



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Takata Driver Air Bag Voluntary Safety Recall Campaign

Reference: PC740
Date: March 31, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2012-17 NV Passenger and Cargo Van (F80)	98,412	NA	March 31, 2020	YES
MY2013-15 Armada (TA60)	45,535			
MY2013-15 Titan (A60)	37,977			

*******Dealer Announcement*******

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Safety Recall Campaign on specific Nissan model year 2012-17 NV Passenger and Cargo Van and Nissan model year 2013-15 Armada and Titan vehicles to replace the air bag inflator with a new Daicel supplied inflator or module kit.

Due to a manufacturing process anomaly, these inflators may not function properly or may potentially rupture during deployment. Overloading of the propellant, or asymmetric loading of the propellant, may lead to over-pressurization of the inflator housing during deployment. Over-pressurization of the inflator housing in the event of a crash may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. Nissan is proactively conducting this recall out of an abundance of caution, and is not aware of any field incidents related to this condition.

NOTE: This issue is not related to the previous Takata air bag recalls. This is a unique manufacturing quality control issue with an unrelated root-cause, but similar outcome.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall using Service Comm or DBS National Service History – Open Campaigns I.D. **PC740**
2. Dealers **must not sell, lease, trade, rent, or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers should use the applicable bulletin to remedy any vehicles subject to this campaign.
 - NTB20-023 – Titan and Armada
 - NTB20-024 – NV Cargo and Passenger Van

4. Once repaired, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

Parts	<ul style="list-style-type: none"> • Parts for this campaign are available and are orderable as needed via normal ordering process. <ul style="list-style-type: none"> ▪ 98510-1PA9A – NV Passenger and Cargo Van ▪ 98560-1PA9C – Armada and Titan
Repair	<ul style="list-style-type: none"> • NTB20-023 – Titan and Armada • NTB20-024 – NV Cargo and Passenger Van
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in May 2020 via U.S. Mail.

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

It is the dealer’s responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary 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 new vehicle inventory. If a VIN subject to this recall campaign 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?

A. Yes.

Q. What is the reason for the recall?

A. Due to a manufacturing process anomaly, these inflators may not function properly or may potentially rupture during deployment.

Q. What is the possible effect of the condition?

A. Overloading of the propellant, or asymmetric loading of the propellant, may lead to over-pressurization of the inflator housing during deployment. Over-pressurization of the inflator housing in the event of a crash may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. Nissan is proactively conducting this recall out of an abundance of caution, and is not aware of any field incidents related to this condition.

Q. What will be the corrective action?

A. Dealers will replace the air bag inflator with a new Daicel supplied inflator or module kit.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to approximately one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **May 2020** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicle repaired as soon as possible upon notification.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Are parts readily available?

A. Yes.

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

A. Rental is available while replacement parts are on order or if you need transportation while your vehicle is being repaired.

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 WBP19-017 for additional information on application of rental reimbursement.		

Q. What do I do with used air bag inflators?

A. In an effort to support the health and safety of their employees, effective immediately, XPO services has elected to temporarily suspend the pickup of used air bag inflators until further notice. At this time, retailers should continue to accumulate affected used recalled inflators on pallets until XPO service can resume. All other inflators should be handled in the normal course.

Q. Is there any charge for the repair?

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

Q. If the vehicle has been in an accident, or the air bag inflator has been previously replaced due to service need, does it need to have the campaign performed?

A. Yes. If the vehicle is identified in Service Comm or DBS National Service History under Open Campaigns, the campaign should be performed.

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.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain Nissan Model Year 2012-17 NV Passenger and Cargo Van and Nissan Model Year 2013-15 Armada and Titan vehicles manufactured between November 1, 2010 and October 13, 2017 are affected.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. Yes. Certain INFINITI Model Year 2011-12 QX56 vehicles manufactured between October 27, 2009 and October 5, 2012 are affected.

Revision History:

Date	Announcement	Purpose
March 31, 2020	Voluntary Safety Recall	New campaign announcement