



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Steering Wheel Replacement Voluntary Service Campaign

Reference: P3A32

Date: February 16, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 ARIYA (FE0)	327	11	February 16, 2024	NO

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

Nissan has reclassified and expanded the previously announced quality action (P3A02) for new vehicle inventory as a Voluntary Service Campaign to replace the steering wheel on specific 2023 Nissan ARIYA vehicles identified in Service Comm and DBS National Service History.

On affected vehicles, the sensor mat in the steering wheel may have been damaged and could fail to detect the driver's hands on the steering wheel during use, resulting in a hands-on warning message and then disengagement of the Pro Pilot Assist while the driver is holding the steering wheel.

On affected vehicles, the Nissan dealer will replace the steering wheel.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaigns I.D. **P3A32.**
 - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB24-013** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	Parts are on restriction and can be ordered via DBS, except for the steering wheel bolt part number 48935-3BA0A , which can be ordered via normal process. Please refer to NTB24-013 for the parts required for this remedy.
Repair	• NTB24-013
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2024 via U.S. Mail.

**** Dealer's Responsibility ****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 dealer inventory. If a VIN subject to this voluntary service 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 Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. On certain vehicles, the sensor mat in the steering wheel may have been damaged and could fail to detect the driver's hands on the steering wheel.

Q. What is the possible effect of the condition?

A. If Pro Pilot Assist (PPA) fails to detect the driver's hands on the steering wheel during use, it will result in a hands-on warning message and then disengagement of the PPA while the driver is holding the steering wheel.

Q. What will be the corrective action?

A. Your Nissan dealer will replace the steering wheel.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1.0) hour 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 owners of all potentially affected vehicles in **March 2024** via U.S. Mail.

Q. Are parts readily available?

A. Yes. Parts are on restriction and may be ordered via DBS.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The procedure will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. No.

Q. Is there any charge for this repair?

A. No, the procedure will be performed for the customer free of charge for parts and labor.

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

A. No, any authorized Nissan dealer is able to perform this service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Specific model year 2023 Nissan ARIYA vehicles manufactured from June 21, 2022 to September 26, 2022.

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

A. No.

Revision History:

Date	Announcement	Purpose
February 16, 2024	Original	New campaign announcement