



# SAFETY RECALL

## CAMPAIGN BULLETIN

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

Reference: R20B4  
Date: September 2, 2022

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.

**UPDATE September 2, 2022**  
Please discard earlier versions of this bulletin.

**The announcement from April 14, 2022 has been revised to include:**

- The parts restriction will be removed on the following part and dealers will be able to order, as needed, via normal ordering process beginning **September 9, 2022:**
  - 26010-6LB5A Headlamp Assy-RH

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020 Sentra (B18)	5,011	NA	August 27, 2020	<b>YES</b>

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

Nissan is revising the Voluntary Recall Campaign to include previously retailed VINs. Dealers will 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. Under this condition, the affected vehicle may not comply with certain re-aiming performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 108; Lamps, reflective devices, and associated equipment. The issue does not impact headlamp aim and performance at the time of manufacturing.

Affected vehicles are subject to stop sale.

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

- Verify if vehicles are affected by this Voluntary Non-Compliance Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R20B4.**
- 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.
- Dealers should use **NTB20-059** to correct any vehicles subject to this campaign.

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>	<b>Part will be removed from restriction on September 9, 2022, and may be ordered via normal process.</b>  ➤ 26010-6LB5A Headlamp Assy-RH
<b>Repair</b>	• <b>NTB20-059</b>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>June 2022</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.**

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 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 re-aiming 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. 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 **June 2022**, 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, part can be ordered via normal process starting **September 9, 2022**.

**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. 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 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
October 1, 2020	REVISION 1	Previously identified retailed VINs have been removed from the campaign population.
April 14, 2022	REVISION 2	Campaign VIN population and parts update.
September 1, 2022	REVISION 3	Parts restriction lifted