



VOLUNTARY RECALL CAMPAIGN

Classification: BT25-004	Reference: NTB25-017	Date: March 5, 2025
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VOLUNTARY SAFETY RECALL CAMPAIGN 2025 SENTRA; DRIVER SEAT TRACK INSPECTION

CAMPAIGN ID #: PMA45
APPLIED VEHICLES: 2025 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 2025 Sentra vehicles to inspect the driver seat track. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PMA45 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.

REQUIRED SPECIAL TOOL(S)

New or replacement Essential Tools are available from Tech Mate online: www.techmatetools.com, or by phone: 1-833-397-3493.

When ordering, keep in mind that the tool part number prefix has changed from “J” to “NI”. For example, **J-52352** is now **NI-52352**.

Quick Scan Tool (J-52352)

- Each dealer has been previously shipped one Quick Scan Tool (J-52352).



Figure 1

SERVICE PROCEDURE

WARNING

To avoid the risk of death or severe personal injury, follow all cautions, warnings, and notes in the ESM when working on or near a Supplemental Restraint System (SRS), such as an air bag.

NOTICE

To avoid damage to the vehicle, handle interior trim carefully. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus software updates (if any) have been installed.

1. Attach the Quick Scan Tool (NI-52352) to your CONSULT PC USB port.

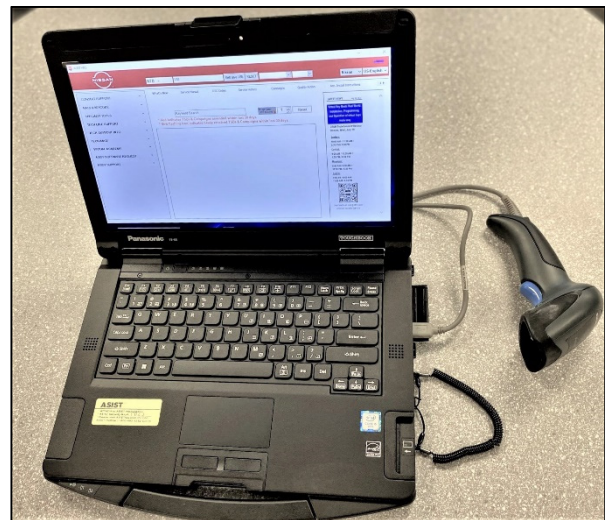


Figure 2

2. Open ASIST on the CONSULT PC.

3. On the left side of ASIST main menu, select **TECH SUPPORT INFO**, and then **Bulletin Support Items**.

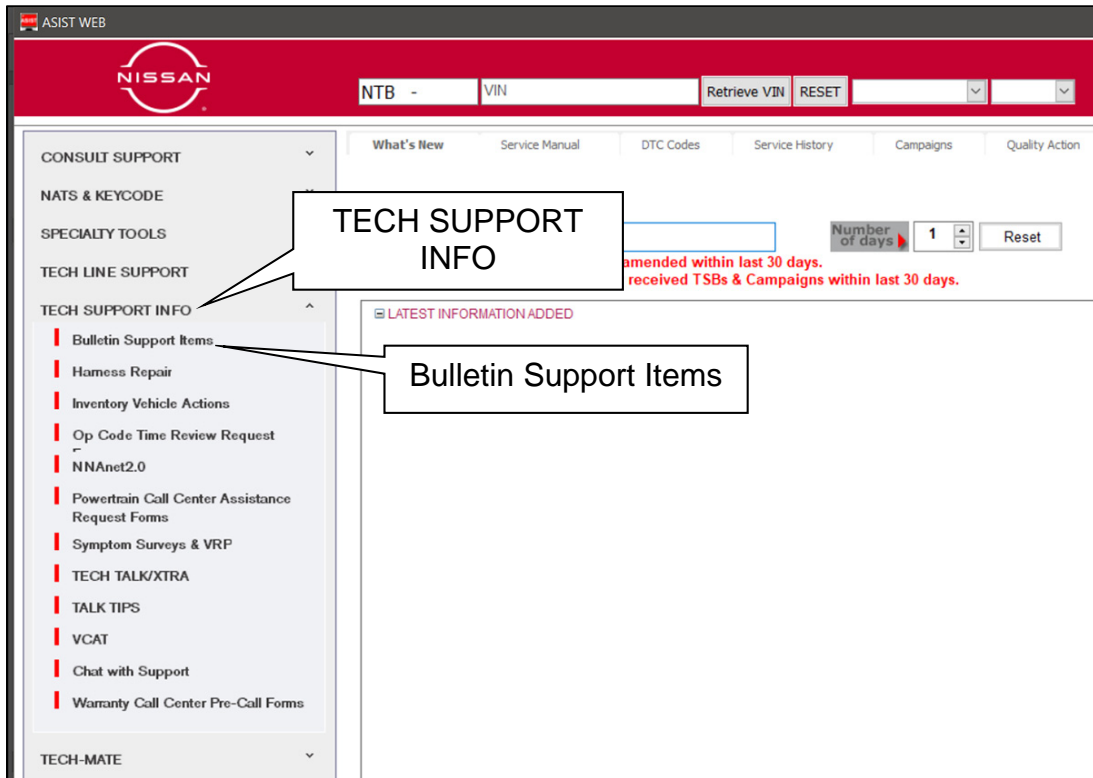


Figure 3

4. Select "**CLICK HERE...**" next to **PMA45 – 2025 Sentra Seat Track Inspection**.



Figure 4

5. Enter the **Dealer Code**.

PMA45 –2025 Sentra Seat Track Inspection
2/27/2025 8:41:08 AM (Mountain Standard Time)
Please enter/scan the VIN and Serial Number

Dealer Code:

VIN :(17 digits)

Serial #:(12 Digits)

Figure 5

6. Using the Quick Scan Tool, scan the bar code on the VIN Certification Label located at the base of the B-pillar.

- Make sure the VIN Certification Label is clean.
- Hold the Quick Scan Tool approximately six (6) inches away from the label.
- Hold the trigger down until the Quick Scan Tool is finished scanning the label (an audible “beep” sound will be heard).
- Some VIN Certification Labels may not scan quickly.
- Once the VIN automatically populates in the form, verify all 17 characters are correct.
- If needed, the VIN can be entered manually.



Figure 6

PMA45 –2025 Sentra Seat Track Inspection
2/27/2025 9:26:23 AM (Mountain Standard Time)
Please enter/scan the VIN and Serial Number

Dealer Code:

VIN :(17 digits)

Serial #:(12 Digits)

Figure 7

7. Open the front driver (LH) side door and the rear driver (LH) side door.



Figure 8

8. Raise the driver seat to the full UP position using the lift lever shown in Figure 9.

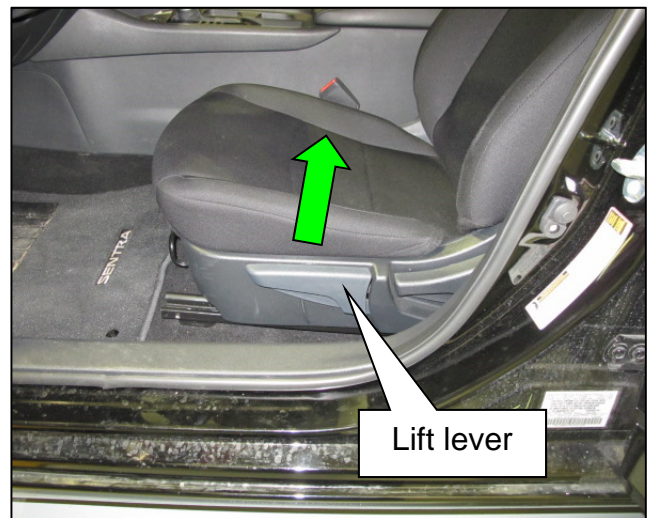


Figure 9

9. Using the slide bar under the front of the driver's seat (Figure 10), position the driver's seat so the rear outer seat bolt is visible (Figure 11).



Figure 10

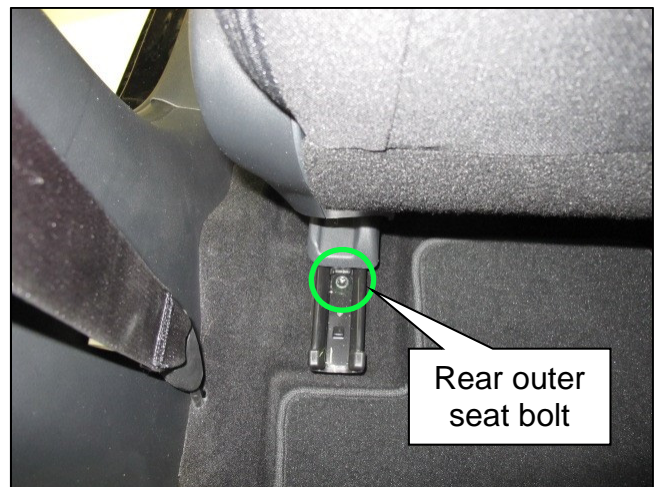


Figure 11

10. On the rear of the driver's seat, locate the outer (LH) seat track finisher (Figure 12).

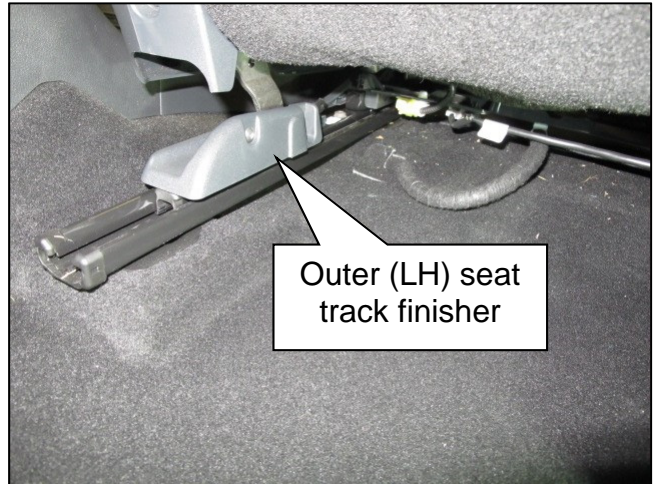


Figure 12

11. Remove the two (2) outer (LH) seat track finisher screws (Figure 13).

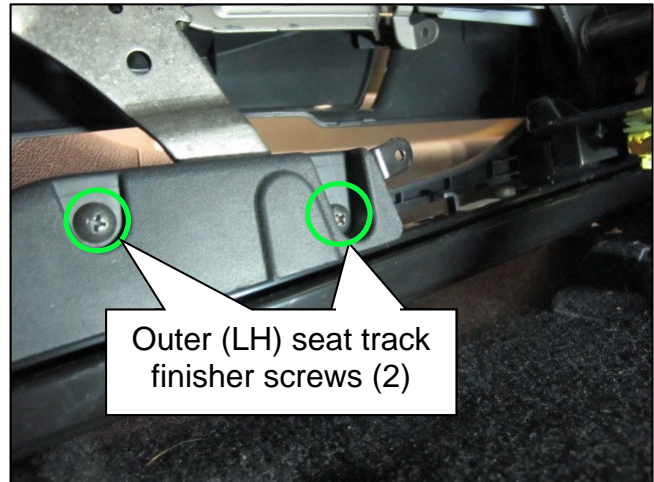


Figure 13

- 12. Lift up on the rear of the outer (LH) seat track finisher to reveal the traceability label (Figure 14 and Figure 15).

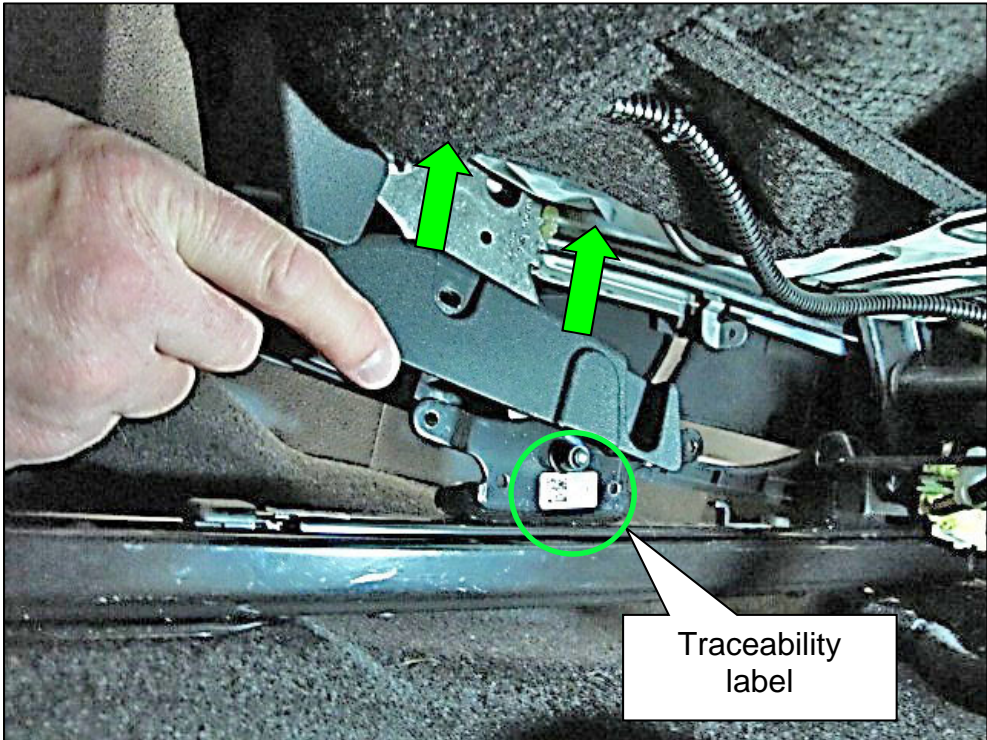


Figure 14



Figure 15

First Inspection Procedure

13. Inspect the traceability label and compare it to Figure 16 (Label A) and Figure 17 (Label B) below.



Figure 16

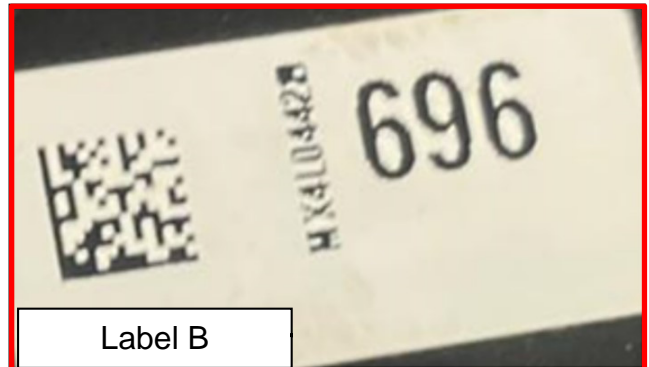


Figure 17

- Does the traceability label look like Label A (Figure 16) or Label B (Figure 17)?
 - **Label A** – The driver's seat track is GOOD. Reinstall the driver's outer (LH) seat track finisher. No further repair is required. Proceed to **CLAIMS INFORMATION** on the last page and submit a claim for Driver Seat Track Inspection.
 - **Label B (Has 3 digit code)** – Continue to step 14 on page 11 and perform **Second Inspection**.

HINT: If the traceability label on the driver's seat track shown in Figure 15 on page 9 is not readable or is missing, skip to step 17 on page 13 to email Field Quality Assurance (FQA).

Second Inspection

- Using the Quick Scan Tool, scan the traceability label QR code serial number (Figure 18).

HINT: If the QR code on the seat track traceability label does not scan or the label is missing, skip to step 17 on page 13 to email Field Quality Assurance (FQA).

- Once the QR code serial number populates in the form, verify all 12 characters are present (Figure 19).



Figure 18

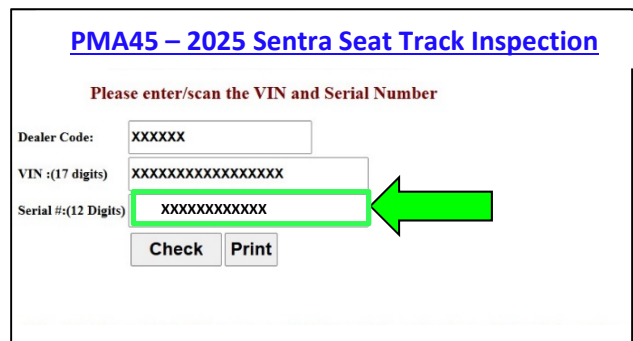


Figure 19

- Select **Check** (Figure 20).

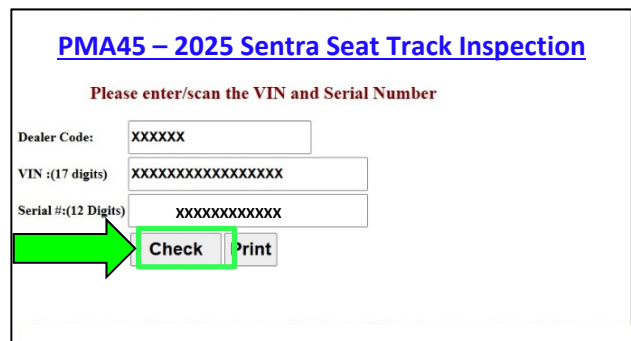


Figure 20

16. Review **PMA45 - 2025 Sentra Seat Track Inspection** result.

- If the Seat Track Inspection result is **OK** (Figure 21):
 - a. Print the inspection result and attach it to the repair order.
 - b. Reinstall the driver's outer (LH) seat track finisher. No further repair is required. Proceed to **CLAIMS INFORMATION** on the last page and submit a claim for Driver Seat Track Inspection.

PMA45 – 2025 Sentra Seat Track Inspection

2/27/2025 9:26:23 AM (Mountain Standard Time)

Please enter/scan the VIN and Serial Number

Dealer Code:

VIN :(17 digits)

Serial #:(12 Digits)

OK – Serial number is Okay, reassemble the vehicle and refer to claims information.

Figure 21

- If the Seat Track Inspection result is **NG** (Figure 22)
 - a. Print the inspection result and attach it to the repair order.
 - b. **Do NOT** submit a claim.
 - c. Hold the vehicle.
 - d. Continue to step 17 on page 13 to send an email to FQA.

PMA45 – 2025 Sentra Seat Track Inspection

2/27/2025 9:21:54 AM (Mountain Standard Time)

Please enter/scan the VIN and Serial Number

Dealer Code:

VIN :(17 digits)

Serial #:(12 Digits)

NG – Serial number is NO Good, Contact FQA per the bulletin procedure

Figure 22

17. Take clear photos of the driver's seat track traceability label QR code OR the related area of the driver's seat track if the traceability label is damaged or missing. Send the photos to FQA using the information below. **HOLD** the vehicle until further notice.
- a. Take clear pictures of the VIN certification label and the driver's seat track traceability label, or related area of driver's seat track.
 - b. Email photos to nnafqasupport@nissan-usa.com.
 - c. Make sure to include the below information:
 - Email Subject Line: **PMA45 2025 Sentra Seat Track Inspection**
 - Dealer Name
 - Dealer Code
 - Dealer Address
 - VIN
 - Contact Person Name
 - Contact Person Phone Number

➤ FQA Support will respond within 24 business hours.

HINT: The emailed file size cannot exceed 10MB.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PMA45	Inspect Driver Seat Track QR Serial Number (OK Condition Only)	PMA450	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 5, 2025	NTB25-017	Original bulletin published