



QUALITY ACTION

CAMPAIGN BULLETIN

Tie Rod End Socket Nuts Dealer Inventory

Reference: PC795

Date: February 12, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Altima (L34)	NA	955	February 12, 2021	YES

******Dealer Announcement******

Nissan is conducting a dealer inventory quality action on **955** specific model year 2021 Altima vehicles identified in Service Comm to re-torque the front driver and passenger outer socket tie rod end nuts. Due to a manufacturing issue that has since been resolved, the subject vehicles may have socket nuts that are not torqued to specification.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC795**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, sell, loan, or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
3. Use the attached procedure to complete the remedy procedure prior to retail delivery of the vehicle.
4. Once remedied, dealers may submit the applicable warranty claim for the action performed and release the vehicle.

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

****** Scroll down for attached Repair Instructions ******



PC795 – 2021 ALTIMA OUTER SOCKET (TIE ROD END) NUT

SERVICE PROCEDURE:

1. Place the vehicle on a suitable lift and raise the vehicle (Figure 1).
 - Place the lift at suitable height to remove the front wheel and tire assemblies



Figure 1

2. Remove both front wheel and tire assemblies.
 - Remove (5) wheel nuts on each side using a power tool (Figure 2)



Figure 2

3. Locate both front outer socket (tie rod end) nuts (Figure 3).

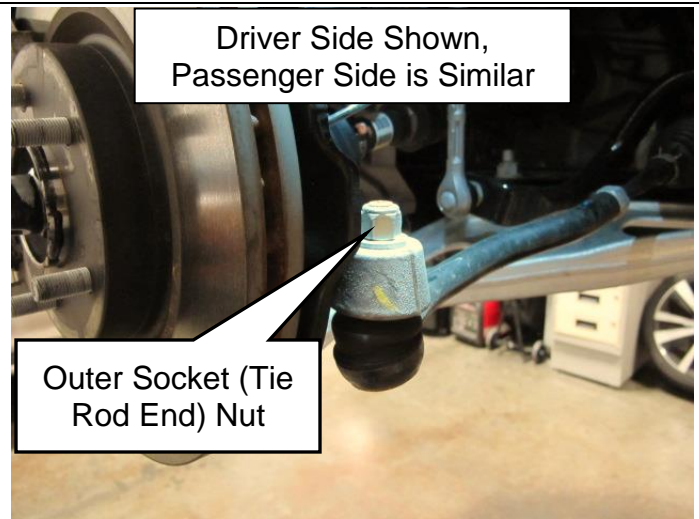


Figure 3

4. Manually turn the brake rotor/hub assembly to gain access to the outer socket (tie rod end) nut (Figure 4).
- Driver side, turn the brake rotor/hub assembly to the right
 - Passenger side, turn the brake rotor/hub assembly to the left

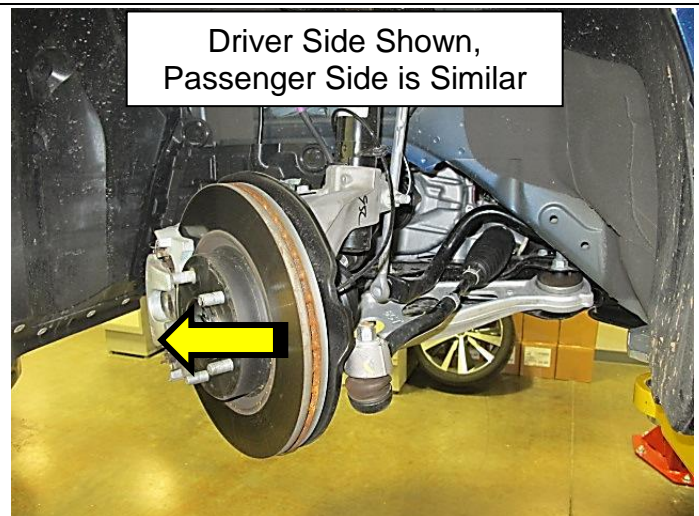


Figure 4

5. Using a suitable torque wrench, torque both side outer socket (tie rod end) nuts.
- Using a suitable torque wrench, torque both the right and left outer socket (tie rod end) nuts (Figure 5)
 - Torque the outer socket (Tie rod end) nuts to **34.4 N·m (3.5 kg·m, 25 ft·lb)**



Figure 5

6. Install both front tire and wheel assemblies (Figure 6).

- Install (5) wheel nuts per side
- Torque wheel nuts to **113 N·m (12 kg-m, 85 ft-lb)**

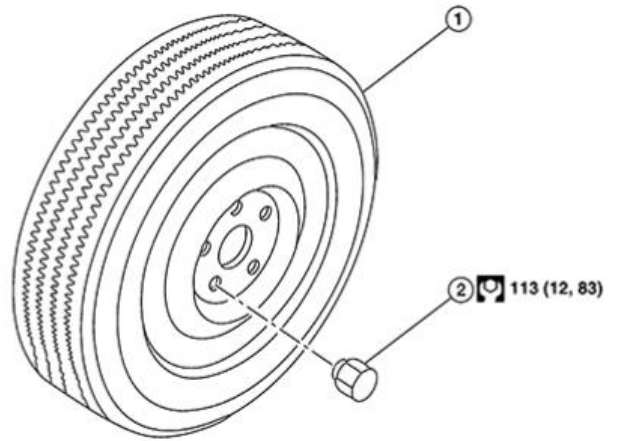


Figure 6

CAUTION:

- **When installing wheel nuts, tighten them diagonally by dividing the work two or three times in order to prevent the wheels from developing any distortion**
- **To prevent strain on the disc brake rotor, be careful to not over-tighten the wheel nuts**
- **Use Genuine NISSAN wheel nuts**

7. Lower the vehicle and remove from the lift.

8. Repair procedure is complete.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PC795	Torque Both Outer Socket (Tie Rod End) Nuts	PC7950	0.3 Hr