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QUALITY ACTION

CAMPAIGN BULLETIN

MY20 Sentra Quality Hold

Reference: PC732
Date: January 30, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY 2020 Sentra (B18)	NA	682*	January 30, 2020	YES

*95 VINs are assigned to Puerto Rico

******* Detailed Information *******

Nissan is committed to a high level of customer service and satisfaction. This commitment requires Nissan to periodically place certain vehicles on temporary Quality Assurance (QA) Hold to assure that these vehicles, as delivered to our customers, meet our exacting standards and our customers' expectations.

Effective immediately, Nissan is placing a temporary Quality Assurance (QA) Hold on six hundred eighty-two (**682**) specific MY2020 Sentra vehicles in dealer inventory. There may be a potential crack on the left side of the steering gear housing and/or the rearview mirror may not be mounted to Nissan specifications. Nissan engineering is studying these concerns and will provide the appropriate field actions as quickly as possible.

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

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaigns I.D. **PC732**
 - New vehicles in dealer inventory can be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this Quality Hold.
3. Nissan will provide an updated status, to include next steps, no later than the week ending **February 14, 2020.**

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION