



# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

### Side Radar Sensor Voluntary Service Campaign

Reference: PM981

Date: May 26, 2021

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Sentra (B18)	11,804	<b>4,500</b>	May 26, 2021	<b>NO</b>

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

Nissan is conducting a Voluntary Service Campaign to replace both rear side radar sensors on **11,804** specific model year 2021 Sentra vehicles identified in Service Comm. Due to a supplier production error, incorrect boot software of the blind spot warning (BSW) sensor may cause a sensor malfunction and a warning message to display on the combination meter indicating the BSW feature is not functional.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

- Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM981**.
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB15-460 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
- Dealers should use **NTB21-042** to correct any vehicles subject to this campaign.
- Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	Parts are on restriction and may be ordered via DBS beginning Wednesday, May 26, 2021. <ul style="list-style-type: none"> <li>➤ <b>284K0-6LA2A</b> – Sensor Assy – Side Obstacle Warning (RH)</li> <li>➤ <b>284K1-6LA2A</b> – Sensor Assy – Side Obstacle Warning (LH)</li> </ul>
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	<p><b>NOTE:</b> Parts replaced under this activity will be placed on 100% parts return. <b>These parts are being returned to the supplier for reconditioning. Reconditioned parts will be available at a later date and should be used for applicable used vehicles only.</b> Please submit the applicable warranty claim for the action performed <u>immediately</u> and monitor the Warranty Parts Return Website located at <a href="http://NNAnet.com">NNAnet.com</a> for notifications.</p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB21-042</b></li> </ul>
<b>Owner Notification</b>	<p>Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>July 2021</b> via U.S. Mail.</p>

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

Aftersales DIVISION

**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. Due to a supplier production error, the boot software of the blind spot warning (BSW) radar sensor has a programming error.

**Q. What is the possible effect of the condition?**

A. The programming error may cause the radar sensor to malfunction and a warning message to display on the combination meter indicating the BSW feature is not functional.

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

A. Dealer will replace both rear side sensors.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, should take less than one and a half (1.5) 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 notifications to owners of all potentially affected vehicles in **July 2021** via U.S. Mail.

**Q. Are parts readily available?**

A. Parts are on restriction and may be ordered, as needed, via DBS.

**Q. Is my vehicle safe to drive?**

A. Yes.

**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.

**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. Is there anything owners can do to mitigate the condition?**

A. No.

**Q. Is there any charge for this repair?**

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 this service campaign.

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

**Q. I have a 2021 Sentra but did not receive a letter, how can I tell if my vehicle is affected?**

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

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

A. Model year 2021 Nissan Sentra vehicles manufactured between March 2, 2021 and April 17, 2021.

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

A. No.

**Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow the procedure for Overseas Recall Program.)**

**Revision History:**

Date	Announcement	Purpose
May 26, 2021	Original	New campaign announcement