



SAFETY RECALL

CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: PM657/PM676, PM665, PM818, PM683, PM684, PM823, PM826,
R1711, R1712

Date: December 3, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED December 3, 2020
Please discard previous versions of the associated campaign ID bulletins

The announcement from September 3, 2020 has been revised to include:

- The instructions in repair bulletin (NTB17-055) for PM683 and PM684 been revised to include additional steps when vehicles are inspected and determined to not require a remedy.

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Campaign IDs:	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:		
PM826	2007-2008 Versa Hatchback and Versa Sedan	233	NA	July 13, 2018	YES		
PM823	2010-2012 Versa Hatchback and 2010-11 Versa Sedan	104,762		June 15, 2018			
PM657/PM676	2007-2011 Versa	254,782		January 28, 2017			
PM665	2007-2009 Versa Hatchback	52,355		January 28, 2017			
	2007-2009 Versa Sedan	22,030					
	2012 Versa Hatchback	35,686					
PM818	2009-2012 Versa Hatchback	34,575		January 11, 2018			
	2009-2011 Versa Sedan	18,039					
PM683	2002-2006 Sentra	445,227		NA		July 20, 2017	YES
R1711	2002-2004 Pathfinder	93,615				January 15, 2020	
	2001-2003 Maxima	173,155					
PM684	2002-2006 Sentra	130,143	January 15, 2020				
R1712	2001-2003 Maxima	74,972					
	2002-2004 Pathfinder	44,076					

****** Campaign Summary ******

As previously announced, Nissan has implemented the next phase of Takata inflator recalls on certain Nissan model and model year vehicles to replace front passenger airbags with **remedy parts**. Nissan is continuing to attempt to contact affected owners to remind them of the recall on their vehicle and encourage them to bring it to a dealer so it can be remedied.

Since the release of the original campaigns in 2013-2015, newer remedy parts have been made available and Nissan created new campaign IDs to allow the newest remedy parts to be used. Nissan strongly recommends customers with a vehicle that has **NOT** received any remedy to bring their vehicle to a Nissan dealer to be remedied as soon as possible.

Owners of vehicles that have previously been repaired using Takata non-desiccated inflators under the following campaign IDs are now being asked to return to the dealership for the final countermeasure part:

- PM358
- PM458
- PM459
- PM558
- PM559
- P4236
- R1302
- R1407
- R1508

As part of an ongoing effort to improve customer recall participation, all Nissan dealers have the option of performing their own mobile repairs.

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

1. Verify if vehicles are affected by one of these Voluntary Safety Recall Campaigns using the following Service Comm IDs:
 - PM657, PM665, PM676, PM683, PM684, PM818, PM823, PM826, R1711, R1712**
 - Vehicles remedied under these campaign IDs previously do not require further repair.
2. Dealers **should not wholesale, sell, lease, trade, rent or loan any vehicles** in dealer inventory affected by this recall campaign until after the vehicle is repaired.
3. Dealers should use the appropriate campaign repair bulletins (listed in the repair section below) to remedy any vehicles subject to this campaign.
 - Dealers should inform the owners of affected vehicles about the recall campaign and communicate parts **are** available.
 - Nissan advises owners **not** to allow passengers to occupy the front passenger seat until a remedy is performed.
 - **Dealers should stock parts to avoid placing the customer in a rental.**
 - **If parts are temporarily out of stock at a dealer, rental** is available while parts are on order. Expense code noted below can be claimed with the campaign repair:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

Towing is available, upon customer request, by contacting Nissan Consumer Affairs at 1 888-737-9511. Towing arranged through this number will be billed directly to Nissan and does not need to be included on your warranty claim submission.

4. Dealers should have the customer fill out the SRS Light Release form (attached) when both the Supplemental Restraint System (“SRS”) warning light is non-operational, flashing, or illuminated **and** the customer refuses diagnosis and repair related to the SRS warning light.
 - Additionally, if the customer declines the recall repair or the vehicle is unrepairable, appropriately document the deferment reason as per **NPSB19-530**.

NOTE: There is no need for the customer to fill out the attached SRS Light Release form if the customer agrees and the dealer conducts the diagnosis and repair.

5. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

NOTE: Some vehicles may be subject to multiple campaigns. Dealers should make every effort to schedule customers so all repairs can be performed in one service visit.

***** Final Remedy Parts Matrix *****

Model Year	Model	FINAL Campaign Repair ID	Final Repair Part #				Module Kit Sub (Requires Original module)	Comments
			INFLATOR	HARNES	MODULE			
2002-06	Sentra	PM683 PM684	NA	NA	98515-4Z60E	NA	Use module for campaign or service replacement	
2007-2011	Versa Sedan	PM657 PM665 PM676 PM818 PM823 PM826	98561-EM39A	NA	98510-EM48C 98510-EM48D 98515-EM39A 98515-EM39B	NA	Use inflator for campaign Module is equivalent for service replacement	
2007-2012	Versa Hatchback							
2001-2003	Maxima	R1711 R1712	98561-7999E	NA	K8515-4Y98A K8515-4Y98C K8515-4Y98D K8515-4Y98E	K8525-4Y90C	Use module kit & inflator for campaign Module is equivalent for service replacement	
2002-04	Pathfinder		98561-7998E	B4A67-5W50D	K8515-5W59B K8515-5W59C K8515-5W59E	NA	Use inflator for campaign Module is equivalent for service replacement	

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> Parts are not on restriction and may be ordered, as needed, via normal ordering process (see Final Remedy Parts Matrix above). The parts listed below are obsolete and should be returned to your PDC using a G-code: <ul style="list-style-type: none"> • K8561-7999B • B4167-2Y00A • K8E61-7994D • KH5FA-7993D • 98561-EM38E • 98561-4Z60A • 98561-4Z60B NOTE: These returns will not affect a dealer's parts accrual.
Special Tool	<ul style="list-style-type: none"> Dealers received these special tools via another campaign activity <ul style="list-style-type: none"> ○ J-51315 Airbag Module Support ○ J-52352 USB Bar Code Scanner Additional tools are available via TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> NTB17-037 – 2007-2011 Versa Sedan and 2007-2012 Versa Hatchback NTB17-055 – 2002-2006 Sentra NTB17-027 – 2002-2004 Pathfinder NTB17-054 – 2001-2003 Maxima
Owner Notification	<ul style="list-style-type: none"> Nissan began notifying owners with vehicles subject to PM684 and R1712 in February 2020, via U.S. Mail. Nissan has made multiple attempts to notify owners subject to the other campaign IDs listed above and will continue to re-notify owners with unremedied vehicles subject to these recalls.

***** Claims Information *****

Warranty admins should use passenger side combination code when the passenger side airbag is repaired at the same time as a driver airbag due to repair overlap.

Campaign ID	OP Code Passenger Only	FRT Passenger Only	OP Code	
			Passenger + Driver	FRT Passenger + Driver
PM657	PM6570	0.9 hrs.	PM6573	0.7 hrs.
PM665	PM6650	0.9 hrs.	PM6653	0.7 hrs.
PM676	PM6760	0.9 hrs.	PM6763	0.7 hrs.
PM818	PM8180	0.9 hrs.	PM8183	0.7 hrs.
PM823	PM8230	0.9 hrs.	PM8231	0.7 hrs.
PM826	PM8260	0.9 hrs.	PM8261	0.7 hrs.

Refer to driver side airbag bulletin (PM685) for appropriate stand-alone or combination OP codes.

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional component coverage is required.

*****Mobile Repair*****

Nissan dealers have the option of providing mobile repair services to Takata affected customers.

Dealers can perform their own mobile repair and claim \$100 sublet allowance in addition to parts and labor for the repair.

- It is the Dealer’s responsibility to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
- If the dealer chooses to provide mobile services, they must have the customer sign the “Retailer Provided Mobile Service Invoice” form included with this announcement. Dealers are advised to provide a copy of this invoice to the customer with their copy of the repair order and retain the signed copy along with the repair order for their records.

EXPENSE CODE	DESCRIPTION	AMOUNT
804	Dealer Mobile Repair	\$100 (Max)

NOTE: It is important for dealers to apply the Expense Code when providing mobile service.

******* Dealer Responsibility *******

It is the dealer’s responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign IDs for the campaign status on each vehicle falling within the range of these voluntary safety recall campaigns, which for any reason enter the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to these recall campaigns was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q: Is this a safety recall campaign?

A. Yes.

Q: Does this stop sale apply to previously owned vehicles?

A. Nissan strongly recommends dealers not sell previously owned vehicles affected by these recalls until it is remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Dealers must comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

Q: How do I know if my vehicle has a problem with the front passenger airbag inflator?

A. If your vehicle is subject to one of these campaigns, you will receive an owner notification letter

from Nissan. If you would like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall. You may also search for open recall campaigns at www.safercar.gov.

Q. What is the problem?

A. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag inflator housing in the subject vehicles could deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

Q. Have all affected owners already been notified?

A. Nissan began notifying owners with vehicles subject to PM684 and R1712 in **February 2020**, via U.S. Mail.

Nissan has made multiple attempts to notify owners subject to the other campaign IDs listed above and will continue to re-notify owners with un-remedied vehicles subject to these recalls.

Q. I have not received a letter, but want to know if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall. You may also search for open recall campaigns at safercar.gov.

Q. Is it safe to drive my vehicle?

A. Nissan strongly urges customers to have this important safety recall remedy performed as soon as possible. **In the meantime, do not allow passengers to ride in the front passenger seat until a remedy is performed.**

Q. Is there anything owners can do to avoid the risk/danger?

A. If your vehicle is subject to this important safety recall, immediately contact your dealer to schedule an appointment to have the remedy performed. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed.**

Q. Does my vehicle have Takata airbag inflators?

A. Many vehicles are equipped with Takata airbag inflators. However, only certain vehicles are affected by these recalls. **Let me check your VIN to confirm whether your vehicle is affected – if affected, it needs to be remedied as soon as possible.** If your vehicle is not affected, no further action is needed at this time.

Q. Are parts available for the recall repair?

A. Yes.

Q. Will alternate transportation be provided while the dealer is awaiting parts?

A. Parts are available for the recall repair. However, Nissan has authorized alternate transportation upon customer request if parts are temporarily unavailable at certain Nissan dealers. Please check with your dealer for alternate transportation availability.
Rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

Q. Will towing be provided if requested by the customer?

A. Towing is available, upon customer request, by contacting Nissan Consumer Affairs at 1 888-737-9511. Towing arranged through this number will be billed directly to Nissan and does not need to be included on your warranty claim submission.

Q. Is there any charge for this repair?

A. No. The remedy will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

Q. How long will the corrective action take?

A. This free service should take approximately one (1) hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. All these vehicles are receiving a passenger airbag inflator replacement. Why are there so many campaign IDs and bulletins?

A. The Takata recalls are very complex. Vehicles under each campaign ID are separated by various zones for the same make and model year. Nissan must track each group of vehicles using specific campaign IDs to ensure the repair was completed correctly. Additionally, interim and final repairs must also be tracked, including which vehicles received both interim and final repairs.

There may be some minor differences from one campaign to another, so it is **very important for**

dealers to follow the instructions in each campaign bulletin and the assigned campaign ID for each VIN. Dealers should not deviate from published repair directions and assume that a part referenced for one group of vehicles for a campaign population will work for another.

Q. Where can I find used airbag inflator parts return information?

A. This information is available on Dealer 360 in the recalls & service campaigns forum: <https://dealer360.nnanet.com/community/topics/8300/>

Q. I am a dealer and I have parts or technical questions related to vehicle condition or a notification an owner has received, whom do I talk to?

A. Please contact the Nissan Campaigns and Recalls Team at campaignannouncements@nissan-usa.com. If your question pertains to an owner communication, please include a copy of the communication (if possible) with your email.

Q. I am a dealer, what do I do if the vehicle's Supplemental Restraint System ("SRS") warning light is non-operational, flashing, or illuminated?

A. If the customer will not obtain diagnosis and repair related to the SRS warning light, dealers should have the customer fill out the SRS Light Release form (attached) so that the campaign can be completed.

If the customer declines the recall repair or the vehicle is unrepairable, appropriately document the deferment reason as per **NPSB19-530**.

Q. If the customer declines recommended repairs after diagnosis when a vehicle's SRS warning light is non-operational, flashing or illuminated, how should the dealer proceed?

A. Please contact the Nissan Campaigns and Recalls Team at campaignannouncements@nissan-usa.com.

The Nissan Campaigns and Recalls Team likely will advise you to obtain the SRS Light Release form from the customer and conduct the recall repair.

Q. I have other concerns, whom do I talk to?

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Nissan North America	1-800-867-7669

Q. The media has contacted me with questions about Nissan's recall campaigns. What should I do?

A. Please direct all media inquiries to Nissan Corporate Communications.
Media Contacts Office: 615-725-1000

Mobile Repair Specific - Frequently Asked Questions (FAQ):

Q. Can any dealer perform mobile repairs themselves?

A. Yes. Any dealer may choose to provide mobile repairs for Takata affected customers. It is the Dealer's responsibility to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.

Q. Does the dealer need an individually signed form for each vehicle repaired if dealer is providing mobile services for multiple affected vehicles on behalf of a business, auction, etc. at one location?

A. No. If the dealer is performing multiple mobile repairs on Takata affected vehicles on behalf of a business, auction, etc. the dealer may obtain one signed "Retailer Provided Mobile Service Invoice" and include a listing each of the VINs repaired for that specific entity. However, the dealer must attach a copy of the list to each RO submitted.

Q. Parts not listed in the campaign bulletin are damaged during the course of a mobile repair. How is this handled?

A. If additional parts are required and was not attributed to technician negligence, dealerships can request coverage for additional parts by contacting the warranty claims call center for direction at 1-800-258-7008 Option 7.