



Innovation  
that excites

# QUALITY ACTION

## CAMPAIGN BULLETIN

### Driver Air Bag Inflator Field Quality Parts Collection Initiative **Update**

Reference: PC582 & PC583

Date: April 6, 2018

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Campaign ID:	Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Expiration Date:	Stop Sale In Effect:
PC582	MY2012-13 NV Van (F80) - ZONE A	11,338	NA	March 14, 2018	<b>NO</b>
PC583	MY2012-13 NV Van (F80) - ZONE C	9,208			

#### \*\*\*\*\* Collection Initiative Summary \*\*\*\*\*

Nissan launched a special parts collection activity on September 15, 2017 to replace the driver Takata air bag inflators free of charge on specific MY2012 and MY2013 NV Van (F80) vehicles registered in the following states:

- **Zone A:** Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, and Texas
- **Zone C:** 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

These vehicles were selected based on geographic location and **are not subject to a recall.**

Nissan has collected a sufficient number of parts for this particular zone and will now close the initiative. **Nissan wants to inform dealers that PC582 & PC583 will conclude on April 30, 2018.** Service Comm was deactivated on March 14, 2018. The parts collection initiative will continue until April 30, 2018 in order to allow dealers sufficient time to complete any **previously** scheduled repairs.

#### \*\*\*\*\* What Dealers Should Do\*\*\*\*\*

1. Service Comm was deactivated for campaign ID PC582 & PC583 on any unrepaired VINs on **March 14, 2018**. Dealers should complete **previously** scheduled appointments at this time.
2. Dealers should submit any open claims for this collection activity by **April 30, 2018**.
3. Dealers may continue to use **NTB17-102** to service any **previously** scheduled vehicles subject to this activity until **April 30, 2018**.

**PLEASE NOTE:** The return process for this collection activity is **different than the normal Takata parts return process (NTB17-102, page 11-17).**

- **Used Inflators for this activity are being returned via Fed-Ex** (not XPO/Stericycle)

- **Do not collect 100 parts prior to shipment.** When the shipment is ready, you may call for a FedEx Ground pick-up using the number listed for business locations (800-463-3339), or, if you receive regular pick-ups, give the package to your FedEx Ground Driver.
- **Please remember to use the Orange label and attach to the side of each box** as per the instructions
- **Please remember to use the FedEx Ground Package Return Program (PRP) shipping label** as per the instructions
  - 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.

If any of the packaging is damaged, or you have any questions, please call 210-250-5079 or send an email to [FieldAction.14305@menloworldwide.com](mailto:FieldAction.14305@menloworldwide.com).

**\*\*\*\*\* Unused Part Return Information \*\*\*\*\***

Nissan will allow dealers to return any of the following part to facing PDCs (using an "I" code) until **June 6, 2018**.

- 98560-1PA8A

Parts returned by June 6, 2018 will not affect a dealer's parts accrual credit. Parts returned after this date may be subject to using a dealer's parts return accrual.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION