



# VOLUNTARY RECALL CAMPAIGN

Classification: ST23-004B	Reference: NTB23-078B	Date: June 17, 2024
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2020-2022 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 #:** 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 to replace both 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 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. Replace both inner tie rods.
  - Refer to the ESM: **STEERING > STEERING SYSTEM > REMOVAL AND INSTALLATION > STEERING GEAR AND LINKAGE > Removal and Installation – Inner socket**
  - During reassembly, replace the outer tie rod to knuckle nuts and torque to specification.
    - Outer tie rod to knuckle nut torque: 34.4 N•m (3.5 kg-m, **25 ft-lb.**)
2. Adjust the front toe and the steering angle.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
SOCKET KIT – TIE ROD, INNER	DH521-6LB0A	2
NUT	01223-A0111	2

## CLAIMS INFORMATION

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
R23B3	Replace Both Inner Tie Rods	R23B30	1.9 (1)

(1) Labor operation time includes adjusting the front toe and the steering angle.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 3, 2023	NTB23-078	Original bulletin published
December 18, 2023	NTB23-078A	<b>PARTS INFORMATION</b> updated
June 17, 2024	NTB23-078B	Changes made throughout