



SAFETY RECALL

CAMPAIGN BULLETIN

Tie Rod Replacement Voluntary Safety Recall Campaign

Reference: R23B3

Date: July 25, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's remedy action is performed.

REVISION 4
Please discard earlier versions of this bulletin.

The announcement from July 2, 2024 has been revised to include the following:

- The restriction on parts for this campaign will be removed and dealers will be able to order parts via normal process beginning **August 9, 2024**
 - Parts on order in DBS will be fulfilled

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020-2022 Sentra (B18)	236,238	88	August 16, 2023	YES

**** Campaign Summary ****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2020-2022 Sentra vehicles, manufactured from November 25, 2019 to March 31, 2022, to address a potential issue with the tie rods.

The tie rod's strength may be insufficient under certain real world conditions with high input force. This situation can lead to the left and right side tie rod becoming bent on the affected vehicles. A bent tie rod condition may impair the driver's ability to steer the vehicle. The steering wheel may be off-center and/or experience vibration. In the worst case scenario, if the tie rod breaks, it can lead to a loss of control.

Dealers will replace both the left-hand and right-hand tie rods with countermeasure parts.

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

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R23B3**.
 - 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.**
- Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been remedied.

3. Dealers should use **NTB23-078** to remedy any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

****** Release Schedule ******

Parts	The restriction on parts for this campaign will be removed and dealers will be able to order parts via normal process beginning August 9, 2024 . Refer to NTB23-078 to determine the parts required to complete this remedy.
Repair	<ul style="list-style-type: none"> • NTB23-078
Owner Notification	Nissan mailed interim notification letters to owners of affected vehicles in October 2023, via U.S. Mail. Nissan will begin mailing invitation to repair notification letters to owners of affected vehicles in Winter 2025 , via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall 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 recall 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 recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. The tie rod's strength may be insufficient under certain real world conditions with high input force.

Q. What is the possible effect of the condition?

A. A bent tie rod condition may impair the driver's ability to steer the vehicle. The steering wheel may be off-center and/or experience vibration. In the worst case scenario, if the tie rod breaks, it can lead to a loss of control.

Q. What will be the corrective action for this voluntary recall campaign?

A. Dealers will replace both the left-hand and right-hand tie rods with countermeasure parts.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to two (2.0) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending invitation to repair notifications to owners of all potentially affected vehicles in **Winter 2025** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If the steering wheel is off-center and/or you experience vibration, please contact your local Nissan dealer for immediate instructions on how to transport your vehicle to the dealership. The dealer will replace both the left-hand and right-hand tie rods with countermeasure parts.

Q. Is there anything owners can do to mitigate this condition?

A. If the steering wheel is off-center and/or you experience vibration, please contact your local Nissan dealer for immediate instructions on how to transport your vehicle to the dealership. The dealer will replace both the left-hand and right-hand tie rods with countermeasure parts.

Q. Are parts readily available?

A. Yes. Parts are on restriction and can be ordered via DBS. The parts restriction will be removed and dealers can order, as needed, via normal ordering process beginning **August 9, 2024**.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$260 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Is there any charge for this remedy?

A. No. The remedy will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain Model Year 2020-2022 Nissan Sentra vehicles manufactured from November 25, 2019 to March 31, 2022.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. No.

Revision History:

Date	Announcement	Purpose
August 16, 2023	Voluntary Safety Recall	New Campaign Announcement
October 4, 2023	REVISION 1	TSB updated with inspection procedure
June 18, 2024	REVISION 2	TSB updated removing inspection procedure and parts available with final remedy
July 2, 2024	REVISION 3	TSB updated parts restriction remaining in place until further notice
July 25, 2024	REVISION 4	Parts restriction removed