



VOLUNTARY RECALL CAMPAIGN

Classification: BT24-003	Reference: NTB24-033	Date: July 1, 2024
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VOLUNTARY SAFETY RECALL CAMPAIGN 2024 SENTRA; WINDSHIELD INSPECTION

CAMPAIGN ID #: PMA38
APPLIED VEHICLES: 2024 Sentra (B18)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2024 Sentra vehicles to inspect and, if necessary, replace the windshield. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PMA38 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

HINT: Place a fender cover to protect the driver (LH) side fender and hood from damage.

1. Locate the lower driver (LH) side area of the windshield for inspection.



Figure 1

2. Clean the windshield with glass cleaner and a clean towel before inspection.
3. Inspect for bubble-type delamination (Figure 2 and Figure 3).

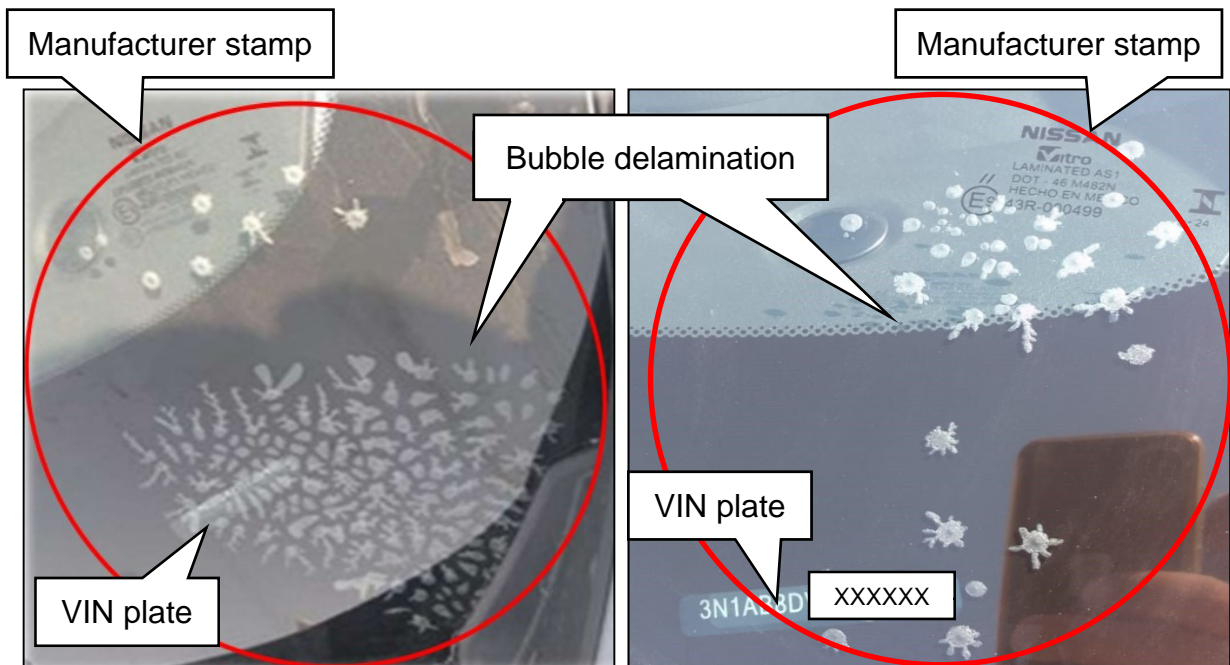


Figure 2

Figure 3

4. Does the lower driver (LH) side area of the windshield have bubble-type delamination as shown in Figure 2 and Figure 3 on page 2?
- Document the results on the repair order.

NO: No further action is necessary. Skip to **CLAIMS INFORMATION** on the last page.

YES: Continue to step 5.

⚠ WARNING

To avoid the risk of severe personal injury:

- Always wear safety glasses and heavy gloves to help prevent glass splinters from entering your eyes or cutting your hands when cutting the glass from the vehicle.
- Do not remove the front camera bracket and front camera cover from the windshield glass.
- Front camera unit bracket and front camera cover must be replaced together with the windshield glass as an assembly.
- When replacing the front camera unit, perform **ADDITIONAL SERVICE WHEN REPLACING FRONT CAMERA UNIT**.

NOTICE

To avoid damage to the vehicle:

- Use care to not scratch the glass when removing and installing.
- Do not set or stand the glass on its edge. Small chips may develop into cracks.
- Apply protective tape around the windshield glass to protect the painted surface.

5. Replace the windshield.
- Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > WINDSHIELD GLASS > Removal and Installation**
 - Follow all Warnings and Cautions in the ESM related to windshield replacement.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
GLASS - WINDSHIELD	72700-6LB0B	1 (1)
CLIP	76988-6LB5A	2 (1)
BASE ASSY – INSIDE MIRROR	96327-2Y900	1 (1)

(1) Replace only if windshield delamination is confirmed per the inspection in this bulletin.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PMA38	Inspect Windshield For Bubble Delamination (OK Condition)	PMA380	0.2
	Inspect Windshield For Bubble Delamination And Replace The Windshield (NG Condition)	PMA381	2.6

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
515	Miscellaneous Glass Repair	\$50.00

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 1, 2024	NTB24-033	Original bulletin published