



SAFETY RECALL

CAMPAIGN BULLETIN

Steering Knuckle and Rear Axle Housing Voluntary Safety Recall Campaign

Reference: R21A4
Date: July 7, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE July 7, 2021
Please discard earlier versions of this bulletin.

The announcement from June 7, 2021 has been revised to include the following:

- **Parts ordering information and repair (see repair section below) are now available.**
- **Parts are on restriction and may be ordered via DBS.**
 - Orders will be fulfilled in the order they were received, once parts become available.

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 |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2020 Murano (Z52) | 4,774 | 73 | June 8, 2021 | YES |
| MY2021 GT-R® (R35) | 20 | 2 | | |

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

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing a Voluntary Safety Recall Campaign on certain MY2020 Murano (Z52) and MY2021 GT-R® (R35) vehicles identified in Service Comm, to inspect the casting stamp of the front steering knuckles and/or rear axle housings and replace, as necessary, any affected components.

Due to a manufacturing issue that has since been corrected, the steering knuckle and/or rear axle housing may not meet design specification. In this condition, if the front steering knuckle or rear axle housing receives a strong impact (such as hitting a curb) the steering knuckle or rear axle housing may deform. As a result, the steering wheel may become off-center, impairing the customer's ability to steer the vehicle or in the case of rear axle housing cause wheel mis-alignment. In the worst case condition, the damaged steering knuckle or rear axle housing may cause wheel separation from the vehicle; increasing 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** ****

1. Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **R21A4**.
 - 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.**

2. Dealers **must not sell, lease trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.

3. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that parts may need to be ordered. The dealer should use the appropriate campaign bulletin (see repair section below) to inspect the casting stamp of the front steering knuckles and/or rear axle housings:
 - If parts replacement **is not** necessary, the dealer should print the inspection form, attach it to the work order, reassemble the vehicle, submit the claim using the claims coding provided for the applicable action taken, and then release the vehicle.
 - If parts replacement **is** necessary, the dealer should print the inspection form, attach it to the work order, temporarily reassemble the vehicle, and place the parts on order.
Temporary reassembly of the vehicle is covered under the campaign (see Claims Information section below). Do not submit the claim, for the appropriate actions performed, until parts have arrived and the vehicle has been remedied.
 - Rental is available while parts are on order.

**** **Release Schedule** ****

| | |
|---------------------------|--|
| Parts | <p>If parts are needed, parts are on restriction and may be ordered via DBS.</p> <ul style="list-style-type: none"> ➢ Orders will be fulfilled in the order they were received, once parts become available. ➢ Do not use the DBS order by campaign function unless inspection indicates that both sides require replacement. If only one side requires replacement, order parts individually. ➢ One-time use parts should be ordered separately via normal ordering process. <p>Parts replaced under this activity will be placed on parts collection. 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> |
| Special Tools | CONSULT III+ |
| Repair | <ul style="list-style-type: none"> • NTB21-059 – Murano • NTB21-061 – GT-R® |
| Owner Notification | Nissan will begin sending notifications to owners of all potentially affected vehicles in late July 2021 via U.S. Mail. |

**** **Claims Information** ****

If the inspection indicates that parts replacement is necessary, the following OP Codes may be claimed to allow for the temporary reassembly of the vehicle while waiting for parts to arrive to complete the repair.

Do not submit the claim, for the appropriate actions performed, until parts have arrived and the vehicle has been remedied.

| Model | Description | FRT | OP Code |
|------------|--|---------|---------|
| Murano 2WD | Inspect and reassemble both steering knuckles, disassemble and replace one or both steering knuckles | 7.6 Hrs | R21A4J |
| Murano AWD | | 8.0 Hrs | R21A4H |

Note: The inspection form should be printed and attached to the work order for audit purposes. OP codes not applicable to GT-R®.

**** **Dealer Responsibility** ****

It is the dealer's responsibility to check Service Comm or DBS National Service History Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety 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 Stop Sale?

A. Yes.

Q. What is the reason for this safety recall?

A. Due to a manufacturing issue that has since been corrected, the steering knuckles and/or rear axle housings on certain affected vehicles might not meet design specification. In this condition, if the front steering knuckle or rear axle housing receives a strong impact (such as hitting a curb) the steering knuckle or rear axle housing may deform.

Q. What is the possible effect of the condition?

A. If the front steering knuckle or rear axle housing receives a strong impact (such as hitting a curb) the steering knuckle or rear axle housing may deform. As a result, the steering wheel may become off-center, impairing the customer's ability to steer the vehicle or in the case of rear axle housing cause wheel mis-alignment. In the worst case condition, the damaged steering knuckle or rear axle housing may cause wheel separation from the vehicle; increasing the risk of a crash.

Q. What will be the corrective action?

A. Dealers will inspect the casting stamp of the front steering knuckles and/or rear axle housings. If any of the components are affected, the dealer will replace the affected parts.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to approximately eight (8) hours to complete if parts replacement is required. 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 late **July 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. 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 inspected, and, if necessary, repaired as soon as possible upon notification.

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

A. No.

Q. Are parts readily available?

A. **If parts are needed, parts are on restriction and may be ordered via DBS.** Orders will be fulfilled in the order they were received, once parts become available.

Q. Will a rental vehicle be provided while parts are unavailable?

A. Please consult your dealer for alternate transportation availability while parts are unavailable. For vehicles experiencing the subject condition, rental is included under the campaign, upon customer request, until parts are available.

| 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. 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. GT-R customers should take their vehicle to a certified GT-R dealership. Murano customers can take their vehicle to any authorized Nissan dealer to perform the recall campaign.

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 2020 Nissan Murano vehicles manufactured from August 31, 2020 to September 16, 2020 at the Canton, MS plant and certain Model Year 2021 Nissan GT-R® vehicle manufactured from August 24, 2020 to October 13, 2020 at the Tochigi, Japan plant are affected.

Revision History:

| Date | Announcement | Purpose |
|--------------|----------------------------------|--|
| June 7, 2021 | Voluntary Safety Recall Campaign | New campaign announcement |
| July 7, 2021 | REVISION 1 | Parts ordering and repair information now available. |