



SAFETY RECALL

CAMPAIGN BULLETIN

Inner Tie Rod Inspection
Voluntary Safety Recall Campaign

Reference: **PM985**

Date: **October 4, 2023**

Attention: Dealer Principal, Sales, Service & Parts Managers

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

REVISION 2
Please discard earlier versions of this bulletin.

The announcement from August 11, 2023 has been revised to include the following:

- **PM985 is being closed and all vehicles are being moved to Campaign ID R23B3.**
 - Existing parts orders under PM985 will remain open

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Closure date: |
|------------------------|----------------------|-------------------|----------------------------|
| 2020-2021 Sentra (B18) | NA | NA | October 4, 2023 |

**** Campaign Summary ****

Nissan has reclassified and expanded the previously announced quality action (PM973) for new vehicle inventory as a Voluntary Safety Recall Campaign on **138,736** specific 2020-2021 Sentra vehicles identified in Service Comm. Nissan Dealers will inspect and, if necessary, replace both the left-hand and right-hand inner tie rod(s) if affected.

The left and/or right side tie rod may be bent on the affected vehicles. Nissan has identified certain manufacturing process issues as potential sources for impact damage to the tie rod. A bent tie rod condition may impair the driver's ability to steer the vehicle. The steering wheel may be off-center and/or experience vibration. In the worst case scenario, if the tie rod breaks, it can lead to a loss of control.

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 Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PM985.**

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 **NTB21-052** to remedy any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

| | |
|---------------------------|---|
| Parts | <p>Part number D8521-6LB0A – Inner Tie Rod, has been superseded to part number DH521-6LB0A</p> <ul style="list-style-type: none"> • Parts are on restriction and may be ordered via DBS beginning August 11, 2023. <p style="color: red;">NOTE: Nissan anticipates a low number of affected vehicles will require replacement.</p> <p>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</p> |
| Repair | <ul style="list-style-type: none"> • NTB21-052 |
| Owner Notification | <p>Nissan will begin sending notifications to owners of all potentially affected vehicles in August 2021 via U.S. Mail.</p> |

****** Parts Return******

- **Nissan is requiring dealers to check their parts inventories for the part number listed in the table below and return them no later than August 25, 2023.**
- **If a listed part is found in your parts inventory, do not sell this part, or install this part on any vehicle. Please follow the instructions below for return procedure:**
 1. Create an I-Code RFC, an invoice# is not necessary
 2. Be sure to use these specific comments: “PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION”.
 3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: NNAUSPartsOperations@nissan-usa.com

| Part Number | Description | Applied Model |
|-------------|---------------|---------------|
| D8521-6LB0A | Inner Tie Rod | Sentra |

****** 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 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 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 Safety recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the Voluntary Safety Recall?

A. The left and/or right side tie rod may be bent on the affected vehicles. Nissan has identified certain manufacturing process issues as potential sources for impact damage to the tie rod.

Q. What is the possible effect of this condition?

A. A bent tie rod condition may impair the driver's ability to steer the vehicle. The steering wheel may be off-center and/or experience vibration. In the worst case scenario, if the tie rod breaks, it can lead to a loss of control.

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

A. Dealers will inspect and, if necessary, replace both the left-hand and right-hand inner tie rod(s) if affected.

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 two and

one half (2.5) hours to complete, if part(s) replacement is necessary. 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 began sending notifications to owners of all potentially affected vehicles in **August 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If the steering wheel is off-center and/or you experience vibration, please contact your local Nissan dealer for immediate inspection and instructions on how to transport your vehicle to the dealership.

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

A. No.

Q. Are parts readily available?

A. Yes. Parts are on restriction and can be ordered via DBS.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If inspection indicates parts replacement is needed**, rental is available upon customer request, while parts are on order.

| 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. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding 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 service.

For Consumer Affairs: Please inform us of the dealer where you would like to have the service 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 Model Year 2020–2021 Nissan Sentra vehicles manufactured in the Aguascalientes plant from November 25, 2019 to March 24, 2021.

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|-----------------|---------------------|------------------------------------|
| June 18, 2021 | Original Document | New campaign announcement |
| August 11, 2023 | REVISION 1 | Parts return and restriction added |
| October 4, 2023 | REVISION 2 | Campaign superseded by R23B3 |