



SAFETY RECALL

CAMPAIGN BULLETIN

Windshield Inspection
Voluntary Recall Campaign

Reference: PMA38

Date: July 2, 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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2024 Sentra	1,608	723	July 2, 2024	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 issuing a recall for specific model year 2024 Nissan Sentra vehicles.

Due to a supplier production issue that has since been corrected, air bubbles may be present in the lower driver's side windshield area.

In affected vehicles, delamination of the windshield glass may occur which could result in air bubbles. When air bubbles are present in the windshield, the air bubbles may cover a portion of the lower driver's side windshield area. This condition does not comply with Part 565 VIN visibility requirements and FMVSS 205 "Glazing Material" ANSI testing standards.

Dealers will inspect the windshield for air bubbles, and if detected, replace the windshield.

**** 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. **PMA38**
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. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the remedy and parts are available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	Please refer to NTB24-033 for the parts required to complete the remedy for this campaign. Parts are available and can be ordered via normal process.
Repair	<ul style="list-style-type: none">• NTB24-033
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning August 2024 .

**** 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. Due to a supplier production issue that has since been corrected, air bubbles may be present in the lower driver's side windshield area.

Q. What is the possible effect of the condition?

A. In affected vehicles, delamination of the windshield glass may occur which could result in air bubbles. When air bubbles are present in the windshield, the air bubbles may cover a portion of the lower driver's side windshield area. This condition does not comply with Part 565 VIN visibility requirements and FMVSS 205 "Glazing Material" ANSI testing standards.

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

A. Dealers will inspect the windshield for air bubbles, and if detected, replace the windshield.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to three (3.0) 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 **August 2024**, via U.S. Mail.

Q. Is my vehicle safe to drive?

A. 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.

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.

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. 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. Certain model year 2024 Nissan Sentra vehicles manufactured from May 16, 2024 to May 24, 2024.

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

A. No.

Revision History:

Date	Announcement	Purpose
July 2, 2024	Original Document	New campaign announcement