



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

September 10, 2013

[REDACTED]
Las Vegas, NV [REDACTED]

NVS-216 nam
Ref. No. 10496526

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Nissan Altima vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you hear a tapping noise in your MY 2013 Nissan Altima vehicle. You state that the source of the noise has been identified as coming from the power steering pump. Other owners have complained about this problem. However, Nissan claims that the noise is normal and will not provide a remedy. You disagree with Nissan's decision not remedy the noise problem and you want to alert other owners.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard power steering pump problems in MY 2013 Nissan Altima vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. NHTSA's investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Our researched revealed a Nissan Technical Service Bulletin (TSB) that may be of interest to you. TSB NTB13-017 (copy enclosed) addresses a noise coming from the hydraulic electric power steering pump in certain MY 2013 Altima vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National

Traffic and Motor Vehicle Safety Act. Please note that NHTSA cannot require Nissan to perform the corrective action described in the TSB on your vehicle at no cost to you. We recommend that you contact Nissan or a local dealer to determine if the TSB will resolve the noise problem in your vehicle.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

2013 Nissan-Datsun Altima Sedan L4-2.5L (QR25DE)

Vehicle » Technical Service Bulletins » All Technical Service Bulletins » Steering/Susp - Noise From Hydraulic Electric Power Steering

Classification:

ST12-009

Reference:

NTB13-017

Date:

February 26, 2013

2013 ALTIMA WITH QR25 ENGINE; NOISE FROM THE HYDRAULIC ELECTRIC POWER STEERING (H-EPS)

APPLIED VEHICLES:

2013 Altima (L33) with QR25 (4 cylinder) engine

IF YOU CONFIRM

The customer is experiencing a noise coming from the passenger side engine compartment,

and

The source of the noise is confirmed to be the Hydraulic Electric Power Steering (H-EPS),

and

The noise is louder than the normal operational noise of the H-EPS.

NOTE :

^ The 2013 Nissan Altima is equipped with Hydraulic Electric Power Steering (H-EPS). This system uses an electric motor to drive a pump rather than relying on a conventional belt-driven pump. You may hear some normal operational noise from the front of the vehicle generated by the H-EPS when the steering wheel is operated.

^ Comparing the incident vehicle to a "known good vehicle will help determine if the H-EPS noise is louder than normal.

ACTION

Perform the Service Procedure in this bulletin.

IMPORTANT : The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire Service Procedure as it contains information that is essential to successfully completing this repair.

DESCRIPTION	PART NUMBER	QUANTITY
SEAL ASSY-HOOD FR RH (Hood Ledge Seal)	65820 – 3TA0A	1: If needed.
H-EPS Pump Felt Cover	49184 – 3TA0A	1: If needed.
PROTR ASSY FR FDR RH (Right Front Fender Protector / Includes Noise Insulator)	63840 – 3TA0D	1: If needed.
Baffle - Front Fender	63134 – 3TA0A	1: If needed.
HOSE & TUBE ASSY-PRESS, PS (H-EPS High Pressure Line)	49720 – 3TA0C	1: If needed.

PARTS INFORMATION

CLAIMS INFORMATION

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspect and Repair H-EPS noise	49720 – 3TA0C	QX22AA	ZL	46	0.7

And on the same line - **Only if part is replaced**

DESCRIPTION	OP CODE	FRT
Replace Seal Assy-Hood FR RH (Right Front Hood Ledge Seal)	UE44AA	(1)

(1) Reference the Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

And on the same line - **Only if part is replaced**

DESCRIPTION	OP CODE	FRT
Replace Protector Assy FR Fender RH (Right Front Fender Protector)	UE12AA	(1)

(1) Reference the Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

And on the same line - **Only if part is replaced**

DESCRIPTION	OP CODE	FRT
Replace Baffle, Right Front Fender	UE15AA	(1)

(1) Reference the Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

And on the same line - **Only if part is replaced**

DESCRIPTION	OP CODE	FRT
Replace H-EPS Pump Felt Cover	QE40AA	(1)

(1) Reference the Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

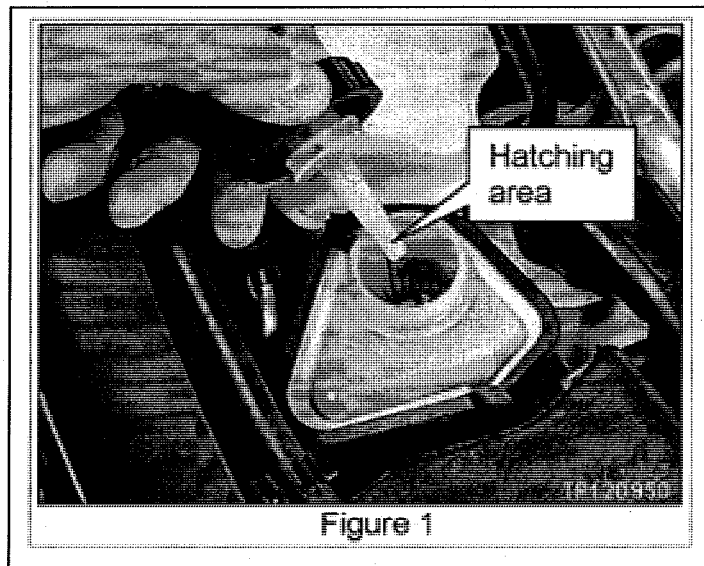
And on the same line - **Only if part is replaced**

DESCRIPTION	OP CODE	FRT
Replace Hose & Tube Assy-Press, PS (H-EPS High Pressure Line)	QE36AA	(1)

(1) Reference the Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

Submit a Primary Part (PP) type line claim using the claims coding:

SERVICE PROCEDURE

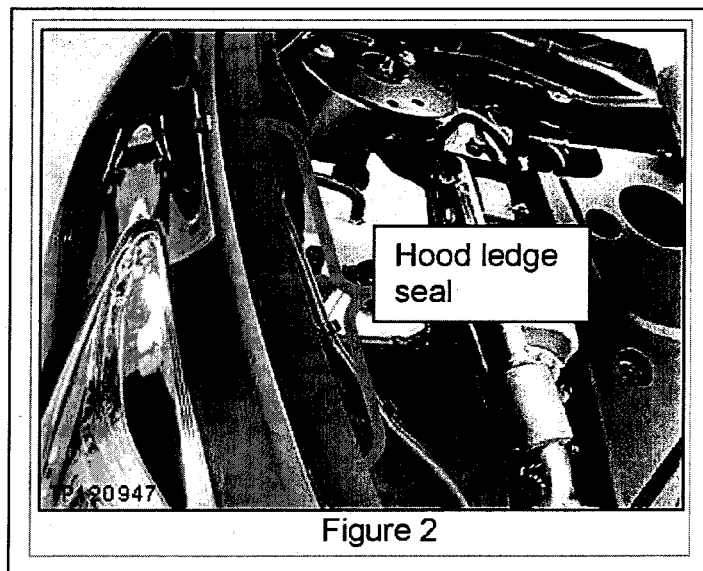


1. Check the Hydraulic Electric Power Steering (H-EPS) fluid level.

^ Check fluid level with the ignition OFF and fluid temperature between Go - 30°C (32 - 86°F).

^ Power steering fluid level should be within the hatching area of the indicator on the power steering reservoir tank cap.

^ If fluid is needed, use only genuine NISSAN E-PSF or equivalent.

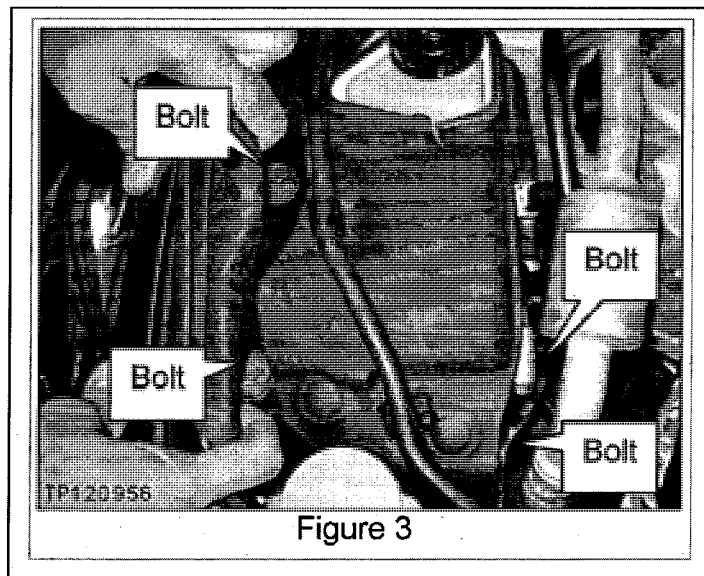


2. Make sure right front hood ledge

^ seal is installed correctly.

^ Install seal correctly, or

^ If damaged, replace seal, or If missing, install a seal.

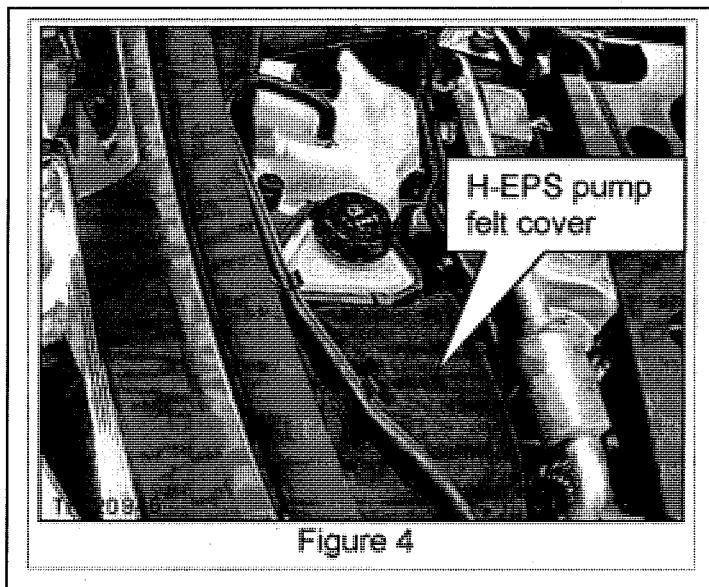


3. Make sure there is no binding on the H-EPS pump mounting isolator as follows:

- a. Loosen the 4 H-EPS pump mounting bolts.
- b. Move the H-EPS pump a small amount from side to side.
- c. Tighten the mounting bolts.

Torque to:

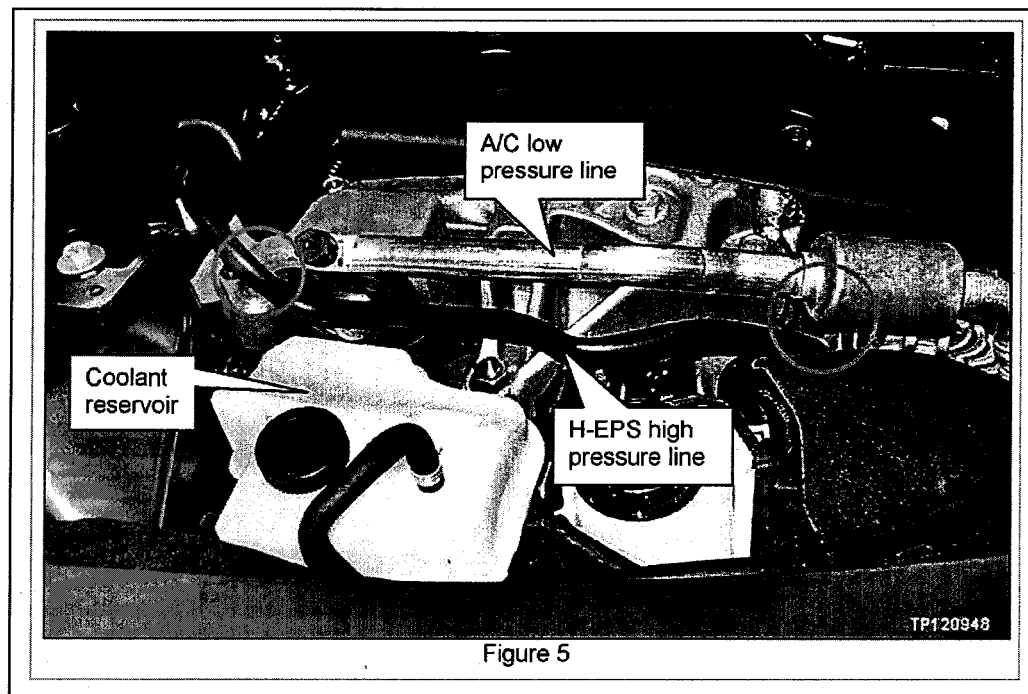
13.5 N.m (1.4 kg-m, 10 ft-lb)



4. Make sure the H-EPS pump felt cover is installed correctly.

^ Install felt cover correctly, or

^ If damaged, replace felt cover, or If missing, install a felt cover.



5. Make sure the H-EPS high pressure line and the A/C low pressure line are not touching (see Figure 5).

^ Check the 2 locations circled in Figure 5.

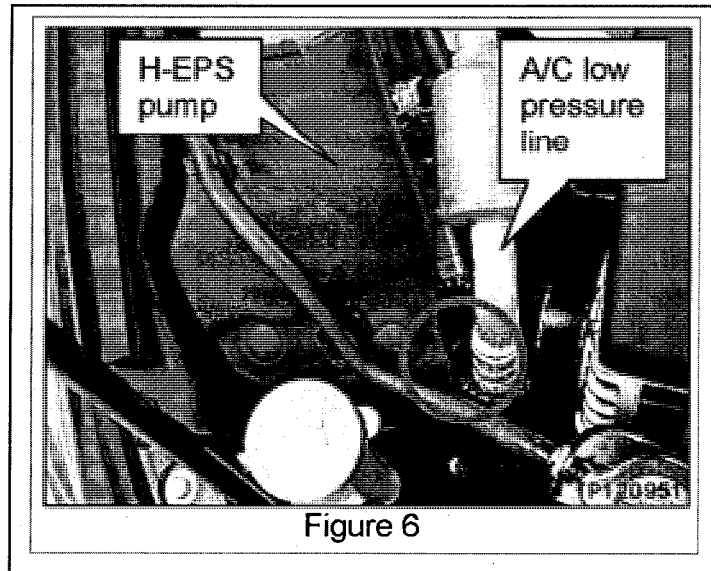
^ If the lines are touching, reposition the lines so they are not touching.

6. Make sure the H-EPS high pressure line is not touching the coolant reservoir (see Figure 5).

If touching:

^ Make sure the coolant reservoir is mounted correctly (locator boss must be seated in mounting hole).

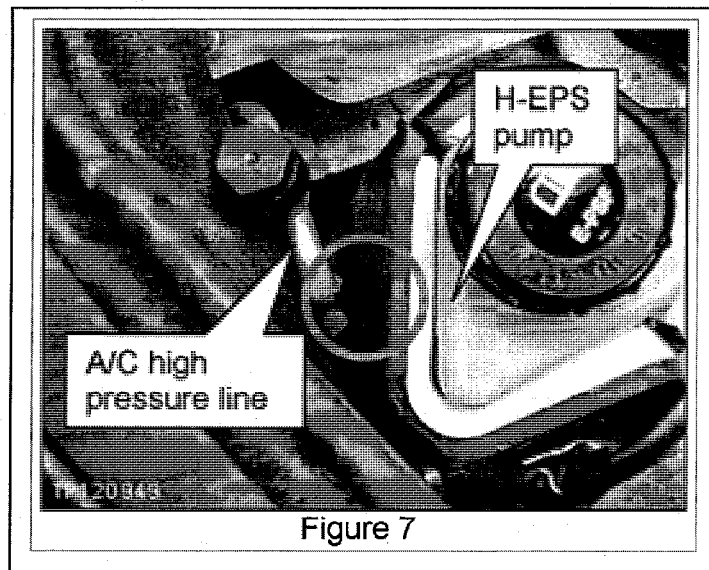
^ If needed, reposition the H-EPS line so it is not touching the reservoir.



7. Make sure the A/C low pressure line is not touching the H-EPS pump.

^ Check the location circled in Figure 6.

^ If needed, reposition the A/C low pressure line so it is not touching the H-EPS pump.

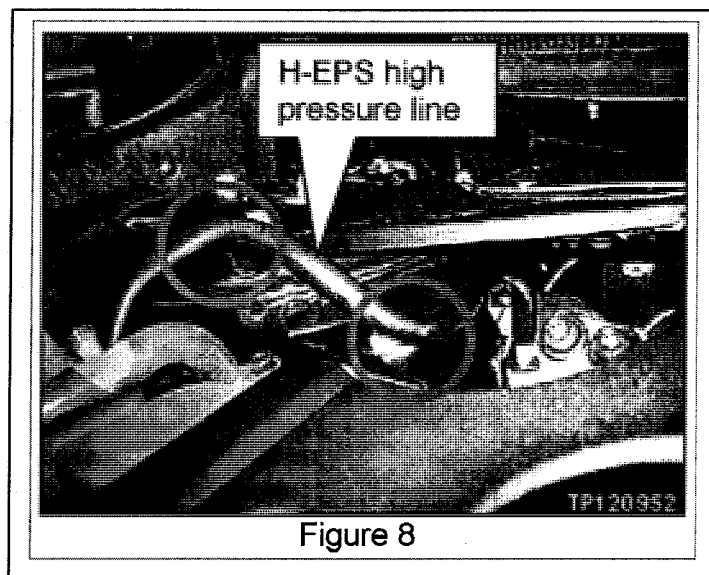


8. Make sure the A/C high pressure line is not touching the H-EPS pump.

^ Check the location circled in Figure 7.

^ Wiggle the H-EPS pump and observe the A/C high pressure line. If it moves it is touching.

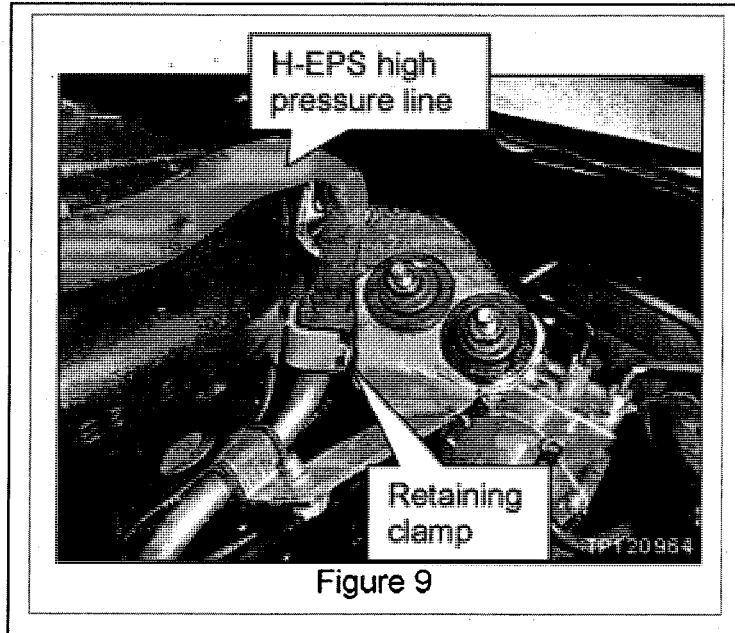
^ If needed, reposition the A/C high pressure line so it is not touching the H-EPS pump.



9. Make sure the H-EPS high pressure line is not touching the strut tower brace or the torque rod mounting bracket.

^ Check the two locations circled in Figure 8.

^ If needed, reposition the H-EPS high pressure line so it is not touching.



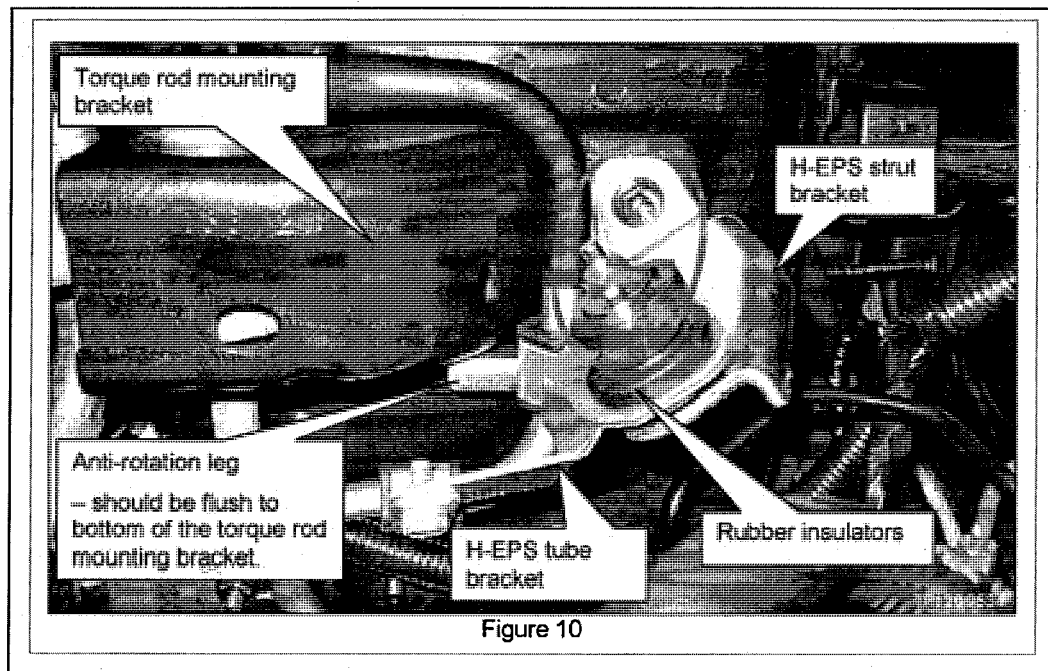
10. Check the H-EPS high pressure line retaining clamp shown in Figure 9.

^ Make sure the clamp is secured correctly.

^ Figure 9 shows a clamp that is not secured correctly.

^ If the clamp is loose like the one shown in Figure 9, replace the H-EPS high pressure line.

^ Refer to the Service Manual for replacement information.



11. Make sure the anti-rotation leg of H-EPS strut bracket is flush to the bottom of the torque rod mounting bracket (see Figure 10).

^ If needed, reposition the H-EPS strut bracket so the anti-rotation leg is flush to bottom of the torque rod mounting bracket.

12. Make sure the H-EPS strut bracket and the H-EPS tube bracket are not touching (see Figure 10).

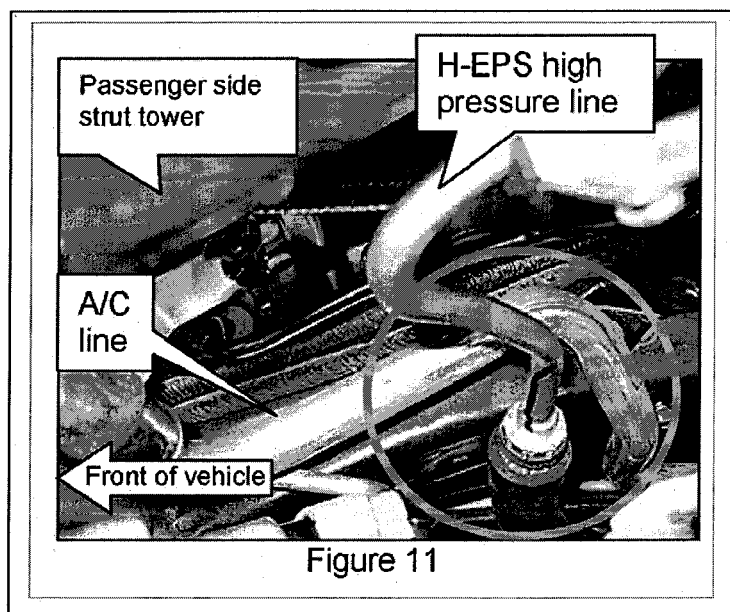
^ There should be a gap between them all the way around.

^ Make sure the rubber insulators are seated properly.

^ If needed, reposition the brackets so they are not touching.

13. Use a torque wrench to check the torque on the 3 H-EPS bracket nuts circled in Figure 10.

^ Torque specification: 4.9 N.m (0.49 kg-m, 3.6 ft-lb, 43 in-lb).



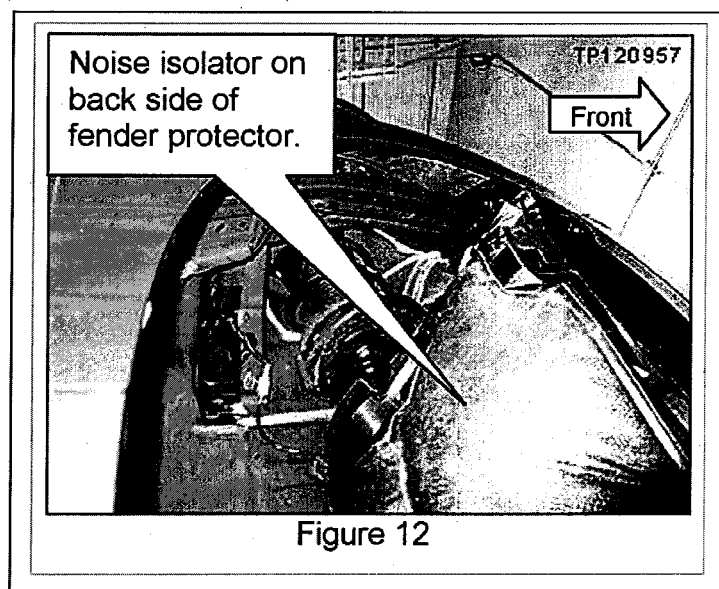
14. Make sure the H-EPS high pressure line is not touching the A/C line or vehicle body.

^ Check the area circled in Figure 11.

^ If needed, reposition the lines so they are not touching.

^ If needed, reposition the H-EPS line so it is not touching the vehicle body.

NOTE : The view in Figure 11 is downward from the inboard side of the passenger side strut tower.



15. Make sure the noise insulator is installed inside the RH (passenger side) front fender protector:

a. Remove passenger side front wheel.

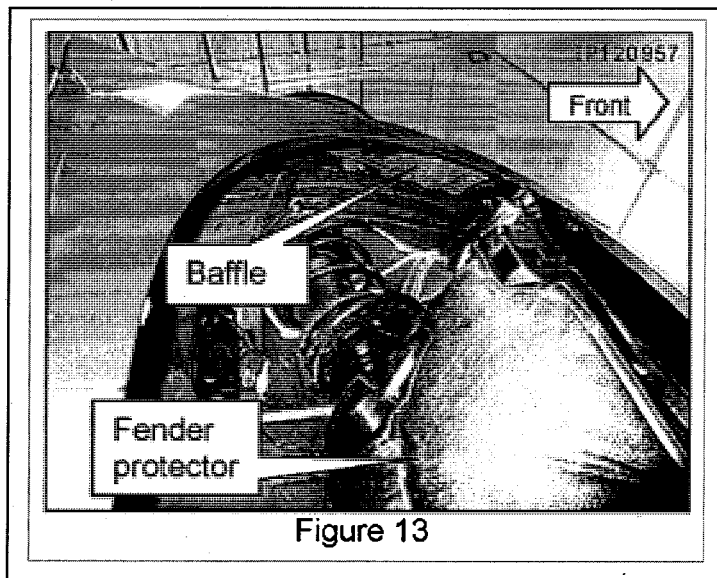
b. Partially remove the fender protector.

^ Refer to the Service Manual as needed.

c. Confirm the insulator is in place.

^ Make sure the insulator is installed correctly, or

^ If damaged or missing, replace the fender protector with insulator.

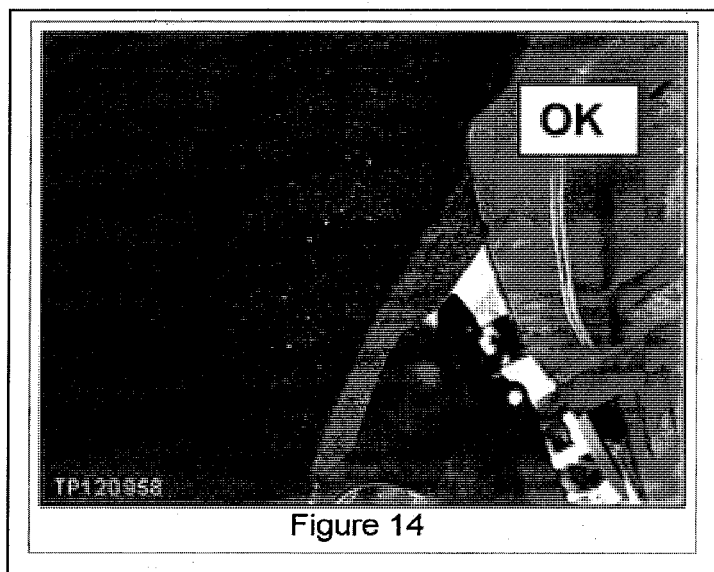


16. Make sure the baffle is positioned properly inside the RH (passenger side) front fender.

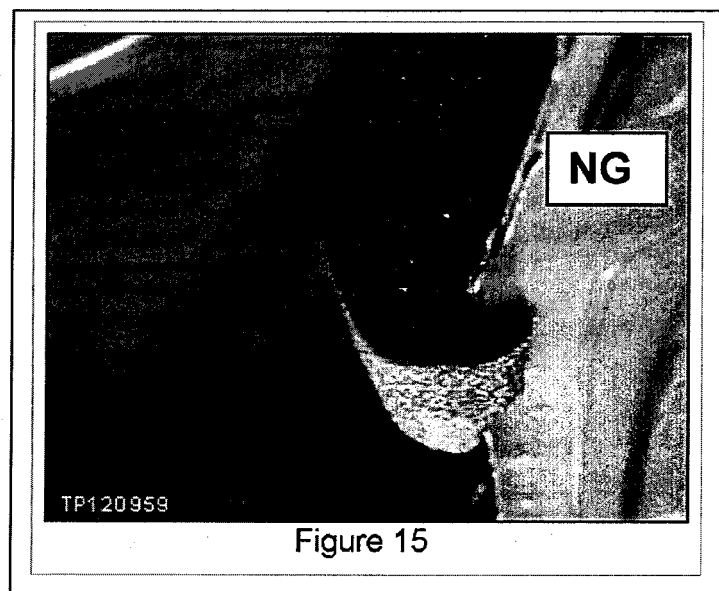
^ The baffle should be flush against the fender.

^ When the fender protector is installed there should be no gap between the fender protector and the baffle.

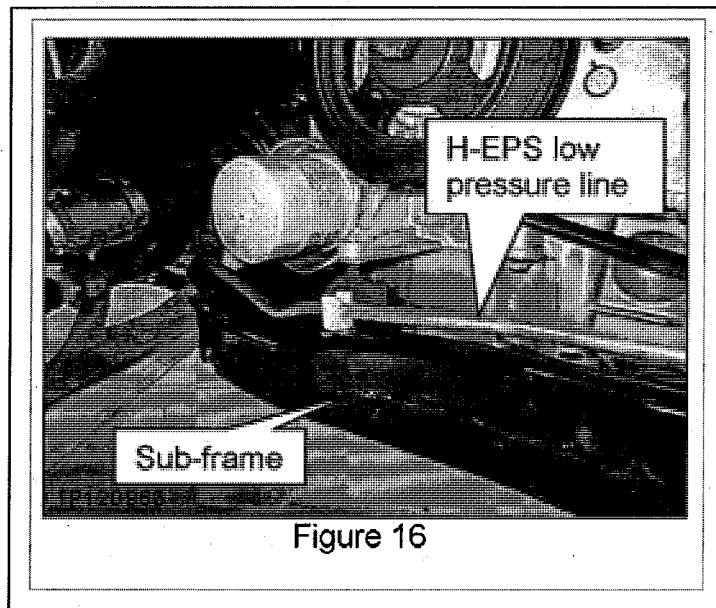
^ If needed, reposition the baffle or install a new one.



^ Figure 14 - baffle is installed correctly.

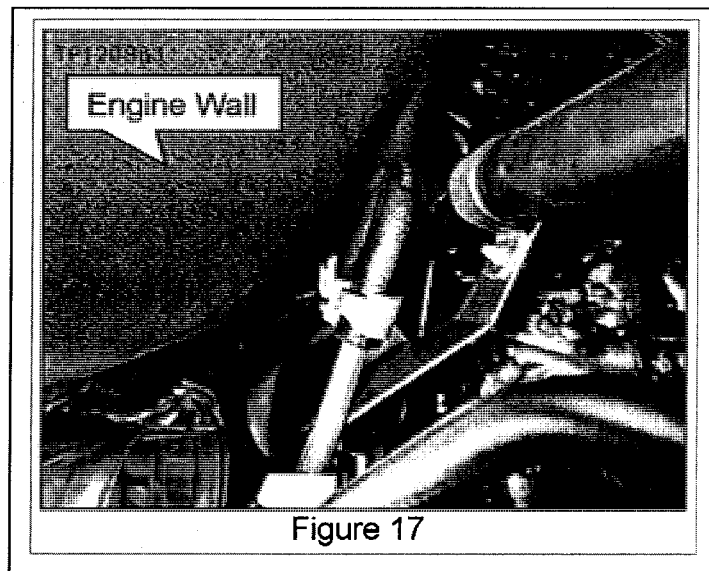


^ Figure 15 - example of a baffle installed incorrectly.



17. Make sure the H-EPS low pressure line is not touching the sub-frame near the front of the engine.

^ If needed, reposition the H-EPS low pressure line so it does not touch the sub-frame.



18. Make sure the H-EPS lines under the vehicle are not touching surrounding parts.

a. Lift the vehicle.

b. Visually check the routing of the under-vehicle H-EPS lines.

^ If needed, reposition the H-EPS lines so they are not touching any surrounding parts.

NOTE :When reinstalling the right front wheel, torque the lug nuts to:
113 N.m (12kg-m, 83 ft-lb).

Nissan 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.

Disclaimer