



Nissan North America, Inc.

One Nissan Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

February 28, 2023

Ms. Anne Collins
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
Room W48-302
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Ms. Collins:

We are transmitting the enclosed Defect Information Report in accordance with 49 CFR Part 573. A voluntary recall campaign will be initiated and your office provided with the notices.

Very truly,

A handwritten signature in black ink, appearing to read "Will Swindell".

Will Swindell
Manager,
Technical Compliance

Encl.

DEFECT INFORMATION REPORT

1. Manufacturer:

Nissan Motor Co., Ltd. Tochigi Plant

2. Vehicles Potentially Involved:

Certain Model Year 2023 Nissan Ariya vehicles as shown in the table below:

<u>Model</u>	<u>Dates of Manufacture</u>	<u>Plant</u>
MY 2023 Nissan Ariya	June 21, 2022 to October 21, 2022	Tochigi

Based on internal Nissan records, the issue (as described in Section 5 below) 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.

The name, description and part number of the subject components are below:

<u>Part Name</u>	<u>Part Description</u>	<u>Part Number</u>
Fastener	Steering Wheel Bolt	48935 3BA0A

3. Total Number of Vehicles Potentially Involved:

Approximately 1,063 MY 2023 Nissan Ariya vehicles total.

<u>Model</u>	<u>Volume of Production</u>
MY 2023 Nissan Ariya	1,063

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Approximately 0.18%. 1% is used here because submission within NHTSA's safety portal will not allow a value less than 1%.

5. 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. 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.

6. Chronology of Principal Events:

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.

7. Description of Corrective Action:

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. 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. Owners of vehicles that have not been remedied will be mailed a Part 577 notification letter by April 29, 2023 with instructions to bring their vehicle to the dealer for repair.

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.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.