



SAFETY RECALL

CAMPAIGN BULLETIN

Front Right Hand Lower Link Voluntary Recall Campaign

Reference: PD109
Date: June 27, 2024

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 remedy action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2024 Frontier	5,911	986	June 27, 2024	YES

**** Campaign Summary ****

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing a Voluntary Safety Recall Campaign on certain MY2024 Nissan Frontier vehicles identified in Service Comm and DBS National Service History.

Due to a supplier issue that has since been corrected, the stamping die for the ball joint on the front right hand lower link was replaced with the incorrect die, resulting in an oversized diameter ball joint. As a result, the ball joint press fit on the front right hand lower link may be below the minimum pushout specification, potentially leading to ball joint disengagement.

While the disengagement of the ball joint will not lead to an immediate separation, it may create a higher risk of corrosion over time and a subsequent separation of the ball joint from the lower link. If this separation occurs, the vehicle's drivability may be affected, increasing the risk of a crash.

Your Nissan dealer will replace the front right hand lower link with a countermeasure part.

**** What Dealers Should Do ****

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PD109**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB24-032** 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 ****

Parts	Please refer to NTB24-032 for the parts required to complete the remedy for this campaign. Parts are available and can be ordered via normal process.
Repair	<ul style="list-style-type: none">• NTB24-032
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in August 2024 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 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 new vehicle 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 recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a supplier issue that has since been corrected, the stamping die for the ball joint on the front right hand lower link was replaced with the incorrect die, resulting in an oversized diameter ball joint. As a result, the ball joint press fit on the front right hand lower link may be below the minimum pushout specification, potentially leading to ball joint disengagement.

Q. What is the possible effect of the condition?

A. While the disengagement of the ball joint will not lead to an immediate separation, it may create a higher risk of corrosion over time and a subsequent separation of the ball joint from the lower link. If this separation occurs, the vehicle's drivability may be affected, increasing the risk of a crash.

Q. What will be the corrective action for this voluntary recall campaign?

A. Your Nissan dealer will replace the front right hand lower link with a countermeasure part.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to two and a half (2.5) hours to complete. However, 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 affected owners beginning **August 2024**, 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 instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No, please consult your dealer for alternate transportation availability.

Q. Are parts readily available?

A. Yes.

Q. Is there any charge for this service?

A. No, the repair will be performed for the customer free of charge.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer will be able to perform the recall campaign.

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 Model year 2024 Nissan Frontier vehicles manufactured from January 26, 2024 to March 5, 2024.

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

A. No.

Revision History:

Date	Announcement	Purpose
June 27, 2024	Original Document	New campaign announcement