



QUALITY ACTION

CAMPAIGN BULLETIN

Inner Socket (Tie Rod) Inspection Dealer Inventory

Reference: PM973

Date: March 19, 2021

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	4,551	March 19, 2021	YES

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

Nissan is conducting a dealer inventory quality action to inspect the inner socket (Tie Rod) and, if necessary, replace the right and/or left Tie Rods on **4,551** specific 2020 Sentra vehicles identified in Service Comm. The subject vehicles may have inner sockets that were damaged in either the manufacturing or the delivery process.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM973**
 - 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.**
- Use the attached procedure to inspect vehicles affected by this quality action.
 - If the inspection results indicate that the tie rods are not bent, **‘NO=Good’**, no part replacement is necessary.
 - File a claim for the inspection, and release the vehicle for sale.
 - If the inspection results indicate that the tie rods are bent, **‘YES=NG’**, do not submit a warranty claim, provide the requested information in an email to nnafgasupport@nissan-usa.com and **HOLD** the vehicle until further notice.
 - Nissan FQA will review the E-mail submission and provide the dealer with repair and warranty claim instructions within two (2) business days of receipt.

****** 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.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

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



PM973 – 2020 SENTRA INNER SOCKET (TIE ROD) INSPECTION

Service Procedure

1. Place the vehicle on a suitable lift and fully lift the vehicle.
2. Locate the LH and RH inner sockets (tie rods). (Figure 1)

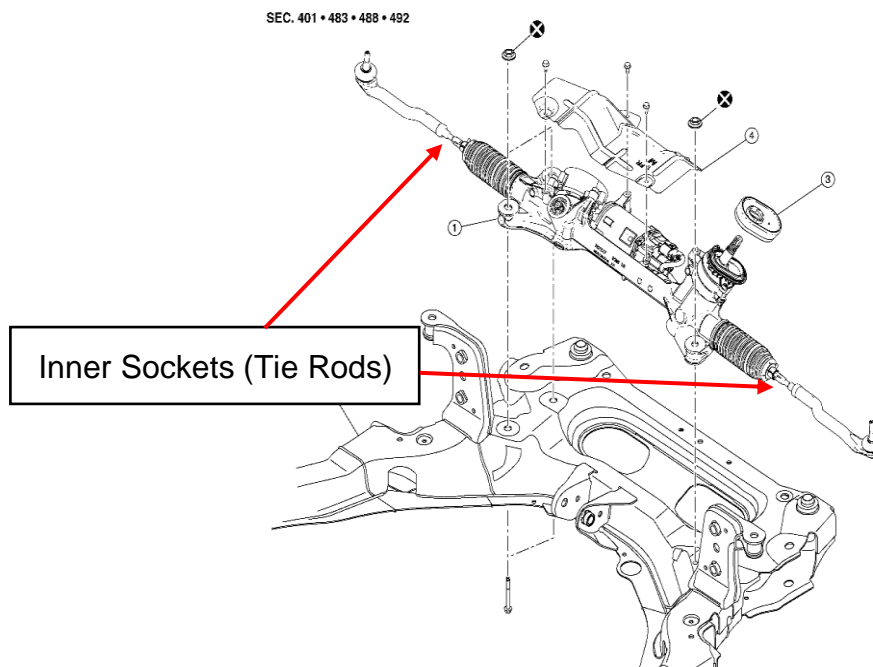


Figure 1

3. Place a straight ruler on both LH and RH inner tie rods as shown in Figure 2 and continue to Step 4 for inspection.

NOTE: The steel rule in Figures 2, 3 and 4 is not intended for measurement purposes but as a straight edge reference.

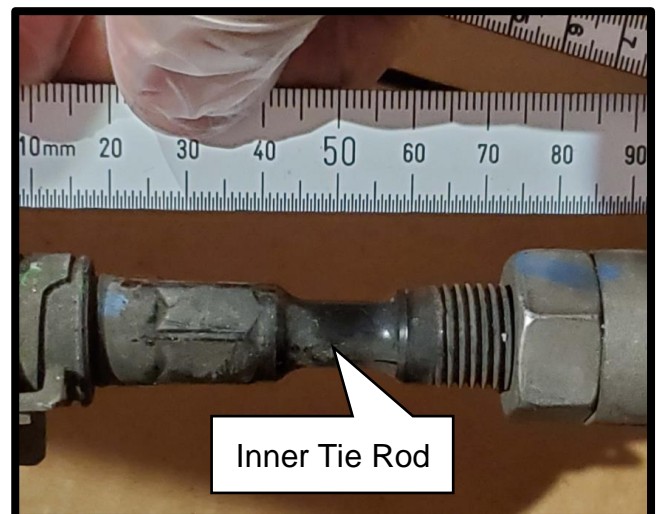


Figure 2

4. Visually inspect both LH and RH inner tie rods for bends. (Figure 3, Figure 4)

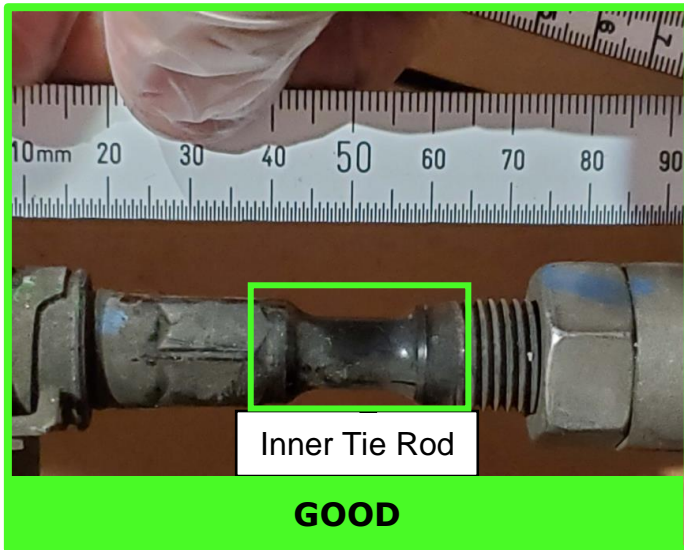


Figure 3

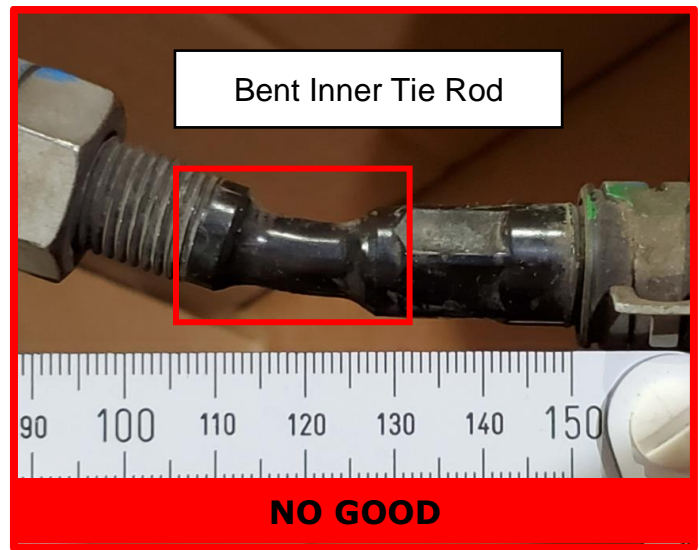


Figure 4

NOTE:

- The straight edge (steel rule) is used to visually confirm the straightness of the tie rods.
- The condition will be easily detectable by visual inspection.
- The picture shown in Figure 4 has an exaggerated bend. Inner tie rods found to be bent, may not be as extreme.

Are either of the LH or RH inner tie rods bent?

- **NO=GOOD:** No further action needed. Lower the vehicle and submit claim using the warranty claims information below "Inspection only No repair".
- **YES=NO GOOD:** Do **NOT** submit a warranty claim, provide clear photos of the affected inner tie rod with a straight edge to FQA using the information below and **HOLD** the vehicle until further notice.
 - a. Take clear pictures of the VIN certification label, the bent inner tie rod, and any damage seen under the vehicle or on the wheel and tire assembly
 - b. Email photos to nafgasupport@nissan-usa.com
 - c. Note LH or RH side.

- d. Make sure to include the below information:
- E-Mail Subject Line: PM973 Sentra Inner Tie Rod
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

NOTE: The E-mailed file size cannot exceed 10MB.

CLAIMS INFORMATION

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

Campaign ("CM") ID	Description:	Op Code	FRT
PM973	Inspect both inner tie rods and release (Good Condition Only)	PM9730	0.2 Hr