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# QUALITY ACTION

# CAMPAIGN BULLETIN

## Driver and Passenger Air Bag Inflator Field Quality Parts Collection Initiative

Reference: P8309 & P8310

Date: March 22, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE March 22, 2019**  
Please discard earlier versions of this bulletin.

**The announcement from August 3, 2018 has been revised to include:**

- o This collection initiative has been expanded to include certain MY2009-10 370Z (Z34) vehicles in Zone A (Florida and Georgia) and Zone C (New York)

| Campaign ID: | Potentially Eligible Models/Years: | Eligible Population: | Dealer Inventory: | SERVICE COMM Activation Date: | Stop Sale In Effect: |
|--------------|------------------------------------|----------------------|-------------------|-------------------------------|----------------------|
| P8309        | MY2009-10 370Z (Z34) - ZONE A      | 3,679*               | NA                | August 3, 2018                | NO                   |
|              | MY2009-10 cube (Z12) - ZONE A      | 2,659                |                   | March 22, 2019                |                      |
| P8310        | MY2009-10 cube (Z12) - ZONE C      | 1,081*               |                   | August 3, 2018                |                      |
|              | MY2009-10 370Z (Z34) - ZONE C      | 550                  |                   | March 22, 2019                |                      |

**\*Eligible Population for cube has been updated to reflect current available customers in these states.**

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

Nissan is conducting a special parts collection activity to replace the driver side air bag inflators on specific MY2009 and MY2010 cube (Z12) and passenger side air bag inflators on specific MY 2009 and MY2010 370Z (Z34) **free of charge** vehicles registered in the following states:

- **Zone A:** Florida and Georgia
- **Zone C:** New York

These vehicles were selected based on geographic location and **are not subject to a recall.** Instead, Nissan wishes to collect and examine approximately three-hundred (300) air bag inflators from Zone A and one-hundred (100) from Zone C. This activity is being proactively undertaken by Nissan in coordination with National Highway Traffic Safety Administration (NHTSA).

Nissan will be notifying owners asking them to participate in this important parts collection activity. **As an incentive for participation, Nissan is offering a complimentary oil change for participating customers.**

**NOTE: Customers should be informed that this parts collection activity is time-limited.** Once a sufficient number of in-use inflators has been collected, this activity will end.

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

1. Florida, Georgia, and New York dealers should verify if vehicles are eligible for this parts collection activity using Service Comm or DBS National Service History – Open Campaign.

**Campaign ID:**

- **P8309 - Zone A:** Florida and Georgia
- **P8310 - Zone C:** New York

**NOTE: These activities are zone/state-specific** and limited to vehicles currently registered and located in the designated states. Dealers located in other States **should not** service any vehicles; even if listed in Service Comm/DBS National Service History – Open Campaign.

2. Dealers should use **NTB18-053** to service any **cube** vehicles subject to this activity. **NTB19-025** should be used to service any **370Z** vehicles subject to this activity.
3. The service department should submit the applicable warranty claim for the action(s) performed so the campaign can be closed on Service Comm and release the vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

|                           |  |
|---------------------------|--|
| <b>Parts</b>              | <ul style="list-style-type: none"> <li>• Air bag inflators are currently on parts restriction:             <ul style="list-style-type: none"> <li>○ cube (driver) - 98560-3VY8A</li> <li>○ 370Z (passenger) – 98561-1EA0A</li> </ul> </li> <li>• Nissan has developed an automatic parts shipment to provide each eligible dealer with two (2) parts each.             <ul style="list-style-type: none"> <li>○ cube parts began arriving at dealerships on <b>August 7, 2018</b></li> <li>○ 370Z parts will begin to arrive at dealerships by <b>March 22, 2019</b></li> </ul> </li> <li>• Dealers may place an SVC order on DBS to obtain additional parts as needed for retail customers.</li> <li>• <b>Do not order parts for this activity until you have depleted your parts inventory and have additional customers scheduled. Nissan is collecting a small quantity of these parts and will collect all unused parts at the end of this activity.</b></li> <li>• Nissan recommends service appointments be made for at least 7 days from parts order acknowledgement.</li> </ul> |
| <b>Special Tool</b>       | <ul style="list-style-type: none"> <li>• <b>J-52352</b> – USB Bar Code Scanner</li> <li>• Dealers have already been sent this special tool. Additional tools are available via TechMate @ 1-800-662-2001</li> </ul>  |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li>• <b>NTB18-053 – cube</b></li> <li>• <b>NTB19-025 – 370Z</b></li> </ul>   |
| <b>Owner Notification</b> | Nissan began notifying owners of eligible cube vehicles in <b>August 2018</b> . Eligible 370Z owners will be notified in <b>March 2019</b> .   |

**Frequently Asked Questions (FAQ):**

**Q. Is this a safety recall?**

A. No.

**Q. What is the reason for this parts collection activity?**

A. Nissan has pre-selected some vehicles in order to examine the driver side air bag inflators installed in 2009-2010 cube vehicles and the passenger air bag inflators installed in 2009-2010 370Z vehicles registered in specific states. These vehicles were selected based on geographic location and **are not subject to a recall. Instead,** Nissan wishes to examine three-hundred (300) air bag inflators from Zone A and one-hundred (100) from Zone C in coordination with National Highway Traffic Safety Administration (NHTSA).

**Q. Do these air bags have the same problem as the other recalled Takata air bags?**

A. Nissan is not aware of any defect in the vehicles subject to this parts collection activity. Nissan is collecting the subject inflators in order to examine them in coordination with the National Highway Traffic Safety Administration (NHTSA).

**Q. Why is Nissan conducting a part collection if there isn't a problem with the air bags?**

A. The National Highway Traffic Safety Administration (NHTSA) has asked Nissan and other automobile manufacturers to help with an activity to examine certain airbag inflators.

**Q. How many vehicles are eligible?**

A. Pre-selected 2009-2010 cube and 370Z vehicles currently registered in Florida, Georgia and New York are eligible. Dealers will invite eligible vehicle owners to participate. Dealers should advise customers that this parts collection activity is time-limited. Once a sufficient number of in-use inflators has been collected, this activity will end. Dealers are recommended to only schedule appointments up to two (2) weeks in advance to avoid customer dissatisfaction should the activity end before a customer's scheduled appointment. Dealers may offer a complimentary oil and filter change for participation in this activity.

Dealers will be notified in advance of when we intend to shut down each collection activity to enable dealers to communicate with their customers as necessary and complete previously scheduled appointments.

**Q. Why are these activities limited to certain dealers?**

A. Nissan has pre-selected some vehicles for this activity based on geographic location and provided a unique list of VINs that are included in a dealers assigned customer base.

**Q. How long will the inflator recovery and replacement take?**

A. This free service should take up to one (1) hour to complete. The complimentary oil change may take additional time. Owners have been advised to call ahead for an appointment.

**Q. When will vehicle owners be notified?**

A. Nissan began notifying owners of eligible cube vehicles in **August 2018**. Eligible 370Z owners will be notified in **March 2019**.

**Q. Are parts readily available?**

A. Yes. Dealers with eligible customers will receive an automatic parts shipment to provide each dealer with two (2) parts each. cube parts began arriving at dealerships on August 7, 2018. 370Z parts will begin to arrive at dealerships by **March 22, 2019**. Dealers may place an SVC order on DBS to obtain parts as needed for retail customers.

**Q. Is there any charge for the repair?**

A. No, the repair will be performed for the customer free of charge for parts and labor. Customers will also be eligible for a free oil change for completing this activity.

**Note:** Dealers must perform the oil change at the time of the inflator replacement in order to claim the oil change as part of the parts collection activity warranty claim.

**Q. Are the subject vehicles safe to drive?**

A. Yes, this is not a safety recall.

**Q. What happens if this activity ends before the parts in my vehicle can be collected?**

A. Nissan plans to end this activity once Nissan obtains the desired quantity of inflators from each geographic area and model/model year. You may continue to operate your vehicle normally and owner participation in this activity is optional.

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

A. Nissan encourages dealers to schedule appointments for customers eligible for this activity and order parts in advance of customer appointments in order to minimize the need for rental expense. Should parts not be immediately available, rental is available under the collection activity:

| <b>EXPENSE CODE</b>  | <b>DESCRIPTION</b>    |                   |
|--|-----------------------|-------------------|
| <b>502</b>   | <b>Rental Expense</b> | <b>\$80 (Max)</b> |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WIB17-011 for additional information on application of rental reimbursement. |                       |                   |

**Q. What model year vehicles are involved?**

A. Certain 2009-2010 cube and 370Z vehicles currently registered in Florida, Georgia and New York are eligible.

**Q. Are you conducting this activity on any other Nissan (or Infiniti) models?**

A. No.

**Revision History:**

| <b>Date</b>    | <b>Announcement</b> | <b>Purpose</b>                                       |
|----------------|---------------------|--|
| August 3, 2018 | Original Document   | Launched Healthy Parts Collection for cube           |
| March 22, 2019 | REVISION 1          | Added 370Z to the population for Collection Activity |