

2014 Sentra (B17) Front Strut Insulator
Dealer Service Action

Reference: PM552

Date: January 15th, 2015



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Attention: Dealer Principal, Sales, Service & Parts Managers

*****Dealer Announcement*****

Nissan is conducting a dealer inventory service action to trim the front strut insulator on **7,098** specific 2014 Sentra (B17) vehicles identified in SERVICE COMM.

The excess insulator material is being removed to eliminate potential front end noise from the strut area.

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Once the vehicle has been repaired, the vehicle can be released for sale. The service department should file a warranty claim for this repair in a timely manner so it can be closed on SERVICE COMM.
- No parts are needed for this repair activity

***** Vehicle Identification – Dealer Inventory *****

A total of **7,098** 2014 Sentra (B17) vehicles **are** subject to this dealer inventory service action and can be identified through two methods:

- **SERVICE COMM** – Beginning January 15th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PM552** - to determine if a vehicle is subject to this dealer inventory service action.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

***** Dealer Responsibility *****

It is the dealer's responsibility to check SERVICE COMM -**I.D. PM552**- for the status on each affected vehicle currently in inventory. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

***** Repair Procedure *****

This repair procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com –This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>

Thank you for your prompt attention to this matter and we apologize for the inconvenience.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

PM552 Sentra (B17) Strut Insulator

SERVICE PROCEDURE

Driver Side

1. Turn the steering wheel to the full right turn position.
2. Raise the vehicle on a lift.
3. Remove left front wheel and tire assembly from the vehicle.
4. Pull down strut bumper/dust boot assembly (Figure 1).
5. Locate front strut insulator (Figure 2).
6. Pull front strut insulator down off the spring, starting at the second spring coil (Figure 3).
 - Grab the end of the front strut insulator and pull it off the spring to the point where it is trapped by the strut bearing.



Figure 1

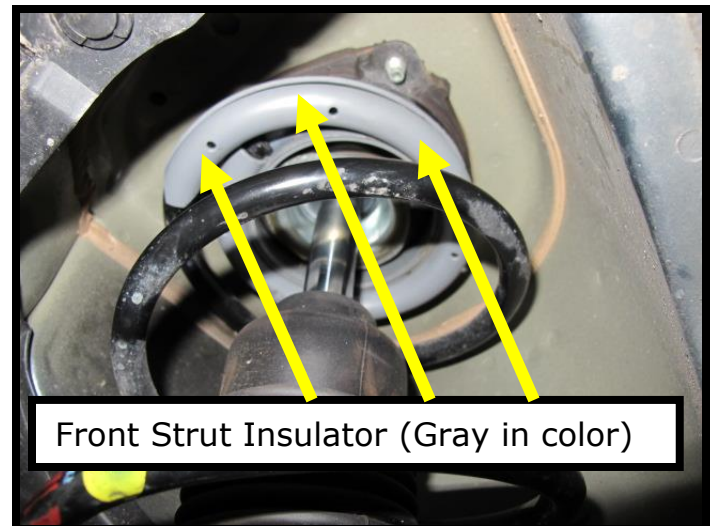


Figure 2



Figure 3

7. Cut approximately (minimum) 90mm off the front strut insulator and discard (Figure 4).

- Hold front strut insulator end and cut with angled side cutter (or suitable tool).



Figure 4

- If necessary, make a second cut to the front strut insulator to achieve a minimum of 90 mm of removed tubing (Figure 5).



Figure 5

8. Push strut bumper and dust cover back up and fully seat to the strut (Figure 6).

9. Reinstall wheel and tire assembly on the vehicle.

- Torque lug nuts to 113N·m (**83 ft-lb**).



Figure 6

Passenger Side

10. Turn the steering wheel to the full left turn position.
11. Remove right front wheel and tire assembly from the vehicle.
12. Repeat steps 4-9 on right front strut insulator.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM552

Claim Type:	CM			
PNC:	PM552			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Remove 90mm from Front Strut Insulator.	PM5520	0.4 hrs	No	No