



# QUALITY ACTION

## CAMPAIGN BULLETIN

### Steering Wheel Bolt

Reference: PC954

Date: February 11, 2023

**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)	NA	418	February 11, 2023	<b>YES</b>

**\*\*\*\*Dealer Announcement\*\*\*\***

Nissan is conducting a dealer inventory quality action to inspect, and if necessary replace the steering wheel bolt on specific MY2023 Nissan Ariya vehicles identified in Service Comm. There is a potential that some of these Ariya vehicles are missing the steering wheel bolt.

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. **PC954**
  - 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, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
3. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
4. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle for sale.

**NISSAN NORTH AMERICA, INC.**

Total Customer Satisfaction



## PC954 - 2023 ARIYA STEERING WHEEL INSPECTION

### Service Procedure

1. Check for looseness between the steering wheel and steering column.
  - Hold the steering wheel at the 3 and 9 o'clock position
  - Rock the steering wheel back and forth

#### NOTICE

To help avoid damage to the spiral cable in the event the steering wheel is loose, do not forcefully pull rearward (towards you) on both sides of the steering wheel. **Use a rocking motion only.**



Figure 1

2. Was there any movement or looseness between the steering wheel and steering column?
  - **NO** - No further action necessary, continue to claim information on last page.
  - **YES** - Continue to Step 3 on Page 2 for steering wheel bolt replacement.

3. Disconnect the 12v battery negative cable from the battery current sensor.
  - Remove the nut securing the negative battery cable to the battery current sensor
  - Lift the cable from the battery current sensor and place next to the battery

#### WARNING

To help avoid accidental airbag deployment, injury, or vehicle damage, wait a minimum of 3 minutes before continuing to Step 4.

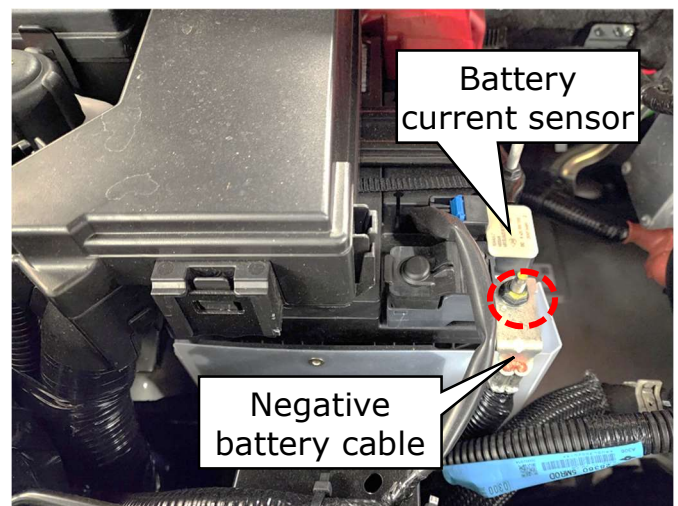


Figure 2

4. Locate the (3) driver airbag release access holes on the sides and the bottom of the steering wheel. (Figure 3)

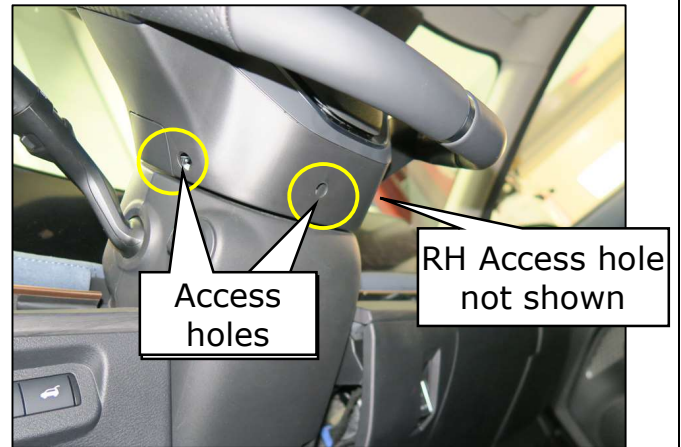


Figure 3

### Driver airbag removal information:

**NOTE:**

The air bag retainer springs should be released in the following order.

- 1) Lower retainer spring
- 2) LH retainer spring
- 3) RH retainer spring.

- The Driver airbag is secured to the steering wheel with (3) retaining springs.
  - To remove the airbag, each of the retaining springs must be pushed inward with a narrow flat blade screwdriver (Figure 4) (Figure 5)

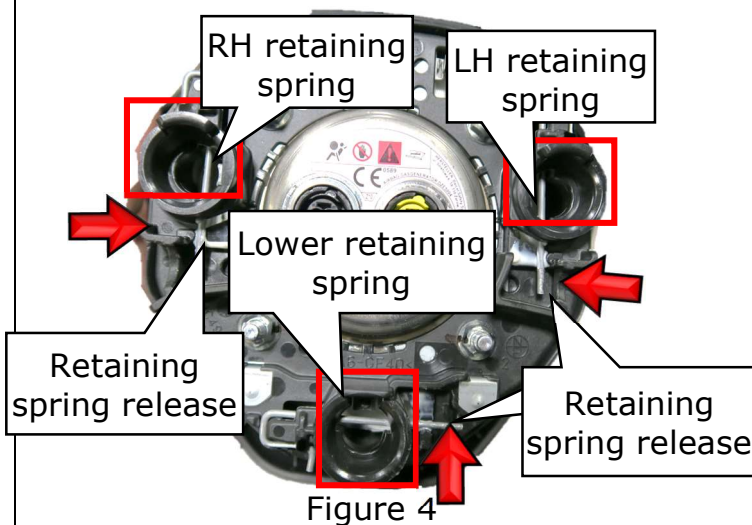


Figure 4

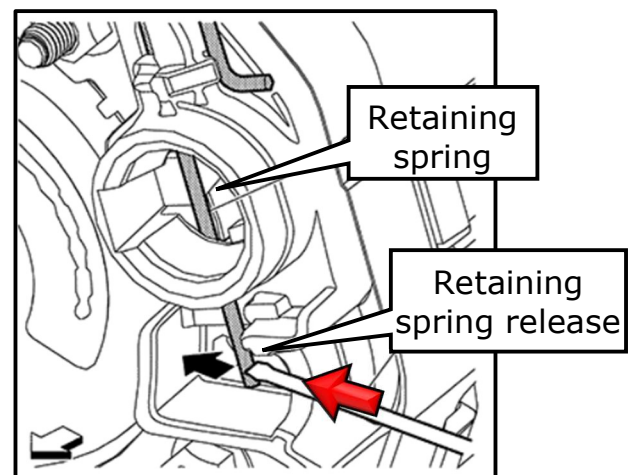


Figure 5

5. Release the driver airbag lower retaining spring.

- Insert a narrow flat blade screwdriver with the blade parallel with the steering column into the steering wheel lower access hole, as shown in Figure 6
- Hold the shaft of the screwdriver against the access hole at the angle shown in Figure 7
- Push the spring release upward until the lower portion of the airbag pops outward
  - If the airbag does not move outward, reposition the screwdriver and retry



Figure 6



Figure 7

6. Release the driver airbag LH retaining spring.

- Insert a narrow flat blade screwdriver with the blade parallel to the steering column into the left steering wheel access hole
- Hold the shaft of the screwdriver against the access hole at the angle shown in Figure 8
- Push the spring release inward until the left portion of the airbag pops outward
  - If the airbag does not move outward, reposition the screwdriver and retry



Figure 8



Figure 9

7. Repeat **Step 6** on the RH side.

8. Remove the driver airbag from the steering wheel and rotate over to access the wire harness connectors



Figure 10

9. Disconnect the driver airbag harness connectors.

- Using a small flat blade screwdriver, carefully disengage locking tab on the two airbag connectors (Figure 11)
- Lift the two connectors from the airbag (Figure 12)
- Remove the airbag harness connectors from the airbag harness retainer (Figure 13)

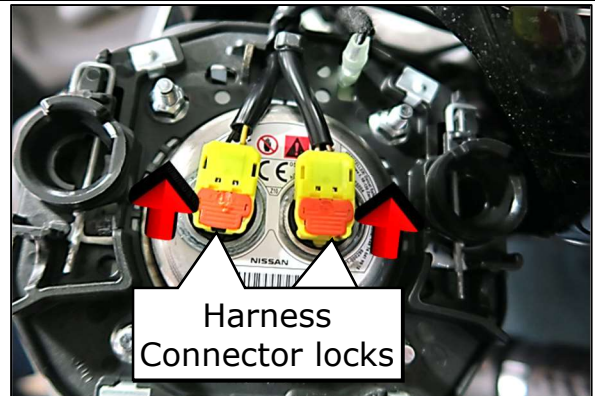


Figure 11

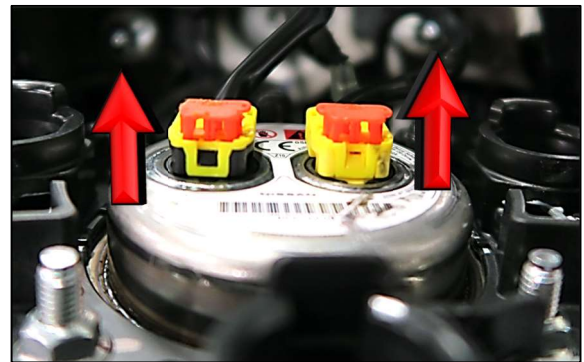


Figure 12



Figure 13

10. Disconnect the horn wire from the driver airbag by pulling the connector upward. (Figure 14)

- Place the airbag in a safe area with the Nissan emblem facing up

**⚠ WARNING**

To help avoid injury, never place the airbag with the emblem downward.

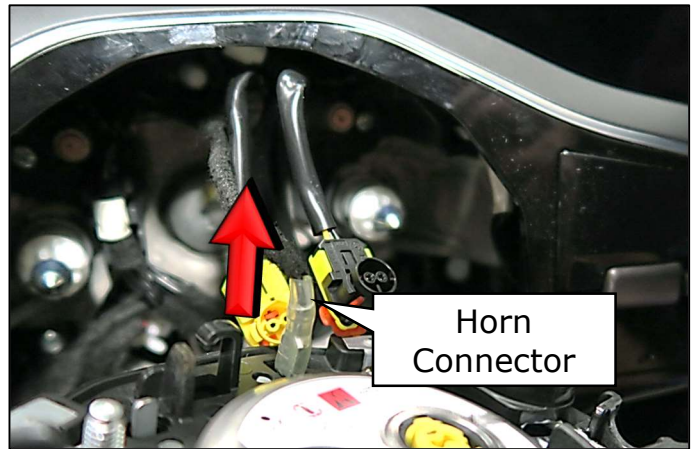


Figure 14

11. Remove the airbag harness connectors from the steering wheel harness retainers (Figure 15).

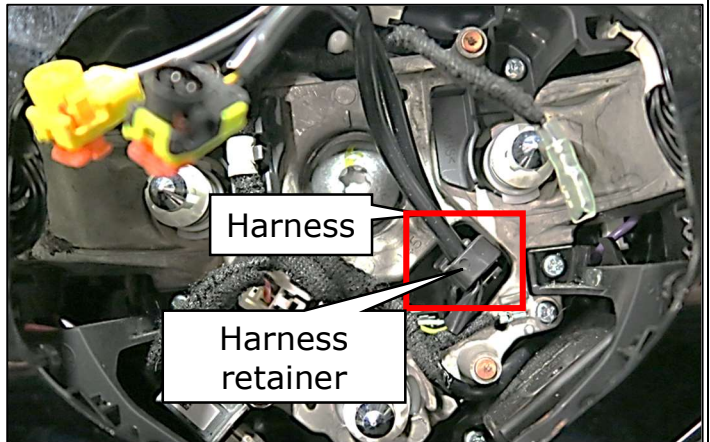


Figure 15

12. Using a T50 Torx bit, remove the steering wheel bolt (If present).

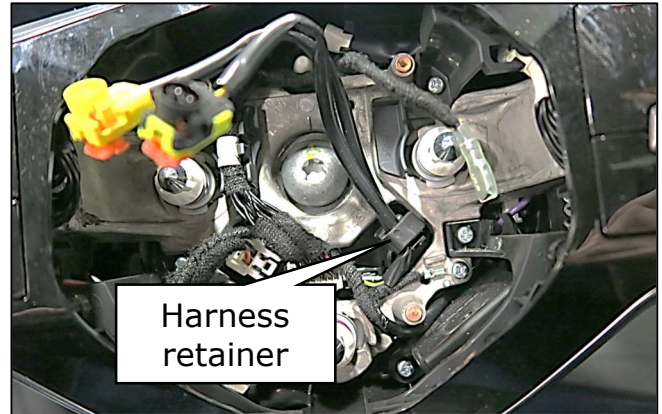
- Discard the bolt, it will **NOT** be reused



Figure 16

13. Install the **NEW** steering wheel bolt and torque the bolt to 44 N•m (4.5 kg-m, **32 ft-lbs**)

- Route the airbag harness into position in the harness retainer



14. Reconnect the driver airbag.

- Reconnect the horn wire (Figure 17)
- Route the harness through the airbag harness retainer (Figure 18)
- Reconnect the black and yellow airbag connectors to the appropriate location on the airbag
- Be sure each connector is fully seated against the driver airbag
- Push each connector body all the way down on the airbag
- Push each connector lock (orange tab) downward until flush
  - If the connector lock is pushed down but is **NOT** flush, disengage the lock, and remove and reinstall the connector
- Pull upward on each connector body to verify they are fully seated

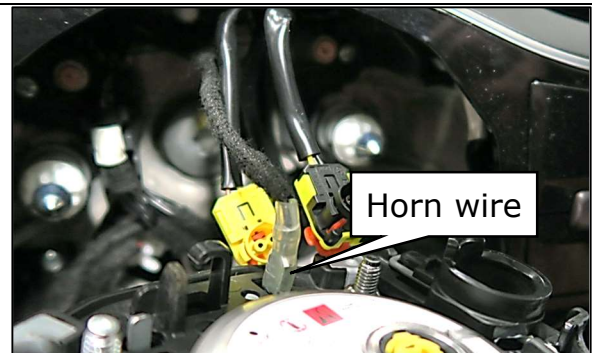


Figure 17

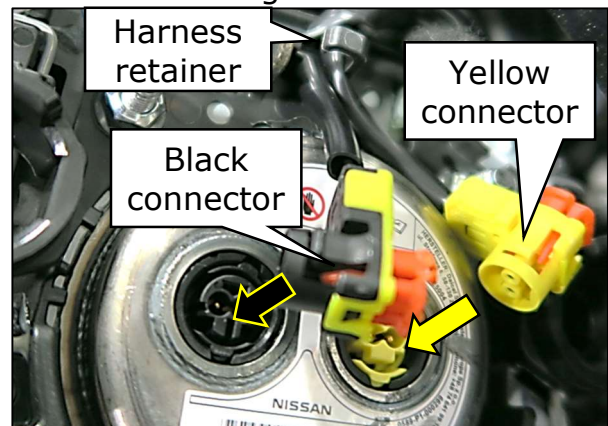


Figure 18

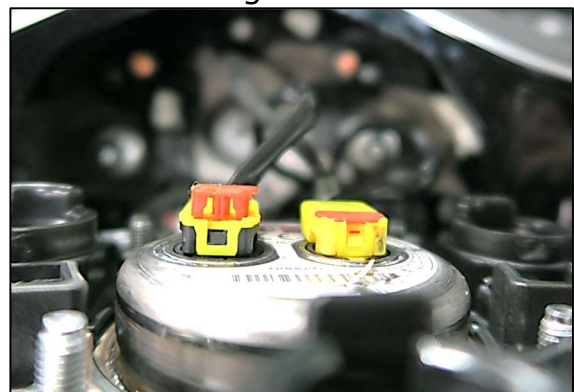


Figure 19

15. Seat the airbag on the steering wheel.

- Turn the airbag over and position over the steering wheel, making sure it is properly aligned
- Push the airbag into the steering wheel until a click sound is heard (Figure 20)



Figure 20

16. Reconnect the negative battery cable to the battery current sensor.

- Torque the nut to 8.0 N•m (0.82 kg-m, 71 in-lbs)

17. Press the driver airbag inward to verify the horn operates normally.

### Perform Steering Angle Learning and Steering Torque Calibration

18. Connect the VI3 to the vehicle data link connector.

19. Set the vehicle to Ready mode.

- Depress the brake pedal and press the Start button one time

20. Verify the CONSULT PC is connected to the internet.

21. Start the CONSULT 4 (C4). (Figure 21)

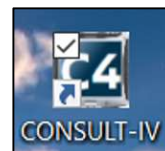


Figure 21



22. Enter login information and select **Submit**. (Figure 22)

**NOTE:**

If the screen shown in Figure 23 is present when opening C4:

- Use the drop-down box to select **USA/CANADA Dealers**
- Select **Submit**
- Enter login information

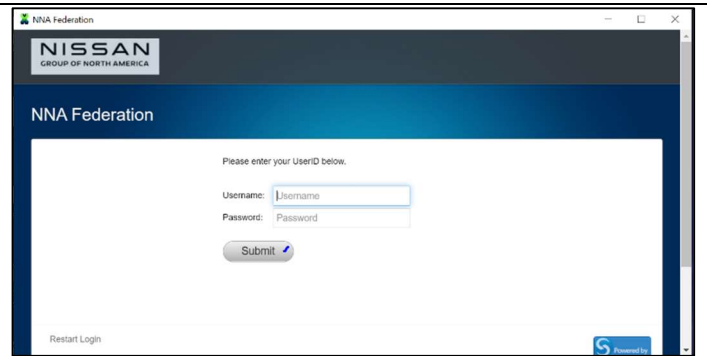


Figure 22

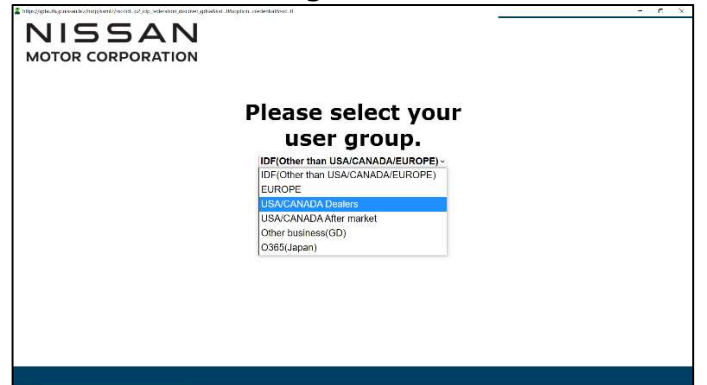


Figure 23

23. Allow C4 to connect to VI3 and perform vehicle system call. (Figure 24 and Figure 25)

**NOTE:**

This process may take several minutes.

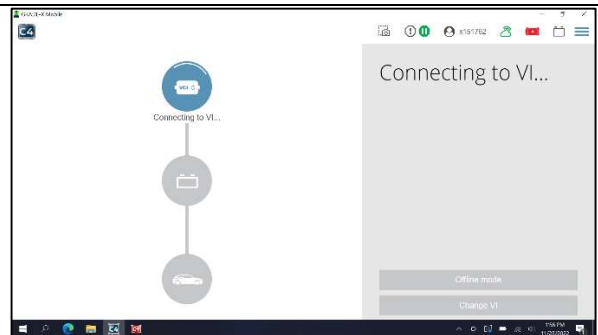


Figure 24

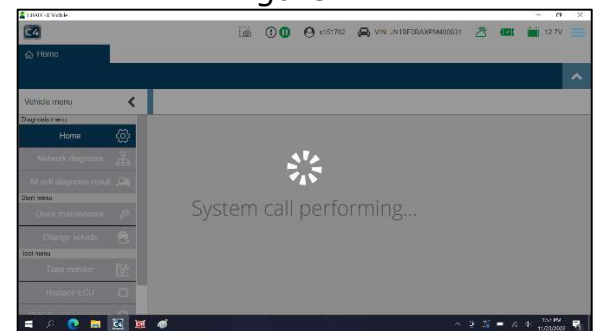


Figure 25

24. Locate and select **ABS**. (Figure 26)

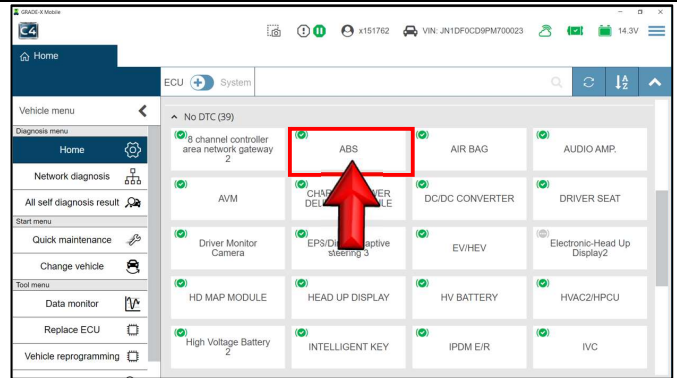


Figure 26

25. Select **Work Support**. (Figure 27)

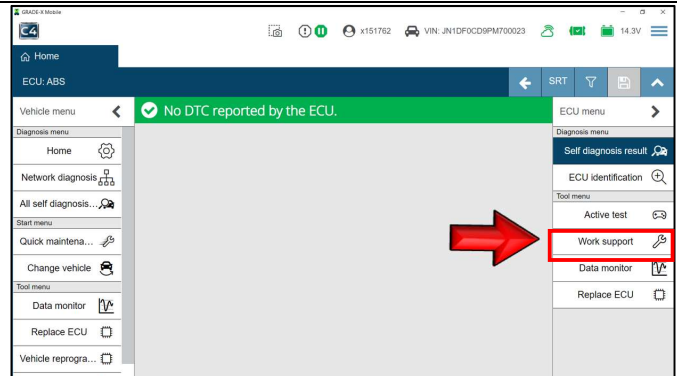


Figure 27

26. Select **Steering angle sensor adjustment**. (Figure 28)

- Click on the **start button** (green play button) to proceed to next screen

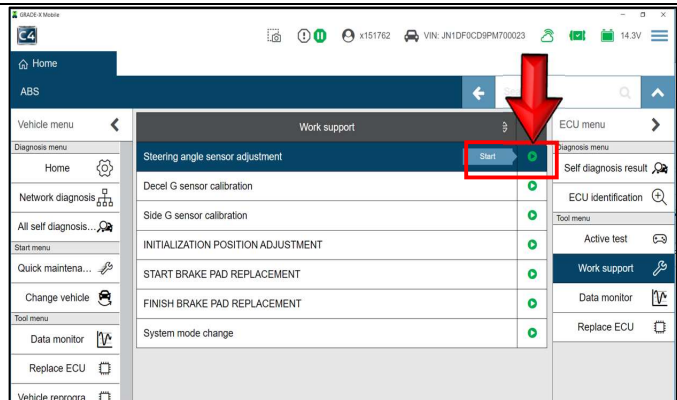


Figure 28

27. Visually verify the steering wheel is centered. (Figure 29)



Figure 29

28. Select **Start**. (Figure 30)

- Wait a few seconds for the adjustment to complete (Figure 31)
- Once Complete is displayed, select **End**

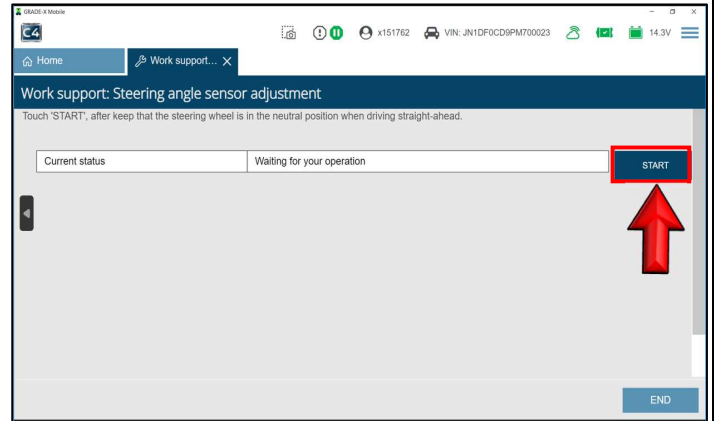


Figure 30

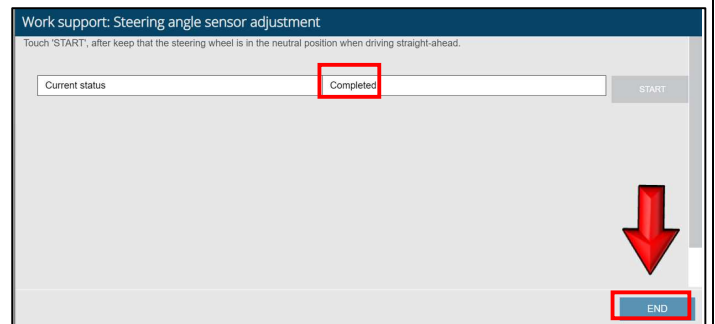


Figure 31

29. Select the back arrow. (Figure 32)

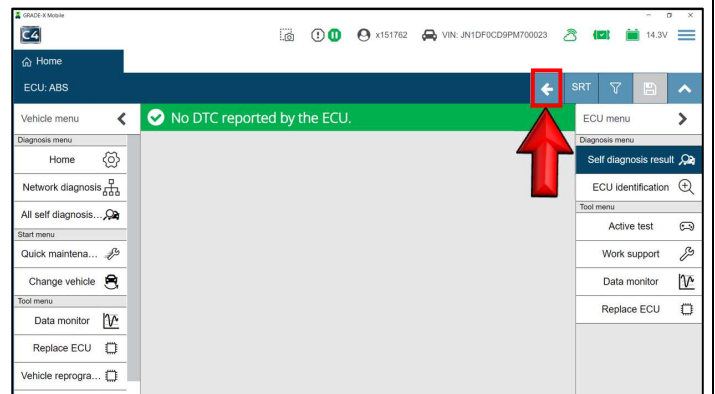


Figure 32

30. Locate and select **ADAS CONTROL UNIT 2**. (Figure 33)

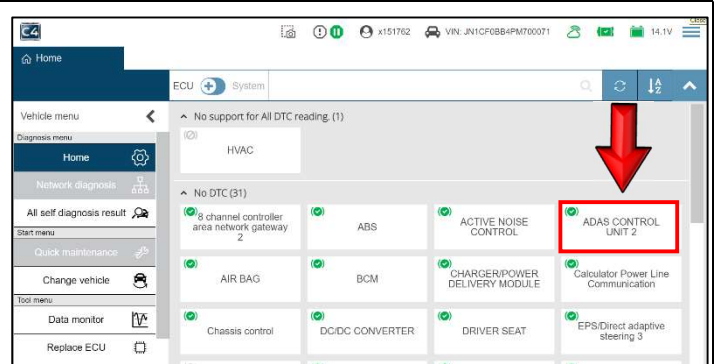


Figure 33

31. Select **Work support**. (Figure 34)

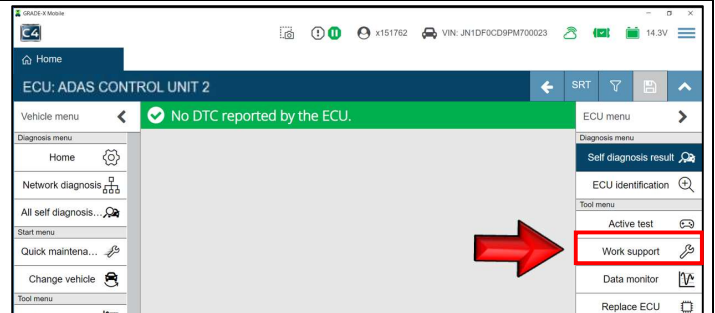


Figure 34

32. Select Steering torque calibration. (Figure 35)

- Click on the **start button** (green play button) to proceed to next screen

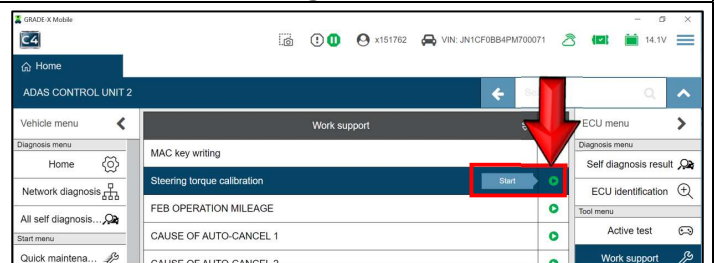


Figure 35

33. Verify the steering wheel is straight

- Move all items away from the steering wheel
- Do not touch the steering wheel during the calibration

**Important:**

The steering wheel will automatically turn several inches in both directions after selecting start. Do **NOT** touch the steering wheel during the calibration.

34. Select **Start**. (Figure 36)

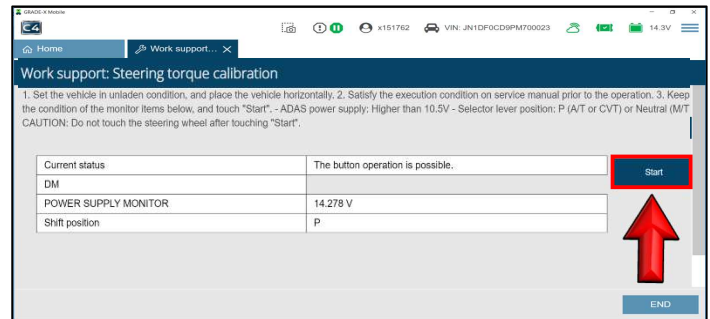


Figure 36

35. Wait a few seconds for the steering torque calibration to complete.  
• Select **END** (Figure 37)

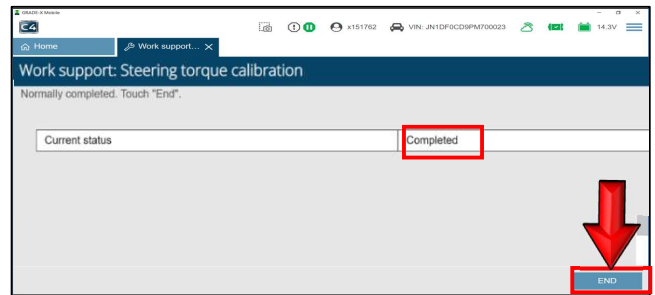


Figure 37

36. Select **All self-diagnosis**. (Figure 38)

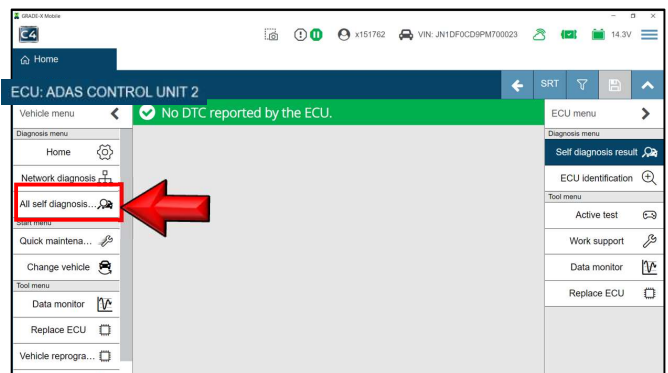


Figure 38

37. Turn the vehicle off, open and close the driver's door and wait for 2 minutes.

38. Set the vehicle to READY mode by depressing the brake and pressing the power button one time.

### 39. Erase DTCs.

- Select the erase DTC icon, and select **Yes** to erase (Figure 39)
- Verify all DTC's have been erased
  - If all DTC's erase normally continue to **Step 40**
  - If DTC's remain set as Current:
    - Press the power button to turn the vehicle off
    - Close C4 and disconnect VI3
    - Close all doors
    - Wait a minimum of 5 minutes
    - Reenter the vehicle
    - Reconnect C4 and perform DTC erase

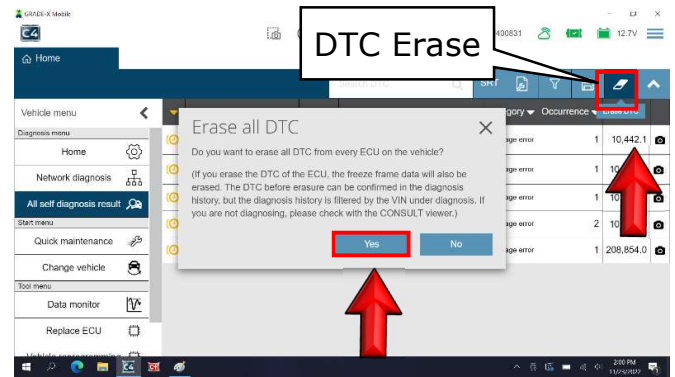


Figure 39

### 40. Close C4. (Figure 40)

- Turn the vehicle off by depressing the Start button
- Disconnect VI3 from the vehicle

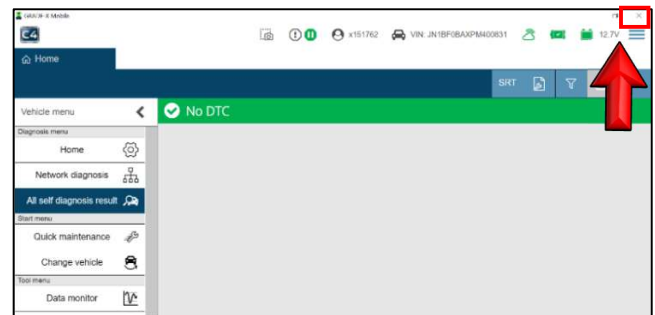


Figure 40

**Parts Information:**

<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
48935-3BA0A	Bolt	(1) - If needed

**Claims Information:**

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

<b>Campaign ("CM") ID</b>	<b>Description</b>	<b>Op code</b>	<b>FRT</b>
PC954	Inspect steering wheel - OK	PC9540	0.2 hr
	Inspect and Install steering wheel bolt	PC9541	0.7 hr

