



# VOLUNTARY RECALL CAMPAIGN

Classification: ST21-003A	Reference: NTB21-052A	Date: August 14, 2023
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2020-2021 SENTRA; INNER TIE ROD

This bulletin has been amended. See AMENDMENT HISTORY on the last page.  
Please discard previous versions of this bulletin.

**CAMPAIGN ID #:** PM985  
**APPLIED VEHICLES:** 2020-2021 Sentra (B18)

**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 2020-2021 Sentra vehicles, to inspect and, if necessary, replace the inner tie rods. This service will be performed at no charge to the customer for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PM985 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.

## SERVICE PROCEDURE

1. Place the vehicle on a lift and raise to a suitable height.
2. Locate the LH and RH inner sockets (inner tie rods).

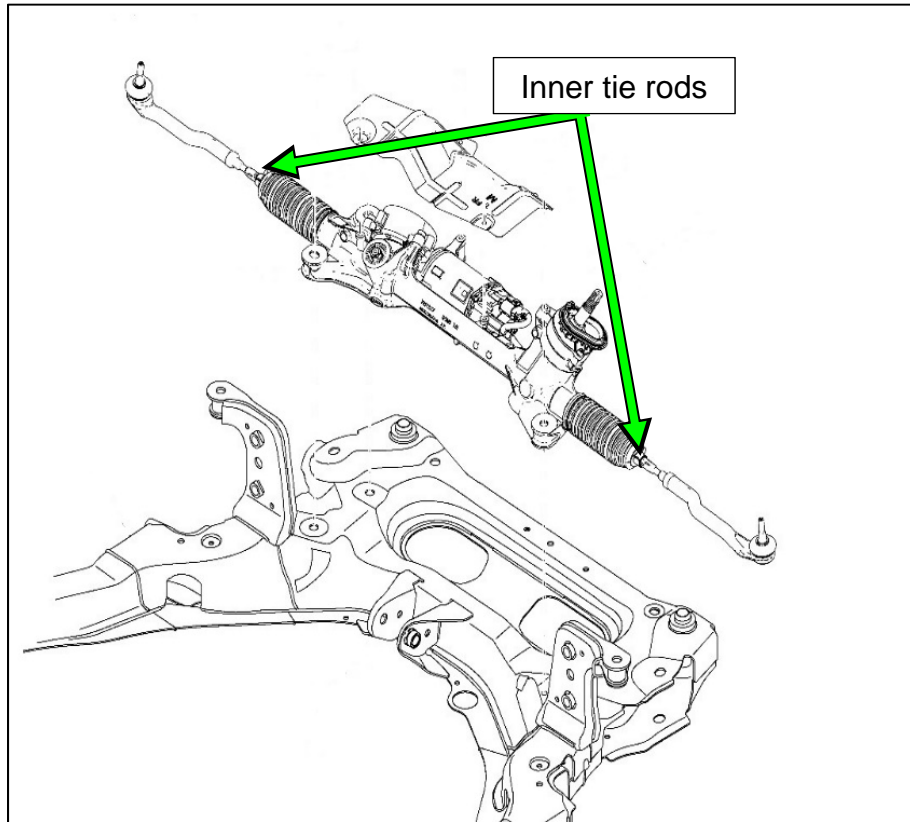


Figure 1

3. Inspect each inner tie rod for a bent condition by placing a straight edge on each inner tie rod (Figure 2 and Figure 3).

**HINT:** The inner tie rod in Figure 3 has an exaggerated bend. An inner tie rod(s) that is found to be bent may not be as extreme. An inner tie rod(s) found with any bent condition should be considered **NG**.

- If an inner tie rod is **NG**, proceed to step 4 for inner tie rod replacement.
- If an inner tie rod is **OK**, inspection is complete and no further action is required.
  - Lower the vehicle and return to the customer.
  - Review the **CLAIMS INFORMATION** on page 4 and submit a warranty claim.

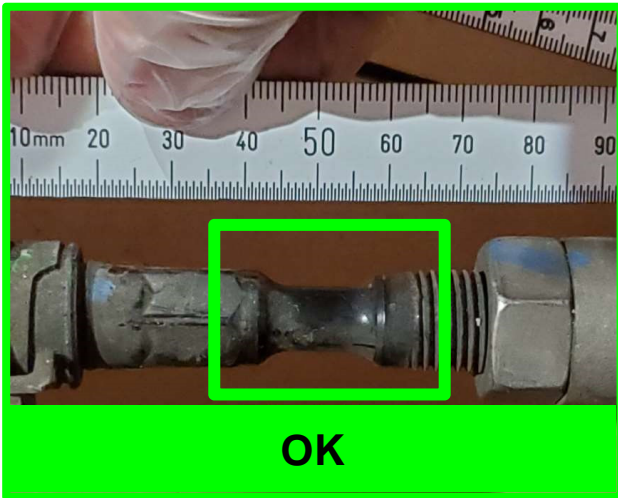


Figure 2



Figure 3

4. Replace the **NG** inner tie rod(s).
  - For inner tie rod replacement, refer to the ESM section below.
    - **STEERING > STEERING SYSTEM > REMOVAL AND INSTALLATION > STEERING GEAR AND LINKAGE > Removal and Installation – Inner socket**
5. Perform a 4-wheel alignment.

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
Socket Kit – Tie Rod, Inner	DH521-6LB0A	2 As Needed

**CLAIMS INFORMATION**

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PM985	Inspect Both Inner Tie Rods (OK Condition)	PM9850	0.2
	Inspect and Replace One Inner Tie Rod	PM9851	1.8 (1)
	Inspect and Replace Both Inner Tie Rods	PM9852	2.2 (1)

(1) Labor operation time includes a 4-wheel alignment.

**AMENDMENT HISTORY**

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 17, 2021	NTB21-052	Original bulletin published
August 14, 2023	NTB21-052A	<b>PARTS INFORMATION</b> revised, and “NOTE” references changed to “HINT”