



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Steering Column Voluntary Safety Recall Campaign

Reference: PMA10

Date: September 16, 2022

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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Versa (N18)	6,076	NA	September 16, 2022	<b>YES</b>
MY2021 Kicks (P15)	13,964	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 recalling certain specific MY2021 Nissan Versa and MY2021 Nissan Kicks vehicles to address a potential power steering issue.

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.

Dealers will inspect the lot code on the 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. **PMA10**.
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-XXX** 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.

\*\*\*\* Release Schedule \*\*\*\*

<b>Parts</b>	If inspection results indicate that parts replacement is needed, <b>parts are on restriction and may be ordered through DBS.</b>													
	<table border="1"> <thead> <tr> <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>2</td> </tr> <tr> <td>48935-3BA0A</td> <td>BOLT (Steering Wheel)</td> <td>1 (If Needed)</td> </tr> <tr> <td>48810-5EE0A</td> <td>COLUMN ASSY - STEERING, UPPER</td> <td>1 (If Needed)</td> </tr> </tbody> </table>		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)
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<p><b>NOTE:</b> 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>														
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• <b>White Crayon</b></li> </ul>													
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB22-XXX</b></li> </ul>													
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>November 2022</b> , via U.S. Mail.													

\*\*\*\* 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.

**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. Nissan will begin sending notifications to owners of all potentially affected vehicles 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 between July 19, 2021 to September 27, 2021.

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

A. No.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
September 16, 2022	Original Document	New campaign announcement