



# RECALL CAMPAIGN BULLETIN

Reference: NTB17-037c	Date: June 14, 2018
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2007-2012 VERSA; FRONT PASSENGER AIR BAG INFLATOR

This bulletin has been amended. A Campaign ID has been added and the Claims Information section revised. No other changes have been made. Please discard previous versions of this bulletin.

**CAMPAIGN ID #s:** PM657, PM665, PM676, PM818 and PM823

**APPLIED VEHICLES:** 2007 – 2011 Versa Sedan (C11)  
2007 – 2012 Versa Hatchback (C11)

- There are five Campaign ID numbers for this Campaign.
- Each Campaign ID number is assigned to specific vehicles (VINs).
- Use the VIN and Service COMM or Dealer Business Systems (DBS) to confirm campaign eligibility and select the correct ID #.

### INTRODUCTION

Nissan is conducting this Voluntary Safety Recall Campaign on certain specific 2007-2012 Versa vehicles to replace the front passenger air bag inflator. This service will be performed at no charge to owners for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification numbers PM657, PM665, PM676, PM818 and PM823 to this campaign. The correct campaign ID number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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)**

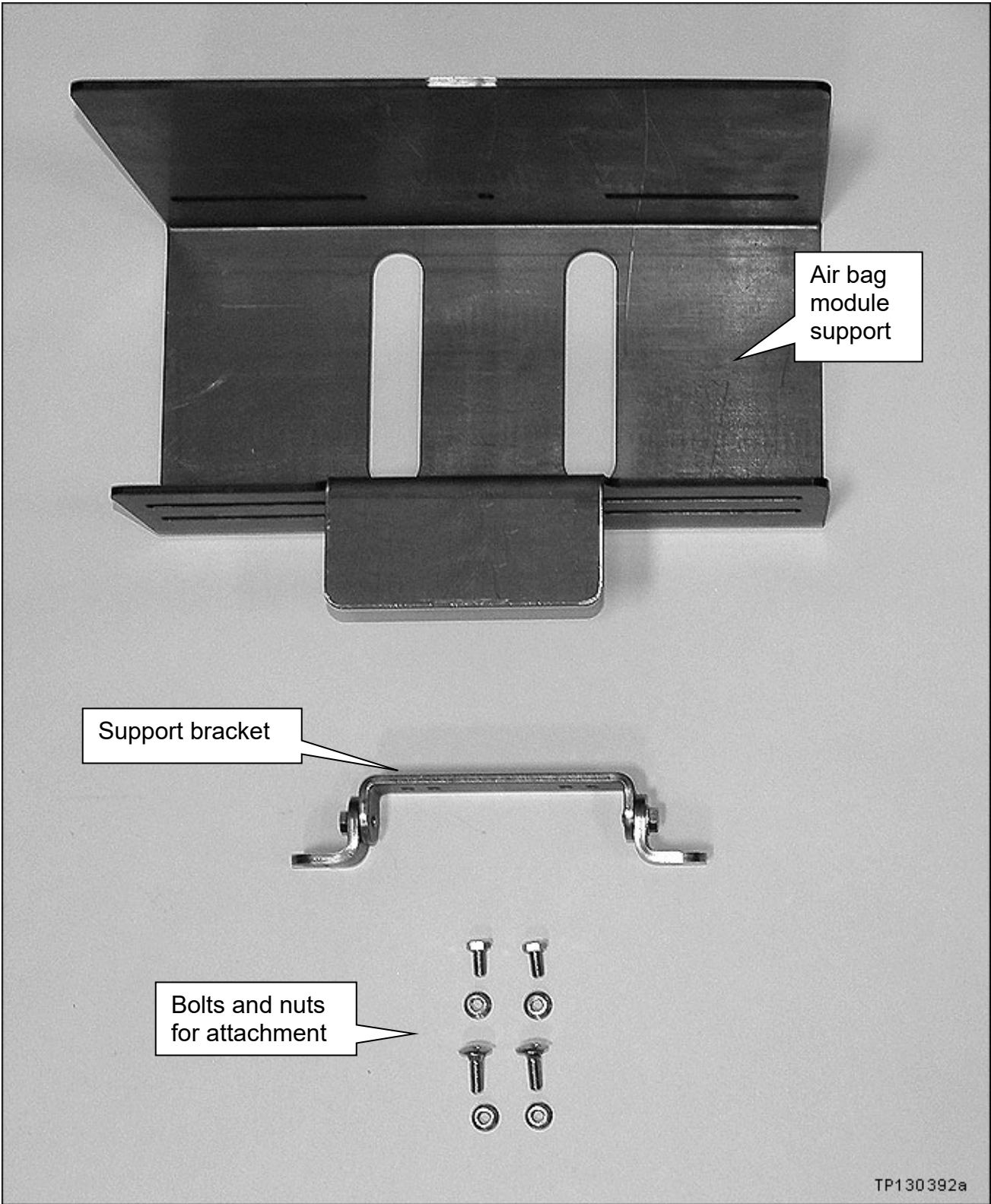


Figure A

## 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

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

### Register the New Inflator

1. Obtain new inflator from your parts department.
  - New inflator is listed in the Parts Information.

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**.

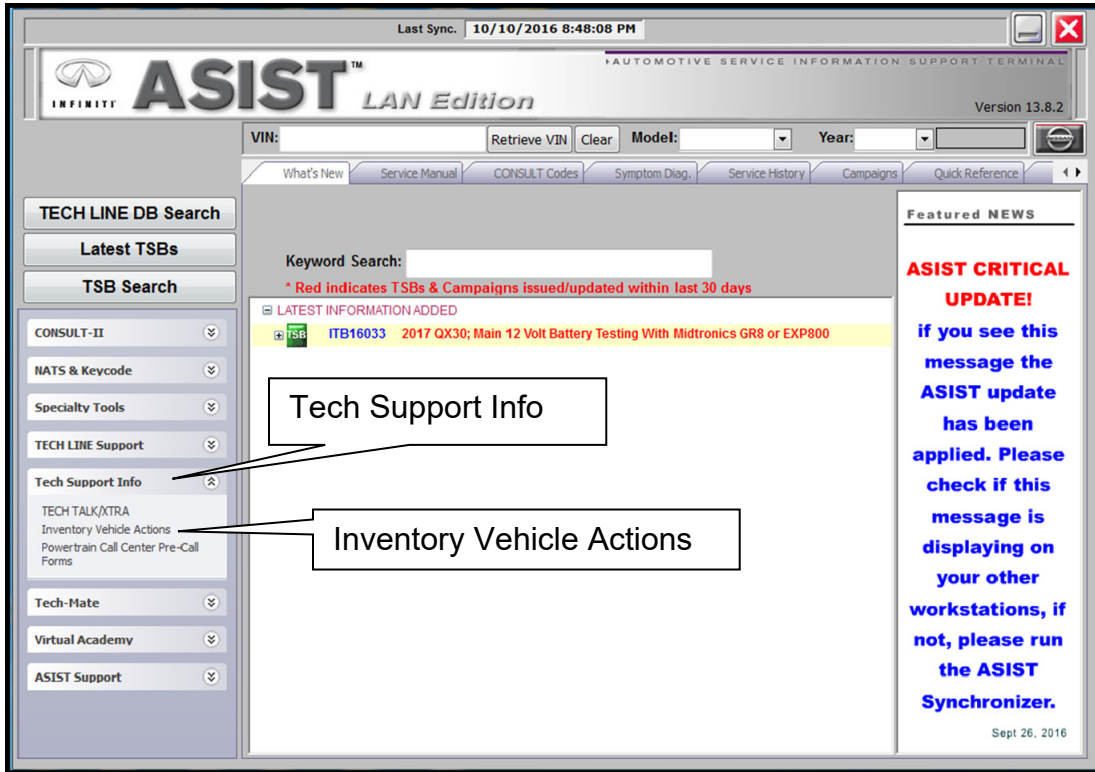


Figure 2

4. Select **CLICK HERE** (Airbag to VIN Registration).

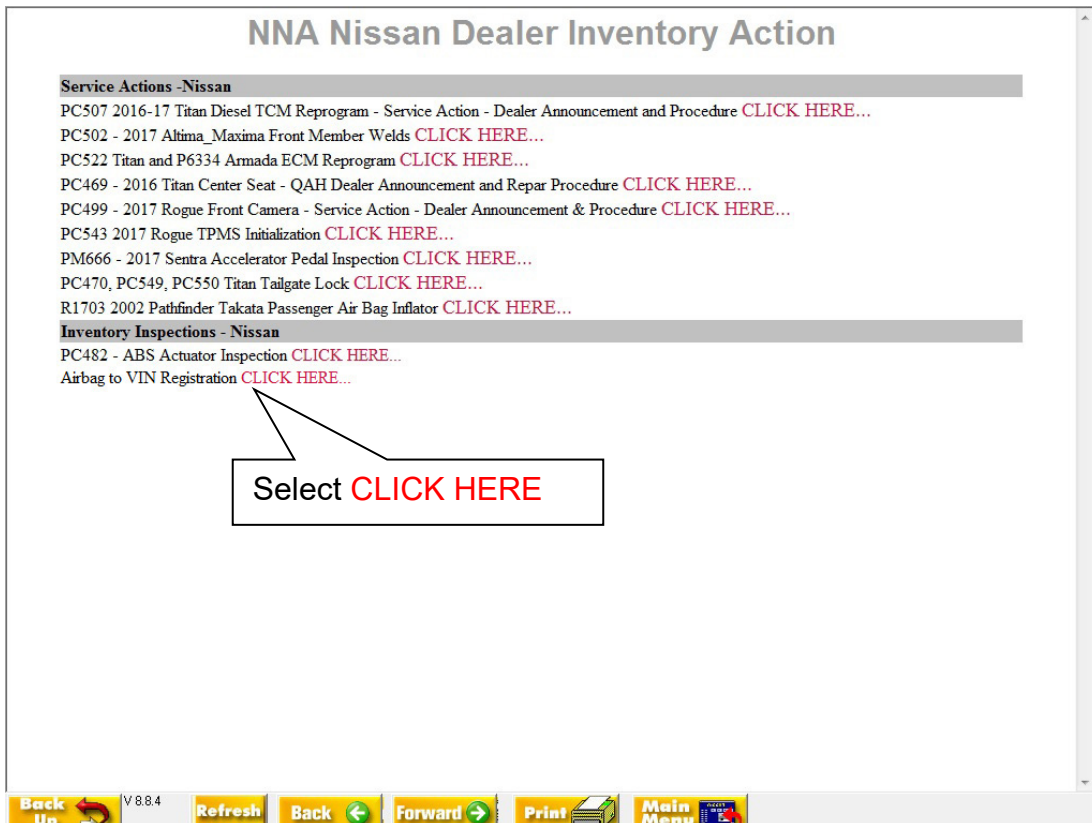


Figure 3

- 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

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

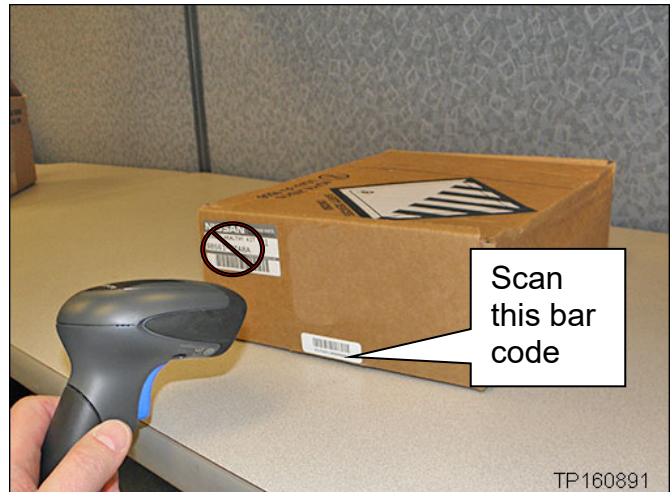


Figure 6

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

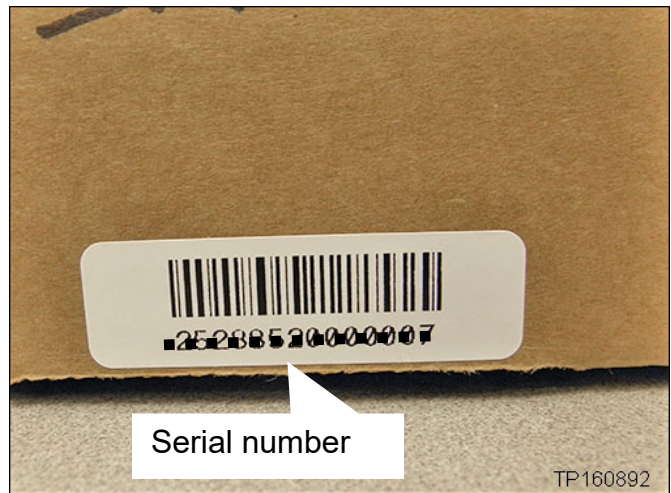


Figure 7

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

8. Write down the radio settings.

<b>Presets</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>AM</b>						
<b>FM 1</b>						
<b>FM 2</b>						
<b>SAT 1</b>						
<b>SAT 2</b>						
<b>SAT 3</b>						
<b>Bass</b>	<b>Treble</b>		<b>Balance</b>		<b>Fade</b>	<b>Speed Sen. Vol.</b>

9. Turn the ignition OFF.

10. Disconnect both battery cables, negative cable first.

11. Wait at least 3 minutes.



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

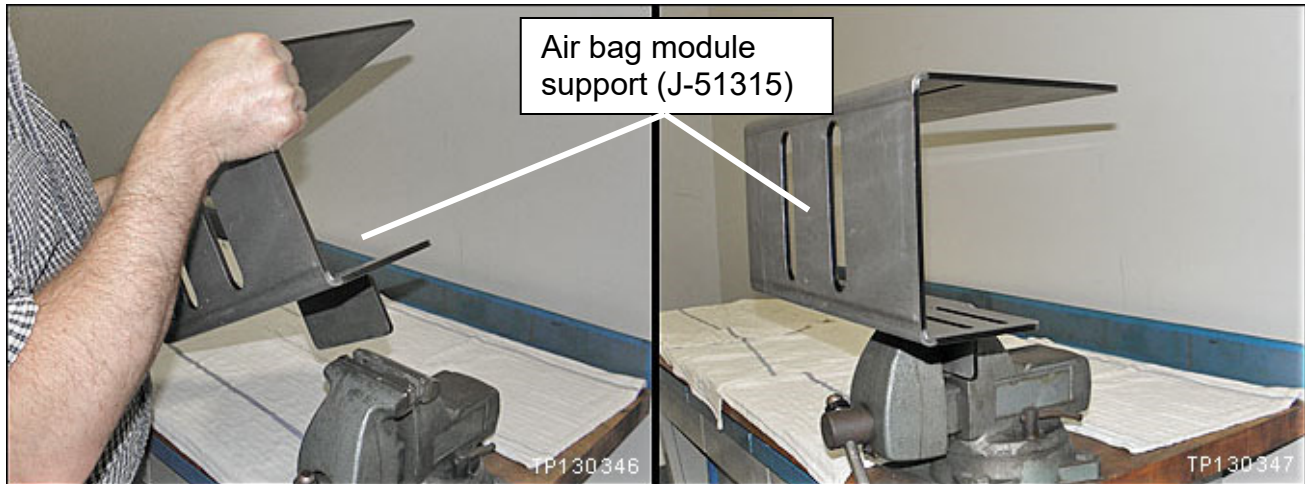


Figure 8

**WARNING:**

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

**Front Passenger Air Bag Module**

13. Remove the front passenger air bag module (module) from the vehicle.

- Refer to the ESM, section **SRS - Supplemental Restraint System**, for module removal.
- **BE SURE TO PAY SPECIAL ATTENTION** when performing the part of the module removal procedure shown below and on the next page.



From ESM

15. Remove side ventilator assembly.

☐: Metal clip

○: Pawl

- a. Insert a suitable tool into the side ventilator assembly from center console side, disengage the clips and pawl of instrument panel pad.

Continued on next page.

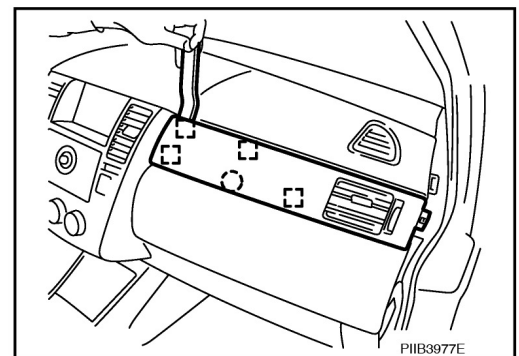


Figure ESM-1

Continued from previous page.

- b. Reach through the glove box compartment by hand to the back-side of the side ventilator and push against A as shown to engage the pawl.

○: Pawl

- c. Insert a suitable tool into the bottom gap of side ventilator assembly after removing the instrument side mask and push against B as shown to disengage the pawl.

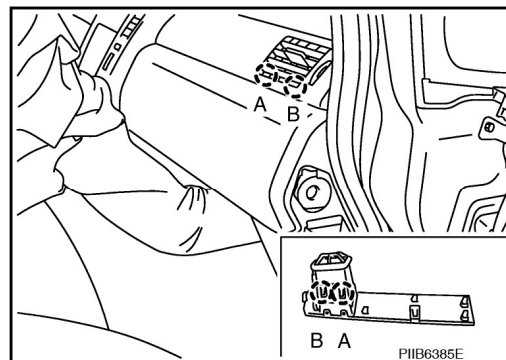


Figure ESM-2

- d. Lift the side ventilator assembly up from the bottom, pull backward while disengaging the side ventilator assembly upper pawls, and then remove the side ventilator assembly.

○: Pawl

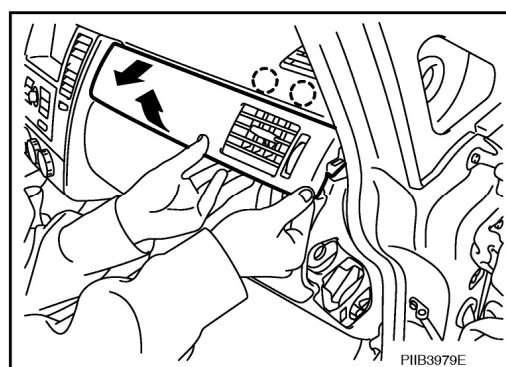


Figure ESM-3

14. Set the module in a clean working area.

15. Detach the air bag harness from the instrument panel finisher and module frame.

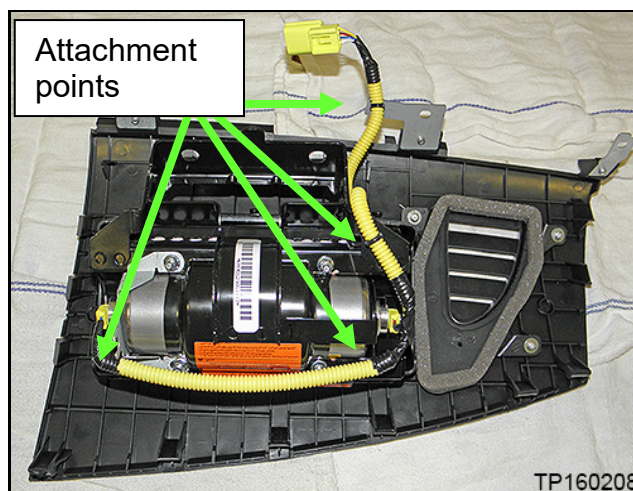


Figure 9

16. Remove the instrument panel finisher from the module assembly.

- a. Detach the module hooks (Figure 10) one at a time, starting at one end and then working towards the opposite end (seven hooks).
  - Detach the hooks from the side of the instrument panel finisher that is facing up when it is installed in the vehicle.

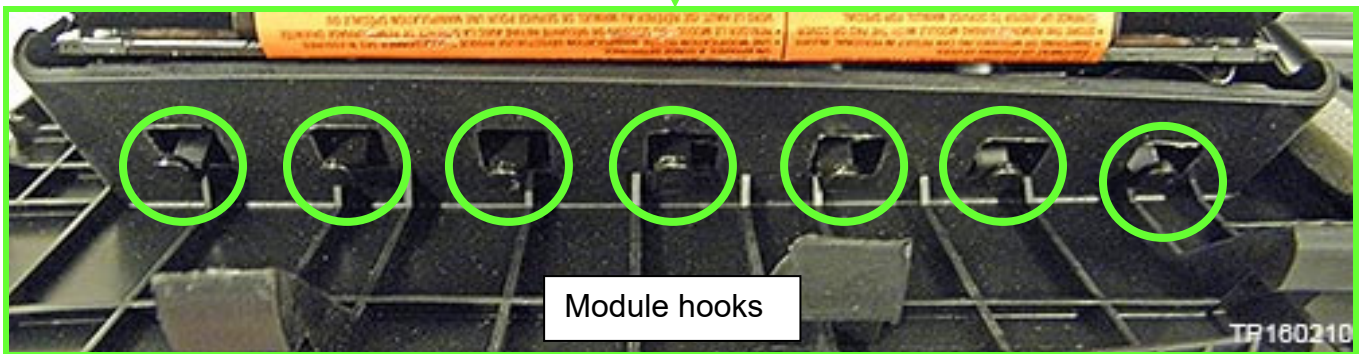
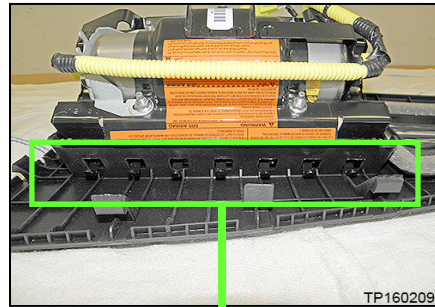


Figure 10

- b. Swing the module away from the instrument panel finisher and then detach the hooks on the opposite side to remove.

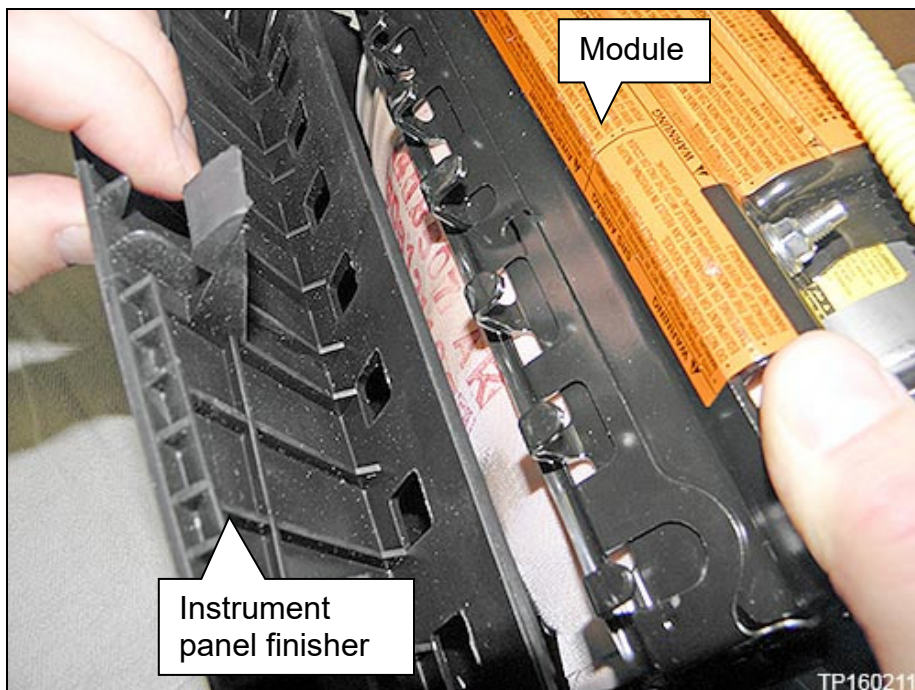


Figure 11

17. Attach the support bracket to the module frame.

- Tighten the bolts holding the bracket to the module frame.

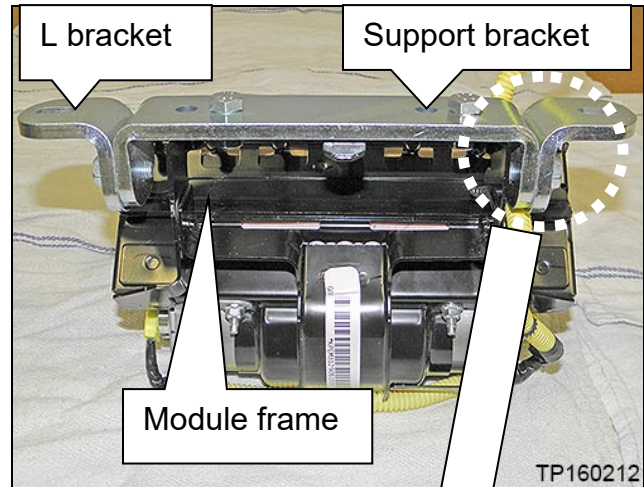


Figure 12

18. Put a washer between the bolt and L bracket (on the right side as viewed in Figure 13).

- Leave the L brackets on each end slightly loose to allow for positioning of the module in the support.

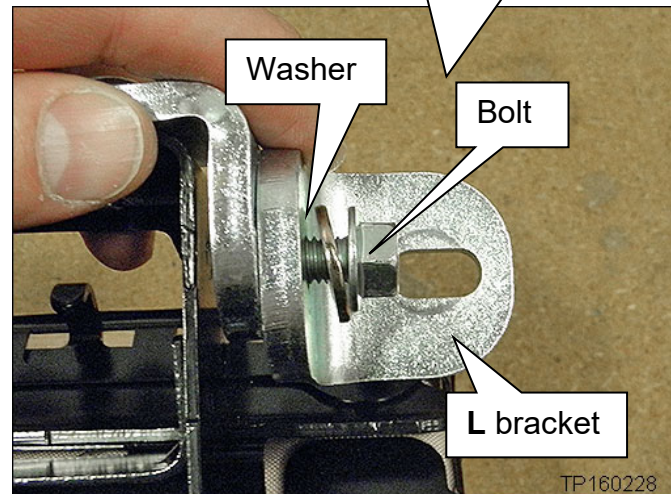


Figure 13

19. Mount the module in the support.

- Use bolts and nuts supplied with the support.

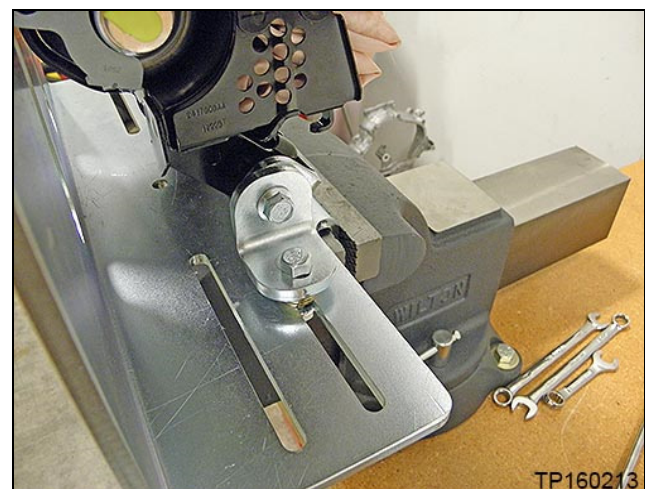


Figure 14

- Install washers between the L bracket and the support as shown.
  - Use standard washers from a generic nut and bolt selection.
  - Use about 4 washers to create a space about 5/16 inch (8 mm).

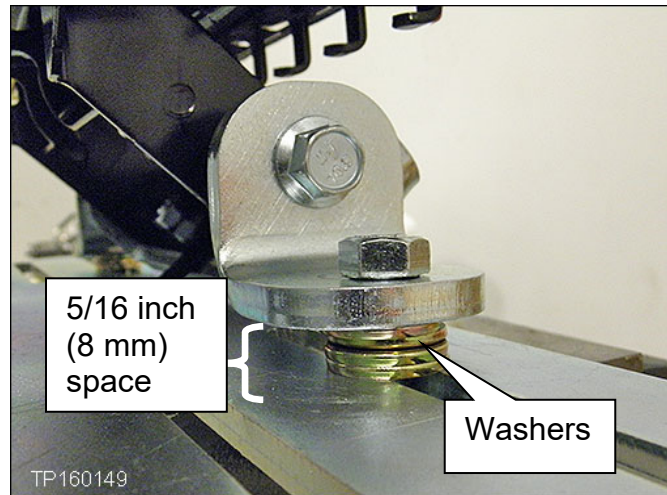


Figure 15

20. 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 (see Figure 16).

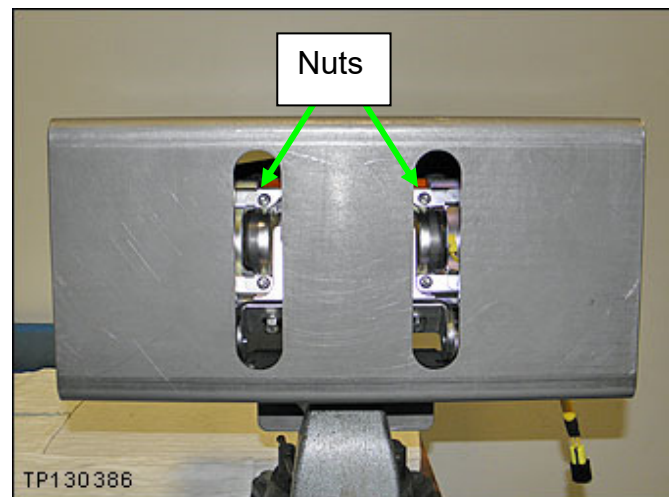


Figure 16

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

22. Carefully cut a few inches of the yellow corrugated harness cover in the area shown.

- **Do not** cut the wires inside the corrugated cover.

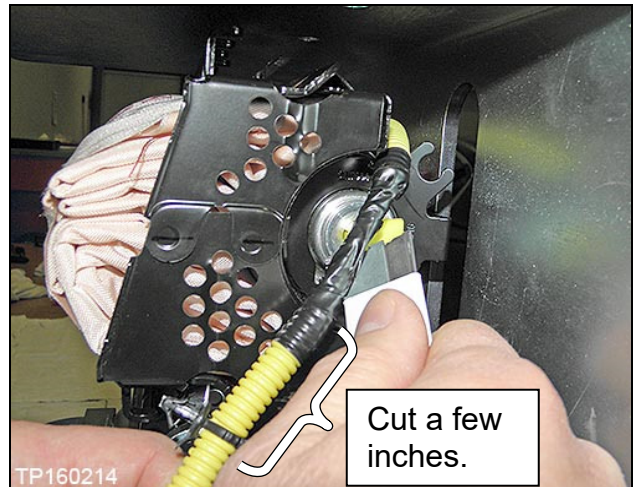


Figure 17

23. Attach 2 shorting pins to the inflator harness as shown.

- Make sure to pair the wires from each end of the inflator.

**Blue with White**

**Red with Yellow**

- Use an insulation displacement type wire connector as a shorting pin.
- Refer to the Parts Information for additional connector/shorting pin information.

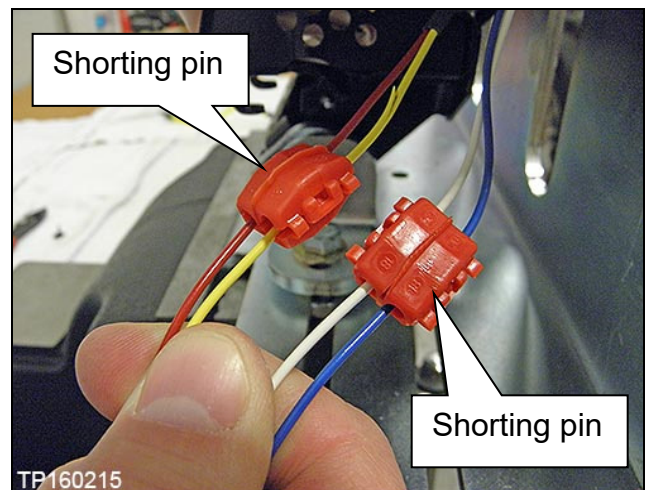


Figure 18

24. Cut off the connector end of the harness.

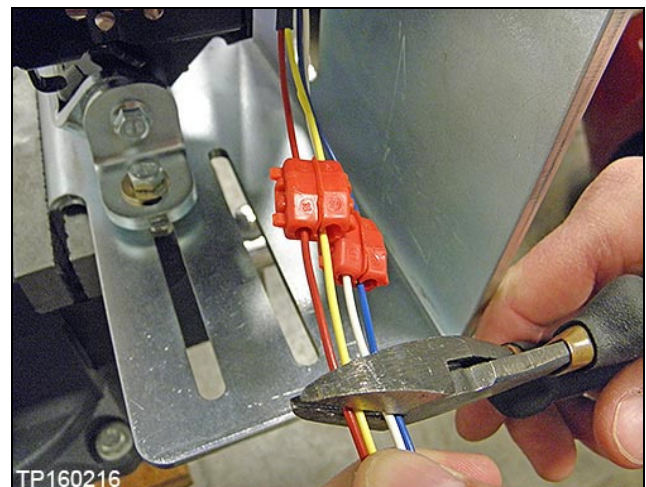


Figure 19

25. Remove the 4 nuts from the module that hold the inflator in place (see Figures 20 and 21).

- Use a ratchet and extension.



Figure 20

- Remove the 4 nuts.

**NOTE:** These nuts will not be reused.

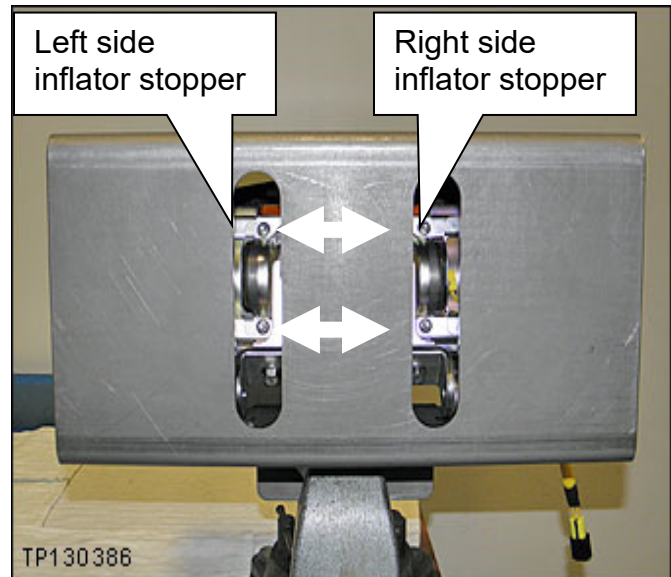


Figure 21

26. Remove the right side inflator stopper and discard.

- New inflator stoppers will be used during reassembly.

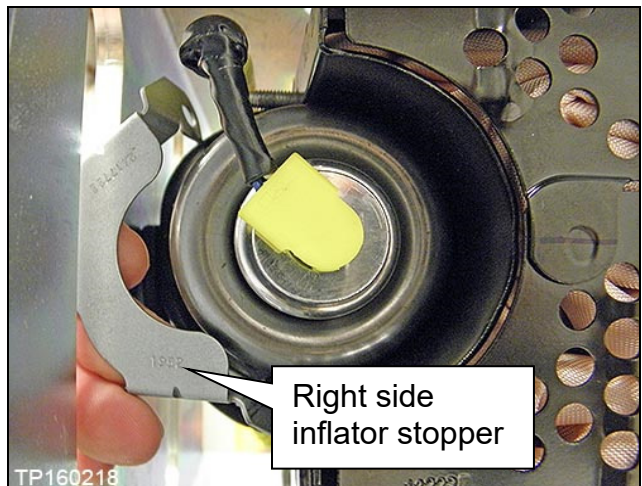


Figure 22

27. Push the left side of the inflator out of the module.

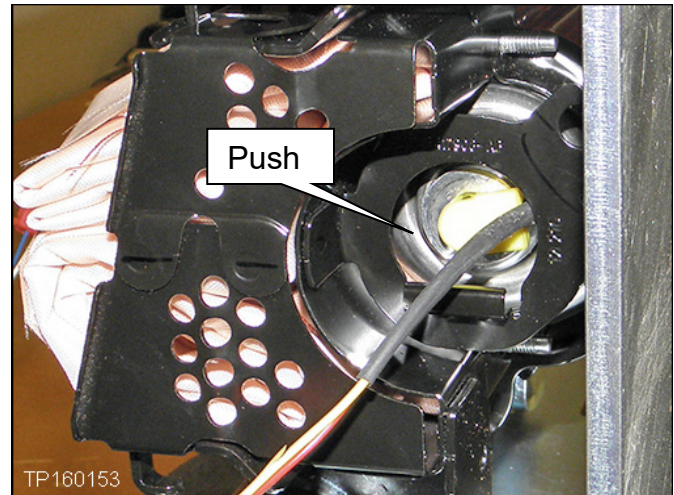


Figure 23

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

29. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

**NOTE:**

- Follow the return instructions provided by Takata.
- Takata supplied return instructions are attached to this bulletin on page 26.

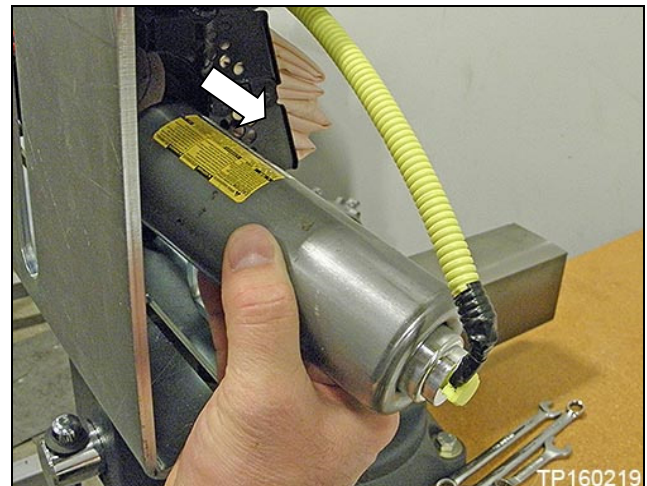


Figure 24

30. Install the new left side inflator stopper with two (2) new nuts finger tight.

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

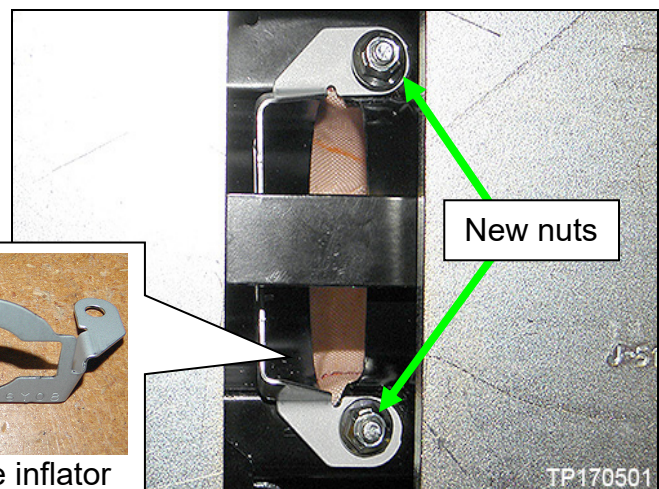


Figure 25

31. Remove the new inflator from the box.



32. Slide the new inflator into the module assembly from the right side.

- Slide purple end in first.

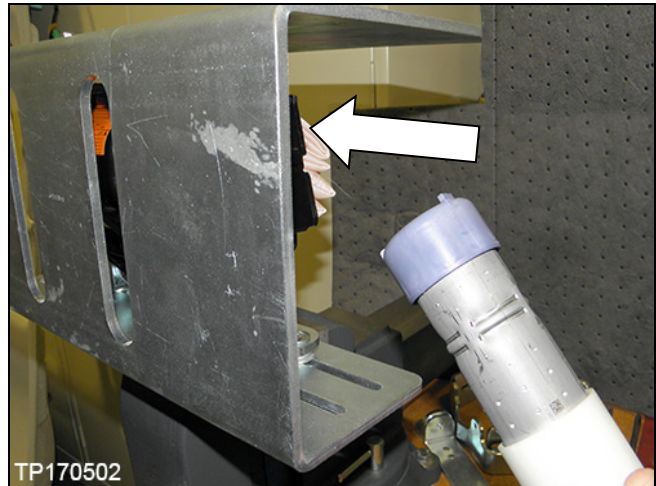


Figure 26

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

- **The flat side of the inflator end (on the left side) must face the flat side of the inflator stopper.**

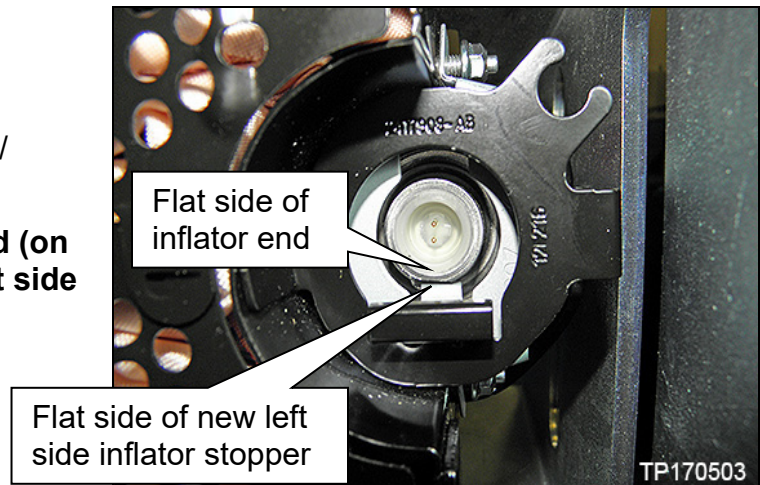


Figure 27

34. Install the new right side inflator stopper with two (2) new nuts finger tight.

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

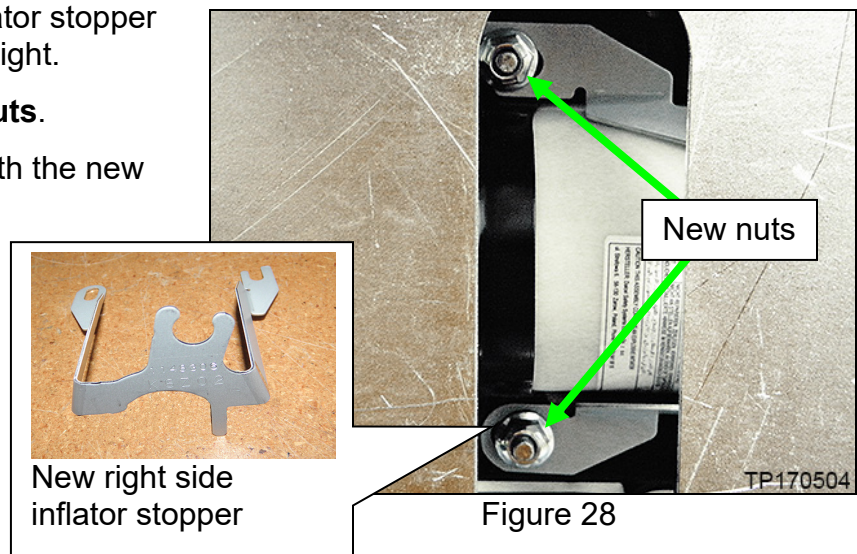
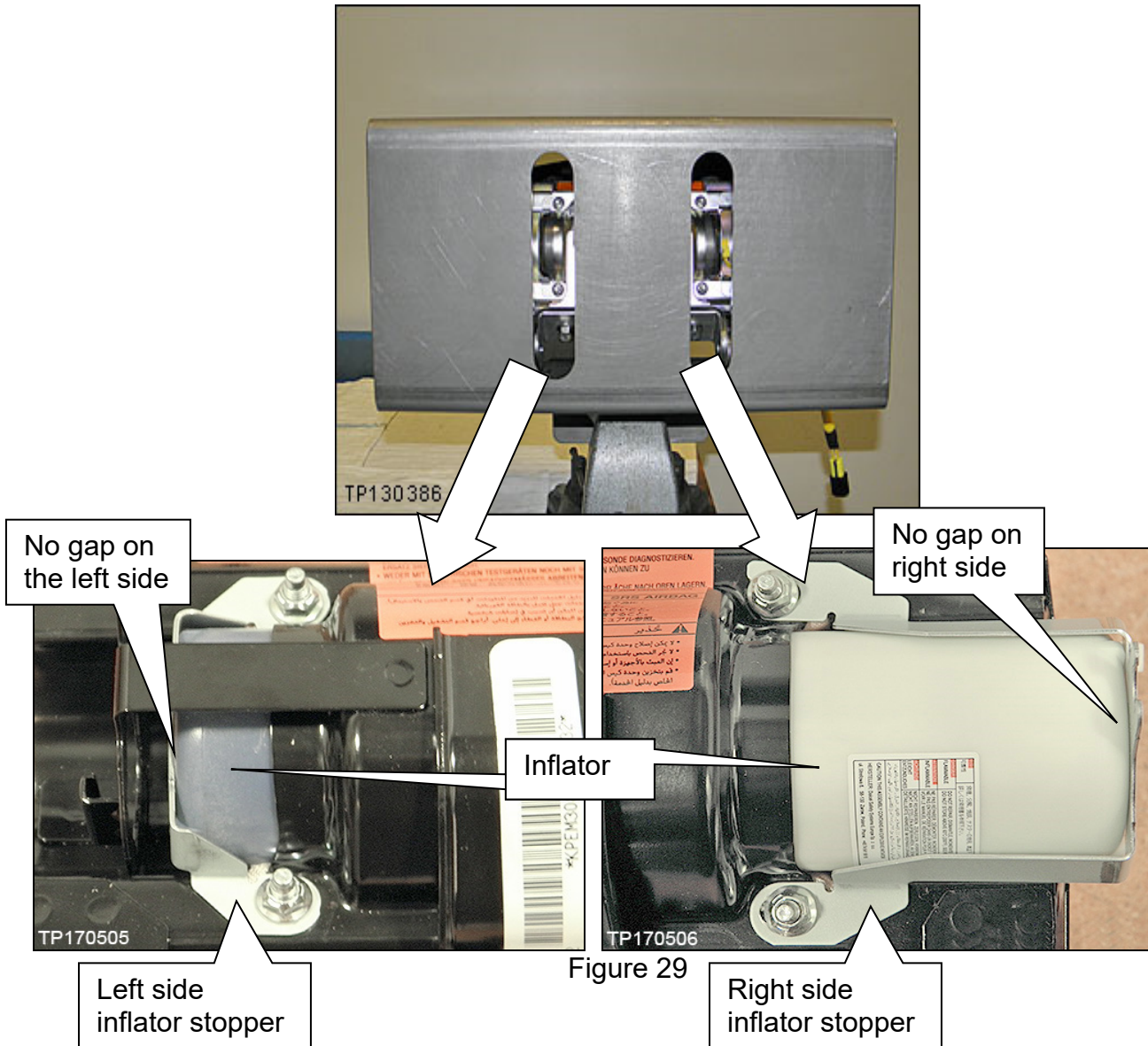


Figure 28

35. Make sure the inflator is pushed all the way into its housing and up to the left side inflator stopper— no gap on the left side (see Figure 29).

36. Make sure there is no gap between the right side inflator stopper and the inflator (see Figure 29).



37. Torque the 4 inflator securing nuts.

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

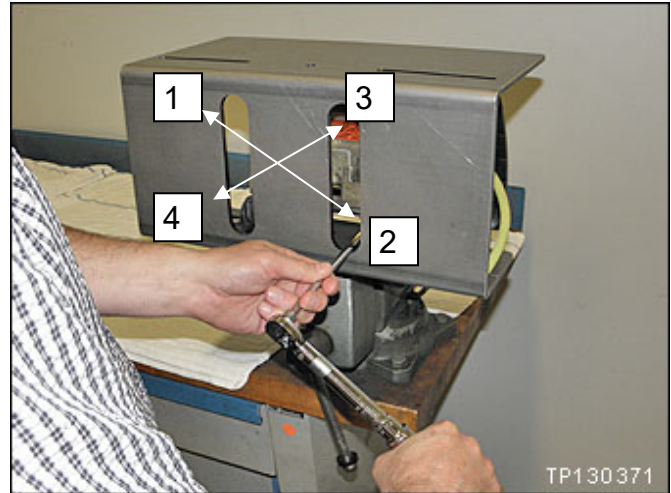


Figure 30

**IMPORTANT:**

- In the next step you will be attaching the new harness to the new inflator.
- Once an inflator connector is attached to the inflator, it cannot be disconnected.

38. Attach the new harness to the inflator.

- Make sure to attach the harness correctly - refer to Figures 31, 32 and 33.
- The short lead of the harness will be attached to the purple end of the inflator.
- The long lead of the harness will be attached to the white end of the inflator.

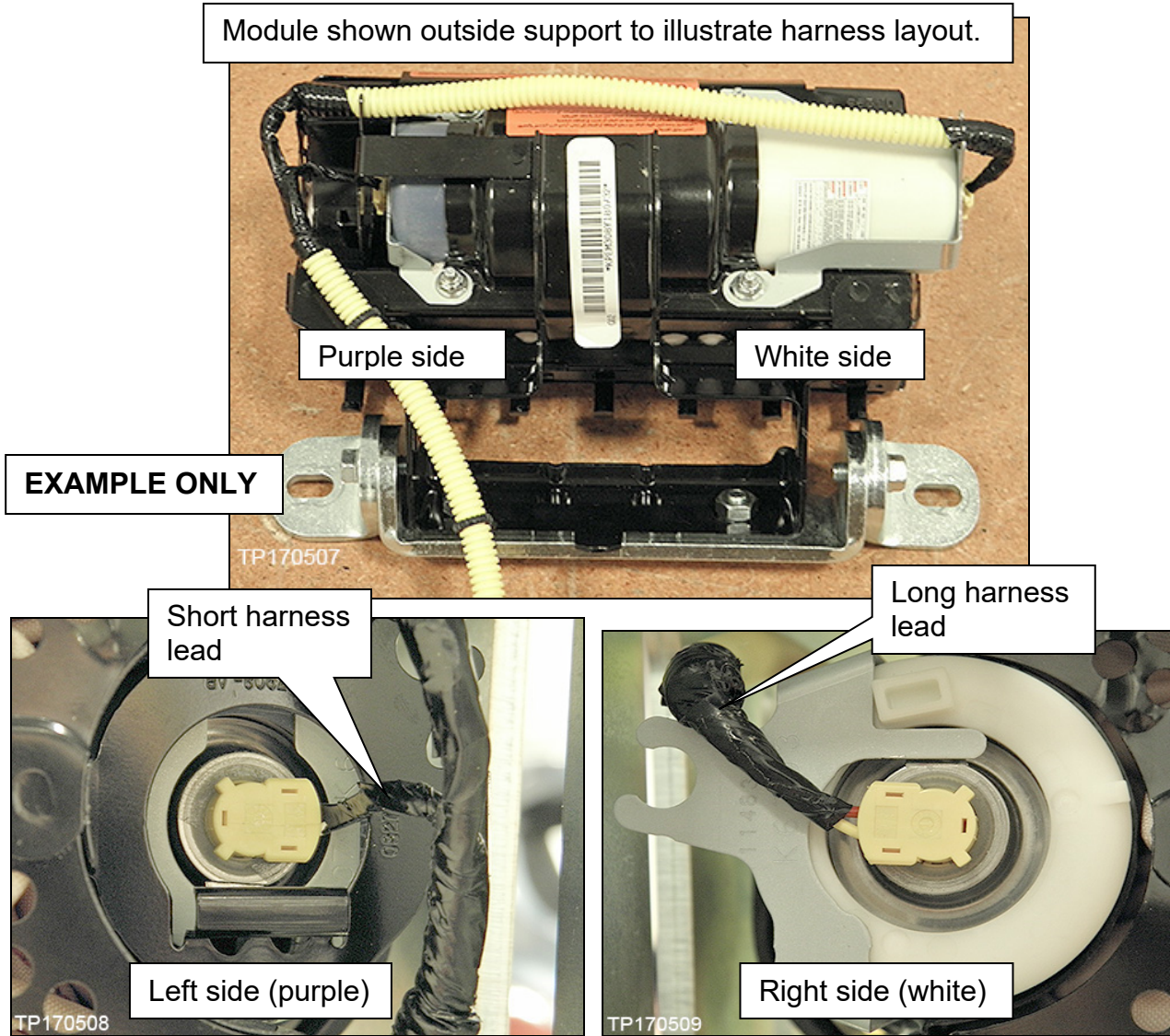


Figure 31

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

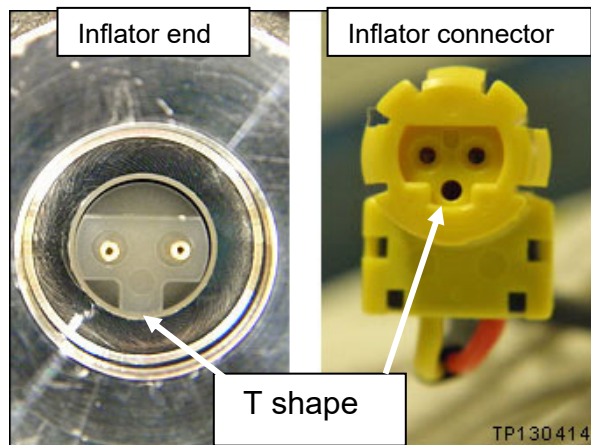


Figure 32

- Make sure the inflator connectors are fully engaged / seated (see Figure 33).

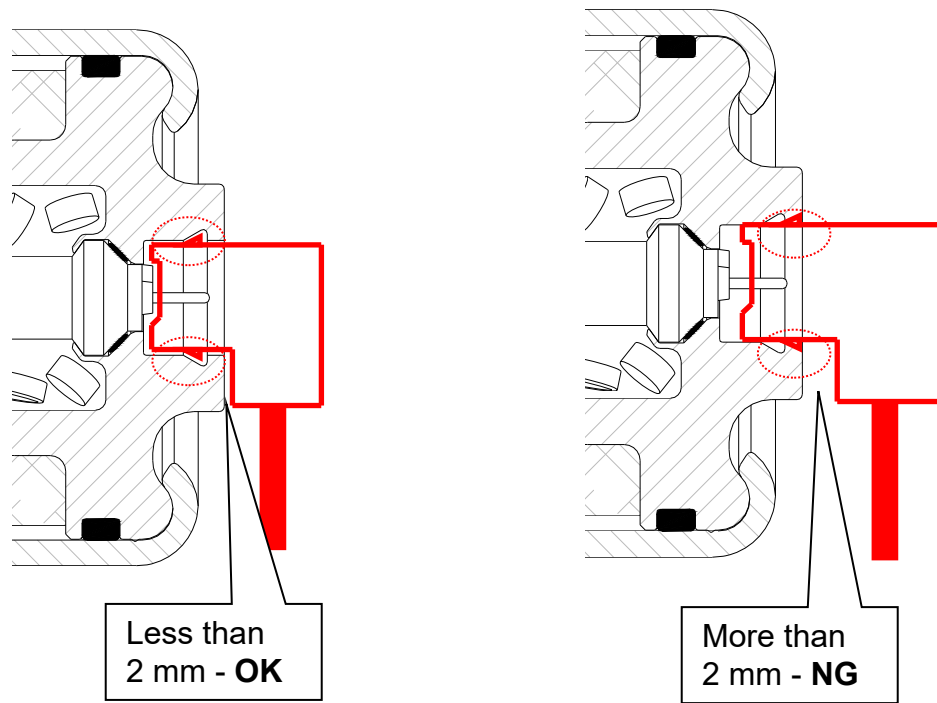


Figure 33

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

40. Remove the module support bracket from the module frame.

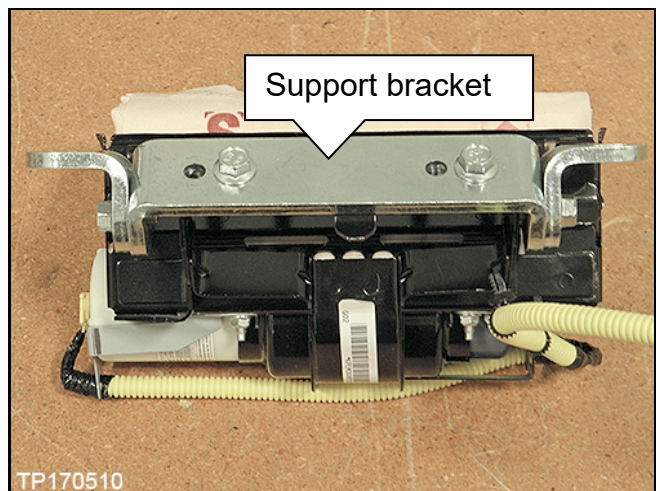


Figure 34

41. Reinstall the instrument panel finisher to the module assembly.

42. Route and attach the harness to the harness guides, and attach harness clips as shown.

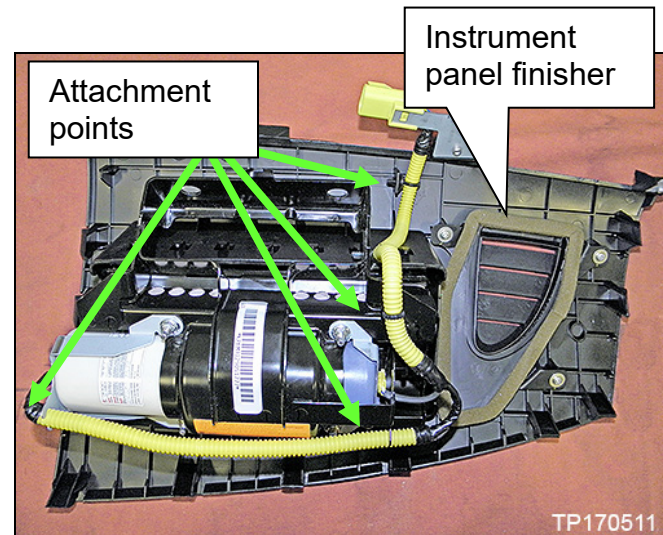


Figure 35

43. Reinstall the module into the vehicle in reverse order of removal.

- Make sure to use new module mounting bolts included with the new inflator.

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

- **Follow the return instructions provided by Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 26.**

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


46. Reset the clock and the radio settings.

47. Turn the ignition from OFF to ON and observe the air bag warning light:

- 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.

## PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
<p><b>Inflator for Front Passenger Air Bag Module</b>            (Includes inflator, harness, module mounting bolts, inflator stoppers and inflator securing nuts)</p>	<p>98561 – EM39A</p>	<p>1</p>
<p><b>Shorting Pin</b>            (Insulation Displacement Connector for 22-18 gauge wire)</p> 	<p>NAPA item # 784566</p> <p>Grainger Item # 4YT50</p> <p>or equivalent available from local auto supply</p>	<p>2</p>

**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 Takata.**
- **Takata supplied return instructions are attached to this bulletin on page 26.**

## CLAIMS INFORMATION

- There are five Campaign ID numbers for this Campaign.
- Each Campaign ID number is assigned to specific vehicles (VINs).
- Use the VIN and Service COMM or DBS to select the correct ID #.
- Submit the warranty claim using the correct campaign ID #.

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

CM I.D.	DESCRIPTION	OP CODE	FRT
PM665	Remove and Install Front Passenger Air Bag Inflator (Sedan)	PM6650	0.9 hrs.

CM I.D.	DESCRIPTION	OP CODE	FRT
PM665	Remove and Install Front Passenger Air Bag Inflator (Hatchback)	PM6651	0.9 hrs.

CM I.D.	DESCRIPTION	OP CODE	FRT
PM657	Remove and Install Front Passenger Air Bag Inflator (Sedan)	PM6570	0.9 hrs.

CM I.D.	DESCRIPTION	OP CODE	FRT
PM657	Remove and Install Front Passenger Air Bag Inflator (Hatchback)	PM6571	0.9 hrs.

CM I.D.	DESCRIPTION	OP CODE	FRT
PM676	Remove and Install Front Passenger Air Bag Inflator (Sedan)	PM6760	0.9 hrs.

CM I.D.	DESCRIPTION	OP CODE	FRT
PM676	Remove and Install Front Passenger Air Bag Inflator (Hatchback)	PM6761	0.9 hrs.

CLAIMS INFORMATION continues on the next page.



**CLAIMS INFORMATION (continued)**

<b>CM I.D.</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PM818	Remove and Install Front Passenger Air Bag Inflator (Sedan)	PM8180	0.9 hrs.

<b>CM I.D.</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PM818	Remove and Install Front Passenger Air Bag Inflator (Hatchback)	PM8181	0.9 hrs.

<b>CM I.D.</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PM823	Remove and Install Front Passenger Air Bag Inflator (Sedan)	PM8230	0.9 hrs.
	Remove and Install Front Passenger Air Bag Inflator (Hatchback)		

**EXPENSE CODE**

<b>CODE</b>	<b>DESCRIPTION</b>	<b>MAXIMUM AMOUNT</b>
041	<b>Shorting Pin</b> (Insulation Displacement Connector for 22-18 gauge wire)	\$0.50



# Takata Document

## NOTE

NOTE: **International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or 210-250-5061 Email: [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com)

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

- Specific to Step 4 below:
  - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
  - Follow step 4b if you receive the FedEx label. Proceed to step 5.

### 1. Shipping Documents

#### a) Box Label

- Supplied with each Kit
- To be affixed to each box
- If label is not available, print address below and affix to box.

TK HOLDING INC.  
1199 Austin Court  
Howell, MI 48843



#### b) Over-pack Label

- To be supplied by XPO.
- To be affixed to the outside of each pallet



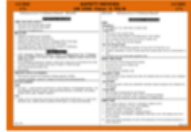
#### c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



#### d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



### 5. Shipping Instructions – Prepare the Pallet

#### a) Accumulate and palletize Kits

- b) Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)



#### c) Shrink-wrap Kits to Pallet

- d) Affix Over-pack Label on (1) side of Pallet (Not on Top)

### 6. Shipping Instructions – Schedule LTL Pickup

#### a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

- Call XPO at 1-210-250-5079
- If 200 Kits have not been accumulated in 30 days, please call XPO for direction

#### c) Have the following Information Available

- Dealer #
- Quantity of Over-packs/Pallets
- Quantity of Passenger Inflator Kits on each Pallet
- Email Address where shipping Documentation can be received

### 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag inflator in the “cradle” of the box insert.



### 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



### 7. Shipping Instructions – Ship

#### a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

- b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

### 8. Requesting a New Box / Shipping Labels

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: Armando Gonzalez - Tel #: 210-250-5079

E-Mail: [SCFieldaction.14305@xpo.com](mailto:SCFieldaction.14305@xpo.com)

To help expedite your request, please be prepared to provide the following information:

#### a) Serial number on the original box



#### b) What Type of shipping material needed

- Replacement Box
- Two Part Return Label
- Bill of Lading
- ERG Form

#### c) Dealer Shipping Information

- Contact name
- Dealer Address
- Phone Number

### 4a. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015

