



QUALITY ACTION

CAMPAIGN BULLETIN

Left Front Drive Shaft

Reference: PMA35
Date: March 15, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2024 Sentra (B18)	NA	5,170	March 15, 2024	NO

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

Nissan is conducting a Quality Action on certain 2024 Nissan Sentra vehicles identified in Service Comm and National Service History in connection with an on-going quality investigation. Dealers will inspect the left front drive shaft and submit a survey response. If inspection determines the left front drive shaft is not fully seated in the transaxle, dealers will remove and inspect the left front drive shaft and, if necessary, replace the circular clip, using the attached remedy procedure.

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

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PMA35**
 - 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, and if necessary, remedy any vehicles affected by this quality action prior to sale.
 - IMPORTANT:** There is a survey as part of this remedy that is required to be completed **regardless** of inspection results.
- Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle 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 ID for the inspection status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.
Total Customer Satisfaction



PMA35 – 2024-SENTRA LH FRONT DRIVE SHAFT

SERVICE PROCEDURE:

1. Place the vehicle on a suitable lift.

2. Remove the front under cover.

- Refer to the ESM section: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - EXTERIOR - REMOVAL AND INSTALLATION - UNDER COVER - FRONT UNDER COVER - Removal and Installation**

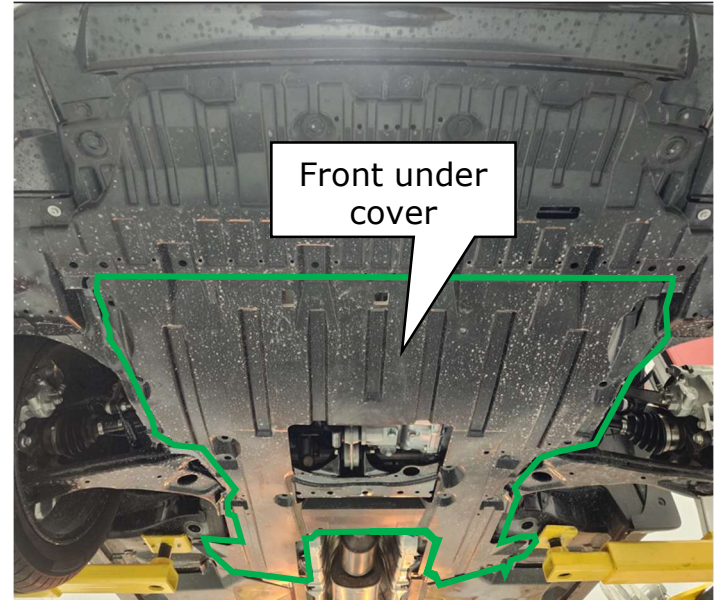


Figure 1

3. Locate the LH front drive shaft inner joint.

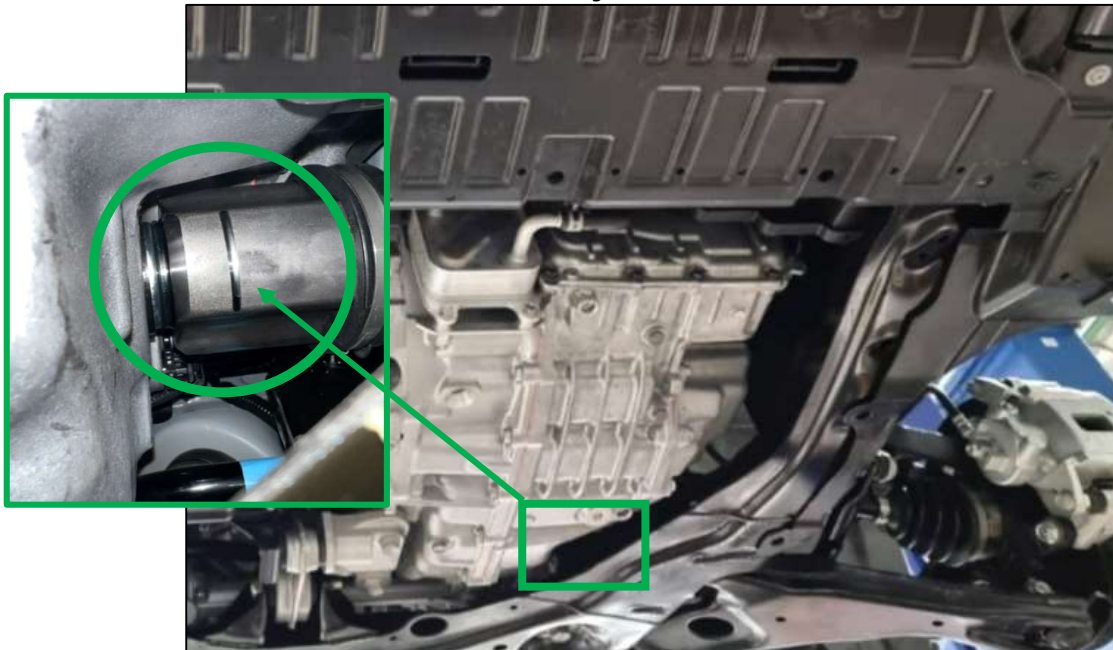


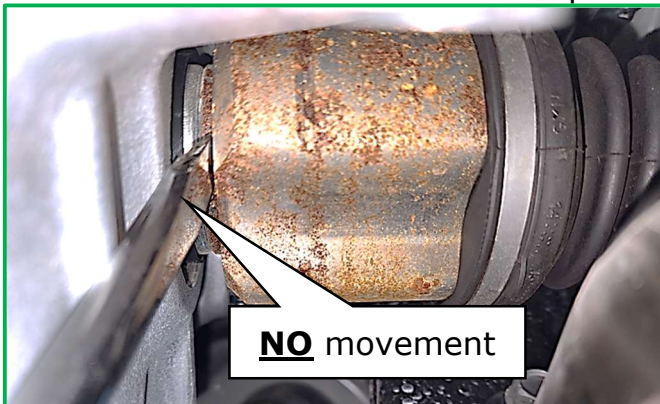
Figure 2

4. Verify the LH front drive shaft is fully seated in the transaxle.
- Place a long flat blade screwdriver between the front drive shaft and the transmission case as shown in Figure 3
 - Gently pry the front drive shaft outward (away from transaxle) while watching the drive shaft inner joint for movement



Figure 3

5. Did the drive shaft inner joint move outward when prying the inner joint away from the transaxle?
- Document the results of the inspection on the repair order



Good -
Drive shaft secured in transaxle with
NO movement



NO Good -
Drive shaft **NOT** secured in transaxle,
drive shaft moves out of transaxle

IMPORTANT: Survey completion is required **regardless** of inspection results (subject to review/validation).

6. Complete the survey.
- Scan the code below or select the below link to begin the survey.



https://auto.co1.qualtrics.com/jfe/form/SV_0udMtuRxWNIciE

7. Enter the required information and select the arrow at the bottom of the page to go to the next page.

The screenshot shows a Nissan logo at the top left. Below it, the text reads "What is your Dealer Code?" followed by a text input field. The next question is "What is your Dealer Name?" with another text input field. Below that, it says "Please enter the 17 Digit VIN # that you are working on." with a text input field. The final question is "Please enter your Repair Order #." with a text input field. At the bottom right, there is a black button with a white right-pointing arrow.

Figure 4

8. Select the appropriate answer to the question and select the arrow at the bottom of the page to go to the next page.

- If the result is **Good**, no further action is necessary, reinstall the front under cover and proceed to claim information.
- If the result is **No Good**, continue to Step 9.

The screenshot shows a Nissan logo at the top left. Below it, the text reads "Please indicate the Inspection Results by clicking the appropriate button below." There are two radio button options: "Good - the Axle is seated in the transaxle." and "No Good - the Axle is not seated in the transaxle." At the bottom right, there is a black button with a white right-pointing arrow.

Figure 5

9. If the result of the inspection is **No Good**, take a clear photo of the gap between the LH front drive shaft inner joint and the transaxle.

- Attach the photo to the survey and select the arrow at the bottom of the page to submit the survey.
- Continue to Step 10 on Page 4

The screenshot shows a Nissan logo at the top left. Below it, the text reads "In the event of a failure or No-Good condition Please Upload picture of the failure. (limit 10 MB)". Below this text is a large grey rectangular area with the text "Drop files or click here to upload". At the bottom right, there is a black button with a white right-pointing arrow.

Figure 6

10. Remove the LH front drive shaft.

- Refer to the **ESM section: TRANSMISSION & DRIVELINE - FRONT AXLE - REMOVAL AND INSTALLATION - FRONT DRIVE SHAFT - Removal and Installation (LH)**

11. Perform LH front drive shaft inspection following the steps outlined in the ESM section: **TRANSMISSION & DRIVELINE - FRONT AXLE - REMOVAL AND INSTALLATION - FRONT DRIVE SHAFT - Inspection (LH) -**

IMPORTANT: It is required to use special tools **NI-8092** and **NI-52281** seal driver (Figure 7), when installing the new seal.

12. Replace the LH differential side oil seal (drive shaft seal).

- ESM removal and installation steps requires replacement of the LH differential side oil seal (drive shaft seal).
- During seal installation, the seal driver will contact the transaxle case when the seal is fully seated.



Figure 7

NOTE:

If needed, additional tools or can be ordered from Nissan Tech Mate Tools and Equipment by visiting www.techmatetools.com or calling 1-833-397-3493

13. Confirm the circular clip (C-clip) is correctly attached to the drive shaft.

- If the C-clip is present and not damaged, continue to Step 14 for reinstallation
- If the C-clip is missing or damaged, replace the C-clip (refer to parts section)

14. Reinstall the LH front drive shaft. Refer to the ESM section: **ESM section: TRANSMISSION & DRIVELINE - FRONT AXLE - REMOVAL AND INSTALLATION - FRONT DRIVE SHAFT - Removal and Installation (LH)**

- Torque the **NEW** wheel hub/front drive shaft nut to 165 N•m (17 kg–m, 122 ft–lb)
- Torque the lower ball joint to: 75 N•m (7.7 kg–m, 55 ft–lb)

CAUTION:

- To ensure the circular clip is properly engaged, grasp the housing and pull back and forth in axial direction while listening for clicking sounds.
- Do not reuse the wheel hub lock nut.
- Since the drive shaft is assembled by press-fitting, use a torque wrench to tighten the wheel hub lock nut. Do not use a power tool.
 - Too much torque causes axle noise. Too little torque causes wheel bearing looseness. Tighten the wheel hub lock nut to the specification.

15. Adjust the CVT fluid level.

- Refer to the ESM section: **TRANSMISSION & DRIVELINE - TRANSAXLE & TRANSMISSION - CVT: RE0F15A - PERIODIC MAINTENANCE - CVT FLUID - Adjustment**

16. Reinstall the front under cover.

- Refer to the ESM section: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - EXTERIOR - REMOVAL AND INSTALLATION - UNDER COVER - FRONT UNDER COVER - Removal and Installation**

PARTS INFORMATION:

Description	Part #	Quantity
SEAL - OIL, DIFFERENTIAL TRANSMISSION CASE	38342-3VX0A	1
CIRCLIP - SIDE GEAR	38225-ET01C	1- (If Needed)
NUT	01223-A0111	1
NUT - LOCK, FRONT WHEEL BEARING	40262-4GA0D	1
NS3 CVT FLUID	999MP-CV0NS3	1 Quart

- (1) NS3 CVT Fluid can be ordered through the Nissan Maintenance Advantage program:
 Phone: 877-NIS-NMA1 (877-647-6621) or Website: Order via link on dealer portal
www.NNAnet.com and click on the "Maintenance Advantage" link.

CLAIMS INFORMATION

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

Campaign ("CM") ID	Description:	Op Code	FRT
PMA35	Inspect LH Front Drive Shaft – OK	PMA350	0.5 Hr
	Inspect LH Front Drive Shaft – NG, remove and reinstall, Set CVT fluid level	PMA351	1.1 Hr