



SAFETY RECALL

CAMPAIGN BULLETIN

Steering Wheel Bolt Replacement Voluntary Safety Recall Campaign

Reference: **PC956**
Date: **March 1, 2023**

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
2023 Ariya (FE0)	1,056	351	March 1, 2023	YES

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that the previously announced quality assurance hold (PC956) for MY2023 Ariya vehicles is being reclassified and expanded as a Voluntary Safety Recall Campaign. Nissan is recalling certain specific MY2023 Ariya vehicles as they may have a loose or missing steering wheel bolt.

Certain 2023 Nissan Ariya vehicles underwent a recent port modification activity to replace the steering wheel due to a quality issue. As part of the activity, a technician may have inadvertently applied the incorrect torque settings to the steering wheel bolt. In certain cases, the steering wheel bolt may not have been installed. As a result, the steering wheel may experience some play or potentially separate from the steering column if pulled towards the driver. If this occurs, loss of steering control may increase the risk of a crash.

Beginning in **March 2023**, owners of all potentially affected vehicles will be notified to bring their Ariya to a Nissan dealer for repair. Dealers will replace the steering wheel bolt.

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

- Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC956**
 - Even if the Quality Action (PC956) has previously been completed, this Voluntary Safety Recall Campaign (PC956) still needs to be performed.
- 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.
- Dealers should use **NTB23-016** to remedy any vehicles subject to this campaign, and please discard the procedure instructions provided for the Quality Action (PC956) as they no longer apply.

4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

Parts	<p>Parts are on restriction and may be ordered through DBS.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #333; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">48935-3BA0A</td> <td style="text-align: center;">Steering Wheel Bolt</td> <td style="text-align: center;">1</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p>	Part Number	Description	Quantity	48935-3BA0A	Steering Wheel Bolt	1
Part Number	Description	Quantity					
48935-3BA0A	Steering Wheel Bolt	1					
Repair	<ul style="list-style-type: none"> • NTB23-016 						
Owner Notification	<p>Nissan will notify the owners of potentially affected vehicles in March 2023.</p>						

****** 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 new vehicle 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.

Total Customer Satisfaction

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. Certain 2023 Nissan Ariya vehicles underwent a recent port modification activity to replace the steering wheel due to a quality issue. As part of the activity, a technician may have inadvertently applied the incorrect torque settings to the steering wheel bolt. In certain cases, the steering wheel bolt may not have been installed.

Q. What is the possible effect of the condition?

A. If a vehicle has a loose or missing steering wheel bolt, the steering wheel may experience some play or potentially separate from the steering column if pulled towards the driver. If this occurs, loss of steering control may increase the risk of a crash.

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

A. Beginning in **March 2023**, owners of all potentially affected vehicles will be notified to bring their Ariya to a Nissan dealer for repair. Dealers will replace the steering wheel bolt.

Q. How long will the corrective action take?

A. This free service could take up to one (1.0) 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. Beginning in **March 2023**, owners of all potentially affected vehicles will be notified to bring their Ariya to a Nissan dealer for repair.

Q. Is my vehicle safe to drive?

A. If the steering wheel feels loose when gently rocking the wheel forward and back with hands in the 3:00 and 9:00 positions, contact your dealer for instructions on transport and immediate repair. If your vehicle is subject to this campaign, you will receive an Owner Notification from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification.

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

A. If the steering wheel feels loose when gently rocking the wheel forward and back with hands in the 3:00 and 9:00 positions, contact your dealer for instructions on transport and immediate repair. If your vehicle is subject to this campaign, you will receive an Owner Notification from

Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification.

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. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (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 on restriction and can be ordered via DBS.

Q. Is there any charge for this service?

A. No. The remedy will be provided 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 service.

For Consumer Affairs: Please inform us of the dealer where you would like to have the service 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 specific model year 2023 Nissan Ariya vehicles manufactured between June 21, 2022 to October 21, 2022.

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

A. No.

Revision History:

Date	Announcement	Purpose
March 1, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement