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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Air Bag Control Unit Reprogram
Voluntary Service Campaign

Reference: P7318
Date: January 5, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE January 5, 2018

The announcement from October 6, 2017 has been revised:

- **Dealers may now use revised TSB NTB17-070 to resume repair of 2004-2006 model year vehicles.**

Please discard previous versions of this bulletin

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2004-14 Titan (A60)	126,728	NA	June 23, 2017	NO
MY2005-14 Frontier (D40)	300,003			
MY2005-14 Xterra (N50)	121,404			

******* Campaign Summary *******

Nissan is committed to customer satisfaction. Nissan is conducting a Voluntary Service Campaign to reprogram the Air Bag Control Unit (ACU) in 2004-2014 Titan, 2005-2014 Frontier, and 2005-2014 Xterra vehicles. The current ACU rollover-sensing calibration logic could allow for unintended curtain air bag deployment in rare instances occurring under certain unique driving scenarios, usually involving unpaved roads or off-road where one side of the vehicle is higher than the other. The ACU reprogramming will improve rollover-sensing calibration to address certain unique driving scenarios, and help prevent unintended curtain air bag deployment, while maintaining the design intent for deployment in rollover crashes.

Owners of affected vehicles began being notified beginning in June 2017 and were asked to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

******* What Dealers Should Do *******

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P7318**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB17-070 or NTB17-071** to correct any vehicles subject to this campaign.

- Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	Dealers will reprogram the air bag control unit (ACU) with updated software. <ul style="list-style-type: none"> Parts are only needed in the event of control unit failure during reprogramming
Repair	<ul style="list-style-type: none"> NTB17-070 or NTB17-071
Owner Notification	Nissan began notifying owners of all potentially affected vehicles in June 2017 via U.S. Mail.

******* Airbag Deployment Claims Information *******

If the vehicle has incurred an unintended curtain airbag deployment damage as a result of this campaign, repairs can be performed under the campaign. **However, preapproval is required** before initiating repairs.

- Contact the Warranty claims call center 1-800-258-7008 Option 7

Dealers will need to be prepared to provide the following information to the warranty claims call center for approval:

- Confirmation the vehicle was not involved in an accident, does not have exterior damage, or show signs of recent body repair that would have resulted in a rollover curtain airbag deployment.
 - Have pictures available if needed
- Confirmation that P7318 campaign is open on the VIN in question
- Confirmation that a rollover deployment code was stored in the Airbag Control Unit (ACU).

******* Dealer’s 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 service 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 voluntary service 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.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No, but it is important that all vehicles subject to this service campaign be remedied, when entering the service department for any reason. If customers call, encourage them to schedule an appointment at their earliest convenience.

Q. What is the reason for this Voluntary Service Campaign?

A. The current Air Bag Control Unit (ACU) rollover-sensing calibration logic could allow for unintended curtain air bag deployment in rare instances occurring under certain unique driving scenarios, usually involving unpaved roads or off-road where one side of the vehicle is higher than the other.

Q. What will be the corrective action?

A. Dealers will reprogram the Air Bag Control Unit (ACU) with updated software. The ACU reprogramming will improve rollover-sensing calibration to address certain unique driving scenarios, and help prevent unintended rollover curtain air bag deployment, while maintaining the design intent for deployment in rollover crashes.

Q. I have previously paid to replace the rollover curtain air bag in my vehicle because of unintended deployment and the repair was not covered by Nissan. Am I eligible for reimbursement?

A. If you have previously replaced the rollover curtain air bag in your vehicle because of unintended deployment and Nissan did not cover the repair, please visit www.NissanAssist.com, download the Reimbursement Claim Form, and follow the instructions on the website once you have gathered the following necessary documentation:

- Repair order(s)
- Proof of payment [may be on repair order(s)]
- Proof of vehicle ownership if repair is over \$1,000

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately two (2) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan began notifying owners of all potentially affected vehicles in **June 2017** via U.S. Mail.

Q. Are parts readily available?

A. Dealers will reprogram the Air Bag Control Unit (ACU) with updated software. Parts should not be necessary for this remedy.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Rental is available for this campaign, upon customer request, if the reprogramming cannot be successfully performed.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. Customers should avoid driving off-road until the Air Bag Control Unit software can be updated in their vehicle.

Q. Is there any charge for the repair?

A. No, the remedy 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 voluntary service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2004-2014 Nissan Titan, 2005-2014 Nissan Frontier, and 2005-2014 Xterra vehicles within a specific production range are affected.

Q. How many vehicles are involved in the service campaign?

A. Affected vehicle counts are:

<u>Country</u>	<u>Titan (A60)</u>	<u>Frontier (D40)</u>	<u>Xterra (N50)</u>	<u>Total</u>
CANADA	19,377	16,240	9,149	44,766
USA	126,308	296,151	120,755	543,214
GUAM	123	1,029	217	1,369
PUERTO RICO	241	2,704	391	3,336
Other U.S. Territories	56	149	41	246
Total	146,105	316,273	130,553	592,931

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2004-14 Nissan Titan (A60)	<ul style="list-style-type: none"> Produced in Canton, MS between July 23, 2003 and August 30, 2014
MY2005-14 Nissan Frontier (D40)	<ul style="list-style-type: none"> Produced in Canton, MS between September 27, 2012 and August 7, 2014 Produced in Smyrna, TN between August 2, 2004 and August 24, 2012
MY2005-14 Nissan X-Terra (N50)	<ul style="list-style-type: none"> Produced in Canton, MS between September 26, 2012 and August 7, 2014 Produced in Smyrna, TN between September 30, 2004 and August 24, 2012

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

A. No.