

Part 573 Safety Recall Report

23V-131

Manufacturer Name : Nissan North America, Inc.

Submission Date : MAR 01, 2023

NHTSA Recall No. : 23V-131

Manufacturer Recall No. : PC956



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 : 1,063

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2023-2023 Nissan Ariya

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : HYBRID ELECTRIC

Descriptive Information : Based on internal Nissan records, the issue occurred on certain Model Year 2023 Ariya vehicles that were subject to a recent port modification to replace the steering wheel. No other Nissan or INFINITI vehicles are affected.

Production Dates : JUN 21, 2022 - OCT 21, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Certain Nissan Ariya vehicles underwent a recent port modification activity to replace the steering wheel due to a quality issue. As part of the activity, a technician may have inadvertently applied the incorrect torque settings to the steering wheel bolt. In certain cases, the steering wheel bolt may not have been installed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, the steering wheel may experience some play or potentially separate from the steering column if pulled towards the driver. If this occurs, loss of steering control may increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : the driver may notice the steering wheel feels loose when gently rocking the wheel forward and back with hands in the 3:00 and 9:00 positions.

Involved Components :

Component Name 1 : Fastener

Component Description : Steering Wheel Bolt

Component Part Number : 48935 3BA0A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

January 30, 2023 - Nissan received one (1) report of a dealer employee detecting a loose steering wheel on a Model Year 2023 Ariya vehicle. The investigation at the dealer found the steering wheel center bolt was missing.

February 8, 2023 – Nissan received a second report of a dealer employee detecting a loose steering wheel on another Model Year 2023 Ariya vehicle. The investigation at the dealer found the steering wheel center bolt was missing. Nissan launched an investigation and determined both vehicles had been included in a port modification activity to address potential quality concerns with the steering touch sensor prior to distribution. Both vehicles had been serviced by the same technician during the port modification activity.

February 11, 2023 – Nissan launched a dealer quality action to inspect the steering wheels on 418 Ariya vehicles in dealer inventory that were previously repaired as part of the port modification activity.

February 20, 2023 – The dealer action identified one (1) additional Ariya vehicle with a loose steering wheel out of a total 96 vehicles audited. Investigation determined that the incorrect torque had been applied to the affected steering wheel bolt during the port modification activity.

February 21, 2023 - Out of abundance of caution, Nissan decided to conduct a Voluntary Safety Recall to remedy all vehicles included in the port modification activity.

Nissan is not aware of any accident or injuries related to the subject condition.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to replace the steering wheel bolt. All repairs will be performed free of charge for parts and labor and may take less than one (1) hour to complete.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy since the subject vehicles are 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 : Dealers were notified of a Quality Action stop sale on February 22, 2023 and will be notified of the recall beginning March 1, 2023.

Beginning in March 2023, owners of all potentially affected vehicles will be notified to bring their Ariya to a Nissan dealer for repair.

Planned Dealer Notification Date : MAR 01, 2023 - NR

Planned Owner Notification Date : MAR 30, 2023 - NR

* NR - Not Reported