



SAFETY RECALL

CAMPAIGN BULLETIN

Inner Tie Rod Inspection Voluntary Safety Recall Campaign

Reference: PM985

Date: June 18, 2021

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:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020-2021 Sentra (B18)	138,736	5,547	June 18, 2021	YES

****** 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 Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PM985.**
 - 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 remedied.
3. Dealers should use **NTB21-052** to remedy any vehicles subject to this campaign.

- Once remedied dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<p>Parts are on restriction. If inspection results indicate that parts replacement is necessary, dealers may place an SVC order via DBS.</p> <ul style="list-style-type: none"> ➤ D8521-6LBOA – Tie Rod End <ul style="list-style-type: none"> • Parts may be ordered via normal process beginning June 25, 2021. <p><i>NOTE: Nissan anticipates a low number of affected vehicles will require replacement.</i></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>

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

A. Yes.

Q. What is the reason for the 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 the 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 will begin 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.

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	\$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.

Q. Is there any charge for this remedy?

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 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	Voluntary Safety Recall	New Campaign Announcement