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QUALITY ACTION

CAMPAIGN BULLETIN

Steering Gear Housing Inspection Dealer Inventory

Reference: PM936

Date: February 6, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Sentra (B18)	NA	346*	February 6, 2020	YES

*82 VINs are assigned to Puerto Rico

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

Nissan is conducting a quality action on **346** MY2020 Sentra (B18) vehicles identified in Service Comm to inspect for a potential crack on the left side of the steering gear housing and, if necessary, replace the steering gear and linkage assembly.

Affected vehicles **are subject** to stop sale for temporary Quality Assurance (QA) Hold under PC732 and are either currently in dealer inventory or assigned and in transit to the dealer. Nissan is transitioning affected vehicles into this Quality Action campaign ID (PM936).

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

1. Verify if vehicles currently in new dealer inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **PM936**
 - New vehicles in dealer inventory can also 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 Action.
3. Use the attached procedure to inspect the steering gear housing for cracks and, if necessary, remedy any vehicles affected by this quality action:
 - If a crack **is not** found on the steering gear housing, install the new large clamp from the boot kit onto the original boot as per the attached procedure.
 - Nissan has developed an automatic parts shipment to provide affected dealers with one (1) Boot Kit Power Steering Gear (D8203-6LB0A) for every potentially affected vehicles in inventory.
 - Parts will begin arriving at affected dealers on Thursday, February 6, 2020.
 - Parts will be on restriction until February 14, 2020.
 - Dealers may order additional parts, as needed, **via normal ordering process beginning February 15, 2020.**
 - Affected dealers (see attached Automatic Parts Shipment List) may obtain the recommended Offset Boot Clamp Pliers or Side Jaw Ear

Clamp Pliers required for this inspection from the following (or similar) suggested vendors:

- <https://www.homedepot.com/p/Lisle-Offset-Boot-Clamp-Pliers-LIS30600>
- <https://www.homedepot.com/>
- <https://www.amazon.com/gp/product/B0080J1200>
- <https://www.amazon.com/gp/product/B01I3H6UIC>
- <https://shop.advanceautoparts.com>
 - Affected Dealers listed in the attached Automatic Parts Shipment List will see a credit of \$30 to their Non-Vehicle Account (NVA) in their February claim status report.

- If a crack **is** located on the steering gear housing, replace the steering gear and linkage assembly using the Electronic Service Manual (ESM), perform additional service as specified in the attached procedure, and perform a front wheel alignment.

NOTE: Most vehicles will not require steering gear and linkage assembly parts replacement. Nissan anticipates less than five (5) of the potentially affected vehicles will require replacement.

- Parts replaced under this campaign activity may be collected. Follow the inspection procedure attached to determine the necessity of replacing any parts.
- Pursuant to the APRM policy, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.

4. Once vehicles have been inspected and, if necessary, remedied dealers may submit the applicable warranty claim for the action performed and the vehicle can be released for sale.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

******* Inspection procedure begins on next page *******



PM936 - 2020 SENTRA STEERING GEAR HOUSING INSPECTION

SERVICE PROCEDURE:

1. Place the vehicle on a lift. (Figure 1)

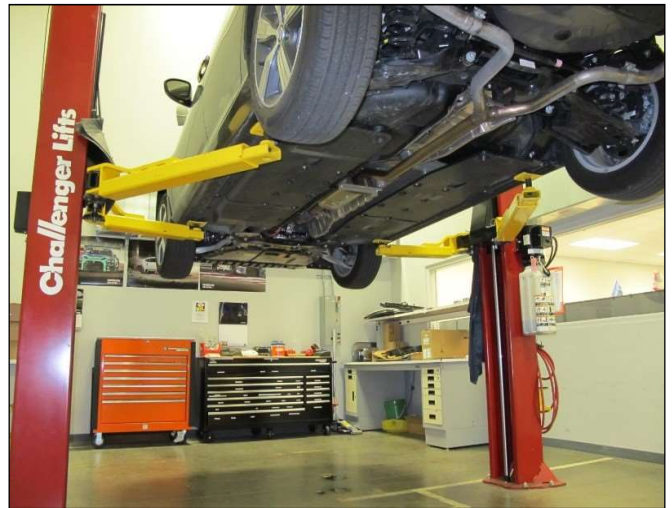


Figure 1

2. Remove the left front wheel assembly.
(Figure 2)

- Remove the (5) lug nuts from the left front wheel and tire assembly
- Remove the left front wheel and tire assembly from the vehicle

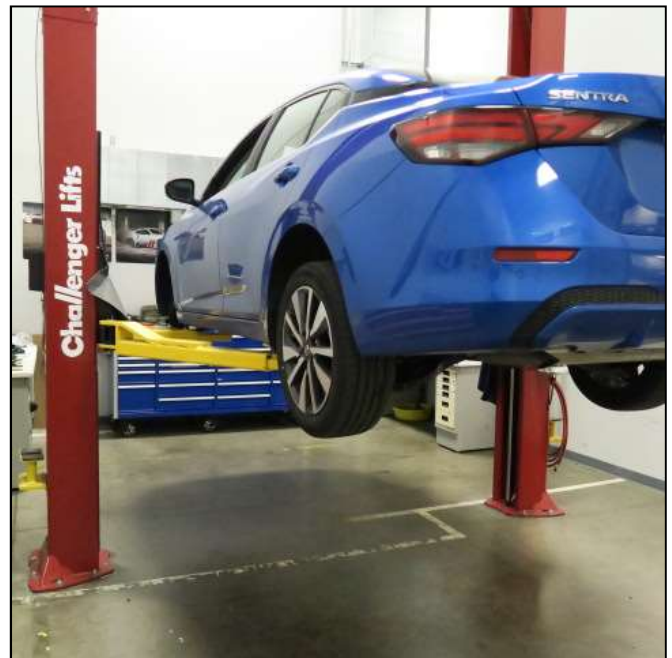


Figure 2

3. Locate the driver's side steering gear boot. (Figure 3)



Figure 3

4. Remove the (2) clamps that secures the driver's side steering gear boot to the steering gear housing. (Figure 4)

NOTE: The boot and smaller clamp will be reused during reassembly. Use caution when removing clamps to avoid damaging the boot.

- Using a suitable tool remove the "large" inner boot clamp that secures the boot to the steering gear housing and **discard**
- Using a suitable tool remove the "small" outer boot clamp that secures the boot to tie rod and slide back, **keep this clamp for reuse**



Figure 4

5. Inspect the steering gear housing in the area shown in Figure 5 for cracking.

- Slide the boot toward the outer tie rod end to prepare for inspection

NOTE: Cracking may be similar to that shown in Figure 6.



Figure 5

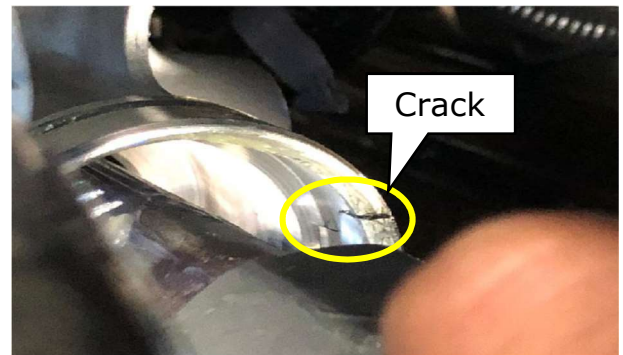


Figure 6

6. Is cracking present on the steering gear housing?

- ▶ **NO**- Continue with **Step 7** for reassembly
- ▶ **YES**- Replace the steering gear and linkage assembly using the procedure outlined in the ESM. **STEERING - STEERING SYSTEM - UNIT REMOVAL AND INSTALLATION - STEERING GEAR AND LINKAGE**
 - Perform additional service after replacing EPS Control unit procedure outlined in the ESM **STEERING - STEERING CONTROL SYSTEM - BASIC INSPECTION - ADDITIONAL SERVICE WHEN REPLACING EPS CONTROL UNIT**
 - Perform front wheel alignment.

7. Install the new large clamp from the boot kit onto the original boot.
- Remove the large boot clamp from the boot kit
 - Carefully open the large boot clamp
 - With the boot pulled back install the large boot clamp over the inner tie rod
 - Latch the large boot clamp
 - Slide the large boot clamp onto the boot

NOTE: The boot and smaller clamp from the boot kit will NOT be used in this procedure and can be discarded.

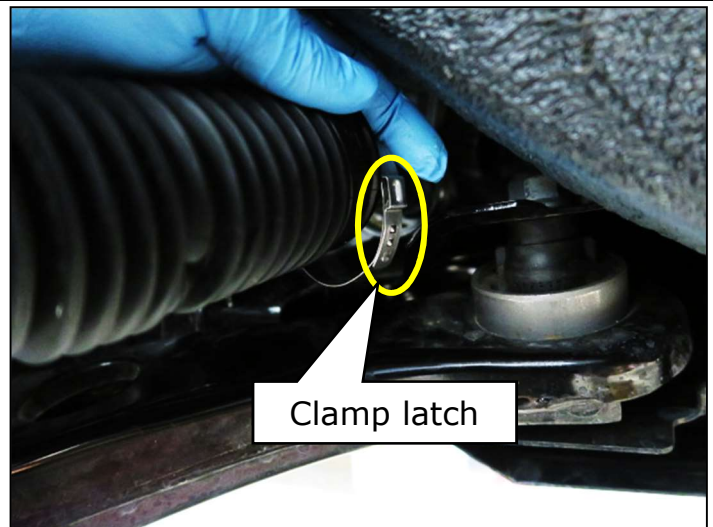


Figure 7



Figure 8

8. Slide the original steering gear boot and large clamp back into place on the steering gear housing. (Figure 9)



Figure 9

9. Crimp the large boot clamp and install the small boot clamp.

- Using a suitable tool (similar to the tools shown in Figure 10) crimp the new large boot clamp (Figure 11)

NOTE: Due to limited clearance it is easier to place the clamp crimp at the 9-11 O'clock position.

- Using a suitable tool slide the original small steering gear boot clamp back into place and secure

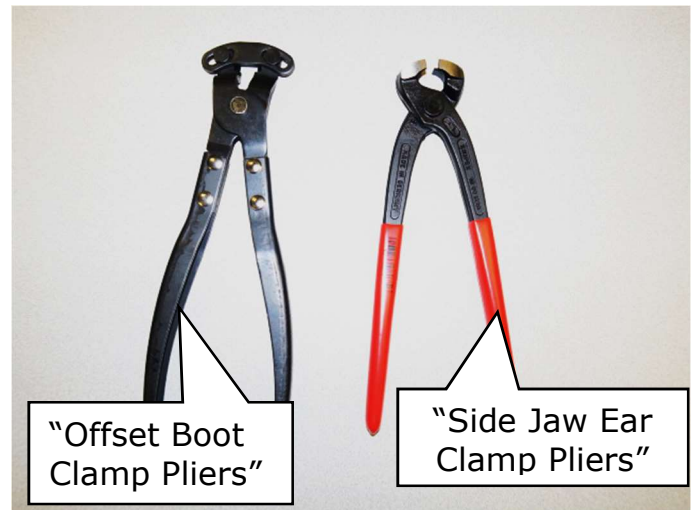


Figure 10

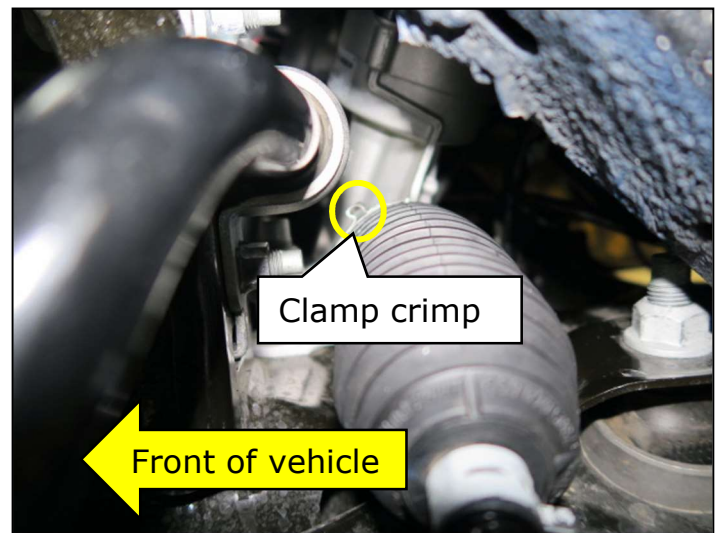



Figure 11

<p>11. Reinstall the wheel and tire assembly. (Figure 11)</p> <ul style="list-style-type: none"> • Torque lug nuts to 113 N•m (12 kg-m, 83 ft-lb) • Install wheel cover (if applicable) 	 <p>Figure 11</p>
12. Lower vehicle – Inspection Complete.	


PARTS INFORMATION:		
Description	Part #	Quantity
BOOT KIT - POWER STEERING GEAR	D8203-6LB0A	1
GEAR & LINKAGE ASSY - POWER STEERING	49001-6LB0A	1 (IF NEEDED)

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM936

Claim Type:	CM			
PNC:	PM936			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Steering Gear Housing Only	PM9360	0.3 Hr	YES	NO
Inspect and replace Steering Gear and Linkage Assembly	PM9361	3.3 Hr	YES	NO