



# RECALL

# CAMPAIGN BULLETIN

## Right Hand LED (Light-Emitting Diode) Headlamp Assembly Voluntary Non-Compliance Recall Campaign

Reference: R20B4  
Date: August 27, 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 |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2020 Sentra (B18)      | 5,520                | <b>349</b>        | August 27, 2020               | <b>YES</b>          |

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

Nissan is issuing a Voluntary Non-compliance Recall to replace the right-hand side LED (Light-Emitting Diode) Headlamp assembly and destroy the removed part for specific 2020 Sentra (B18) vehicles identified in Service Comm.

Due to a supplier issue that has since been corrected, the correct aiming logic was not applied when setting the headlamp aim parameters. As a result, the right-hand side LED (Light-Emitting Diode) headlamp assembly may be misaligned resulting in a vertical gradient value below 0.13. In this condition, the aiming performance does not meet minimum requirements of Federal Motor Vehicle Safety Standards (FMVSS/CMVSS) No. 108; Lamps, reflective devices, and associated equipment. Headlamps that are not aimed properly can result in insufficient illumination of the road while driving, which may increase the risk of a crash while driving at night.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify if vehicles are affected by this Voluntary Non-Compliance Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R20B4**.
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - **Please continue to check newly arriving inventory for campaign applicability.**
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 **NTB20-059** to correct any vehicles subject to this campaign.

- If a retailed vehicle affected by this campaign ID visits the dealer for service, the retailer should inform the customer about the recall campaign and communicate that parts may need to be ordered. In an effort to minimize inconvenience to the customer, dealers should place and order for the part and schedule a follow up appointment for repair once the part is available.

4. Once remedied dealers should destroy the removed part and submit the claim, using the claims coding provided, and release the vehicle.

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

|                           |   |
|---------------------------|---|
| <b>Parts</b>              | <ul style="list-style-type: none"> <li>• <b>Parts are on restriction.</b> Nissan will send an automatic parts shipment to <u>dealers with affected inventory</u>. Shipments will begin arriving on <b>August 28, 2020</b>. <ul style="list-style-type: none"> <li>○ Parts for retailed population may be ordered via DBS beginning August 31, 2020.</li> <li>○ Parts restriction will be removed and dealers will be able to place an order for additional parts, as needed, via normal ordering process beginning <b>October 1, 2020</b>.</li> </ul> </li> </ul> |
| <b>Repair</b>             | <ul style="list-style-type: none"> <li>• <b>NTB20-059</b></li> </ul>  |
| <b>Owner Notification</b> | Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>October 2020</b> 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 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.**

Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a recall?**

A. Yes.

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

A. Due to a supplier issue that has since been corrected, the correct aiming logic was not applied when setting the headlamp aim parameters. As a result, the right-hand side LED (Light-Emitting Diode) headlamp assembly may be misaligned resulting in a vertical gradient value below 0.13. Under this condition, the affected vehicle may not comply with certain performance requirements

of Federal Motor Vehicle Safety Standards (FMVSS) No. 108; Lamps, reflective devices, and associated equipment.

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

A. Headlamps that are not aimed properly can result in insufficient illumination of the road while driving, which may increase the risk of a crash while driving at night.

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

A. Yes.

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

A. Dealers will replace the right-hand LED (Light-Emitting Diode) Headlamp assembly and destroy the removed part.

**Q. How long will the corrective action take?**

A. This free service should take up to 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. When will vehicle owners be notified?**

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **October 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 vehicles 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. Nissan will send an automatic parts shipment to dealers with affected inventory. Shipments will begin arriving on **August 28, 2020**.

- o Parts for retailed population may be ordered via DBS beginning August 31, 2020.
- o Parts restriction will be removed and dealers will be able to place an order for additional parts, as needed, via normal ordering process beginning **October 1, 2020**.

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

A. Yes. Complimentary alternate transportation is available, upon customer request, 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 WBP19-017 for additional information on application of rental reimbursement. |                |             |

**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. 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 MY2020 Nissan Sentra (B18) vehicles equipped with LED (Light-Emitting Diode) headlamps and manufactured between November 26, 2019 and March 24, 2020 at the Aguascalientes, Mexico plant are affected.

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

A. No.

**Revision History:**

| Date            | Announcement                    | Purpose                   |
|-----------------|---------------------------------|---------------------------|
| August 27, 2020 | Voluntary Non-Compliance Recall | New Campaign Announcement |