



SAFETY RECALL

CAMPAIGN BULLETIN

Steering Column
Voluntary Safety Recall Campaign

Reference: PMA25/PMA26

Date: July 26, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's final remedy action is performed.

PMA25 (Vehicles not previously inspected or remedied under PMA10)

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2021 Versa (N18) | 2,291 | NA | July 26, 2023 | YES |
| MY2021 Kicks (P15) | 4,004 | NA | | |

PMA26 (Vehicles previously inspected and released under PMA10)

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2021 Versa (N18) | 2,820 | NA | July 26, 2023 | YES |
| MY2021 Kicks (P15) | 9,005 | NA | | |

***** 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) and Transport Canada that it is issuing a recall for vehicles previously inspected and released under campaign PMA10 because it has received notification from the supplier of additional steering column torque sensor lot codes that were not previously provided. Nissan is conducting a recall campaign to re-inspect all vehicles that were previously inspected and released without steering column replacement under campaign PMA10.

The specific vehicles subject to these campaign ID's have been removed from campaign ID PMA10, which is being closed, and are being relaunched under new campaign ID's **PMA25** and **PMA26**. Campaign ID **PMA25** will include vehicles that were not previously inspected or remedied under PMA10, and **PMA26** will include vehicles that were inspected and released without steering column replacement under PMA10.

Due to a supplier manufacturing concern, which since has been corrected, an intermittent electrical connection in the electric power steering (EPS) torque sensor can disable the EPS assist in affected vehicles. In the event of an EPS failure, the Power Steering Warning Light will illuminate in the instrument

cluster to alert the driver and the steering system will default to manual steering mode. The mechanical steering linkage is maintained at all times. However, loss of EPS will require higher steering effort, especially at low speeds, which may increase the risk of a crash.

Dealers will inspect the lot code on the EPS torque sensor and, if necessary will replace the steering column assembly.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PMA25 or PMA26.**
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. Dealers should use **NTB22-079** to remedy any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.
5. **Nissan is requesting that dealers submit any open claims for remedies under PMA10 by August 15, 2023.**

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

| Parts | <p>If inspection results indicate that parts replacement is needed, part 48935-3BA0A is on restriction and may be ordered through DBS. Remaining parts ordered via normal process.</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>01125-N6061</td> <td>BOLT (Knee Air Bag Module)</td> <td style="text-align: center;">2</td> </tr> <tr> <td>48935-3BA0A</td> <td>BOLT (Steering Wheel)</td> <td style="text-align: center;">1 (If Needed)</td> </tr> <tr> <td>48810-5EE0A</td> <td>COLUMN ASSY - STEERING, UPPER</td> <td style="text-align: center;">1 (If Needed)</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 | 01125-N6061 | BOLT (Knee Air Bag Module) | 2 | 48935-3BA0A | BOLT (Steering Wheel) | 1 (If Needed) | 48810-5EE0A | COLUMN ASSY - STEERING, UPPER | 1 (If Needed) |
|----------------------|--|------------------|-------------|----------|-------------|----------------------------|---|-------------|-----------------------|------------------|-------------|-------------------------------|------------------|
| | Part Number | Description | Quantity | | | | | | | | | | |
| 01125-N6061 | BOLT (Knee Air Bag Module) | 2 | | | | | | | | | | | |
| 48935-3BA0A | BOLT (Steering Wheel) | 1 (If Needed) | | | | | | | | | | | |
| 48810-5EE0A | COLUMN ASSY - STEERING, UPPER | 1 (If Needed) | | | | | | | | | | | |
| Special Tools | <ul style="list-style-type: none"> • White Crayon | | | | | | | | | | | | |

| | |
|---------------------------|---|
| Repair | • NTB22-079 |
| Owner Notification | Owners of all previously inspected vehicles that were judged not to need a steering column replacement under PMA10 will be notified beginning on September 8, 2023 , to bring their vehicle to the dealer for re-inspection. |

******* 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 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.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a Safety recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the Voluntary Safety Recall?

A. Due to a supplier manufacturing concern, which since has been corrected, an intermittent electrical connection in the electric power steering (EPS) torque sensor can disable the EPS assist. In the event of an EPS failure, the Power Steering Warning Light will illuminate in the instrument cluster to alert the driver and the steering system will default to manual steering mode. The mechanical steering linkage is maintained at all times. However, loss of EPS will require higher steering effort, especially at low speeds, which may increase the risk of a crash.

Nissan is conducting a recall campaign to re-inspect all vehicles that were previously inspected and released under Recall 22V693 (campaign PMA10) to inspect for additional affected lot codes, and replace the steering column assembly if necessary.

Q. What is the possible effect of this condition?

A. If this condition occurs, the Power Steering Warning Light will illuminate in the instrument cluster to alert the driver and the steering system will default to manual steering mode. The mechanical steering linkage is maintained at all times. However, loss of EPS will require higher steering effort, especially at low speeds, which may increase the risk of a crash.

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

A. Dealers will inspect the lot code on the torque sensor and, if necessary will replace the steering column assembly.

Q. How long will the corrective action take?

A. This free service could take up to one and a half (1.5) hours 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. Owners of all previously inspected vehicles that were judged not to need a steering column replacement under PMA10 will be notified beginning on **September 8, 2023**, to bring their vehicle to the dealer for re-inspection.

Nissan notified owners of all vehicles that were potentially affected by PMA10 in **November 2022**, 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 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. Yes, parts are currently on restriction and may be ordered through DBS.

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. 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 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 MY2021 Nissan Versa and Kicks vehicles manufactured from July 19, 2021 to September 27, 2021.

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|---------------|-------------------|---|
| July 26, 2023 | Original Document | New campaign announcement; and new campaign number announcement |