



SERVICE BULLETIN

Classification: RS18-003a	Reference: NTB19-025a	Date: March 22, 2019
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TAKATA INFLATOR FIELD QUALITY PARTS COLLECTION INITIATIVE 2009-2010 370Z

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

CAMPAIGN ID #: P8309, P8310
APPLIED VEHICLES: 2009-2010 370Z Coupe (Z34)
 2010 370Z Roadster (Z34)

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

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

INTRODUCTION

Nissan is conducting this Takata Inflator Field Quality Parts Collection Initiative to replace the passenger side air bag inflator on certain pre-selected 2009-2010 370Z vehicles in the states of Florida, Georgia and New York. This service will be performed at no charge to the customer for parts or labor.

Collected parts will be sent to TK Services for analysis. TK Services has issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this initiative. TK Services' 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 P8309 and P8310. 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 TOOLS

Air Bag Module Support (J-51315-KIT)

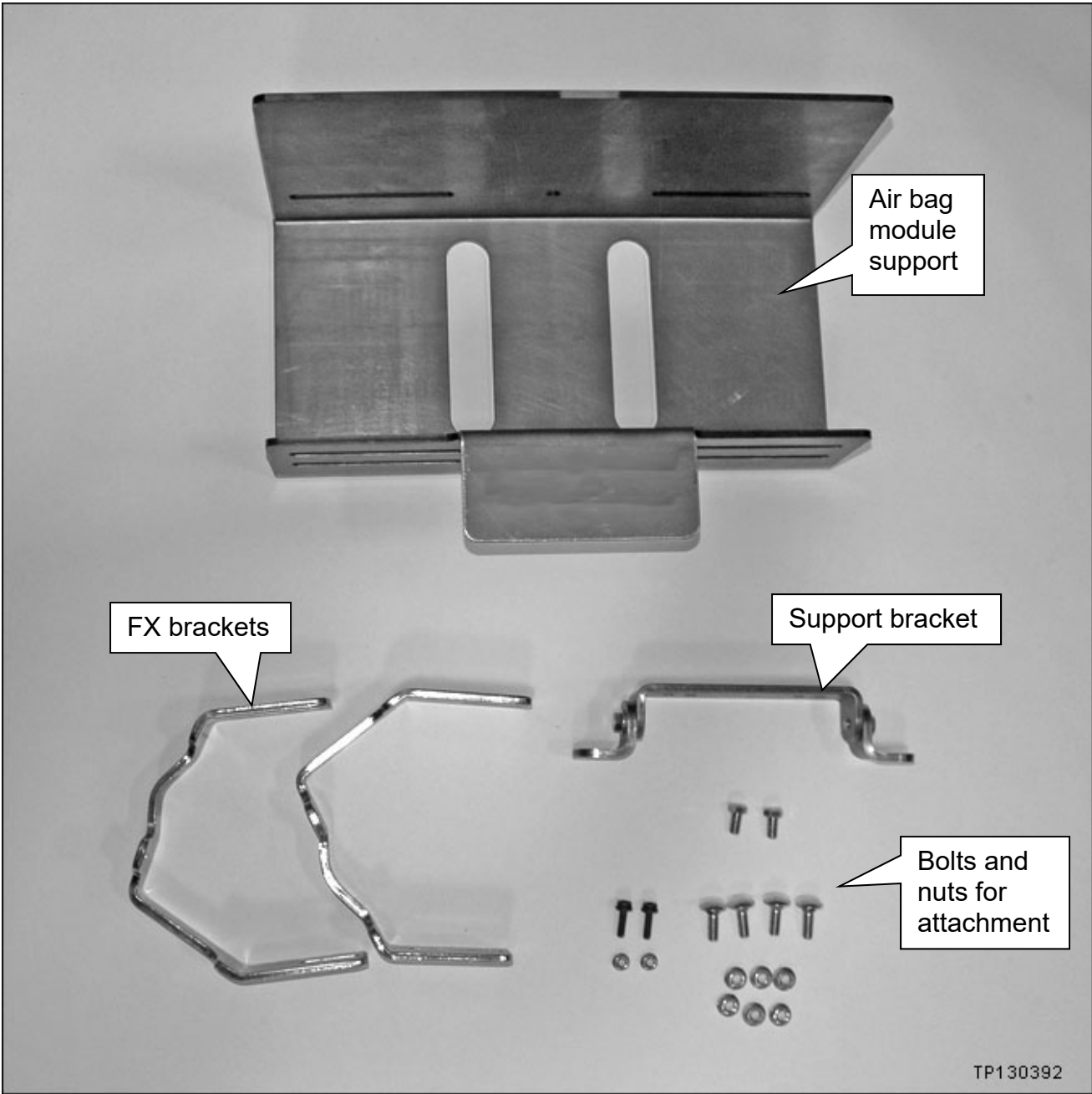


Figure A

REQUIRED SPECIAL TOOLS continued

Quick Scan Tool (J-52352)

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



Figure B

SERVICE PROCEDURE

Register the New Inflator

1. Obtain a new inflator from your parts department.
 - The new inflator is listed in the Parts Information section on page 3 of this bulletin.

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

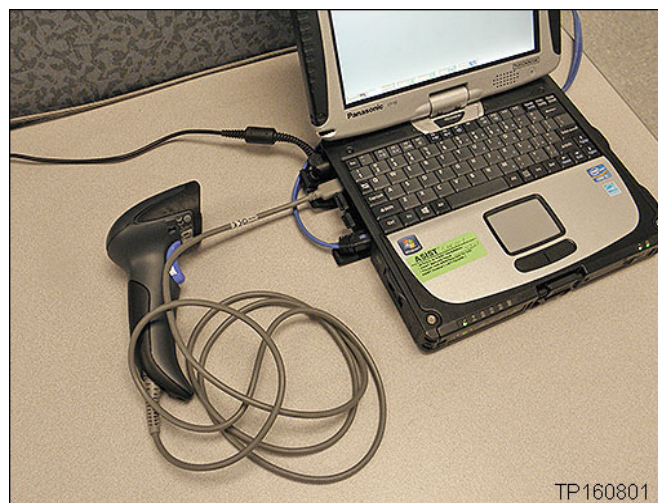


Figure 1

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

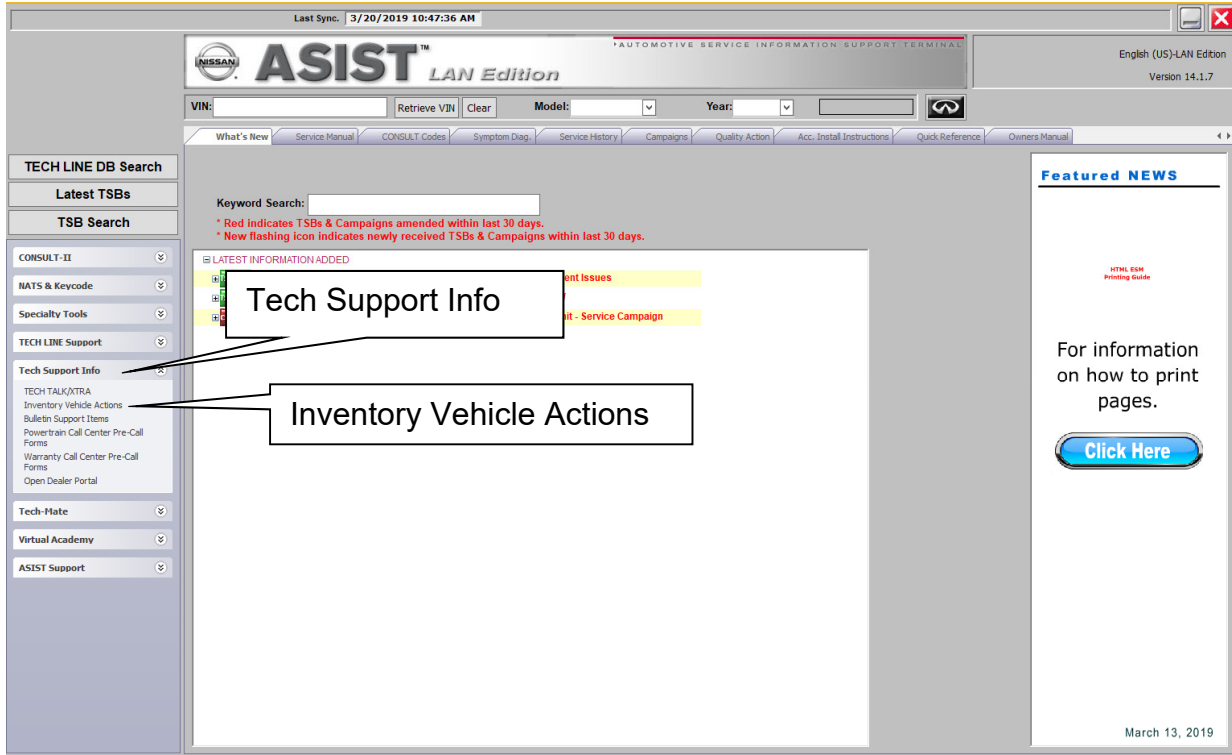


Figure 2

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

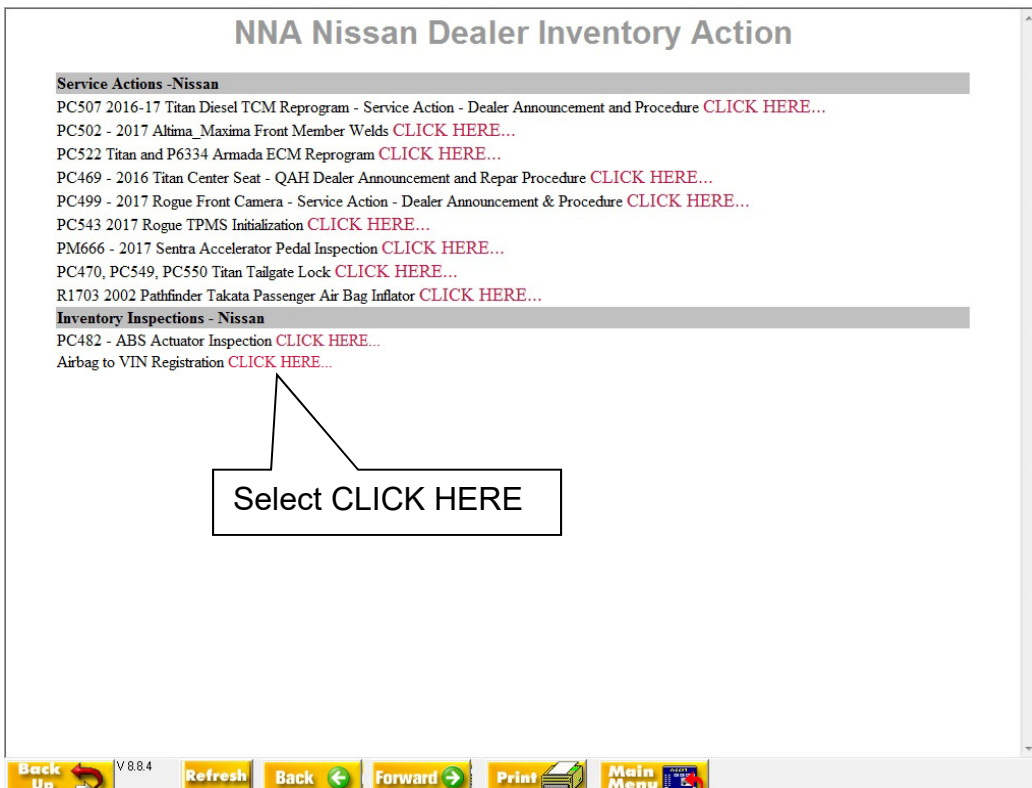


Figure 3

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 4

- The VIN will automatically populate (see Figure 5).
- If needed, the 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

Step 7; see the next page.
(Select submit after both fields are populated).

Figure 5

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

- The serial number will automatically populate (see Figure 5 on the previous page).

NOTE: DO NOT scan the part number label.



Figure 6

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

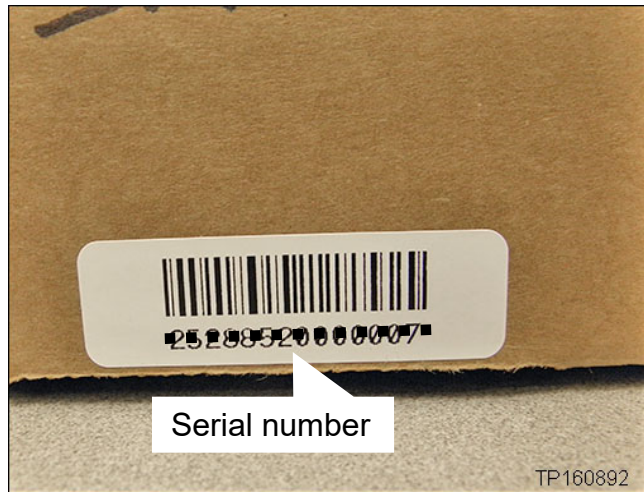


Figure 7

7. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).

Inflator replacement

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

8. 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.	

9. Turn the ignition OFF.

10. Disconnect both battery cables, negative cable first.

- For the procedure to disconnect the battery refer to the ESM: **ELECTRICAL & POWER CONTROL > PG – POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > REMOVAL AND INSTALLATION > BATTERY.**

11. Wait at least 3 minutes.

12. Remove the passenger air bag module (module) from the vehicle.

- For module removal refer to the ESM: **SR – SRS AIRBAG**

13. Set the module in a clean working area.

14. Securely mount the air bag module support (support) in a vice (see Figure 8).

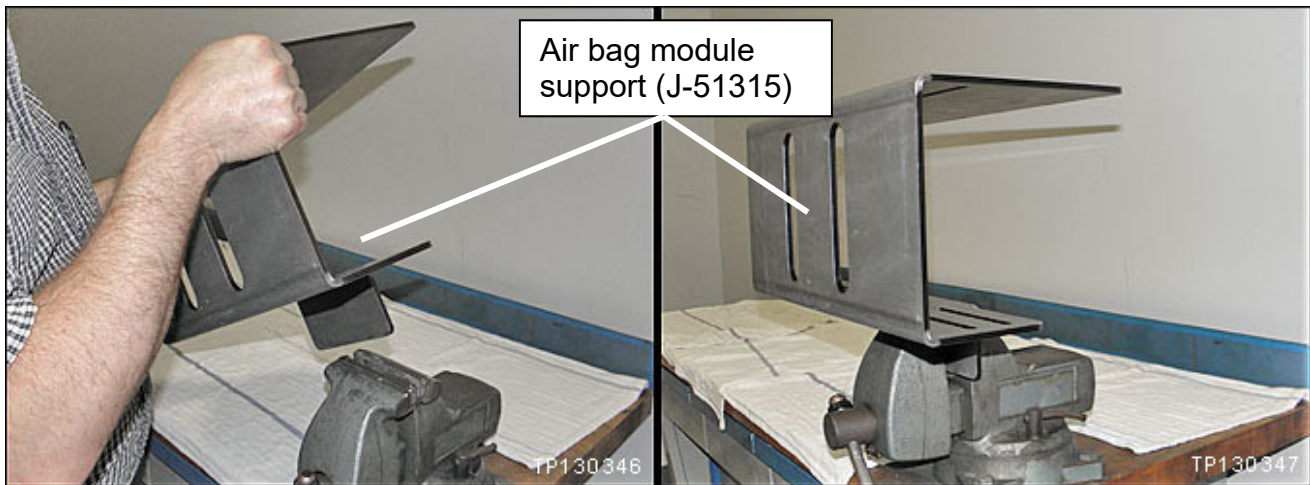


Figure 8

WARNING:

- Work from behind and to the sides of the support.
- Wear safety glasses while performing inflator replacement.

15. Attach the FX brackets to the support as shown.

- Make sure the convex parts of the brackets are in the UP position.
- Use bolts and nuts supplied with the support.
- Leave the bolts/nuts slightly loose to allow for positioning of the module.

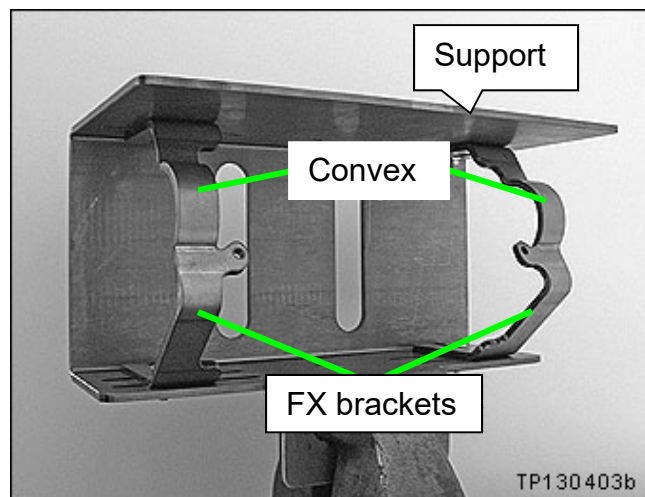


Figure 9

16. Attach the module to the FX brackets in the support as shown.

- Use bolts and nuts supplied with the support.
- Make sure the arrow on the bag is pointing up.

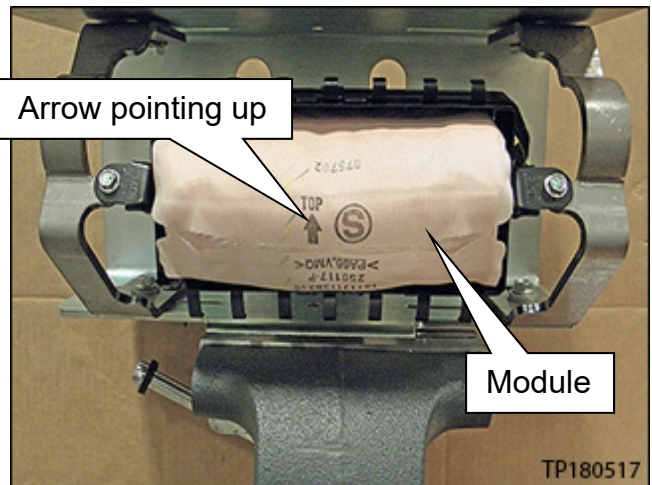


Figure 10

17. Make sure the module is centered in the support.

NOTE: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

18. Tighten all of the mounting bolts and nuts that hold the module and brackets to the support.

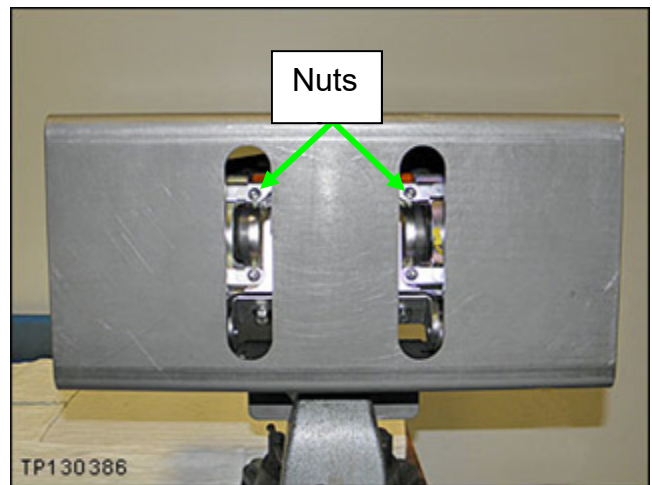


Figure 11

WARNING: Work from behind and to the sides of the support.

19. Detach the yellow harness connector from the air bag module.

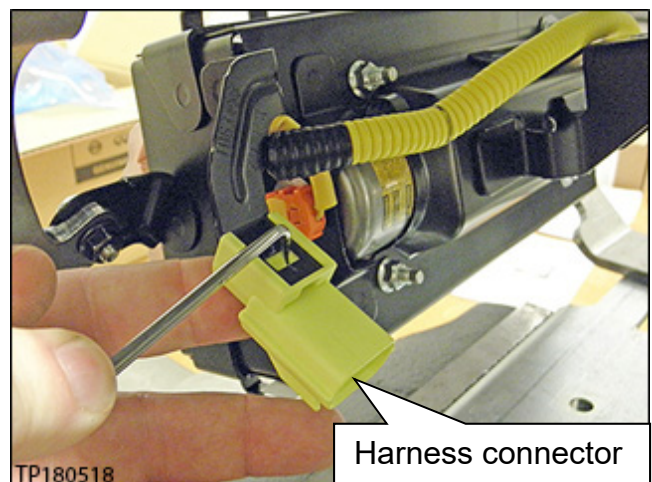


Figure 12

20. Disconnect the harness connectors from both ends of the inflator and remove the inflator harness as follows:

- a. Gently lift the yellow lock tabs away from the the harness connectors (left side orange, right side black).
- b. Unplug the harness connectors from inflator.
- c. Detach the harness from the two harness supports, and then remove the harness.

- Use an appropriate tool.

NOTE: This harness will be reused.

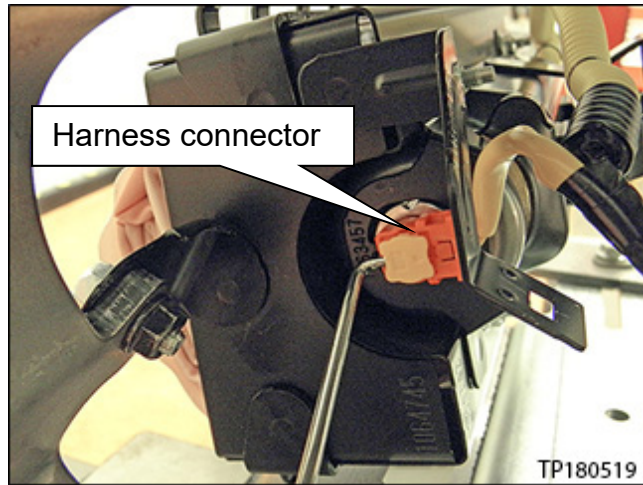


Figure 13

21. Remove the 4 nuts from the module that hold the inflator in place (see Figure 15).

- Use a ratchet and extension.

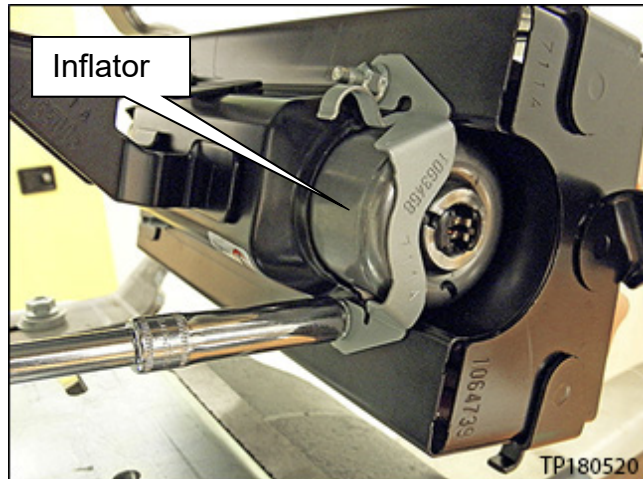


Figure 14

- Remove all 4 nuts.

NOTE: These nuts will not be reused.

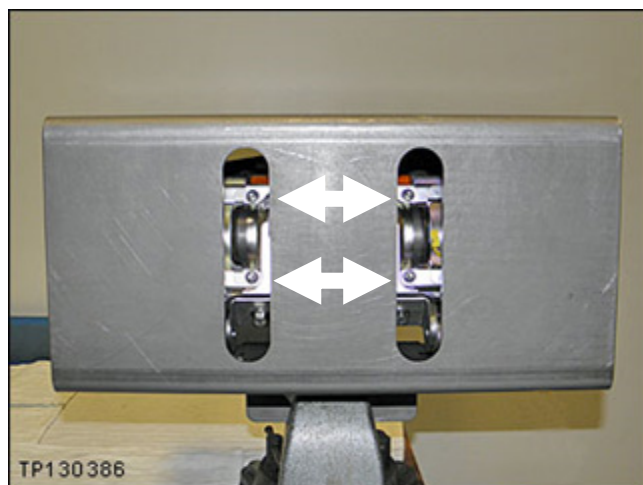


Figure 15

22. Remove the inflator stopper.

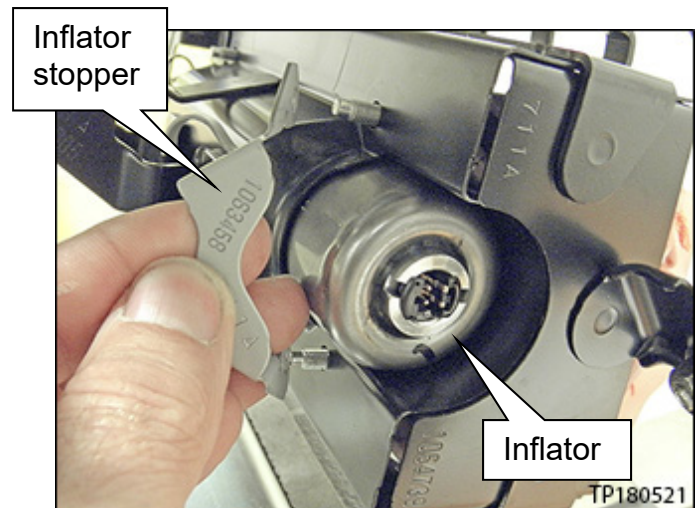


Figure 16

23. Pull the inflator completely out of the module from the right side.

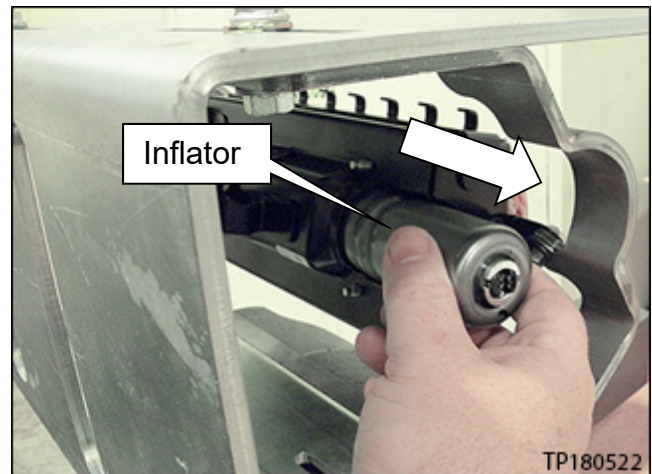


Figure 17

24. Set the old inflator in a clean working area and make sure it does not roll and fall to the floor.

NOTE:

- Follow the return instructions provided by TK Services on page 19.

25. Remove the **new** inflator from the box.

26. Slide the new inflator into the module from the right side.

IMPORTANT: Insert the inflator with the yellow label on the left side.

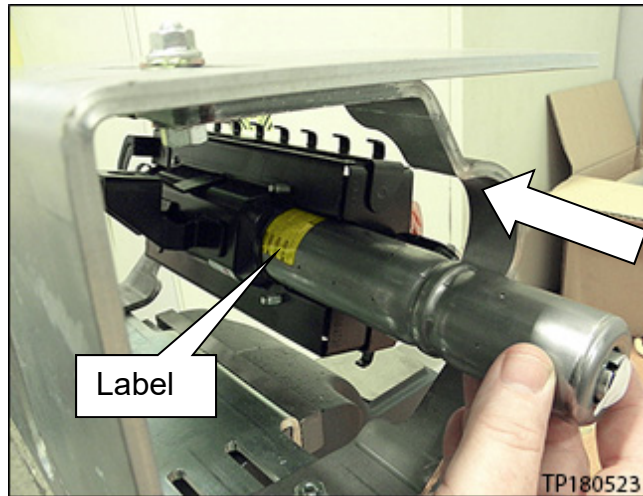


Figure 18

27. Make sure the inflator is positioned / oriented correctly as shown.

- The flat side of the inflator end (on the left side) must align with the flat side of the inflator housing.

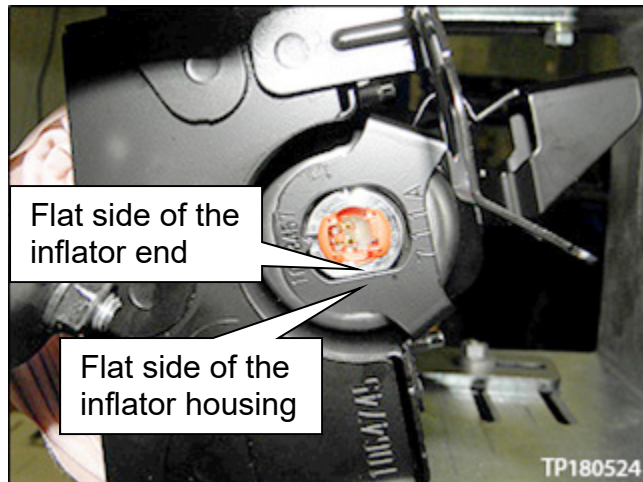


Figure 19

28. Install the inflator stopper and 4 inflator securing nuts finger tight (see Figure 20).

- Make sure to **use new nuts**.
- The new nuts are included with the inflator kit.

29. Make sure the inflator is pushed all the way into its housing – no gap on the left side (see Figure 20).

30. Make sure there is no gap between the inflator stopper and the inflator on the right side (see Figure 20).

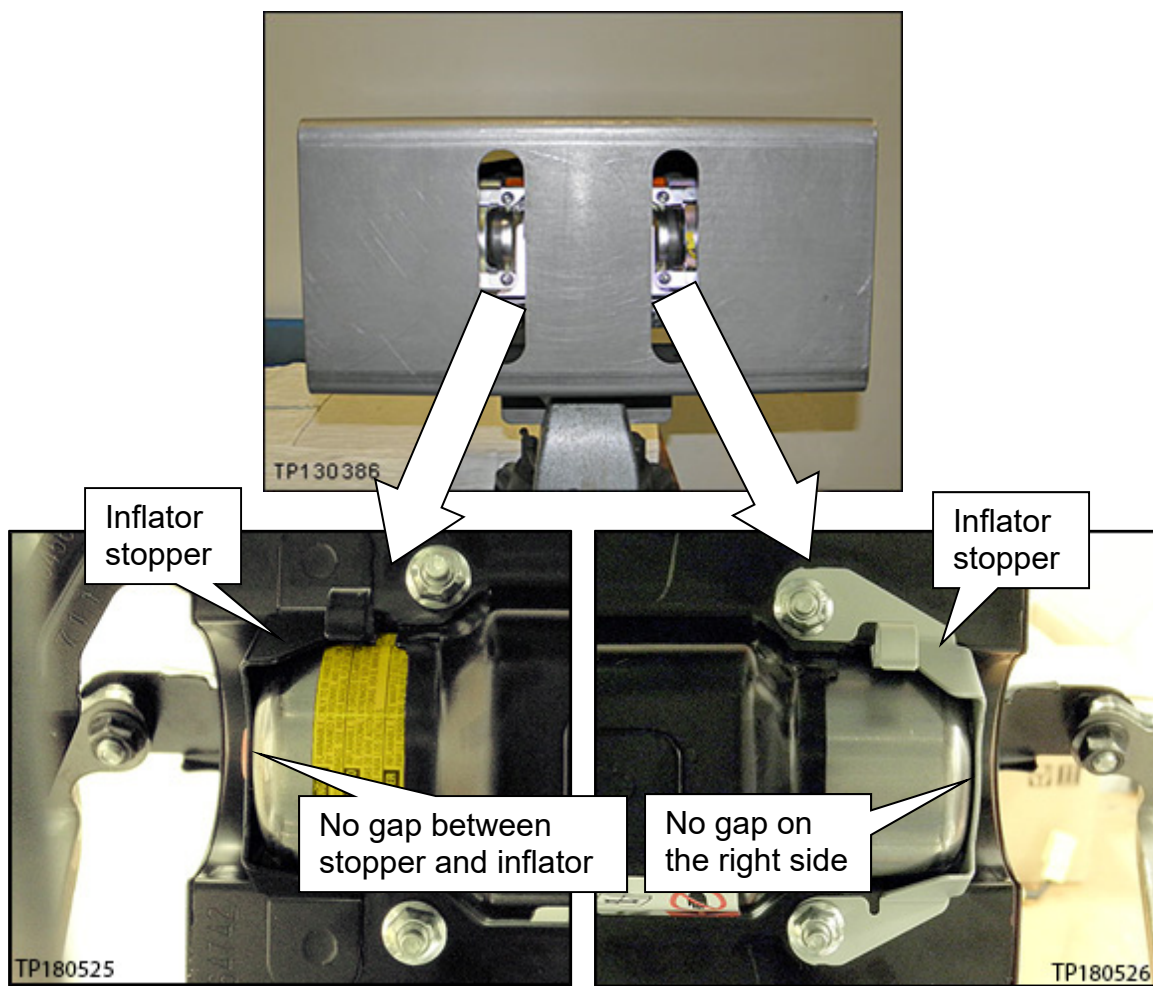


Figure 20

31. Torque the 4 inflator securing nuts.

- Torque nuts to:
3.9 N•m (0.39 kg-m, **34 in-lb.**)
- **Torque in the order shown.**

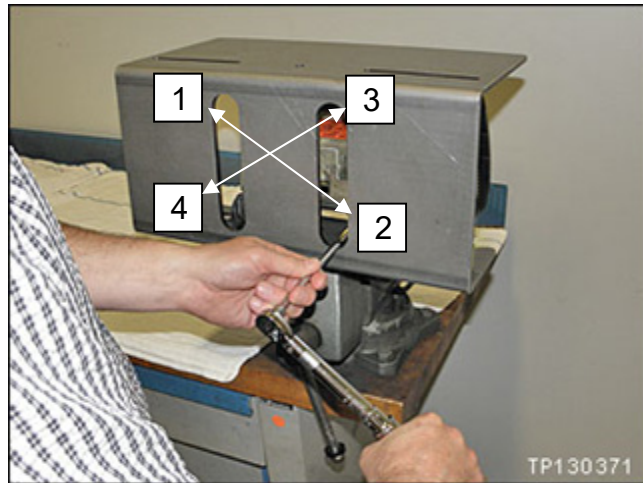


Figure 21

IMPORTANT:

- In the next step you will be attaching the original harness to the new inflator.
- **Make sure to attach the connectors to the correct ends of the inflator (see Figure 22).**
 - Left / Right orientation is as shown in Figure 22.

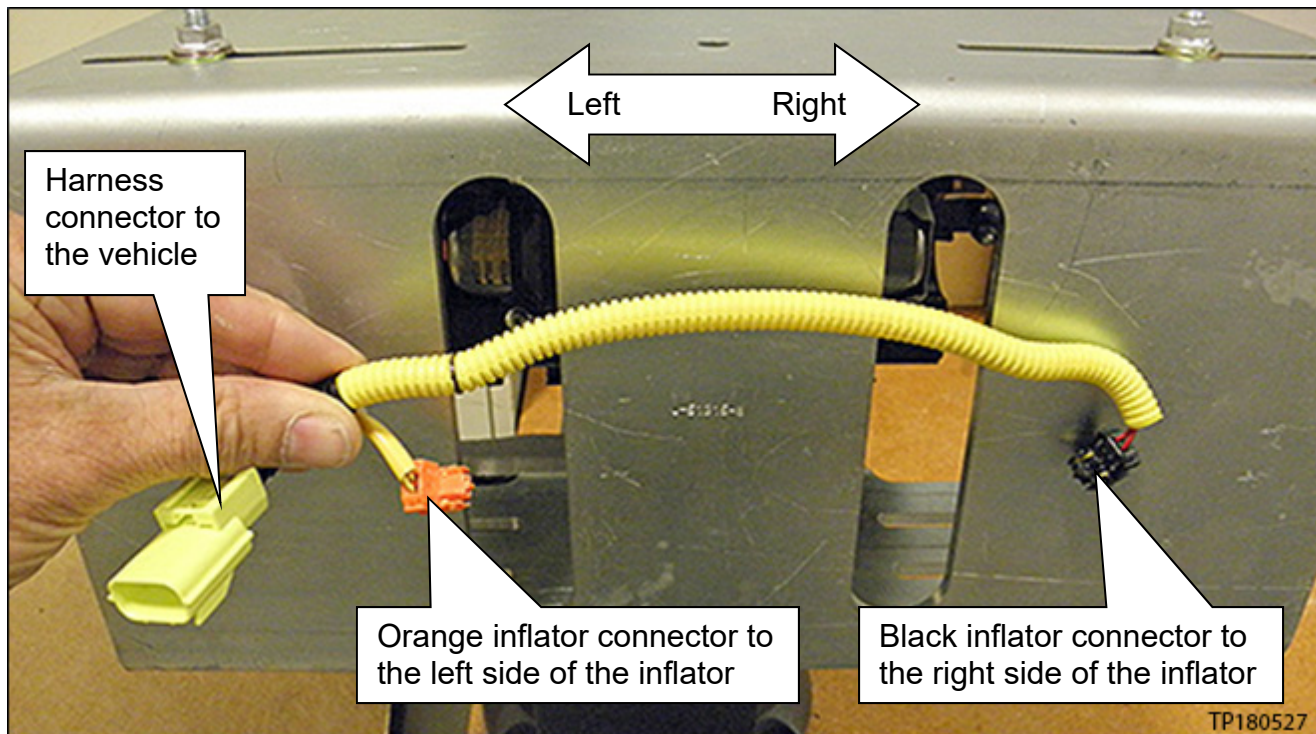


Figure 22

32. Attach the harness to each end of the inflator.

- Remove the dust proof stickers covering the ends of the inflator.
- Make sure to attach the correct ends (see Figure 22 on the previous page).

NOTE: The Inflator ends are the same color as the corresponding harness connector.

- Refer to Figures 22 and 23.

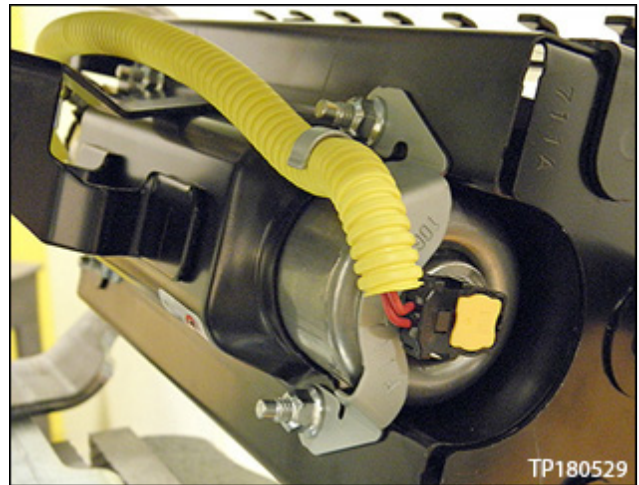
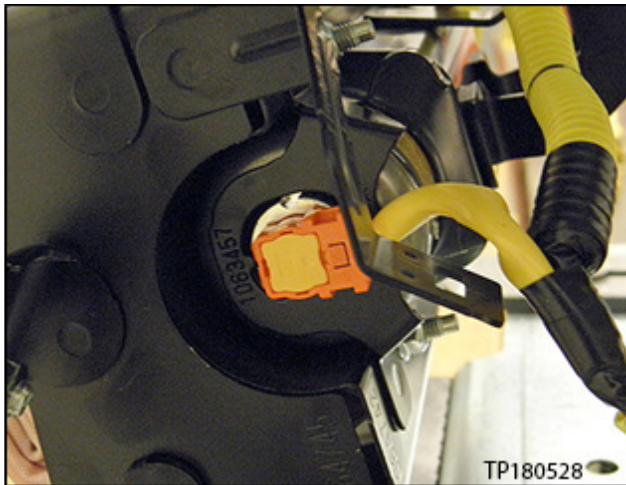


Figure 23

33. Remove the module from the support and set it on a clean working area.

34. Clip the harness into the harness guides, and re-attach the yellow harness connector to the air bag module.

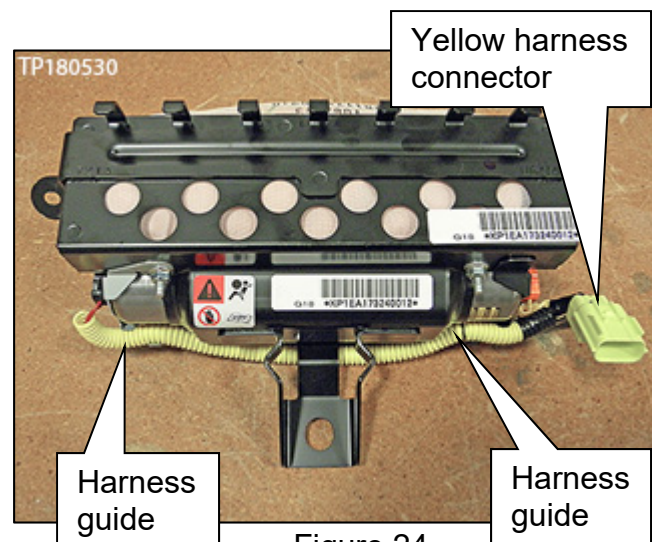


Figure 24

35. Reinstall the module into the vehicle in the reverse order of removal.
- Make sure to use the new “one time use” module mounting bolt included with the harness kit.

36. Re-connect both battery cables – positive cable first.

37. Reset/reinitialize systems as needed.

- Refer to the ESM, section **GI – General Information**, for a listing of systems that require reset/initialization after reconnecting the 12V battery.
- Look in the GI section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
- This list often includes items such as radio, power windows, clock, etc.

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

- The light should illuminate for 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 campaign. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

39. **Return the removed (old / non-deployed) inflator in the box that the new inflator arrived in.**

- **Follow the return instructions provided by TK Services on page 19.**

PARTS INFORMATION

YEAR AND MODEL	DESCRIPTION	PART NUMBER	QUANTITY
2009-2010 370Z	Passenger Side Air Bag Inflator (3)	98561-1EA0A	1
	Oil Filter	15208-65F0E	1
	Drain Plug Washer	11026-JA00A	1
	Nissan Ester Engine Oil (1)	999MP-5W30EP (1 quart bottle)	As needed (2)

- (1) Order this item 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
- (2) Change oil per the ESM instructions. Up to 6 quarts can be claimed.
- (3) See Figure 25 for included hardware.

NOTE:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions provided by TK Services on page 19.



Figure 25

CLAIMS INFORMATION

NOTE: Use Service COMM and the VIN to confirm the correct campaign ID number for a given vehicle. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

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

370Z Coupe and 2010 370Z Roadster in the states of Florida and Georgia Only

CM I.D.	DESCRIPTION	OP CODE	FRT
P8309	Remove and Install Passenger Side Aig Bag Inflator	P83090	0.6 hrs.
P8309	Remove and Install Passenger Side Air Bag Inflator, Oil Filter, and Oil	P83091	0.9 hrs.

370Z Coupe and 2010 370Z Roadster in the state of New York Only

CM I.D.	DESCRIPTION	OP CODE	FRT
P8310	Remove and Install Passenger Side Aig Bag Inflator	P83100	0.6 hrs.
P8310	Remove and Install Passenger Side Aig Bag Inflator, Oil Filter, and Oil	P83101	0.9 hrs.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 21, 2019	NTB19-025	Original bulletin published
March 22, 2019	NTB19-025a	Claims information correction.

RETURN INSTRUCTIONS

Return Documents (pages 19 – 25)

370Z 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: - Tel #: 210-250-5079
E-Mail: SCFieldaction.14305@xpo.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)

- 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.
- When the shipment is ready, 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.

Cautions:

- Remove or blackout any old shipping labels or barcodes (not "hazard" marks or labeling).
- Take care not to cover any portion of the Class 9 label, proper shipping name, UN number, or UN box specifications.
- 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

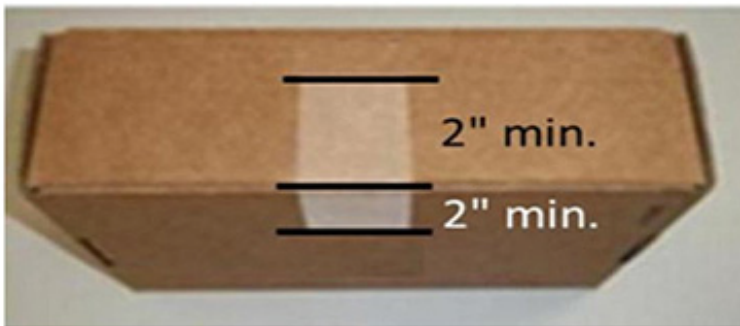
- Confirm box is in acceptable condition. If a new box is needed Contact: Tel # 210-250-5079
Or E-Mail: SCFieldaction.14305@xpo.com

- Place the un-deployed air bag inflator in the "cradle" of the box insert.



Closure Instructions

- 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	Receipt	Shipper Number
7154379 09051744	7154379 09051744	7154379

FedEx Ground® Package Returns Program

From:

From: _____

Address: _____

City: _____ State/Prov: _____

ZIP/Postal: _____ RMA# _____

Turn Over for Instructions
HAZMAT

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

(9612300) 7154379 09051744

15 digit tracking ID



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 out 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 of the inflator return box.



Place plastic pouch on the bottom of the box.

EXAMPLE

TP130388

Apply to box

Package Return Program – Hazardous Materials Certification					
Number and Type Packaging			UNID	DOT Shipping Name of Material	Label Type/Other information
1 Fiberboard Box			UN3268	Air bag inflator	Class 9 EX#2001030034

FedEx

Package Return Program – Hazardous Materials Certification					
Pick Up Location Company Address City, State ZIP			Approved PFP Shipper Name Account # Emergency Contact Number		
CCN# Fill in here: CCN780061			TK Holdings CCN21726 7154379 1-800-424-9300		
Number and Type Packaging			UNID	DOT Shipping Name of Material	Label Type/Other information
1 Fiberboard Box			UN3268	Air bag inflator	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: <u>Harry Glen Pardon</u> Date: _____					

Customer

Package Return Program – Hazardous Materials Certification					
Pick Up Location Company Address City, State ZIP			Approved PFP Shipper Name Account # Emergency Contact Number		
CCN# Fill in here: CCN780061			TK Holdings CCN21726 7154379 1-800-424-9300		
Number and Type Packaging			UNID	DOT Shipping Name of Material	Label Type/Other information
1 Fiberboard Box			UN3268	Air bag inflator	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: <u>Harry Glen Pardon</u> Date: _____					

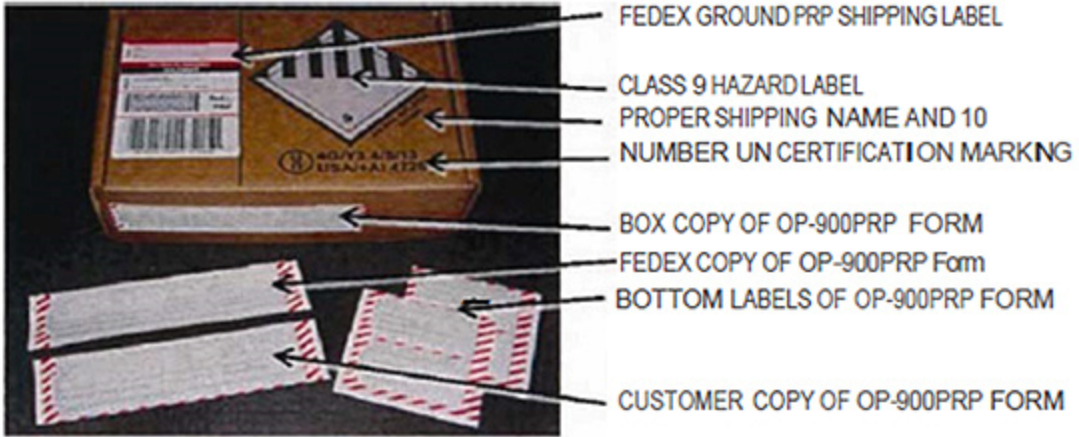
Account Number	Emergency Contact Number	Shipper Name
7154379	1-800-424-9300	TK Holdings CCN21726
Hazardous Materials Description and Quantity		
1 Fiberboard Box UN3268, Air bag inflator, Class 9, III, 5 lbs. Class 9 EX#2001030034		

Account Number	Emergency Contact Number	Shipper Name
7154379	1-800-424-9300	TK Holdings CCN21726
Hazardous Materials Description and Quantity		
1 Fiberboard Box UN3268, Air bag inflator, Class 9, III, 5 lbs. Class 9 EX#2001030034		

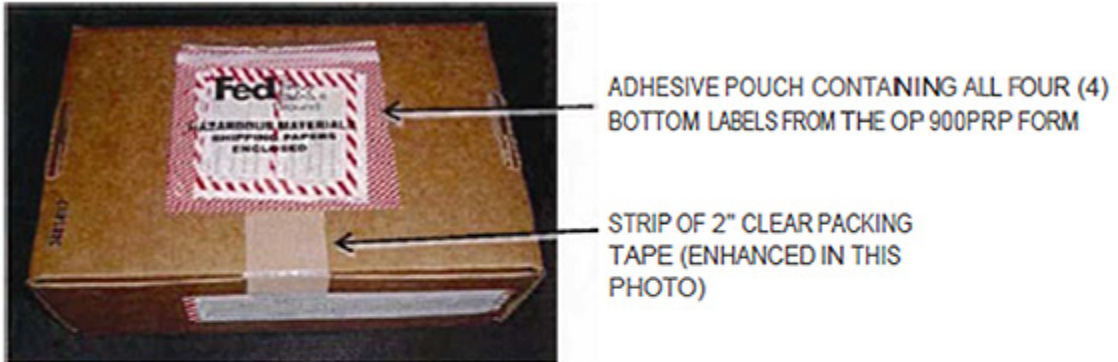
Account Number	Emergency Contact Number	Shipper Name
7154379	1-800-424-9300	TK Holdings CCN21726
Hazardous Materials Description and Quantity		
1 Fiberboard Box UN3268, Air bag inflator, Class 9, III, 5 lbs. Class 9 EX#2001030034		

Account Number	Emergency Contact Number	Shipper Name
7154379	1-800-424-9300	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 and of the packaging is damaged, or if you have any questions, please call telephone number 210-250-5079.

or

By email: SCFieldaction.14305@xpo.com