



# SAFETY RECALL

# CAMPAIGN BULLETIN

## Driver Airbag Cover Emblem Service Parts Voluntary Safety Recall Campaign

Reference: PC947, PC948, PC949

Date: February 10, 2023

**Attention: Dealer Principal, Sales, Service & Parts Managers**

**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.**

| Affected Models/Years:     | Affected Population: | Campaign ID: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|----------------------------|----------------------|--------------|-------------------|-------------------------------|---------------------|
| 2004-2012 Titan (A60)      | 360,945              | PC947        | N/A               | February 10, 2023             | <b>YES</b>          |
| 2004-2012 Armada (TA60)    | 187,163              |              |                   |                               |                     |
| 2005-2012 Pathfinder (R51) | 288,124              | PC948        |                   |                               |                     |
| 2005-2013 Frontier (D40)   | 328,197              |              |                   |                               |                     |
| 2005-2013 Xterra (N50)     | 208,624              |              |                   |                               |                     |
| 2004-2008 Quest (V42)      | 165,572              | PC949        |                   |                               |                     |

### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain driver’s airbag assembly service parts that may have been installed in vehicles as part of a theft or collision repair to address a potential issue with the driver airbag cover emblem. The parts include driver’s airbag assemblies for the model years and models listed above.

The resin emblem on the affected driver’s airbag module covers may have reduced durability due to potential Tier 2 supplier production process variation. In this condition, over time, the posts of the emblem may develop cracks, and the emblem and retainer components could detach in the event of an airbag deployment. A detached emblem and/or retainer component may become a projectile during an airbag deployment, increasing the risk of injury to vehicle occupants.

Nissan is currently developing its remedy plan. Nissan anticipates remedy availability in **Fall 2023**. A campaign announcement and repair information will be distributed once the remedy is available. Owners of potentially affected vehicles will receive an interim owner letter explaining that when a remedy is available, they will be invited to bring their vehicle to a dealer for inspection if the vehicle has had an airbag replacement. The remedy will be performed for the customer free of charge for parts and labor.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC947, PC948, PC949.**
2. Dealers **must not wholesale, sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been inspected and, if necessary, repaired.

**\*\*\*\* Release Schedule \*\*\*\***

|                           |   |
|---------------------------|---|
| <b>Repair</b>             | Nissan is currently developing its remedy plan. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis. Ahead of publication of the campaign repair bulletin, please reach out to FQA for support <a href="mailto:campaignannouncements@nissan-usa.com">campaignannouncements@nissan-usa.com</a> . Nissan anticipates remedy availability in <b>Fall 2023</b> . |
| <b>Owner Notification</b> | Nissan will begin mailing interim notification letters to owners of potentially affected vehicles in <b>March 2023</b> , via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer if the driver's airbag was previously replaced to have the remedy work completed at no cost to the owner.                 |

**\*\*\*\* 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 dealer 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.**

Total Customer Satisfaction

**Frequently Asked Questions (FAQ):**

**Q. Is this a recall?**

A. Yes.

**Q. Is this a Stop Sale?**

A. Yes.

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

A. Nissan strongly recommends dealers not sell a previously owned vehicle affected by this recall 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 driver airbag cover emblem?**

A. If your vehicle is subject to this campaign, 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. You may also search for open recall campaigns at <https://www.nissanusa.com/recalls-vin.html>

**Q. What is the reason for the recall?**

A. The resin emblem on affected driver's airbag module covers may have reduced durability due to potential Tier 2 supplier production process variation. In this condition, over time the posts of the emblem may develop cracks, and the emblem and retainer components could detach in the event of an airbag deployment.

**Q. What is the possible effect of the condition?**

A. A detached emblem and/or retainer component may become a projectile during an airbag deployment, increasing the risk of injury to vehicle occupants.

**Q. What will be the corrective action for this voluntary recall campaign?**

A. Nissan is currently developing a remedy plan.

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

A. Nissan will begin sending interim notifications to owners of all potentially affected vehicles in **March 2023** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis. If inspection deems remedy is needed, a limited number of parts or alternative transportation may be available.

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

A. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis. If inspection deems remedy is needed, a limited number of parts or alternative transportation may be available.

**Q. Are parts available for the recall repair?**

A. Nissan is currently developing a remedy plan. Owners with a loose, cracked or missing emblem should contact their local authorized Nissan dealer for diagnosis. If inspection deems remedy is needed, a limited number of parts or alternative transportation may be available.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request.

| EXPENSE CODE   | DESCRIPTION    | AMOUNT      |
|--|----------------|-------------|
| 502  | Rental Expense | \$156 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.<br>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 the repair?**

A. No. Once the remedy and parts are available, the repair 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, once the remedy and parts are available, 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. How long will the corrective action take?**

A. Nissan is currently developing a remedy plan.

**Q. Where can dealers 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. If you are a dealer and have parts or technical questions related to the condition of a vehicle or a recall notification, please contact the Nissan Campaigns and Recalls Team at [campaignannouncements@nissan-usa.com](mailto: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 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. 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. What model year vehicles are involved?**

A. Certain model year 2004-2012 Nissan Titan vehicles, 2004-2012 Nissan Armada vehicles, 2005-2012 Nissan Pathfinder vehicles, 2005-2013 Nissan Frontier vehicles, 2005-2013 Nissan Xterra vehicles, and 2004-2008 Nissan Quest vehicles which have had a driver's airbag replacement.

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

A. Certain model year 2008-2011 Nissan Titan vehicles, 2008-2011 Nissan Armada vehicles, 2008-2011 Nissan Pathfinder vehicles, 2008-2011 Nissan Frontier vehicles, 2008-2011 Nissan Xterra vehicles,

and 2008-2009 Nissan Quest vehicles. These vehicles may have been manufactured with the subject driver airbag assemblies and are under vehicle recall.

**Revision History:**

| <b>Date</b>       | <b>Announcement</b>              | <b>Purpose</b>            |
|-------------------|----------------------------------|---------------------------|
| February 10, 2023 | Voluntary Safety Recall Campaign | New Campaign Announcement |