



Innovation that excites

NISSAN BULLETIN

2009 Nissan GT-R Steering Column Upper Bearing Voluntary Safety Recall Campaign

Reference: R1502
Date: January 29, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

***** Dealer Announcement *****

A STOP SALE CONDITION IS IN EFFECT.

Nissan is conducting a voluntary safety recall campaign on certain specific MY 2009 Nissan GT-R vehicles, manufactured at the Tochigi, Japan plant between March 14, 2007 through April 25, 2008, to replace the steering column assembly.

Due to a supplier manufacturing issue, the steering column outer tube on some of the potentially affected vehicles may have been manufactured out of specification. This may cause stress to occur at the upper bearing and, in rare instances, may cause the bearing retainer to fracture and lead to excessive play in the steering wheel. In some extreme cases where excessive force is applied axially to pull the steering wheel towards the driver, the column may separate and lead to loss of steering, potentially causing loss of vehicle control and increasing risk of a crash.

Nissan is committed to a high level of customer safety, service, and satisfaction and is working with its dealers to provide an outstanding ownership experience to GT-R owners.

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.

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

1. Verify if vehicles currently in dealer inventory are affected by this recall campaign using Service Comm I.D. **R1502**

NOTE: Only certified Nissan GT-R dealers are authorized to perform this safety recall campaign.

2. If the vehicle in dealer inventory is affected by this recall, **hold** the vehicle until parts are available. Nissan expects to have sufficient parts available in mid to late February.
 - If a customer does not want to drive their vehicle, rental will be available under the campaign for affected vehicles until parts are available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$60 (per day)

3. Detailed repair instructions will be provided when parts are available.
4. Please refer any owner inquiries, not already addressed in this communication, directly to the GT-R hotline at 866-668-1487.

***** Parts Information *****

The parts order form accompanying this announcement can be used to order GT-R Steering Column Kit as needed for customer repairs. Each kit includes fasteners and components necessary to complete the repair.

******* Repair Instructions*******

The repair procedure for the affected GT-R vehicles is still under development and parts are not immediately available. A separate announcement will be released once the parts and procedure become available.

In the interim, the parts related to this campaign have been placed on sales restriction. Nissan expects to have a steady availability of parts in approximately 3-4 weeks.

*******Vehicle Identification*******

There are approximately **226** Nissan GT-R vehicles affected by this voluntary safety recall. Approximately **0** vehicles are currently in dealer new vehicle inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning January 29th, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. R1502** – to determine if a vehicle is subject to this voluntary safety recall.

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

It is the dealer's responsibility to check Service Comm 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.

******* Dealer Communication *******

This information will be available on NNAnet.com and Dealer360 (recalls & campaigns community forum) on January 29th, 2015.

- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - **R1502**

******* Owner Notification *******

Nissan plans to begin notifying owners of potentially affected GT-R vehicles in February, 2015 via U.S. Mail.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ:

Q. Is there a stop sale in effect?

A. Yes.

Q. Is this a safety recall?

A. Yes.

Q. What is the reason for this voluntary safety recall?

A. Due to a supplier manufacturing issue, the steering column outer tube on some of the potentially affected vehicles may have been manufactured out of specification. This may lead to excessive play in the steering wheel. In some extreme cases where excessive force is applied to pull the steering wheel towards the driver, the column may separate and lead to loss of steering and potentially causing loss of vehicle control and increasing a risk of a crash.

Q. What will be the service department action?

A. A certified Nissan GT-R dealer will replace the steering column assembly at no charge to the customer for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying customers with vehicles affected by this recall campaign in February 2015, by U.S. Mail.

Q. What model year vehicles are involved?

A. Approximately 226 (USA) certain specific Model Year 2009 Nissan GT-R vehicles are affected.

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

A. Yes. Certain specific 2008 Infiniti EX and 2009 Infiniti FX vehicles are also affected.

Q. Can I use my vehicle until the steering column assembly has been replaced?

A. Yes, **provided there are no grinding noises or resistance while steering and no unusual upward or downward movement of the steering assembly.** However; you should contact your certified Nissan GT-R dealer as soon as possible to have your vehicle repaired if you receive an owner notification letter indicating your vehicle is potentially affected.

NOTE: Towing is not authorized under the campaign. If a customer is experiencing conditions that indicate the vehicle is not able to be driven, please contact the GT-R hotline at 866-668-1487.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Yes:

- Rental will be available under the campaign for affected vehicles until parts are available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$60 (per day)

Q. Have there been any injuries or fatalities related to this problem?

A. No. Nissan is not aware of any injuries or fatalities associated with this concern.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. How long will the corrective action take?

A. This service, free for parts and labor, could take up to 2 hours to complete. However, your certified Nissan GT-R dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any certified GT-R dealer is able to perform the recall campaign.
For CA: GT-R must be repaired at a certified GT-R dealer.