



VOLUNTARY RECALL CAMPAIGN

Classification: ST23-004	Reference: NTB23-078	Date: October 3, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2020-2022 SENTRA; INNER TIE ROD

CAMPAIGN ID #: R23B3
APPLIED VEHICLES: 2020-2022 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 2020-2022 Sentra vehicles. As an interim remedy, dealers will inspect and, if necessary, replace the inner tie rods. When additional remedy parts are available, owners will receive an invitation to repair letter instructing them to bring their vehicle to a dealer for remedy. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number R23B3 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.

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 Driver (LH) and Passenger (RH) inner sockets (inner tie rods).

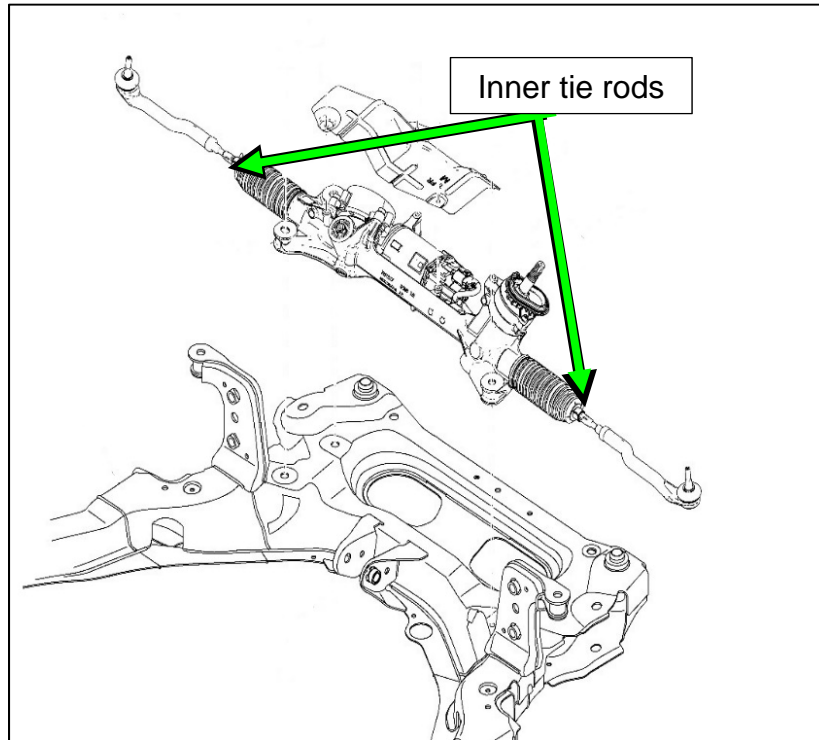


Figure 1

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. Any inner tie rod(s) that is found to be bent may not be as extreme. Any inner tie rod(s) found with any bent condition should be replaced.



Figure 2

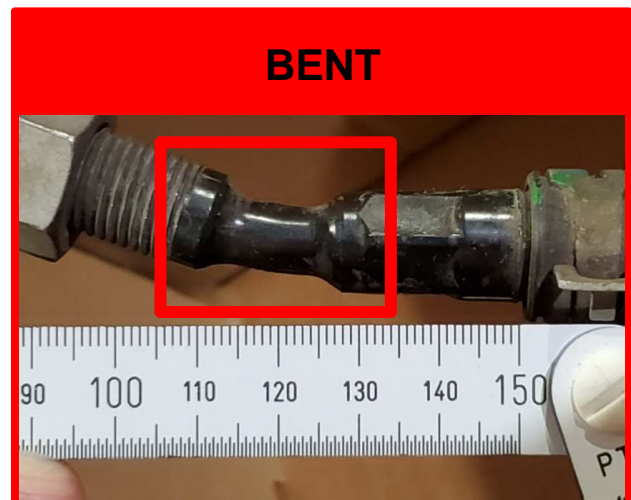


Figure 3

- If both inner tie rods are **OK**, the 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**.
 - **The operation code for inspection and release (both inner tie rods inspect as OK) is a warranty operation code that can be claimed regardless of vehicle age/mileage.**
 - **The inspection and release warranty operation code will not close the campaign as the inspect and release warranty operation code is an interim inspection.**

- If either inner tie rod is bent, send an email with clear photos of the bent inner tie rod(s) found in step 3 to FQA using the information below. **HOLD** the vehicle until further notice.
 - Ensure the email contains the information below:
 - Email Subject Line: R23B3 Sentra Inner Tie Rod
 - VIN
 - Dealer Code
 - Dealer Name
 - Dealer Address
 - Contact Name
 - Contact Email
 - Contact Phone Number
 - Provide a brief explanation of which tie rod(s) are bent

 - Ensure the photos meet the following criteria:
 - Take clear photos of the VIN certification label and bent tie rod(s) found on the vehicle
 - Photo type must be JPEG, PNG, or PDF
 - **The emailed file size cannot exceed 10 MB**
 - Email photos to FQA_Inspection_support@nissan-usa.com

IMPORTANT: FQA approval is required prior to replacing tie rods.

4. Replace both inner tie rods.
 - Obtain pre-approval for inner tie rod replacement.
 - For inner tie rod replacement, refer to the ESM: **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 If needed

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Inspect Both Inner Tie Rods (OK Condition)	QX44AA	CA	03	0.2

OR

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
R23B3	Inspect Both Inner Tie Rods, Send Email, and Replace Both Inner Tie Rods	R23B31	2.2 (1)

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 3, 2023	NTB23-078	Original bulletin published

