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# QUALITY ACTION

# CAMPAIGN BULLETIN

## Inside Rearview Mirror Dealer Inventory

Reference: PM937

Date: February 1, 2020

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	336*	February 1, 2020	<b>YES</b>

\*13 VINs are assigned to Puerto Rico

### \*\*\*\*\*Detailed Information\*\*\*\*\*

Nissan is conducting a quality action on **336** MY2020 Sentra (B18) vehicles identified in Service Comm to inspect the adhesion of the inside rearview mirror attachment and, if necessary, replace the windshield if the mirror detaches.

Affected vehicles **are subject** to stop sale for temporary Quality Assurance (QA) Hold under PC732 and are either currently in dealer inventory or assigned and in transit to the dealer. Nissan is transitioning affected vehicles into this Quality Action campaign ID (PM937).

The Quality Hold under PC732 remains in effect for **346** MY2020 Sentra vehicles for a potential crack on the left side of the steering gear housing. Refer to PC732 for additional details.

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

#### PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in new dealer inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **PM937**
  - 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.**
2. Use the attached procedure to inspect and, if necessary, remedy any vehicles affected by this quality action:
  - If the mirror and mounting plate does not detach from the windshield, no repair is needed.
  - If the inspection result is "**NG**" (**inside rearview mirror and mounting plate detaches**):
    - **Replace the windshield and aim the front camera unit using the procedure outlined in the Electronic Service Manual (ESM).**
  - Once vehicles have been inspected and, if necessary, remedied dealers may submit the applicable warranty claim for the action performed and the vehicle

can be released for sale. **To avoid any claim suspension, do not submit claims prior to February 4, 2020.**

**\*\*\*\*\* 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.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

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



# PM937 - 2020 SENTRA REAR VIEW MIRROR INSPECTION

## SERVICE PROCEDURE:

1. Locate the rear view mirror mounted to the windshield. (Figure 1)



Figure 1

2. Confirm the rear view mirror is properly adhered to the windshield. (Figure 2)

**NOTE:** Do not use excessive force when performing this inspection procedure.

- a) Move the rear view mirror up until it reaches the stop.
- b) Move the rear view mirror down until it reaches the stop.
- c) Move the rear view mirror to the left until it reaches the stop.
- d) Move the rear view mirror to the right until it reaches the stop.
- e) Repeat the sub-steps a-d (10) additional times.



Figure 2

3. Did the rear view mirror and mounting plate become loose or detached from the windshield?
- **NO** - Inspection is complete, no further action is required
  - **YES** - Replace the windshield and aim the front camera unit using the procedure outlined in the ESM (***CRUISE CONTROL & DRIVER ASSISTANCE - DRIVER ASSISTANCE SYSTEM - DRIVER ASSISTANCE SYSTEM - BASIC INSPECTION - ADDITIONAL SERVICE WHEN REPLACING FRONT CAMERA UNIT***)

**PARTS INFORMATION:**

Description	Part #	Quantity
Glass-Windshield	72700-6LB0B	1

**EXPENSE CODES: FOR USE WITH WINDSHIELD REPLACEMENT ONLY**


Code #	Description	Amount (MAX)
515	Miscellaneous Glass Repair (Urethane/Primer)	\$150

**CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM937

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PM937			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect Mirror Only	PM9370	0.2 Hr	NO	NO
Inspect Mirror and Replace Windshield	PM9371	4.4 Hr	YES	NO