



QUALITY ACTION

CAMPAIGN BULLETIN

Rear Window Glass Inspection

Reference: PMA43
Date: December 23, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2025 Sentra (B18)	NA	916	December 23, 2024	YES

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

To ensure continued customer satisfaction and confidence, Nissan is conducting a quality action on specific model year 2025 Nissan Sentra vehicles identified in Service Comm. Affected vehicles may have a rear window glass installation issue that could allow water to leak into the cabin.

Dealers will inspect, and if necessary, replace the rear glass.

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

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PMA43**
 - 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
 - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for 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 remedy any vehicles affected by this quality action prior to sale.
4. The service department should submit the applicable warranty claim for the action performed to close the campaign in Service Comm and release the vehicle.

NISSAN NORTH AMERICA, INC.
Total Customer Satisfaction



PMA43 – 2025 SENTRA REAR WINDOW GLASS INSPECTION

Release Date: 12/23/24

Version #1

1ST INSPECTION PROCEDURE:

1. Open the Hood.
 - Support the open hood with the prop rod

Prop Rod



Figure 1

2. Disconnect both battery cables and wait at least three minutes.



Figure 2

3. Open both rear doors.



Figure 3

4. Unlatch the front of the rear seat cushion and lift up.

- Lift up the rear seat cushion assembly close to the front edge to release it from the hooks on the floor

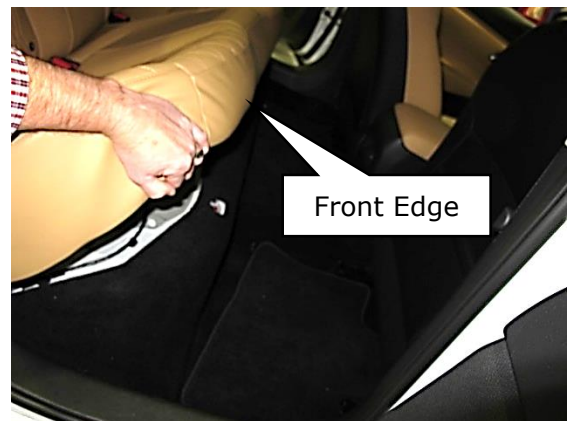


Figure 4

5. Inspect the right (passenger) rear floor under the rear seat cushion for water intrusion (puddled water) or moisture (Refer to Figure 5).

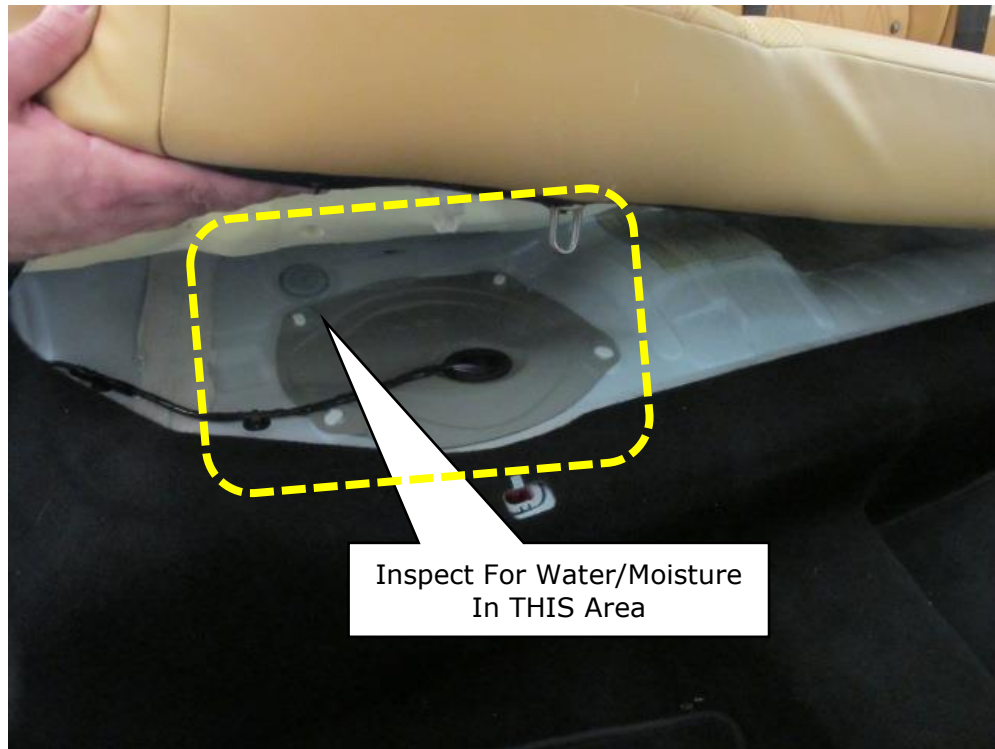


Figure 5

- Is there water intrusion under the rear seat cushion?
 - **NO** => Proceed to Step 6 for 2ND Inspection Procedure.
 - **YES** => Dry the area and replace the Rear Window Glass. Refer to the ESM; **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - GLASS & WINDOW SYSTEM - REMOVAL AND INSTALLATION – REAR WINDOW GLASS - Removal and Installation**
 - Follow all Warnings and Cautions in the ESM related to rear window glass replacement.

⚠ WARNING

To prevent risk of death or severe personal injury:

- When cutting the glass from the vehicle, always wear safety glasses and heavy gloves to help prevent glass splinters from entering your eyes or cutting your hands.

⚠ CAUTION

To prevent risk of minor personal injury or property damage:

- Be careful not to scratch the replacement glass during installation.
- Do not set or stand the glass on its edge. Small chips may develop into cracks.
- Apply protective tape around the rear window glass to prevent the painted surface from damage.

2ND INSPECTION PROCEDURE:

6. Remove the rear seat cushion from the vehicle.

- Unlatch the rear hooks at the rear of the seat cushion by pushing the seat cushion toward the rear of vehicle and pulling up (Refer to Figure 6)

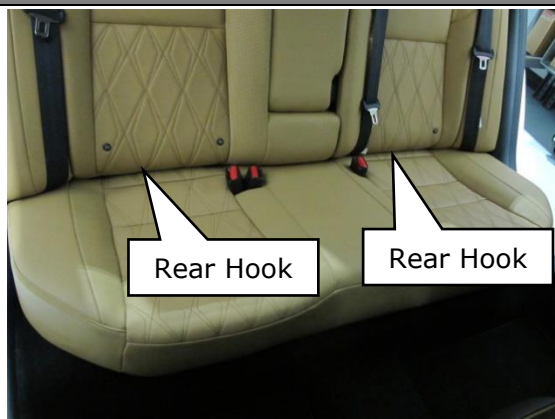


Figure 6

7. Remove the right rear seat back assembly.

- Place the right rear seatback assembly in the folded down position
- Release the hook fasteners to fold back the lower corners of the right rear seatback assembly
- Remove the (2) 13 mm bolts from the seatback hinge brackets to remove the seatback

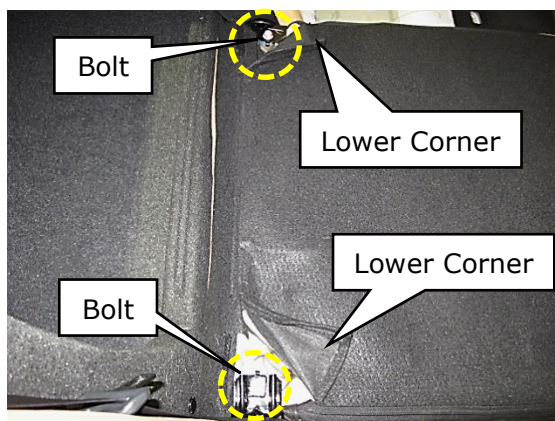


Figure 7

Front of Vehicle →

⚠ WARNING

To prevent risk of death or severe personal injury:

- Before servicing the right rear seat bolster (air bag), place the ignition switch in the off position, disconnect both battery terminal then wait at least three minutes.
- Do not use air tools or electric tools for servicing the rear seat bolster.

⚠ CAUTION

To prevent risk of minor personal injury or property damage:

- Always work from the side or back of the rear seat bolster, do not work in front of the rear seat bolster.
- Do not insert any objects into the rear side air bag module.
- Do not attempt to disassemble the rear side air bag module.
- Do not expose the rear side air bag module to temperatures exceeding 93°C (200°F).
- Do not expose the rear side air bag module to any oil, grease, detergent or water.

8. Remove the right rear seat bolster.

- Remove the 14 mm seatback hinge bracket bolt (RH) at the bottom of the right rear seat bolster
- Push up on the right rear seat bolster to unhook the top
- Do **NOT** disconnect the harness connector
- Gently lay the right rear bolster off to the right away from the rear pillar upper and lower finishers

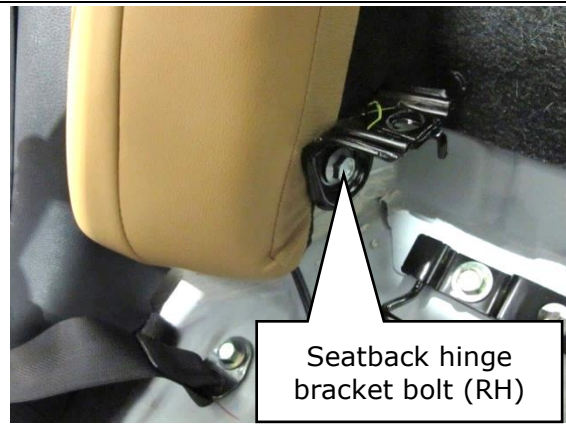


Figure 8

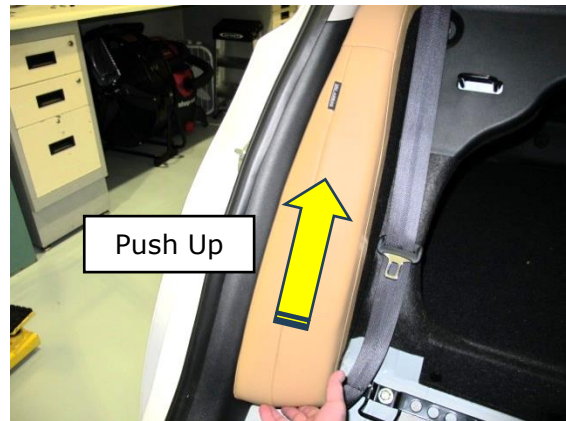


Figure 9

9. Remove the right rear kicking plate.

- Gently lift on the right rear kicking plate to release the retaining clips

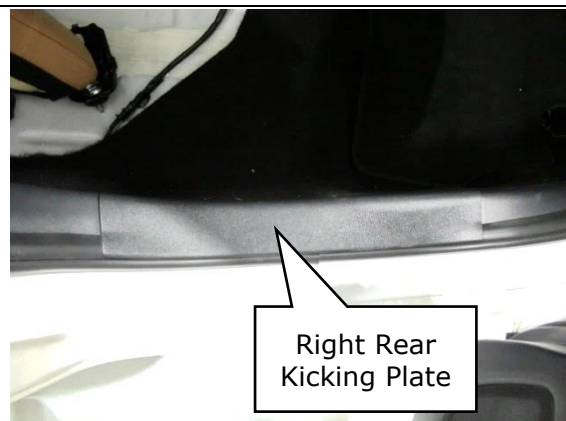


Figure 10

10. Gently pull the right rear door welt loose at the rear pillar upper and lower finishers.

- Do **NOT** pull the welt completely off the body



Figure 11

11. Remove the right rear pillar lower finisher.

- Using a suitable tool, release the retaining clips shown in Figure 12 and remove the right rear pillar lower finisher (Figure 13)

△: Clip

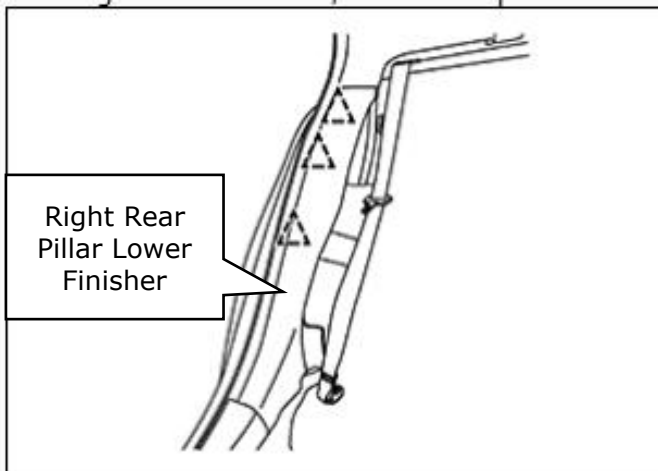


Figure 12

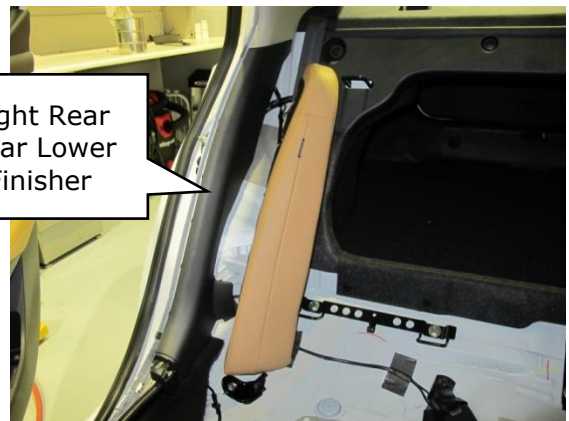


Figure 13

12. Remove the right rear pillar upper finisher.

- Using a suitable tool, release the clips shown in Figure 14 and remove the right rear pillar upper finisher (Figure 15)

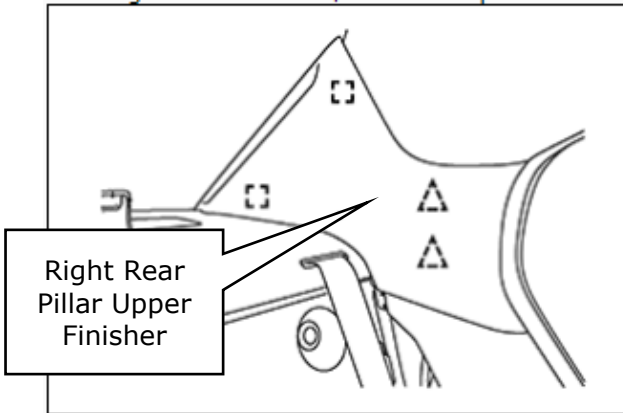


Figure 14

(Left side shown, right is similar)

Right Rear Pillar Upper Finisher



Figure 15

13. Locate the outside upper right corner of the rear window glass.

Outside Upper Right Corner



Figure 16

14. Spray a soapy water mix at the upper right corner of the rear window glass.



Figure 17

15. From inside the vehicle, using a blow gun, blow compressed air under the headliner toward the upper right corner of the rear window glass.

**IMPORTANT: Regulate air pressure to 80-87 PSI
(Do NOT use shop air pressure)**



Figure 18

16. Inspect the outside upper right corner of the rear window glass for bubbles.

- Do air bubbles appear at the upper right corner of the rear window glass due to a compressed air leak path? (refer to Figure 19 below)

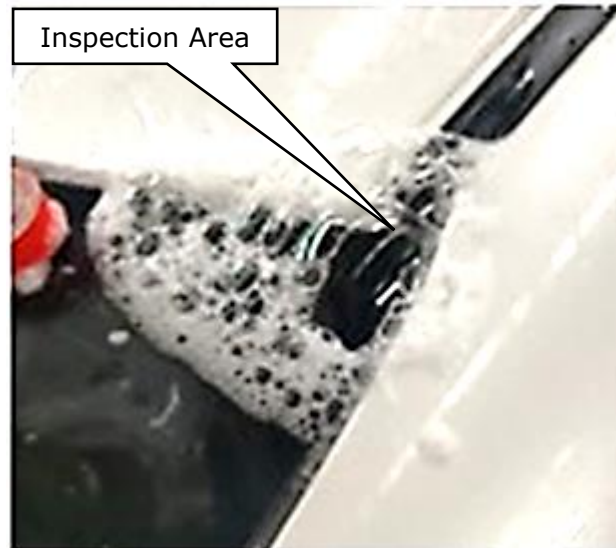


Figure 19

- **NO=>** The inspection is complete, proceed to **Claims Information** section.
- **YES=>** Replace the rear window glass. Refer to the ESM; **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - GLASS & WINDOW SYSTEM - REMOVAL AND INSTALLATION – REAR WINDOW GLASS - Removal and Installation**
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17. Reassemble the vehicle in reverse order using the below torque specs.

- Right rear seat bolster bolt torque: 25 N.m (2.6, **18 ft lb**)
- Right rear seat back bolts torque: 21.1 N.m (2.2kg-m, **16 ft lb**)
- Battery terminal nuts torque: 5.5 N.m (0.56kg-m, **49 in lb**)

PARTS INFORMATION :

Part Number	Description:	Qty
79700-6MW0A	GLASS-REAR WINDOW	1 (If Needed)

CLAIMS INFORMATION :

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

Campaign ("CM") ID	Description:	Op Code	FRT
PMA43	Inspect Floor for Water Intrusion and Replace the Rear Window Glass	PMA430	2.2 Hr
	Inspect Floor for Water Intrusion and Inspect Upper Corner of Rear Window Glass (No Bubbles Found, OK Condition)	PMA431	0.6 Hr
	Inspect Floor for Water Intrusion, Inspect Upper Corner of Rear Window Glass (Bubbles Found) Replace the Rear Window Glass	PMA432	2.3 Hr

EXPENSE CODE:

Expense Code	Description:	Amount Max
515	Miscellaneous Glass Repair	\$50.00

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 23, 2024	Quality Action	Original bulletin published

