

# Part 573 Safety Recall Report

# 21V-138

**Manufacturer Name :** Nissan North America, Inc.

**Submission Date :** MAR 04, 2021

**NHTSA Recall No. :** 21V-138

**Manufacturer Recall No. :** PC795



## Manufacturer Information :

**Manufacturer Name :** Nissan North America, Inc.

**Address :** P. O. BOX 685001

Franklin TN 37068-5009

**Company phone :** 800-647-7261

## Population :

**Number of potentially involved :** 2,407

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2020-2021 Nissan Altima

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** 4-DOOR

**Power Train :** GAS

**Descriptive Information :** This issue is unique to the above manufacturing range based on torque setting changes specific to Canton produced Altima models manufactured during a specified period. Other models do not use this process and are therefore unaffected by the issue.

**Production Dates :** JUN 08, 2020 - JAN 25, 2021

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Due to a back-up process manufacturing error, the tie rod ball joint fastener was not tightened to proper specification. If this condition occurs, the customer may experience steering wheel vibration due to the loose tie rod ball joint fastener.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the fastener comes off completely and the ball joint separates from the steering knuckle, sudden partial steering loss can occur, which may increase the risk of a crash.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** The customer may experience steering wheel vibration.

## Involved Components :

Component Name 1 : NUT

Component Description : Nut

Component Part Number : 89-12442-1A

Component Name 2 : WASHER

Component Description : Washer

Component Part Number : 13-11 01251

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

December 11, 2020, Nissan became aware of a dealer report involving loss of steering while driving, in which the vehicle was towed to a Nissan dealer. Inspection of the subject vehicle revealed that the tie rod ball joint fastener became loose, fell off, and the tie rod ball joint separated from steering knuckle. Nissan immediately began to investigate the issue.

The investigation revealed that a back-up process was utilized in production for the incident vehicle and a limited number of Altima vehicles. This back-up process resulted in inconsistent torque control capability. As a result, the rod ball joint fastener on the incident vehicle was not torqued to proper specification.

In late January 2021, Nissan confirmed that 2,526 Altima vehicles underwent the back-up process during production. Nissan conducted a yard audit on affected vehicles at the Canton plant and repaired forty-eight (48) vehicles with loose tie rod ball joint fasteners.

On February 12, 2021, Nissan launched a quality hold and Dealer Action to inspect all units in dealer inventory.

February 25, 2021 - Nissan made a decision to recall all potentially affected vehicles to inspect, and if necessary, remedy the issue.

As of the date of determination, Nissan is aware of four (4) field reports attributed to this condition. Nissan confirmed that all four (4) incident vehicles underwent the back-up process during production. In all cases, the

tie rod ball joint fastener and washer were missing. In three (3) of the cases, the tie rod detached from the steering knuckle. No accidents or injuries were reported.

## Description of Remedy :

Description of Remedy Program : Owners of all potentially affected vehicles will be notified to take their vehicle to a Nissan dealer where they will re-tighten the left and right hand tie rod ball joint fasteners to specification. If the fastener is missing, the dealer will install a new fastener and washer and tighten to specification.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy for the subject vehicles because they are still under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Owners of all potentially affected vehicles will be notified beginning on March 31, 2021. Dealers will be notified on March 5, 2021.

Planned Dealer Notification Date : MAR 05, 2021 - NR

Planned Owner Notification Date : MAR 31, 2021 - NR

\* NR - Not Reported