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# QUALITY ACTION

# CAMPAIGN BULLETIN

Driver Airbag Module  
Field Quality Parts Collection Initiative

Reference: PC711  
Date: December 5, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE December 5, 2019**  
Please discard earlier versions of this bulletin

**The announcement from September 6, 2019 has been revised to include:**

- The part number listed in the parts section under "Release Schedule" below has been revised to 98510-9GE9C

Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Activation Date:	Stop Sale In Effect:
MY2012-17 NV (F80)	19	NA	September 6, 2019	NO
MY2013-15 Armada (TA80)	10			
MY2013-15 Titan (A60)	11			

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

Nissan is conducting a special parts collection activity on certain 2012-2017 NV (F80), and 2013-15 Armada (TA80) and Titan (A60) vehicles to replace the driver side airbag module free of charge. These vehicles **are not subject to a recall**. Instead, Nissan is collecting a limited number of modules for engineering study.

Nissan has notified owners and asked them to participate in this important parts collection activity. **As an incentive for participation, Nissan is offering a complimentary oil and filter change for participating customers.**

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

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

1. Verify if vehicles are eligible for this parts collection activity using Service Comm or DBS National Service History – Open Campaign I.D. **PC711**.
2. Dealers should use **NTB19-069** to service any **NV, Armada, and Titan** 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>• Airbag modules are currently on parts restriction:             <ul style="list-style-type: none"> <li>○ NV – 98510-1PA8A</li> <li>○ Armada – 98510-9GE8A; 98510-9GE8B; 98510-9GE8C</li> <li>○ Titan – 98510-9GE8A; 98510-9GE8B; <b>98510-9GE9C</b></li> <li>○ Dealers may place an SVC order on DBS to obtain parts as needed for retail customers.</li> </ul> </li> <li>• <b>Do not order parts for this activity until you have customers scheduled. Nissan is only collecting a small quantity of these parts and intends to shut the activity down once a sufficient number of in-use modules has been collected.</b></li> <li>• Nissan recommends service appointments be made for at least 3 days from parts order acknowledgement.</li> <li>• Parts replaced under this campaign activity will be on <b>100% parts return</b> so that they can be inspected. <b>DO NOT RETURN VIA THE PALLETIZED METHOD.</b> <ul style="list-style-type: none"> <li>○ Pursuant to APRM warranty parts return program policy, dealers are expected to comply with the parts return procedure.</li> <li>○ <b>NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></li> </ul> </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>NTB19-069</b></li> </ul>
<b>Owner Notification</b>	Nissan began notifying owners of eligible NV, Armada and Titan vehicles in <b>September 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 airbag module installed in 2012-2017 NV, and 2013–2015 Armada and Titan vehicles. These vehicles are not subject to a recall. Instead, Nissan is collecting a limited number of modules for engineering study.

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

A. Nissan is not aware of any defect in the vehicles subject to this parts collection activity.

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

- A. Certain 2012-2017 NV, and 2013-2015 Armada and Titan vehicles currently active in Service Comm are eligible. Dealers should advise customers that this parts collection activity is time-limited. Once a sufficient number of in-use modules 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. How long will the module 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 NV, Armada, and Titan vehicles in **September 2019**.

**Q. Are parts readily available?**

- A. Yes. Dealers may place an SVC order on DBS to obtain parts as needed for retail customers.

**Q. Is there any charge for this service?**

- A. No, this service 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 module 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 modules. 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 while parts are on order:

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty Claims Call Center -800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

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

A. Certain model year 2012-2017 Nissan NV, and model year 2013-2015 Nissan Armada and Titan vehicles currently active in Service Comm are eligible.

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

A. Yes. Certain model year 2011-2012 INFINITI QX56 vehicles are included in this activity.

**Revision History:**

Date	Announcement	Purpose
September 6, 2019	Original Document	Launched Healthy Parts Collection for NV, Armada and Titan
December 5, 2019	Revision 1	Part number supersession.