



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Stop Lamp Switch Voluntary Safety Recall Campaign

Reference: PM971

Date: July 23, 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.**

**REVISED July 23, 2021**  
**Please discard earlier versions of this bulletin.**

**The announcement from March 30, 2021 has been revised to include the following:**

- **Technicians no longer have to complete the online form in ASIST.**
  - Parts are still on restriction - Dealers will continue to place parts orders in DBS.

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	<b>YES</b>

**\*\*\*\*\* 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 illumination of the Anti-Lock Braking (ABS) or Vehicle Dynamic Control (VDC) warning lamp(s), 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 may need to be ordered.
  - If the customer is experiencing the following conditions, rental is available under the campaign until parts are available:
    - Illumination of the Anti-Lock Braking System (ABS) or Vehicle Dynamic Control (VDC) warning lamp(s)
    - Rear stop lamps may not illuminate
    - Engine may not start/crank
  - If the customer's vehicle is not experiencing any of the subject conditions and the customer has been informed of the condition and potential effects, customer may continue to operate their vehicle until the conditions occur or parts are readily available.
4. Dealers should use **NTB21-026** to correct any vehicles subject to this campaign.
5. Once remedied, dealers should submit the claim using the claims coding provided and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• <b>Parts listed below are on restriction and may be ordered via DBS.</b></li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #333; color: white;">Part Number</th> <th style="background-color: #333; color: white;">Description</th> <th style="background-color: #333; color: white;">Quantity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>25320-9AE0A</b></td> <td>Switch Assy-Stop Lamp</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;"><b>24268-6KE0A</b></td> <td>Grommet</td> <td style="text-align: center;">1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>○ Nissan is working directly with dealers specified by rental companies (Enterprise, Hertz, Avis) for rental fleet needs. <b>Identified dealers do not need to place SVC orders.</b></li> </ul> <p><b>NOTE:</b> Parts replaced under this campaign activity will be collected. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</p>	Part Number	Description	Quantity	<b>25320-9AE0A</b>	Switch Assy-Stop Lamp	1	<b>24268-6KE0A</b>	Grommet	1
Part Number	Description	Quantity								
<b>25320-9AE0A</b>	Switch Assy-Stop Lamp	1								
<b>24268-6KE0A</b>	Grommet	1								
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB21-026</b></li> </ul>									
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Nissan began sending owners of all potentially affected vehicles an interim notification letter in <b>April 2021</b>, via U.S. Mail.</li> <li>• Owners will be sent a second notification inviting them to schedule their vehicle for repair when parts are readily available.           <ul style="list-style-type: none"> <li>○ We anticipate this invitation to repair mailing to begin in <b>fall 2021</b>.</li> </ul> </li> </ul>									

**\*\*\*\* 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 illumination of an Anti-Lock Braking System (ABS) or Vehicle Dynamic Control (VDC) warning lamp(s), 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. Dealers will replace the stop lamp switch, and add a grommet and electrical tape as a protective layer.

**Q. What should I tell inquiring customers?**

- A. Ask the customer if any of the following conditions apply to their vehicle:
- Illuminated Anti-Lock Braking System (ABS) or Vehicle Dynamic Control (VDC) warning lamp(s)
  - 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.

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

- A. This free service should take up to one (1) hour to complete but 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 began notifying affected owners via U.S. mail in **April 2021**, instructing them to contact their authorized Nissan dealer if they experience illumination of an Anti-Lock Braking System (ABS) or Vehicle Dynamic Control (VDC) warning lamp(s), the rear stop lamps do not illuminate and/or the engine may not start/crank.
- Owners will be sent a second notification inviting them to schedule their vehicle for repair when parts are readily available.
    - We anticipate this invitation to repair mailing to begin in **fall 2021**.

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

- A. The customer may continue to drive the vehicle unless the following conditions occur:
- Illuminated Anti-Lock Braking System (ABS) or Vehicle Dynamic Control (VDC) warning lamp(s)
  - 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 while parts are on order.

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

- A. No.

**Q. Are parts readily available?**

- A. Parts are on restriction and may be ordered via DBS.

**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 on order.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$840 (Max)</b>
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 the 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 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 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:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
March 9, 2021	Voluntary Safety Recall	New Campaign Announcement
March 30, 2021	REVISION 1	Update to provide rental and parts availability information.
July 23, 2021	REVISION 2	Update to remove ASIST form