



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Cowl Seam Seal Voluntary Safety Recall Campaign

Reference: PMA21

Date: November 22, 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 1 Please discard earlier versions of this bulletin.

**The announcement from June 15, 2023 has been revised to include the following:**

- The parts restriction will be removed on part number **242336-6LA1A** and dealers can order, as needed, via normal ordering process beginning **November 29, 2023**.
  - [Parts on order in DBS will be fulfilled](#)

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2022 Sentra (B18)    | 230                  | NA                | June 15, 2023                 | <b>YES</b>          |

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

Nissan is reclassifying the previously announced Quality Action (PMA11) as a Voluntary Safety Recall Campaign. Nissan is committed to the safety and security of our customers and their passengers, and has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain specific MY2022 Nissan Sentra vehicles to address a potential water intrusion issue.

During periods of heavy rain, there is a possibility of water leaking through the front left cowl area onto the driver's side floor, which can potentially lead to an increased risk of corrosion specifically at the TH80 connector. If corrosion develops between the terminals within the TH80 connector, it can short circuit potentially resulting in the following conditions, increasing the risk of accident, injury and property damage:

- Inoperative washer motor, VDC, tail lamps, turn lamps, hazard lamps, reverse lamps or airbags
- Malfunction Indicator Lamp (MIL) illuminated
- No start
- Engine start or shift gear without application of brake pedal
- Stop lamps remain illuminated
- Limited acceleration
- Thermal Incident

Dealers will apply sealer to the driver's side cowl area and inspect the TH80 connector for signs of humidity or corrosion. If moisture or corrosion is detected, the dealer will replace the main harness and engine room harness.

\*\*\*\* 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. **PMA21**.
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 **NTB23-050** 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 \*\*\*\*

|   |  |                                |
|---|--|--------------------------------|
| <b>Parts</b>  | If inspection results indicate that parts replacement is needed, the parts restriction will be removed on part number <b>242336-6LA1A</b> and dealers can order, as needed, via normal ordering process beginning <b>November 29, 2023</b> |                                |
|   | <b>Part Number</b>   | <b>Description</b>             |
|   | 999MP9G000P  | LORD Fusor 800DTM              |
|   | (2)  | 3M Urethane Seam Sealer #08368 |
| 24236-6LA1A   | BRKT-CONN  | 1<br>As Needed                 |
| <p><b>(1) Repair can be performed using LORD Fusor PN 999MP9G000P OR 3M Urethane Seam Sealer #08368.</b></p> <p><b>(2) 3M Urethane Seam Sealer #08368 can be purchased at Bodyshop Supply Retailers or some Auto Parts Suppliers.</b></p>   |  |                                |
| <p><b>NOTE:</b> Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p> |  |                                |
| <b>Repair</b>   | <ul style="list-style-type: none"> <li>• <b>NTB23-050</b></li> </ul>   |                                |
| <b>Owner Notification</b>   | Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>July 2023</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 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.

**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. During periods of heavy rain, there is a possibility of water leaking through the front left cowl area onto the driver's side floor, which can potentially lead to an increased risk of corrosion specifically at the TH80 connector.

**Q. What is the possible effect of this condition?**

A. If corrosion develops between the terminals within the TH80 connector, it can result in a short circuit potentially resulting in the following conditions, increasing the risk of accident, injury and property damage:

- Inoperative washer motor, VDC, tail lamps, turn lamps, hazard lamps, reverse lamps or airbags
- Malfunction Indicator Lamp (MIL) illuminated
- No start
- Engine start or shift gear without application of brake pedal
- Stop lamps remain illuminated
- Limited acceleration
- Thermal Incident

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

A. Dealers will apply sealer to the driver's side cowl area and inspect the TH80 connector for signs of humidity or corrosion. If moisture or corrosion is detected, the dealer will replace the main harness and engine room harness.

**Q. How long will the corrective action take?**

A. This free service could take up to one (1.0) hours 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 **July 2023**, via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. If a customer experiences any of the following conditions, they should contact their local Nissan dealer for diagnosis:

- Wet or damp flooring on driver's side
- Inoperative washer motor, VDC, tail lamps, turn lamps, hazard lamps, or reverse lamps
- Hazard telltale light flashing rapidly
- Airbag Warning Lamp illuminated
- Malfunction Indicator Lamp (MIL) illuminated
- No start
- Engine start or shift gear without application of brake pedal
- Stop lamps remain illuminated
- Limited acceleration

If the customer detects any burning odor or smoke, Nissan recommends parking the vehicle outside and contacting Nissan Roadside Assistance to have the vehicle towed to an authorized dealer as soon as possible. Otherwise, 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. The restriction will be removed for all parts and dealers will be able to order via normal process, as needed, effective November 29, 2023.

**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 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 MY2022 Nissan Sentra vehicles manufactured between September 21, 2022 to September 27, 2022.

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

A. No.

**Revision History:**

| Date              | Announcement      | Purpose                   |
|-------------------|-------------------|---------------------------|
| June 15, 2023     | Original Document | New campaign announcement |
| November 22, 2023 | REVISION 1        | Parts restriction lifted  |