



SAFETY RECALL

CAMPAIGN BULLETIN

Stop Lamp Switch Voluntary Safety Recall Campaign

Reference: PM971
Date: March 9, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2016-2019 Sentra (B17)	807,376	NA	March 9, 2021	YES

***** Campaign Summary *****

Nissan is issuing a Voluntary Safety Recall on specific 2016-2019 Sentra (B17) vehicles identified in Service Comm to address a stop lamp switch concern. The stop lamp switch on the subject vehicles may become contaminated with silicon off-gassing from silicon-based grease used in surrounding components (HVAC and brake booster clevis pin) in close proximity. Oxidation may occur at the switch contact surface due to electric arcing, resulting in silicon dioxide build-up. This build-up may lead to open circuit issues and an inoperative stop lamp switch.

If this condition occurs, the customer may notice a malfunction indicator light (MIL) ON, the rear stop lamps may not illuminate and/or the engine may not start. Rear stop lamps not illuminating could potentially increase the risk of a crash.

Affected vehicles **are subject** to stop sale.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PM971**.
2. 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 repaired.
3. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts will need to be ordered, but are not yet available.
 - If the customer is experiencing the following conditions; malfunction indicator light (MIL) ON (Automatic Braking System (ABS) light), the rear stop lamps may not illuminate and/or the engine may not start/crank, rental is available under the campaign until parts are available.
 - Technicians **must** complete the inspection form on ASIST
 - Access the online form through **ASIST > Bulletin Support Items > PM971 2016-**

2019 Sentra Stop Lamp Switch

- If the customer's vehicle is not experiencing any of the subject conditions, after condition is explained, customer may continue to operate their vehicle until the conditions occur or parts are available.

**** Release Schedule ****

Parts	Parts are not currently available. Part availability will be the topic of a follow up communication anticipated the week of March 29, 2021.
Repair	<ul style="list-style-type: none">• The repair bulletin is currently under development and will be provided with our next communication anticipated the week of March 29, 2021.
Owner Notification	<ul style="list-style-type: none">• Nissan will begin sending owners of all potentially affected vehicles an interim notification letter in April 2021, via U.S. Mail.• Owners will be sent a second notification inviting them to schedule their vehicle for repair when parts are available.

**** 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.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes.

Q. What is the reason for the recall?

A. The stop lamp switch on the subject vehicles may become contaminated with silicon off-gassing from silicon-based grease used in surrounding components (HVAC and brake booster clevis pin) in close proximity. Oxidation may occur at the switch contact surface due to electric arcing, resulting in silicon dioxide build-up. This build-up may lead to open circuit issues and an inoperative stop lamp switch.

Q. What is the possible effect of the condition?

A. If this condition occurs, the customer may notice a malfunction indicator light (MIL) ON (Automatic Braking System (ABS)), the rear stop lamps may not illuminate and/or the engine may not start/crank. Rear stop lamps not illuminating could potentially increase the risk of a crash.

Q. Is this a Stop Sale?

A. Yes.

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

A. The repair bulletin is currently under development and will be provided with our next communication anticipated **the week of March 29, 2021.**

Q. What should I tell inquiring customers?

- A. Ask the customer if any of the following conditions apply to their vehicle:
- Illuminated Malfunction Indicator Lamp (MIL) (Automatic Braking System (ABS))
 - Intermittent or current no-start/crank condition
 - Intermittent or current inoperative brake lights

Customers may continue to drive their vehicle if these conditions do not occur. However, if any of the conditions do occur, please contact your local Nissan dealer for immediate service and instructions on how to transport your vehicle to the dealership. Rental is available under the campaign until parts are available.

- Technicians **must** complete the inspection form on ASIST
- Access the online form through **ASIST > Bulletin Support Items > PM971 2016-2019 Sentra Stop Lamp Switch**

Q. How long will the corrective action take?

A. The repair bulletin is currently under development and will be provided with our next communication anticipated **the week of March 29, 2021.**

Q. When will vehicle owners be notified?

- A. Nissan will notify owners via U.S. mail in April 2021 if their vehicle is affected, and instruct them to contact their authorized Nissan dealer if they experience the malfunction indicator light (MIL) ON (Automatic Braking System (Automatic Braking System (ABS) light), the rear stop lamps do not illuminate and/or the engine may not start/crank.
- When remedy parts are readily available, owners will be sent a second notification inviting them to schedule their vehicle for repair at no cost for parts or labor.

Q. Is my vehicle safe to drive?

- A. The customer may continue to drive the vehicle unless the following conditions occur:
- Illuminated Malfunction Indicator Lamp (MIL) (Automatic Braking System (ABS))
 - Intermittent or current no-start/crank condition
 - Intermittent or current inoperative brake lights

If any of the conditions do apply, please contact your local Nissan dealer for immediate service and instructions on how to transport your vehicle to the dealership. Rental is available under the campaign until parts are available.

- Technicians **must** complete the inspection form on ASIST
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Q. Is there anything owners can do to mitigate this condition?

- A. No.

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

- A. Yes. Complimentary alternate transportation is available, upon customer request, while parts are unavailable.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$840 (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. Are parts readily available?

- A. **Parts are not currently available.** Part availability will be the topic of a follow up communication anticipated **the week of March 29, 2021.**

Q. Is there any charge for the repair?

- A. No. The remedy, once available, 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, once available, 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 2016-2019 Nissan Sentra vehicles manufactured from December 1, 2015 to November 23, 2019 at the Aguascalientes 1 and 2 plants are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
March 9, 2021	Voluntary Safety Recall	New Campaign Announcement