



# SAFETY RECALL

## CAMPAIGN BULLETIN

Front Left-Hand Drive Shaft  
Voluntary Recall Campaign

Reference: PMA37  
Date: June 12, 2024

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 3**  
Please discard earlier versions of this bulletin.

- The announcement from May 24, 2024 has been revised to include the following:**
- The "Campaign Summary" and Q&A sections of this announcement have been amended with additional information on potential risk of affected vehicles potentially moving while in "Park" if the drive shaft disengages from the CVT while driving.
  - NTB24-024** has been revised with updated parts information. Please discard earlier versions of this TSB.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2024 Sentra (B18)	9,521	<b>1,354</b>	May 3, 2024	<b>YES</b>

\*\*\*\* 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 the previously announced dealer inventory Quality Action (PMA35) for certain MY2024 Sentra vehicles is being classified as a Voluntary Safety Recall Campaign, and can be identified in Service Comm and DBS National Service History.

The front left-hand drive shaft on affected vehicles may not be fully seated to the CVT assembly or may have a loose or missing retaining clip due to a potential installation error during a retrofit activity at the plant. In this condition, transmission fluid could leak resulting in reduced transmission fluid pressure, potential transmission jerking and/or hesitation, and illumination of the Malfunction Indicator Lamp (MIL). There is potential risk under certain circumstances that the drive shaft spline could fail to engage the differential gear in the CVT, causing a loss of motive power without prior warning. An unexpected loss of drive power can potentially increase the risk of a crash.

Additionally, if the left-hand drive shaft disengages from the CVT while driving, an affected vehicle may move after placing the shifter into 'Park.' If the driver does not engage the parking brake, potential for movement of the vehicle increases the risk of injury or crash.

Dealers will inspect the front left-hand side drive shaft for correct assembly, and if necessary, replace the drive shaft and CVT assembly.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PMA37**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB24-024** to remedy any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**\*\*\*\* Release Schedule \*\*\*\***

<b>Parts</b>	Please refer to <b>NTB24-024</b> for the parts required to complete the remedy for this campaign. New CVT assemblies will be on restriction and can be ordered via the normal <b>CSC</b> process.
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB24-024</b></li> </ul>
<b>Owner Notification</b>	Nissan will notify the owners of potentially affected vehicles beginning <b>June 2024</b> .

**\*\*\*\* 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 new vehicle 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 front left-hand drive shaft on affected vehicles may not be fully seated to the CVT assembly or may have a loose or missing retaining clip due to a potential installation error during a retrofit activity at the plant.

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

A. If this condition exists, the transmission fluid could leak resulting in reduced transmission fluid pressure, potential transmission jerking and/or hesitation, and illumination of the Malfunction Indicator Lamp (MIL). There is potential risk under certain circumstances that the drive shaft spline could fail to engage the differential gear in the CVT, causing a loss of motive power without prior warning. An unexpected loss of drive power can potentially increase the risk of a crash. Additionally, if the left-hand drive shaft disengages from the CVT while driving, an affected vehicle may move after placing the shifter into 'Park.' If the driver does not engage the parking brake, potential for movement of the vehicle increases the risk of injury or crash.

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

A. Dealers will inspect the front left-hand side drive shaft for correct assembly, and if necessary, replace the drive shaft and CVT assembly.

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

A. The inspection will take half (0.5) an hour to complete. If the inspection determines a replacement is necessary, the repair could take up to eleven (11.0) 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 affected owners beginning **June 2024**, via U.S. Mail.

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

A. If the customer is experiencing transmission leak, hesitation or jerking conditions, they should contact their Nissan dealer for instructions for transportation of the vehicle to the dealer. Otherwise, if your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible. Customers are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

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

A. No.

**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.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$260 (Max)</b>
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. Are parts readily available?**

A. Yes.

**Q. Is there any charge for this service?**

A. No. The remedy will be performed for the customer free of charge.

**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.

**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. Model year 2024 Nissan Sentra vehicles manufactured from July 21, 2023 to January 18, 2024.

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

A. No.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
May 3, 2024	Original Document	New campaign announcement
May 7, 2024	REVISION 1	NTB24-024 revised with updated claims information
May 24, 2024	REVISION 2	NTB24-024 revised with updated parts information
June 12, 2024	REVISION 3	Bulletin campaign & Q&A summary of potential risk amended. TSB parts information updated.