



RECALL CAMPAIGN BULLETIN

Classification: EL21-007	Reference: NTB21-026	Date: March 29, 2021
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VOLUNTARY SAFETY RECALL CAMPAIGN 2016-2019 SENTRA; STOP LAMP SWITCH REPLACEMENT

CAMPAIGN ID #: PM971
APPLIED VEHICLES: 2016-2019 Sentra (B17)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign, on certain specific model year 2016-2019 Sentra vehicles, to replace the stop lamp switch. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

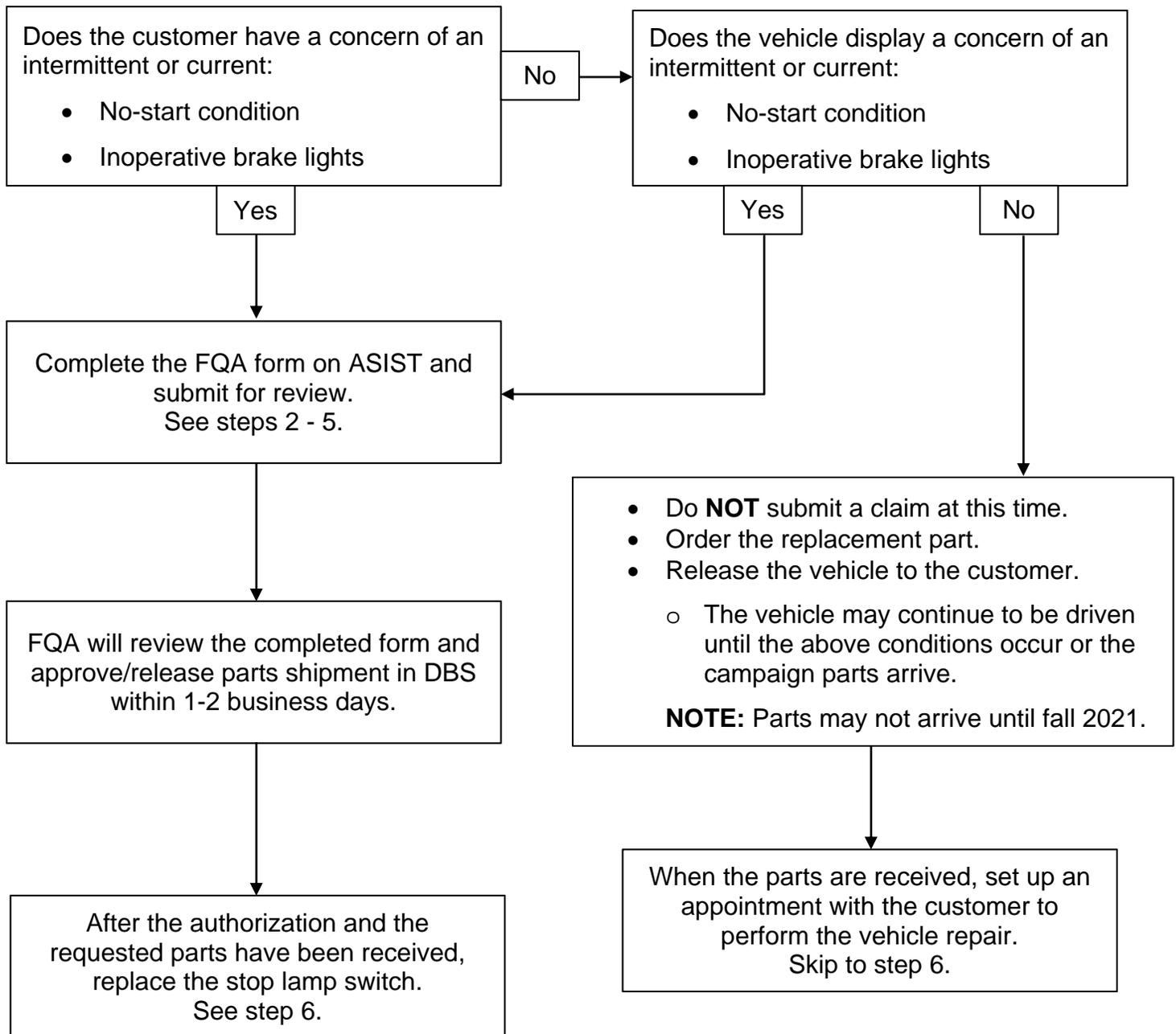
Nissan has assigned identification number PM971 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

REPAIR OVERVIEW



SERVICE PROCEDURE

1. Is there a customer concern or does the vehicle display a current or intermittent:

- No-start condition
- Inoperative brake lights

YES:

- Provide the customer with a rental.
- Inform the customer that a limited number of parts are available.
- Perform steps 2 - 5 to complete the FQA form in ASIST.

NO:

- Do **NOT** submit a claim.
- Release the vehicle. The vehicle can continue to be driven until the above conditions occur or the campaign parts arrive.

NOTE: Parts may not arrive until fall 2021.

- Order a replacement part.
- When the parts are received, set up an appointment with the customer to perform the vehicle repair and skip to step 6.

Complete and Submit the FQA Form

2. Open ASIST.

3. Select **Tech Support Info**, and then select **Bulletin Support Items**.

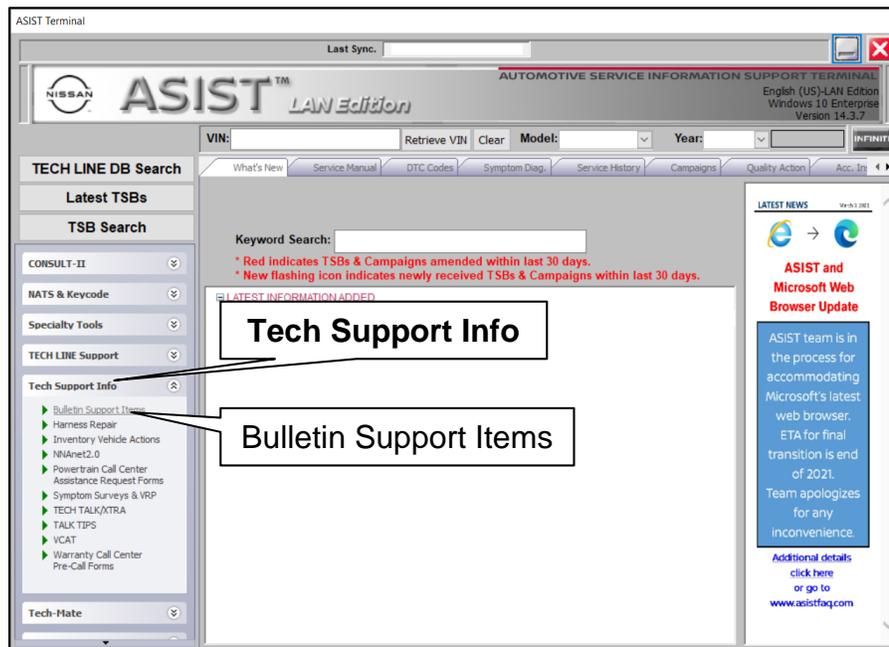


Figure 1

4. Select **CLICK HERE...** next to **PM971 – 2016-2019 Sentra Stop Lamp Switch**.

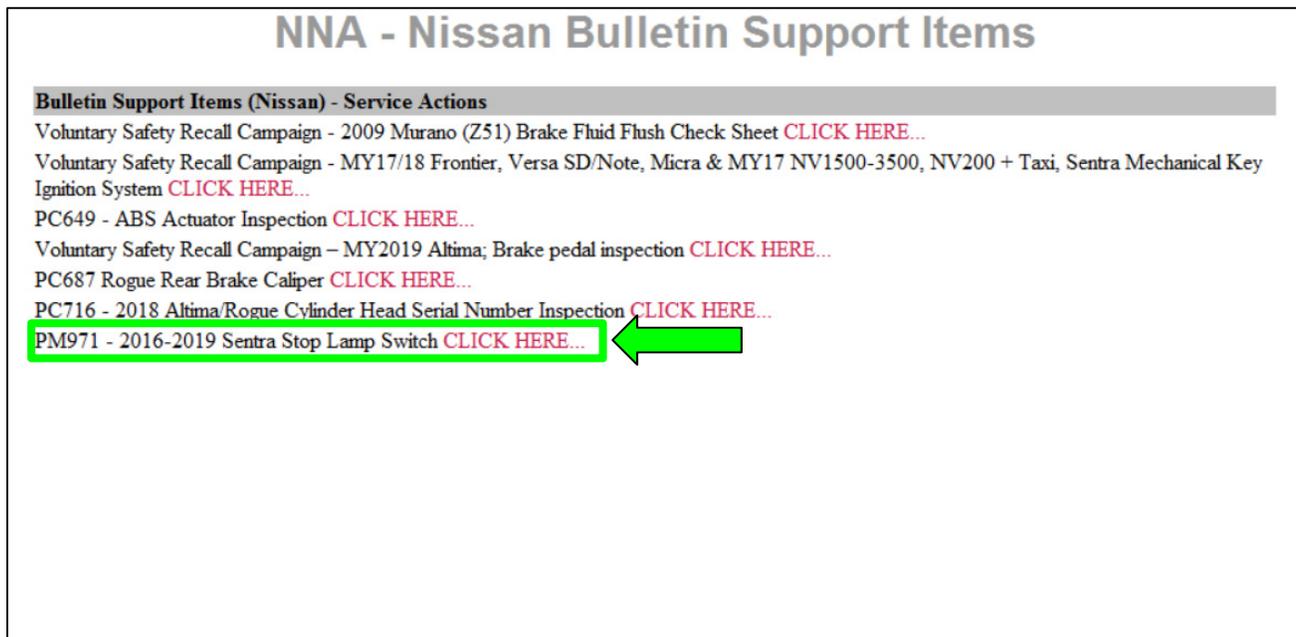


Figure 2

5. Fill out the **PM971 2016-2019 Sentra Stop Lamp Switch** form, and then select **Submit**.

- FQA will review the completed form and approve/release parts shipment in DBS within 1-2 business days.
- After the authorization and the requested parts have been received, proceed to step 6.

PM971 2016-2019 Sentra Stop Lamp Switch

3/9/2021 3:29:13 PM (Mountain Standard Time)

Dealer Code	<input type="text"/>	
VIN	<input type="text"/>	
Dealer Name	<input type="text"/>	
Contact Name	<input type="text"/>	
Contact Number	<input type="text"/> Format (xxx)xxx-xxxx	
Contact E-Mail	<input type="text"/>	

Parts are on restriction and will have limited availability until Fall 2021. Nissan has developed the following part ordering process to prioritize distribution of parts while supply is limited:
Please review the below conditions and check all that apply for the vehicle:

Is the vehicle experiencing an intermittent or current no-start (no cranking) condition?
 Is the vehicle experiencing intermittent or current inoperative brake lights?

Please review the below conditions and check all that apply:

Is the customer complaint either of the above conditions?
 Were either of the incidents verified during inspection of the vehicle?

Please review the below conditions and check if it applies:

Is this a rental vehicle (AVIS, Hertz or Enterprise)?
 Was the vehicle towed in?

←

Figure 3

Replace the Stop Lamp Switch

6. Remove the instrument lower panel LH.

- For instrument lower panel LH removal, refer to the ESM section below.

➤ **BODY INTERIOR > INSTRUMENT PANEL > REMOVAL AND INSTALLATION > INSTRUMENT LOWER PANEL LH.**

7. Disconnect the harness connector from the stop lamp switch.

8. Rotate the stop lamp switch counterclockwise to remove.

HINT: The stop lamp switch is the upper of the 2 switches, as shown in Figure 4.

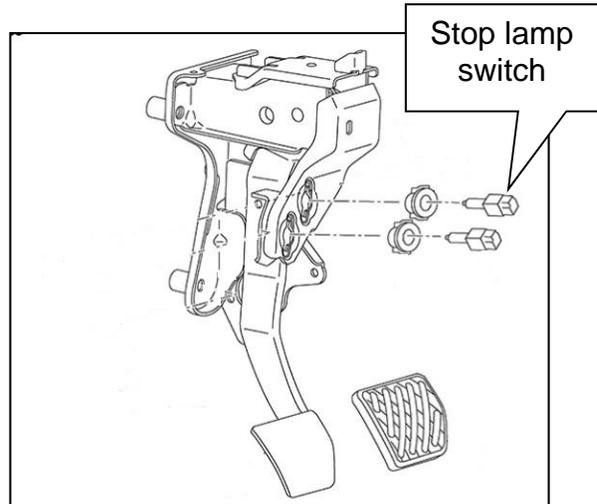


Figure 4

9. Connect the new stop lamp switch, from the **PARTS INFORMATION** table on page 10, to the harness connector (Figure 5).

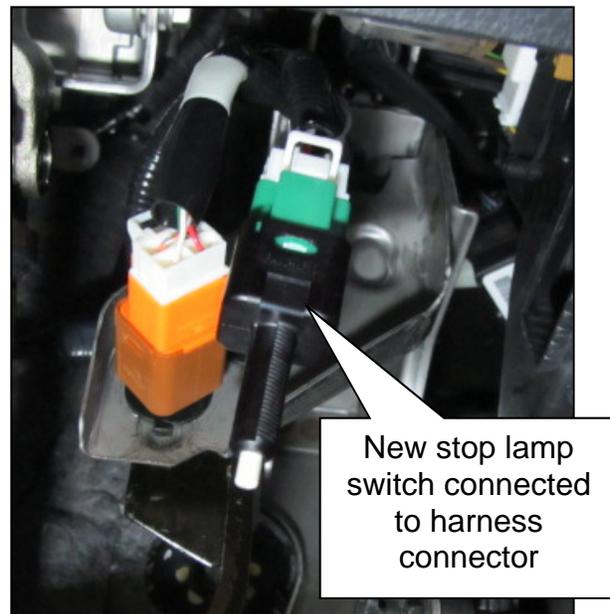


Figure 5

10. Insert the stop lamp switch, plunger first, into the large opening of the rubber grommet until the plunger is visible at the small end of the rubber grommet as shown in Figure 6



Figure 6

11. Pull the large opening of the rubber grommet to completely cover the stop lamp switch and harness connector.

NOTE: When the rubber grommet is fully installed, the threads of the stop lamp switch will be exposed (Figure 7).

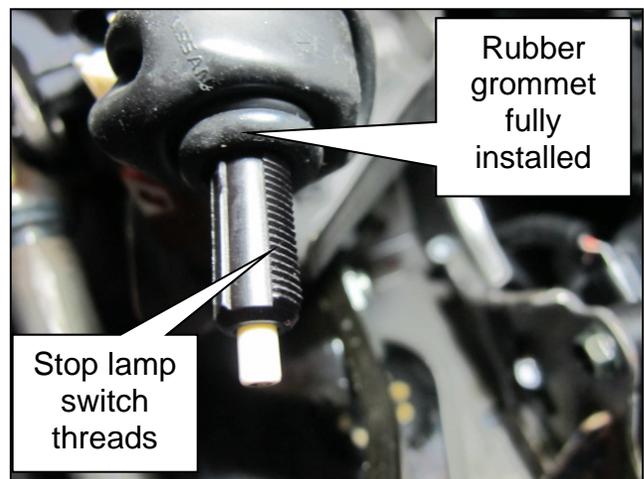


Figure 7

12. Fold the large opening of the grommet back around the stop lamp switch.

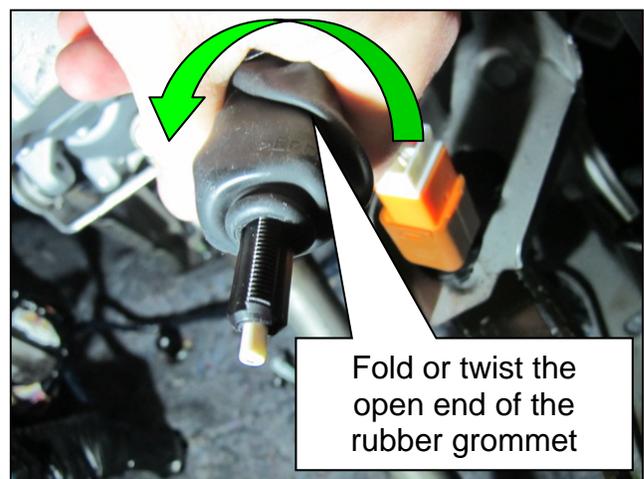


Figure 8

13. Tape off the large opening of the rubber grommet as shown in Figure 9.

- Ensure the large opening of the rubber grommet is completely sealed off with tape.
- The tape should be applied to the stop lamp switch harness at least 1 inch beyond the end of the rubber grommet.

NOTE: Make sure the stop lamp switch threads are exposed.

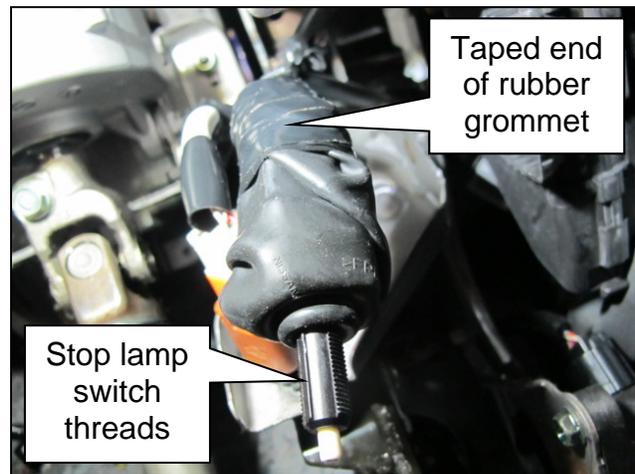


Figure 9

14. Install the stop lamp switch.

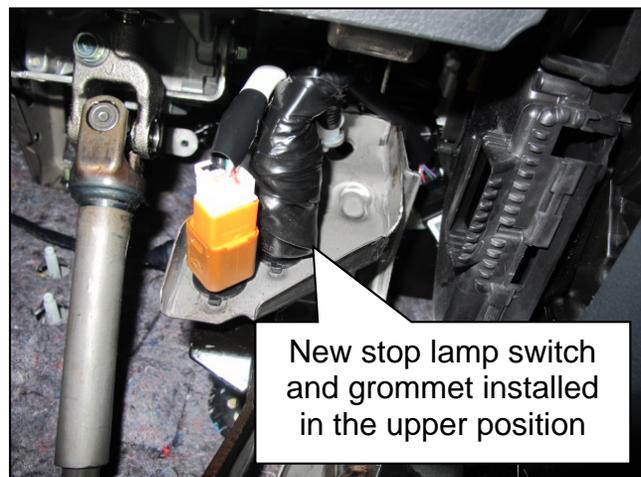


Figure 10

15. Adjust the stop lamp switch.

- For stop lamp switch adjustment, refer to the ESM section, **BRAKES > BRAKE SYSTEM > PERIODIC MAINTENANCE > BRAKE PEDAL > ADJUSTMENT > STOP LAMP SWITCH AND BRAKE PEDAL POSITION SWITCH.**

IMPORTANT: Make sure that the clearance (A) between the brake pedal (3) and the brake pedal position switch (1) and the stop lamp switch (2) are within specification. The brake lights must turn OFF when the brake pedal is released.

- Clearance (A): 0.74 – 1.96 mm (**0.03 – 0.08 in.**)

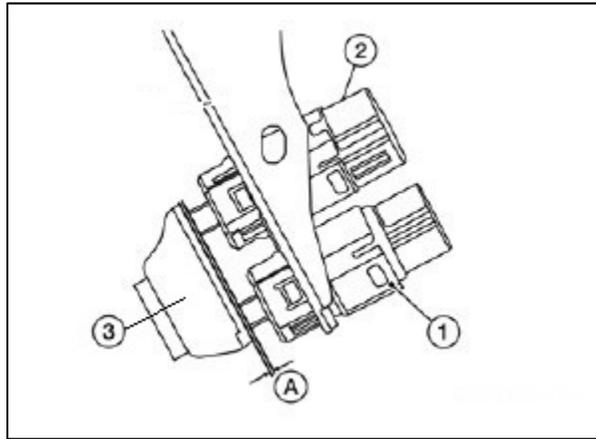


Figure 11

16. Reinstall the instrument lower panel LH.

- For instrument lower panel LH installation, refer to the ESM section below.

- **BODY INTERIOR > INSTRUMENT PANEL > REMOVAL AND INSTALLATION > INSTRUMENT LOWER PANEL LH.**

17. Verify the brake lights operate correctly when the brake pedal is depressed and released.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Switch Assembly – Stop Lamp	25320-9AE0A	1
Rubber Grommet	24268-6KE0A	1
Electrical Tape	(1)	3 ft

(1) Local source.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PM971	Complete Form, Install New Stop Lamp Switch and Rubber Grommet	PM9710	0.5 hr
	Install New Stop Lamp Switch and Rubber Grommet	PM9711	0.4 hr

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
060	Shop Supplies (Electrical Tape)	\$0.08

*The repair requires approximately three feet of tape.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 29, 2021	NTB21-026	Original bulletin published