



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Tire Chain Owner's Manual Addendum Voluntary Service Campaign

Reference: PMA12  
Date: February 21, 2023

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2021-2022 Sentra (B18)	183,498	109	NA	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is providing owners of approximately **183,498** 2021-2022 Nissan Sentra vehicles with a supplemental Owner's Manual addendum. The 2021-2022 Sentra Owner's Manual is missing the caution note about tire size restriction when using tire chains. Customers will be asked to place the addendum, which includes the caution note, inside the Owner's Manual that came with their vehicle.

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

1. If a dealer receives a supplemental Owner's Manual addendum for a vehicle they have retailed, currently have in their new vehicle or pre-owned inventory, or a Nissan Rental Car (NRC), the dealer should either forward the owner's manual addendum to the current owner or add the addendum to the Owner's Manual in the glove box of any affected vehicle they currently control.
2. Customers receiving this Owner's Manual addendum have been advised to place it inside the Owner's Manual that came with their vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Owner Notification</b>	Nissan will begin mailing the Owner's Manual addendum to owners of all potentially affected vehicles beginning <b>February 2023</b> via U.S. Mail.
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**\*\*\*\*\* Dealer's Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign, which for any reason, enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**NISSAN NORTH AMERICA, INC.**

Total Customer Satisfaction

## Frequently Asked Questions (FAQ):

**Q. Is this a Stop Sale?**

A. No.

**Q. Is this a safety recall?**

A. No.

**Q. What is the reason for this Voluntary Service Campaign?**

A. The Owner's Manual is missing the caution note about tire size restriction when using tire chains.

**Q. What will be the corrective action?**

A. Nissan is providing affected owners with a supplemental addendum for their 2021-2022 Nissan Sentra Owner's Manual, which includes the caution note about tire size restriction when using tire chains. Customers will be asked to place this addendum inside the Owner's Manual that came with their vehicle, which is located inside the glove box of your Nissan Sentra vehicle.

**Q. When will vehicle owners be notified?**

A. Nissan will mail a supplemental Owner's Manual addendum to all affected customers beginning **February 2023** via U.S. mail.

**Q. Will I have to take my vehicle back to the selling dealer or contact a dealer to obtain a new owner's manual?**

A. No, a supplemental owner's manual addendum will be mailed directly to affected owners.

**Q. What model year vehicles are involved?**

A. Model year 2021-2022 Nissan Sentra vehicles manufactured between February 24, 2020 and October 10, 2022.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
February 21, 2023	Original	New campaign announcement