



# VOLUNTARY SERVICE CAMPAIGN

|                 |            |                   |
|-----------------|------------|-------------------|
| Classification: | Reference: | Date:             |
| ST23-002        | NTB24-013  | February 15, 2024 |

## VOLUNTARY SERVICE CAMPAIGN 2023 ARIYA; STEERING WHEEL REPLACEMENT

**CAMPAIGN ID #:** P3A32  
**APPLIED VEHICLES:** 2023 ARIYA (FE0)

**Check Service COMM or Dealer Business Systems (DBS)  
National Service History to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting this voluntary service campaign on certain specific model year 2023 ARIYA vehicles to replace the steering wheel. This service will be performed at no charge to the customer for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number P3A32 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

### **⚠ WARNING**

To avoid the risk of death or severe personal injury, always observe the following items for preventing accidental activation:

- Before servicing, power switch OFF, disconnect 12V battery negative terminal and wait for 3 minutes or more (discharges electricity held in the additional power supply circuit of the air bag diagnosis sensor unit). Refer to Precautions for Removing Battery Terminal in the ESM.
- Always work from the side of the air bag module. Never work in front of it.
- Never use air tools or electric tools for servicing.

### **⚠ CAUTION**

To avoid the risk of minor personal injury, property damage, and damage to the vehicle, always observe the following:

- For installing/removing the driver air bag module harness connector, insert a thin screwdriver wrapped in tape into the notch, lift the lock, and remove the connector (Figure 1).

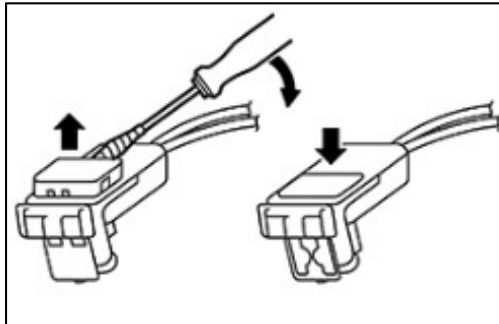


Figure 1

- Install the connector with the lock raised, and push the lock into the connector.
- After installing the connector, check that the lock is pushed securely into it.
- Always place the driver air bag module with the pad side facing upward.

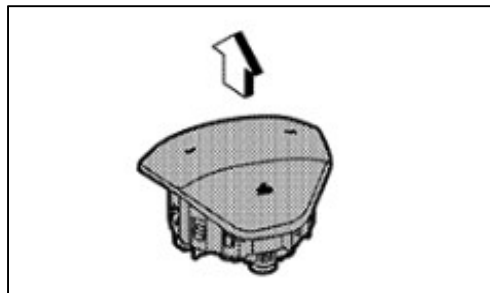


Figure 2

- Never impact the driver air bag module.
- Replace the driver air bag module if it has been dropped or sustained an impact.
- Never insert any foreign objects (screwdriver, etc.) into the driver air bag module.
- Never disassemble the driver air bag module.
- Never expose the driver air bag module to temperatures exceeding 90°C (194°F).
- Never allow oil, grease, detergent, or water to come in contact with the driver air bag module.

**IMPORTANT:** Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

**NOTICE**

To avoid damage to the vehicle, handle interior trim carefully. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

1. Write down the radio settings.

| Presets | 1      | 2 | 3       | 4 | 5    | 6                  |
|---------|--------|---|---------|---|------|--------------------|
| AM      |        |   |         |   |      |                    |
| FM 1    |        |   |         |   |      |                    |
| FM 2    |        |   |         |   |      |                    |
| SAT 1   |        |   |         |   |      |                    |
| SAT 2   |        |   |         |   |      |                    |
| Bass    | Treble |   | Balance |   | Fade | Speed Sen.<br>Vol. |

2. Turn the ignition OFF.
3. Disconnect the 12V battery negative cable from the battery current sensor.
  - a. Loosen and remove the battery negative cable from the battery current sensor (Figure 3).
  - b. Lift the cable from the battery current sensor and place it next to the battery.
4. Wait at least 3 minutes before proceeding to step 5 on page 4.

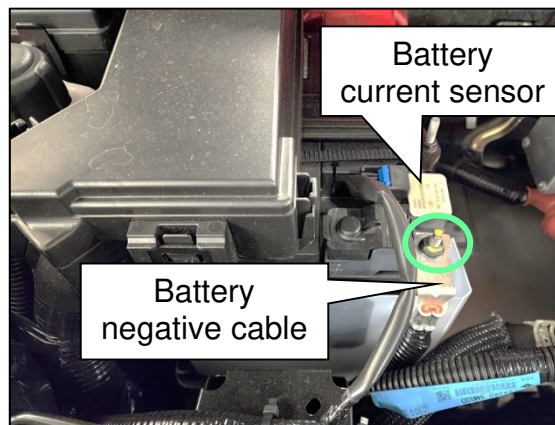


Figure 3

5. Remove the driver air bag module.
  - Refer to the ESM: **RESTRAINTS > SRS AIRBAG > REMOVAL AND INSTALLATION > DRIVER AIR BAG MODULE > Removal and Installation**
6. Remove the steering wheel bolt.
7. Replace the steering wheel.
  - Refer to the ESM: **STEERING > STEERING SYSTEM > REMOVAL AND INSTALLATION > STEERING WHEEL > Removal and Installation**
  - Discard the original steering wheel bolt.
  - Install and torque the **NEW** steering wheel bolt to 44 N•m (4.5 kg-m, **32 ft-lb**).

**⚠ WARNING**

To avoid the risk of death or severe personal injury:

- Do NOT reuse the steering wheel bolt.
- Do NOT rotate the spiral cable with the steering wheel removed. Doing so will damage the part.

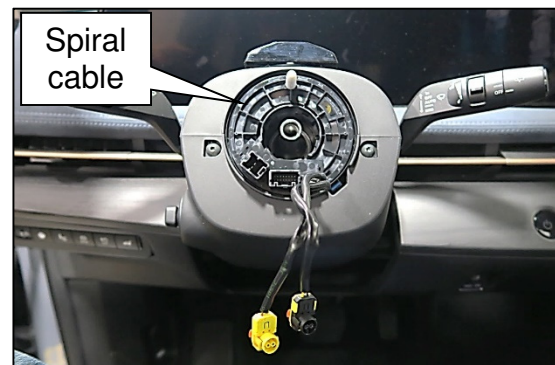


Figure 4

8. Check for looseness between the steering wheel and the steering column.
  - a. Hold the steering wheel at the 3 o'clock and 9 o'clock position (Figure 5).
  - b. Rock the steering wheel back and forth.

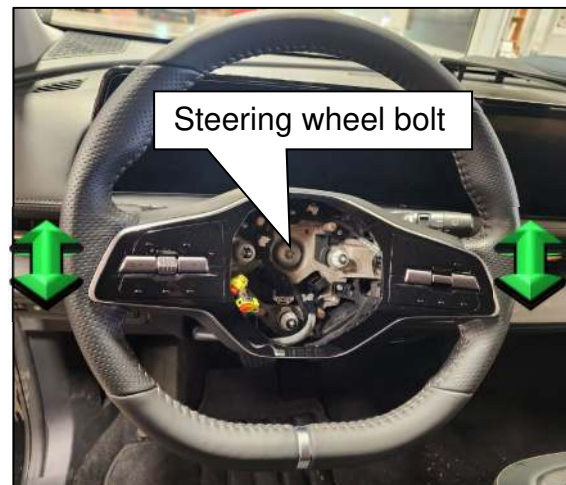


Figure 5

9. Was there any movement or looseness between the steering wheel and the steering column?

**NO:** Continue to step 10.

**YES:** Recheck the steering wheel bolt torque, and then perform step 8 on page 4 again.

- Bolt torque: 44 N•m (4.5 kg-m, **32 ft-lb**)

10. Using a suitable paint pen/marker, place a match mark on the steering wheel bolt and the steering wheel, where they meet, as shown in Figure 6.

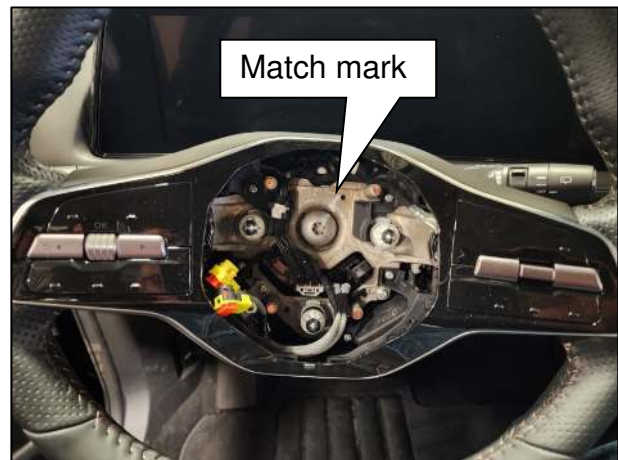


Figure 6

11. Reinstall the driver air bag module.
- Refer to the ESM: **RESTRAINTS > SRS AIRBAG > REMOVAL AND INSTALLATION > DRIVER AIR BAG MODULE > Removal and Installation**
12. Reconnect the battery negative cable to the battery current sensor.
- Nut torque: 8.0 N•m (0.82 kg-m, **71 in-lb**)
13. Verify the horn operates normally.
- If the horn does not operate, repeat steps 3-5 starting on page 3 and recheck/reconnect the horn wire to the driver air bag module.

14. Using CONSULT 4, perform the adjustment of the steering angle sensor neutral position.
  - Refer to the ESM: **BRAKES > BRAKE CONTROL SYSTEM > WITH VDC > BASIC INSPECTION > BRAKE CONTROL SYSTEM > ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL POSITION > Work Procedure**
15. Using CONSULT 4, perform steering torque calibration in the ADAS 2 control unit.
  - Refer to the ESM: **CRUISE CONTROL & DRIVER ASSISTANCE > DRIVER ASSISTANCE SYSTEM > ADAS CONTROL UNIT > BASIC INSPECTION > STEERING TORQUE CALIBRATION > Work Procedure**
16. Erase all DTCs set during the steering angle sensor neutral position adjustment and the steering torque calibration.

**HINT:** In some instances, the vehicle will need to sit for several minutes with the vehicle OFF, to allow DTCs to go to a past condition. After the wait period, set the vehicle to “READY mode” and recheck DTC status. Once the DTCs are in a past status, they can be cleared using CONSULT 4.

**PARTS INFORMATION**

| DESCRIPTION           | PART NUMBER    | QUANTITY |
|-----------------------|----------------|----------|
| WHEEL ASSY - STEERING | 48430-**** (1) | 1        |
| BOLT                  | 48935-3BA0A    | 1        |

(1) Use the EPC and the VIN of the vehicle you are working on to obtain the correct part number.

**CLAIMS INFORMATION**

Submit a “CM” line claim using the following claims coding:

| CAMPAIGN (“CM”) ID | DESCRIPTION            | OP CODE | FRT |
|--------------------|------------------------|---------|-----|
| P3A32              | Replace Steering Wheel | P3A320  | 1.0 |

**AMENDMENT HISTORY**

| PUBLISHED DATE    | REFERENCE | DESCRIPTION                 |
|-------------------|-----------|-----------------------------|
| February 15, 2024 | NTB24-013 | Original bulletin published |

