



SAFETY RECALL

CAMPAIGN BULLETIN

Outer Socket (Tie Rod) Torque Voluntary Safety Recall Campaign

Reference: PC795
Date: March 5, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for retailers 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
2020-21 Altima (L34)	2,407	363	March 5, 2021	YES

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

Nissan has reclassified and expanded the previously announced quality action under the same campaign ID (PC795) for new vehicle inventory as a Voluntary Safety Recall Campaign to re-tighten the front left and right hand tie rod ball joint fasteners to specification on **2,407** specific model year 2020-21 Altima vehicles identified in Service Comm. If the fastener is missing, the dealer will install a new fastener and washer and tighten to specification.

Due to a back-up process manufacturing error, the tie rod ball joint fastener was not tightened to proper specification. If this condition occurs, the customer may experience steering wheel vibration due to the loose tie rod ball joint fastener. If the fastener comes off completely and the ball joint separates from the steering knuckle, sudden partial steering loss can occur, which may increase the risk of a crash.

Affected vehicles **are 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 Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC795.**
 - 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.**
- 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 remedied.
- Dealers should use **NTB21-017** to remedy any vehicles subject to this campaign.
- Once remedied dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	No parts are necessary to perform this voluntary safety recall campaign. However, parts are available, via normal ordering process, if nuts or washers are found to be missing, or failure has occurred.
Repair	• NTB21-017
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2021 via U.S. Mail.

**** 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. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a back-up process manufacturing error, the tie rod ball joint fastener was not tightened to proper specification.

Q. What is the possible effect of the condition?

A. If this condition occurs, the customer may experience steering wheel vibration due to the loose tie rod ball joint fastener. If the fastener comes off completely and the ball joint separates from the steering knuckle, sudden partial steering loss can occur, which may increase the risk of a crash.

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

A. Dealers will re-tighten the front left and right hand tie rod ball joint fasteners to specification. If the fastener is missing, the dealer will install a new fastener and washer and tighten to specification.

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 will begin sending notifications to owners of all potentially affected vehicles in **March 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. In the event you experience any steering wheel vibration, please contact your local Nissan dealer to have your vehicle towed to the dealership. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

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

A. No. However, in the event you experience any steering wheel vibration, please contact your local Nissan dealer to have your vehicle towed to the dealership.

Q. Are parts readily available?

A. No parts are necessary to perform this voluntary safety recall campaign. However, parts are available via normal ordering process, if nuts or washers are found to be missing, or failure has occurred.

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. Is there any charge for this remedy?

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 MY2020-21 Nissan Altima (L34) vehicles manufactured in the Canton, MS plant from June 8, 2020 to January 25, 2021.

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

A. No.

Revision History:

Date	Announcement	Purpose
March 5, 2021	Voluntary Safety Recall	New Campaign Announcement