



SAFETY RECALL

CAMPAIGN BULLETIN

Tie Rod Replacement Voluntary Safety Recall Campaign

Reference: R23B3

Date: October 4, 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 August 16, 2023 has been revised to include the following:

- The vehicles subject to campaign ID **PM985** have been moved to campaign ID **R23B3**, and **PM985** will be closed effective **October 4, 2023**.
 - Vehicles that were inspected under **PM985** and were released without having both tie rods replaced or were repaired with pre-countermeasure parts, will still need to receive the remedy under **R23B3** once the remedy parts are available.
- **R23B3** has been revised to include an inspection procedure to inspect both inner tie rods for a bent condition (refer to **NTB23-078**).
 - The remedy parts are anticipated to be available in Winter 2023-24. For escalated situations, parts are restricted and orderable thru DBS.
 - If the owner notices the steering wheel is off center and/or they experience vibration, the owner can have their vehicle inspected at their Nissan dealership. If the inspection finds a bent tie rod, please reach out to FQA for support by contacting FQA_Inspection_Support@nissan-usa.com, and provide pictures of the VIN and the bent/damaged tie rod(s) for review. Follow instructions per **NTB23-078**.
 - **IMPORTANT: FQA approval is required before replacing the tie rods**
 - If the owner does not have a bent tie rod, the remedy parts for this recall are anticipated to be available in Winter 2023-24. When the remedy parts are available, Nissan will send the owner a second letter asking them to bring their vehicle to a Nissan dealer for repair, free of charge.
 - The inspection Operation Code (**QX44AA**) can be used more than once for a VIN.
 - **Performing the inspection operation alone does not close this campaign.**
 - Vehicles affected by this campaign that have not had both tie rods replaced with countermeasure parts will still need to have the final remedy completed when the parts become available.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020-2022 Sentra (B18)	236,238	88	August 16, 2023	YES

***** Campaign Summary *****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2020-2022

Sentra vehicles, manufactured from November 25, 2019 to March 31, 2022, to address a potential issue with the tie rods. **Once remedy parts are available, Nissan dealers will replace both the left-hand and right-hand tie rod with a countermeasure part.**

The tie rod's strength may be insufficient under certain real world conditions with high input force. This situation can lead to the left and right side tie rod becoming bent on the affected vehicles. 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.

The remedy parts for this recall are anticipated to be available Winter 2023-24. When the final remedy parts are available, Nissan will send owners a letter asking them to bring their vehicle to a Nissan dealer for repair. If the owner notices the steering wheel is off center and/or they experience vibration, the owner can have their vehicle inspected at their Nissan dealership. If the inspection finds a bent tie rod, the dealer will replace both the left-hand and right-hand tie rods.

****** 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. **R23B3**.
 - 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.

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

Repair	<p>Remedy parts are not readily available. If a customer presents their vehicle to the Dealer with a steering wheel off center or vibration concern, the inspection for a bent tie rod should be performed. If a bent tie rod is found, please reach out to FQA for support by contacting FQA_Inspection_Support@nissan-usa.com and follow the instructions per NTB23-078. Nissan anticipates remedy parts availability in Winter 2023-24.</p> <ul style="list-style-type: none"> • Refer to NTB23-078 for inspecting tie rods for a bent/damaged condition
Owner Notification	<p>Nissan will begin mailing interim notification letters to owners of affected vehicles in October 2023, via U.S. Mail. Once remedy parts are available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.</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.

Total Customer Satisfaction

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 tie rod's strength may be insufficient under certain real world conditions with high input force.

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. Once the remedy and parts are available, dealers will replace both the left-hand and right-hand tie rods. The remedy parts for this recall are anticipated to be available Winter 2023-24.

Q. How long will the corrective action take?

A. Once the remedy and parts are available, 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. 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 **October 2023** 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. If dealer inspection finds a bent tie rod, both the left-hand and right-hand tie rod will be replaced with countermeasure parts. If your vehicle does not have a bent tie rod, the remedy parts for this recall are anticipated to be available in Winter 2023-24. When the remedy parts are available, Nissan will send you a letter asking you to bring your vehicle to a Nissan dealer for repair, free of charge.

Q. Is there anything owners can do to mitigate this condition?

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. If dealer inspection finds a bent tie rod, both the left-hand and right-hand tie rod will be replaced with countermeasure parts. If your vehicle does not have a bent tie rod, the remedy parts for this recall are anticipated to be available in Winter 2023-24. When the remedy parts are available, Nissan will send you a letter asking you to bring your vehicle to a Nissan dealer for repair, free of charge.

Q. Are parts readily available?

A. No. Parts are very limited and Nissan anticipates availability in Winter 2023-24.

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	\$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 inspection and remedy, once parts are available, 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, once the remedy parts are available, 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. Once parts are available, 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 2020-2022 Nissan Sentra vehicles manufactured from November 25, 2019 to March 31, 2022.

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

A. No.

Revision History:

Date	Announcement	Purpose
August 16, 2023	Voluntary Safety Recall	New Campaign Announcement
October 4, 2023	REVISION 1	TSB updated with inspection procedure