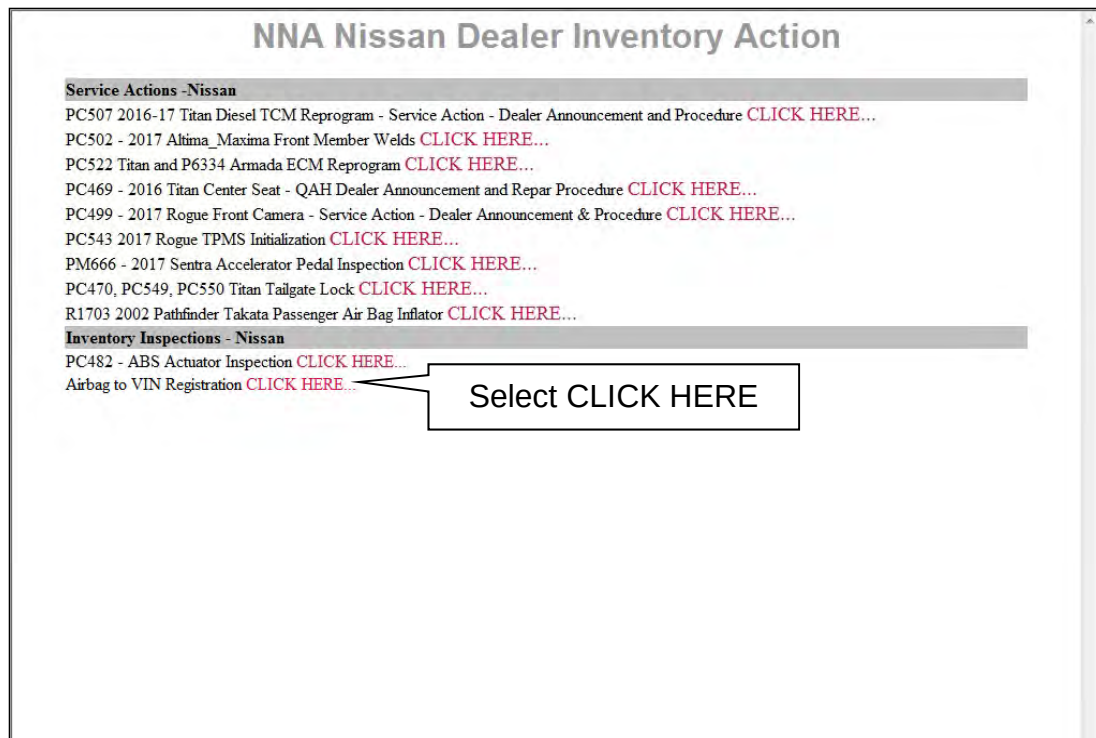


Figure 4

5. Use the quick scan tool to scan the bar code (VIN) on the vehicle B-pillar label.

NOTE:

- Some labels may not scan quickly.
- Hold the scan tool approximately 6 inches away from the label.
- Hold the trigger down until the label is read (this may take several seconds).



Figure 5

- VIN will automatically populate (see Figure 6).
- If needed, VIN can be entered manually.

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 **Submit**

Step 7; see next page
(Select **Submit** after both fields are populated)

Figure 6

6. Use the quick scan tool to scan the bar code (serial number) on the side of the box of the new inflator (see Figure 7 and 8).

- The serial number will automatically populate (see Figure 6 on the previous page).

NOTE: DO NOT scan the part number label.



Figure 7

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

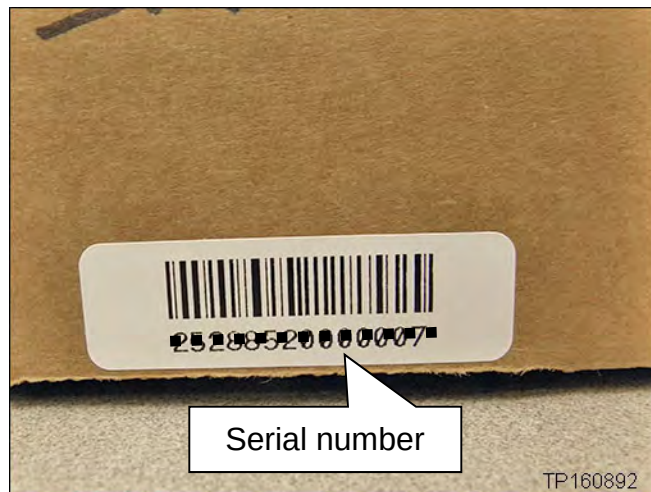


Figure 8

7. Select **Submit** on the ASIST screen (see Figure 6 on the previous page).

Inflator Replacement

1. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance		Fade	Speed Sen. Vol.

2. Turn the ignition OFF.
3. Disconnect both battery cables, negative cable first.
4. Wait at least three (3) minutes.

Removal and Installation: Driver Air Bag Module and Inflator

5. Remove the driver air bag module (module) from the vehicle.
 - Refer to the ESM, section **SR-SRS Airbag**, for module removal.

6. Set the module in a clean working area.

CAUTION: Place on a surface that will not scratch the front of the module such as a clean fender cover.

7. Remove the four (4) 8 mm nuts.

NOTE: These nuts will not be reused.

8. Remove the inflator.

NOTE: Carefully maneuver the inflator past the cable bracket.

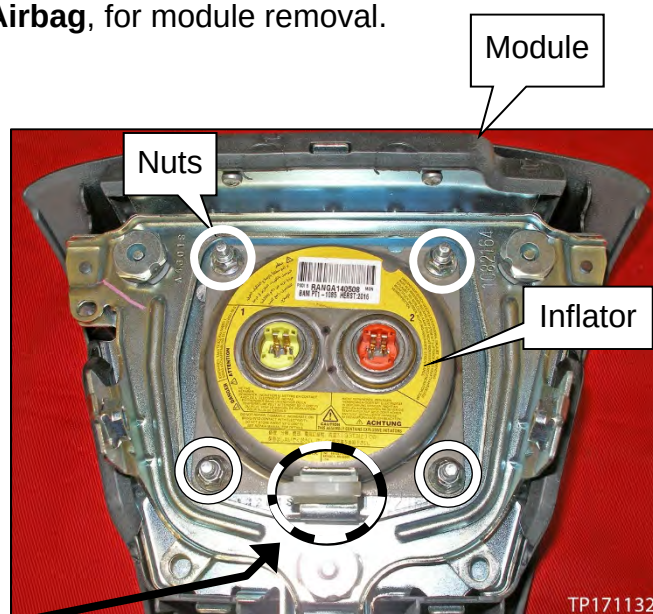


Figure 9

9. Install the new inflator with new nuts.

- Make sure the inflator is installed with the notch positioned where shown in Figure 10.

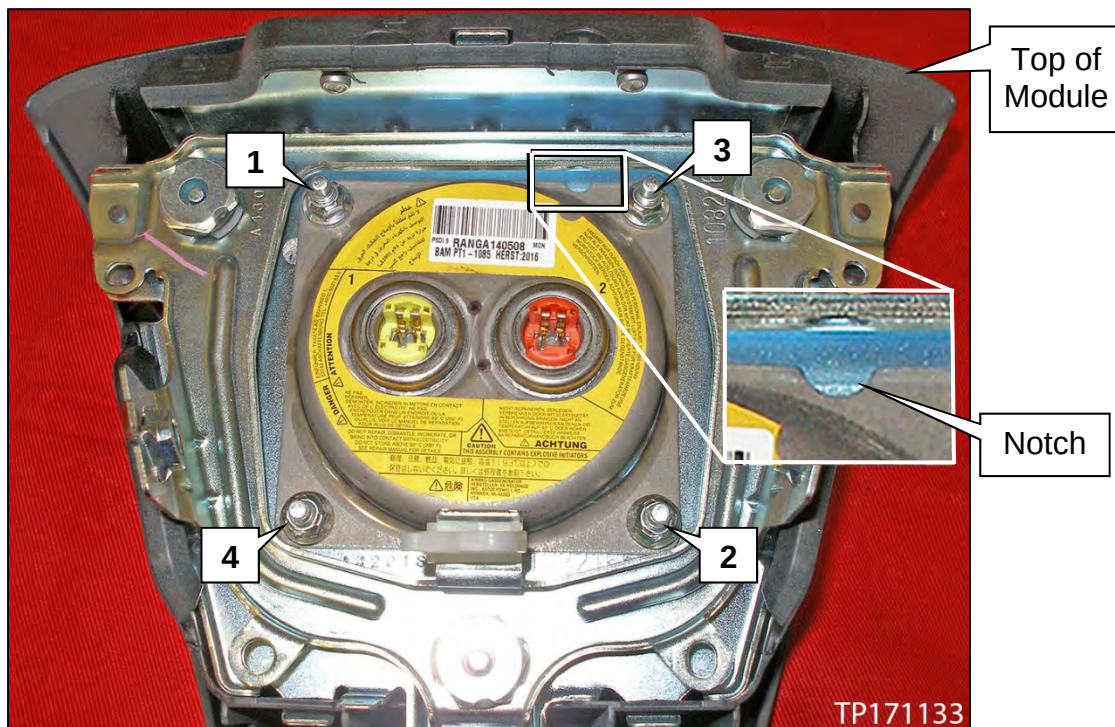


Figure 10

- Torque the nuts in the sequence shown in Figure 10.
- Nuts torque: 3.9 +/- 0.4 N•m (0.3 +/- 0.04 kg-m, **34.5 +/- 3.5 in lbs**)
- Carefully secure the module when torquing the nuts.
- New nuts are included in the inflator's packaging (see **PARTS INFORMATION**).



Figure 11

10. Reinstall the module in the vehicle.

- Refer to the ESM, section **SR-SRS Airbag**, for module installation.

11. Connect both battery cables – positive cable first.

12. Reset/reinitialize systems as needed.

- Refer to the ESM, section **PG-Power Supply, Ground & Circuit Elements**, for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
- Look in the **PG** section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
- This list often includes items such as audio, air conditioning control system, engine control system, etc.

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

- The air bag warning light should illuminate for seven (7) seconds, and then go out.

NOTE: If the air bag warning light does not operate as described above, there may be an issue not covered by this initiative. Refer to ASIST and the appropriate ESM for additional diagnostic and repair information.

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
INFLATOR-AIR BAG ASST (includes inflator and inflator securing nuts)	98560-1PA8A	1
BOLT (driver air bag module mounting bolt)	01121-0046U	2
OIL FILTER	15208-9E01A	1
WASHER-DRAIN	11026-JA00A	1
Genuine Nissan 5W-30 Motor Oil (1)	999PK-005W30N (1 quart bottle)	Up to 7 qts
	999BK-05W30NW (Bulk)	

(1) Order Genuine Nissan 5W-30 Motor Oil through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal www.NNAnet.com and click on the “Maintenance Advantage” link.

NOTE:

- **Make sure to return the removed (old / non-deployed) inflators in the boxes that the new inflators came in.**
- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 11.**

CLAIMS INFORMATION

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

CM I.D.	DESCRIPTION	OP CODE	FRT
PC582	Remove and Install Driver’s Air Bag Inflator	PC5820	0.6

OR

CM I.D.	DESCRIPTION	OP CODE	FRT
PC582	Remove and Install Driver’s Air Bag Inflator, Oil Filter, and Oil	PC5821	0.9

CM I.D.	DESCRIPTION	OP CODE	FRT
PC583	Remove and Install Driver’s Air Bag Inflator	PC5830	0.6

OR

CM I.D.	DESCRIPTION	OP CODE	FRT
PC583	Remove and Install Driver’s Air Bag Inflator, Oil Filter, and Oil	PC5831	0.9

RETURN INSTRUCTIONS

NOTE: The NV (F80) driver air bag inflator does not require shorting pins.

Takata Document (pages 11-17)

F80 AIR BAG INFLATOR RETURN PACKING & SHIPPING INSTRUCTIONS

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**

E-Mail: FieldAction.14305@menloworldwide.com

Check List

- ☐ Fill out Orange Label.
- ☐ Attach Orange Label to the Outside of shipping box.

1. Ensure the shorting pin has been connected to the inflator harness(s).
2. Place the un-deployed inflator in the "cradle" of the shipping box (the box the new inflator came in).

Do not include any other hardware in the box that may rattle and cause rejection of the shipment.

3. Close the box flap per the box instructions.
4. Firmly tape the box flap as follows:
 - a. Use 2-inch wide clear packing tape.
 - b. Tape strip must be a minimum of 4 inches long.
 - c. There must be at least 2 inches of the 4-inch tape strip on the flap of the box and at least 2 inches on the bottom of the box.

5. Fill out orange label and attach to side of box.

6. Complete and affix the FedEx Ground paperwork as follows: Hazardous Materials Certification form (OP-900PRP) included with these instructions.
 - a. Separate the bottom 4 labels and place them in the re-closeable pouch. Affix the re-closeable pouch to the bottom of the box (provided).
 - b. Put the shipping date on the "FedEx copy" and the "Customer copy" labels.
 - b. Peel off the "Apply to box" label and firmly apply it to the box flap.
 - d. On the "FedEx copy" and the "Customer copy labels", fill in the 15 digit Tracking ID.
 - The 15-digit tracking ID is found beneath the large barcode on the FedEx PRP label provided
 - The 15-digit tracking ID is also on the peel off "Shipper Receipt" and "Receipt" labels at the top of the FedEx PRP label.
 - e. Keep the "Customer copy" label for dealer records and retain it for a minimum of 2 years.
 - f. Give the "FedEx copy" label to the FedEx Ground Driver.

FedEx Ground Package Returns Program (PRP) shipping label (included with these instructions)

- a. Fill in the "From" information; (Nissan dealer name and address). The RMA# is not needed.
- b. Peel off the label and affix it to the top of the box to the left of the Class 9 label. Use the scribe marks on the box as a guide so the PRP label does not touch any portion of the Class 9 label or its border.
- c. When the shipment is ready, call for a FedEx Ground pick-up using the number listed for business locations (~~888-777-6040~~ 800-463-3339), or, if you receive regular pick-ups, give the package to your FedEx Ground Driver.

Cautions:

- a. Remove or blackout any old shipping labels or barcodes (not "hazard" marks or labeling).
- b. Take care not to cover any portion of the Class 9 label, proper shipping name, UN number, or UN box specifications.
- c. Prior to shipment, ensure all steps have been properly completed. All packages must be prepared in accordance with all DOT and FedEx Ground requirements. Incomplete or missing information will result in return to sender and delay of return credit.

Packing Instructions

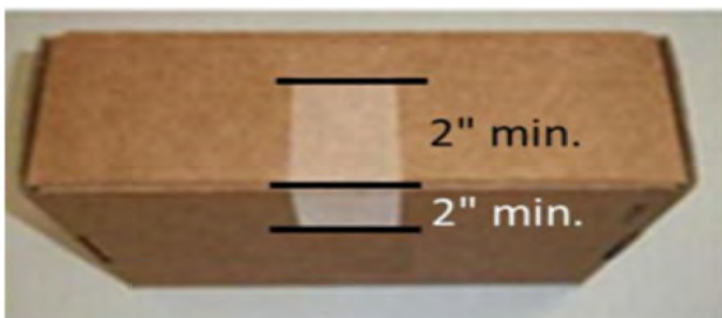
- a) Confirm box is in acceptable condition. If a new box is needed Contact: Armando Gonzalez – Tel # 210-250-5079
Or E-Mail: FieldAction.14305@menloworldwide.com

- b) Place the un-deployed air bag inflator
In the "cradle" of the box insert.



Closure Instructions

- a) Close the top box flap, per box closure instructions located on front panel of box.



FedEx Ground Package Return Program (PRP) Label.

- Fill in the "From" information; (Nissan dealer name and address). The RMA# is not needed.
- Peel off the label and affix it to the top of the box to the left of the Class 9 label. Use the scribe marks on the box as a guide so the PRP label does not touch any portion of the Class 9 label or its border.

FedEx® Ground Package Returns Program (PRP)

Preparing PRP Packages

- Pack items in a sturdy box using cushioning materials to keep them secure. Refer to packaging instructions if provided.
- Remove or black out any old shipping labels, including the original shipping barcode.
- Seal the box with shipping tape.
- Complete the FROM section.
- Affix one PRP label to each box. (If you do not have enough labels, you must obtain additional labels from the company that provided them.)
- Keep the back of the label as your receipt. You may have your FedEx Ground driver sign below.
- Affix the completed Hazardous Material Shipping Paper to the top of the package.
- Provide the completed and signed Hazardous Material Certification Form to your FedEx Ground driver.

Options To Return PRP Packages

Pick Up*

- Log on to FedEx.com and select the "Pickup" tab. Then choose "FedEx Ground Package Returns Program." (Bookmark this page if you have frequent returns.)
- Call (888)777-6040 to schedule a commercial pickup from your business location.
- If you receive regular pickups, give the package to your FedEx® Ground Driver.

* If you did not receive all of the proper paperwork (packaging, shipping instructions, shipping papers, and certification forms), please contact the company that provided the label. The FedEx Ground driver cannot pickup any hazardous materials that are not properly prepared for transportation.

PICKUP RECEIPT

Package returning to: _____

Driver Signature: _____ Date: _____

TP130390

Shipper Receipt: 7154379 09051744 Receipt: 7154379 09051744 Shipper Number: 7154379

FedEx Ground Package Return Program

From: _____ Address: _____ City: _____ State/Prov: _____ RMA#: _____

Turn Over for Instructions HAZMAT

Ship To: TK HOLDINGS INC
2025 HARMON ROAD
AUBURN HILLS MI 48326

FedEx Ground PRP

(9612300) 7154379 09051744

15 digit tracking ID



Place plastic pouch at the bottom of box.

Peel off the label and affix it to the top of the box to the left of the Class 9 label.

Healthy Vehicle

Please do not return LTL

VIN: _____

RO#: _____

Dealer Code: _____

Veh. Mileage: _____



Fill the orange label properly with the correct information of the vehicle.

Self adhesive re-closeable pouch:

- Insert 4 labels from the bottom of the Hazardous Materials Certification Form.
- Attach pouch to the bottom to the inflator return box.



Place plastic pouch at the bottom of the box.

EXAMPLE

TF 130388

Package Return Program – Hazardous Materials Certification

Approved PRP Shipper Name: TK Holdings CCN21726 Account #: 7154379 Emergency Contact Number: 1-800-424-9300			
Number and Type Packaging	UN3268	DOT Shipping Name of Material	Air bag inflator
		Haz Class/Packing Group	Class 9 III
		Weight	5 lbs.
Label Type/Other information			
Class 9 EX#2001030034			

Package Return Program – Hazardous Materials Certification

Pick Up Location Company: Address: City, State ZIP: CCN# Fill in here: CCN780061		Approved PRP Shipper Name: TK Holdings CCN21726 Account #: 7154379 Emergency Contact Number: 1-800-424-9300 Tracking ID:	
Number and Type Packaging	UN3268	DOT Shipping Name of Material	Air bag inflator
		Haz Class/Packing Group	Class 9 III
		Weight	5 lbs.
Label Type/Other information			
Class 9 EX#2001030034			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

Signature: Harry Glen Pardon Date: _____

Package Return Program – Hazardous Materials Certification

Pick Up Location Company: Address: City, State ZIP: CCN# Fill in here: CCN780061		Approved PRP Shipper Name: TK Holdings CCN21726 Account #: 7154379 Emergency Contact Number: 1-800-424-9300 Tracking ID:	
Number and Type Packaging	UN3268	DOT Shipping Name of Material	Air bag inflator
		Haz Class/Packing Group	Class 9 III
		Weight	5 lbs.
Label Type/Other information			
Class 9 EX#2001030034			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

Signature: Harry Glen Pardon Date: _____

Account Number: 7154379 Emergency Contact Number: 1-800-424-9300 Shipper Name: TK Holdings CCN21726

Hazardous Materials Description and Quantity:

1 Fiberboard Box

UN3268, Air bag inflator, Class 9, III, 5 lbs.

Class 9 EX#2001030034

Account Number: 7154379 Emergency Contact Number: 1-800-424-9300 Shipper Name: TK Holdings CCN21726

Hazardous Materials Description and Quantity:

1 Fiberboard Box

UN3268, Air bag inflator, Class 9, III, 5 lbs.

Class 9 EX#2001030034

Account Number: 7154379 Emergency Contact Number: 1-800-424-9300 Shipper Name: TK Holdings CCN21726

Hazardous Materials Description and Quantity:

1 Fiberboard Box

UN3268, Air bag inflator, Class 9, III, 5 lbs.

Class 9 EX#2001030034

Account Number: 7154379 Emergency Contact Number: 1-800-424-9300 Shipper Name: TK Holdings CCN21726

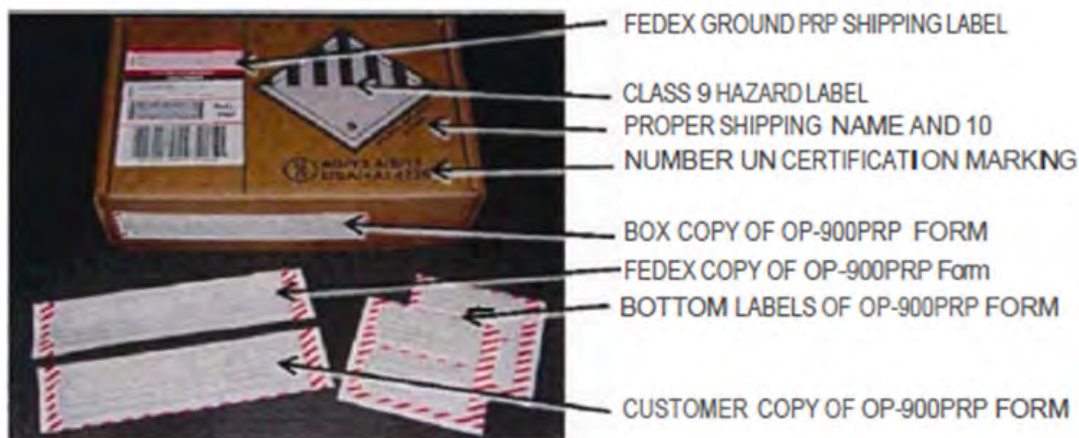
Hazardous Materials Description and Quantity:

1 Fiberboard Box

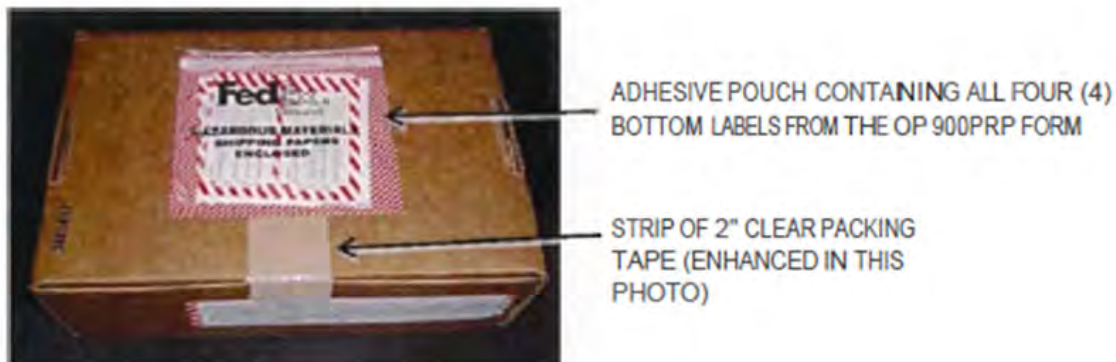
UN3268, Air bag inflator, Class 9, III, 5 lbs.

Class 9 EX#2001030034

Top of Inflator Shipping Box and Form



Bottom of Inflator Shipping Box



If any of the packaging is damaged, or if you have any questions, please contact
Armando Gonzalez at Telephone Number: 210-250-5079

or

By email: FieldAction.14305@menloworldwide.com