



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 18, 2021

Ms. Tara Underwood
Senior Manager, Technical Compliance
Nissan North America, Inc.
One Nissan Way
Franklin, TN 37027

NEF-107SS
21V-170

Subject: Transverse Link May Separate From Ball Joint

Dear Ms. Underwood:

This letter serves to acknowledge Nissan North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

NISSAN/MURANO/2020

Mfr's Report Date: March 11, 2021

NHTSA Campaign Number: 21V-170

Components:

STEERING:LINKAGES

Potential Number of Units Affected: 15,223

Problem Description:

Nissan North America, Inc. (Nissan) is recalling certain 2020 Nissan Murano vehicles. The left and/or right-hand transverse link may not have been manufactured correctly, which could result in it separating from the ball joint.

Consequence:

Ball joint separation can cause a loss of vehicle control, and increase the risk of a crash.

Remedy:

Nissan will notify owners, and dealers will inspect the transverse link's lot codes, and if necessary, replace them and perform a vehicle alignment, free of charge. The recall is expected to begin April 21, 2021. Owners may contact Nissan customer service at 1-800-867-7669. Nissan's number for this recall is PC797.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Nissan North America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement