



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Passenger Airbag Inflator Field Quality Parts Collection Initiative

Reference: POA10  
Date: July 24, 2020

Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Activation Date:	Stop Sale In Effect:
MY2009-11 370Z (Z34)	8,294	NA	July 24, 2020	<b>NO</b>

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

Nissan is conducting a special parts collection activity to replace, free of charge, front passenger airbag inflators on specific 2009-2011 Model Year Nissan 370Z (Z34) vehicles registered in the following states:

- **Alabama**
- **Florida**
- **Georgia**
- **Louisiana**
- **Texas**

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) airbag inflators. This activity is being proactively undertaken by Nissan in coordination with the 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 \$100 gift card to participating customers upon completion of this collection activity and participating in a brief survey.**

**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. Alabama, Florida, Georgia, Louisiana and Texas dealers should verify if vehicles are eligible for this parts collection activity using Service Comm or DBS National Service History – Open Campaign I.D. **POA10**.

**NOTE: These activities are 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 **NTB20-054** 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>○ 370Z (passenger) – 98561-1EA0A</li><li>○ Dealers may place an SVC order on DBS to obtain parts as needed for retail customers.</li><li>○ Nissan is collecting a small quantity of these parts and will collect all unused parts at the end of this activity.</li></ul></li><li>• Nissan recommends service appointments be made for at least 7 days from parts order acknowledgement.</li></ul> <p><b>NOTE: Parts replaced under this activity will be placed on parts collection. 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></p>
<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>NTB20-054</b></li></ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of eligible vehicles in <b>August 2020</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 passenger airbag inflators installed in 2009–2011 Model Year Nissan 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 in coordination with the National Highway Traffic Safety Administration (NHTSA).

**Q. Do these air bags 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. 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 2009–2011 Model Year Nissan 370Z vehicles currently registered in Alabama, Florida, Georgia, Louisiana, and Texas are eligible. 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 inform customers of their eligibility to receive a \$100 gift card for their voluntary participation in this collection activity and after participating in a brief survey.

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 dealer 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. Owners have been advised to call ahead for an appointment.

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

A. Nissan will begin notifying owners of eligible vehicles in **August 2020**.

**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 activity?**

A. No, the parts collection activity will be performed for the customer free of charge for parts and labor. Customers will also be eligible for a \$100 gift card upon completion of this collection activity and after participating in a brief survey.

**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.

**Q. How will customers access the survey?**

A. A QR code has been included in the bottom of the Owner Letter, sent to eligible vehicle owners, which will take the customer directly to a short survey. Customers can also access the survey using the following link [http://auto.co1.qualtrics.com/jfe/form/SV\\_6zBqI3vOGkUOovj](http://auto.co1.qualtrics.com/jfe/form/SV_6zBqI3vOGkUOovj).

**Q. How will the customer know if/when they will receive their gift card?**

A. Upon completion of the required survey:

- If the customer has completed the survey, and has provided the required email address and physical address, a Nissan representative will send a follow up email to the customer (via the email address provided) to provide the customer with the Fed-Ex tracking number associated with their gift card.
- If the customer has completed the survey, but has not had the campaign collection activity completed on their vehicle, the customer will receive a courtesy reminder advising them to bring their vehicle to the dealership to become eligible for the gift card.

**Q. How can a dealer check the status of a customer's gift card?**

A. Dealers can send an email to [CampaignAnnouncements@nissan-usa.com](mailto:CampaignAnnouncements@nissan-usa.com) to inquire about the status of an eligible customer's gift card. Customers should be aware that both the survey and the collection activity must be completed for gift card eligibility. When reaching out on behalf of the customer, please provide the following information:

- Title the email: POA10 Collection Activity Gift Card Status
- Dealer Code
- Dealer Name
- Customer's VIN
- Customer's full Name
- RO# for the completed collection activity
- Date the RO was completed
- Confirmation a warranty claim has been submitted and is not suspended

**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. Customers may continue to operate their 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 WBP19-017 for additional information on application of rental reimbursement.		

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

A. Certain 2009-2011 Model Year Nissan 370Z vehicles currently registered in Alabama, Florida, Georgia, Louisiana, and Texas 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>
July 24, 2020	Original Document	Launch of Collection Activity