



RECALL CAMPAIGN BULLETIN

Reference:

NTB11-039a

Date:

June 16, 2011

VOLUNTARY SAFETY RECALL CAMPAIGN 1996 - 2004 PATHFINDER FRONT STRUT HOUSING CORROSION INSPECTION

<p>This bulletin has been amended. Additional photos, the owner letter, and step 3 in the Service Procedure have been added. Please discard previous versions.</p>
--

CAMPAIGN ID #: R1101
NHTSA #: 11V-244
APPLIED VEHICLES: 1996 - 2004 Pathfinder (R50)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan is conducting a voluntary safety recall campaign on certain model year 1996 - 2004 Pathfinder vehicles that are currently registered in States where heavy concentrations of road salt are used in the winter. In certain instances, the front driver's side strut housing panel on the potentially affected vehicles can develop concentrated corrosion that may cause weakening of the seams on the edge of the housing and, over time, may lead to strut housing panel damage. In extreme cases, this may cause portions of the strut housing panel to come in contact with the steering column shaft and could cause damage to the steering shaft if this condition is ignored. The details of the remedy will be announced at a later date. In the meantime, customers will be notified of this issue and will have the option to have their vehicle immediately inspected.

Salt States

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, West Virginia, Ohio, Indiana, Michigan, Illinois, Wisconsin, Minnesota, Iowa, and Missouri and the District of Columbia.

NOTE

A customer owning an Applied Vehicle listed above that is not currently registered in a "Salt State" may enter a dealer and request their vehicle be inspected. In this case, Nissan dealers are authorized to perform the inspection per this campaign.

IDENTIFICATION NUMBER

Nissan has assigned identification number R1101 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

SERVICE PROCEDURE

Inspect Corrosion in the Wheel Housing Area

1. Turn the ignition OFF.
2. Set the parking brake.
3. Inspect the brake master cylinder and the brake line to the left front wheel for any damage.
4. Look behind the driver side tire in the two areas shown in Figure 1.

NOTE: Turning the tire left and then right will allow a better view.



Figure 1

5. Inspect for corrosion in **area 1** and **area 2** (see Figures 2, 3, and 4).

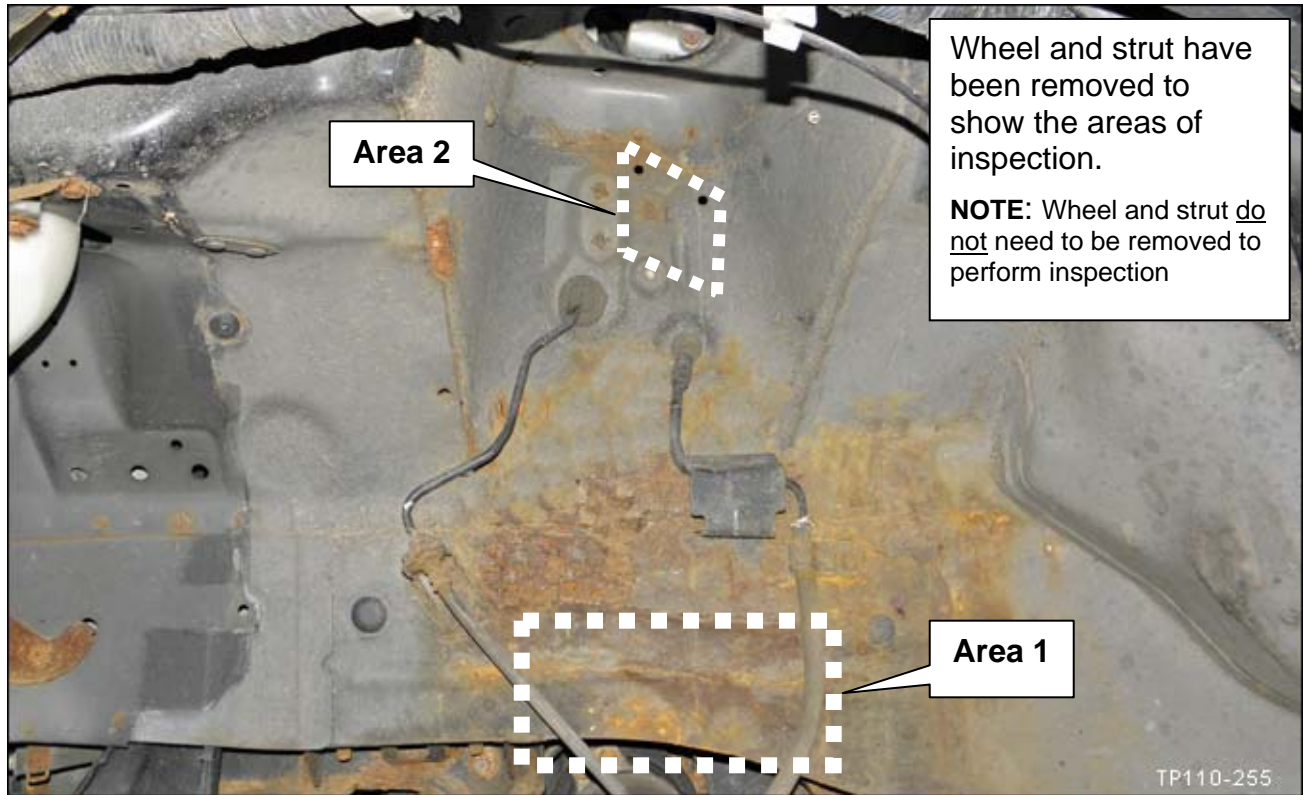


Figure 2

Area 1: Look for perforation (holes) in the metal only in the areas outlined.

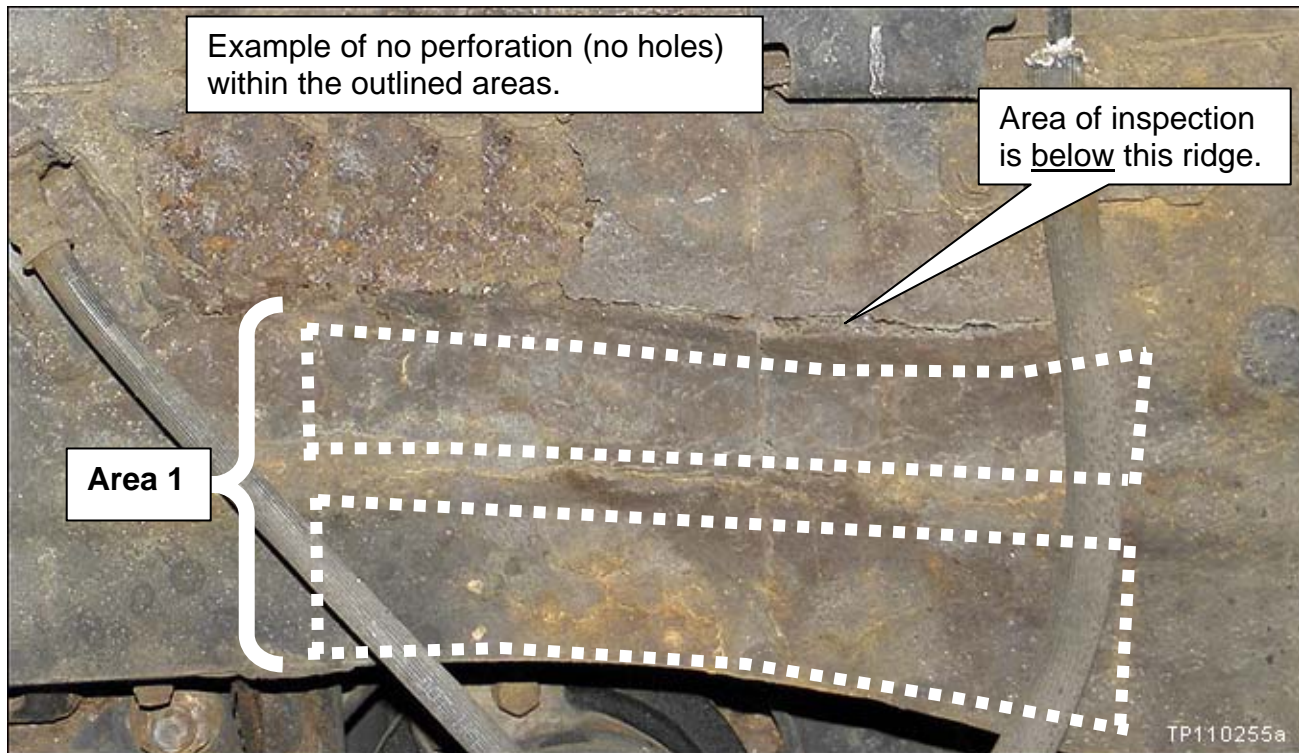


Figure 3

NOTE: If needed, refer to examples (additional photos) of area 1 perforation inspection on page 12 and 13.

If there is perforation (holes) in the metal:

- a. Retain the vehicle at the dealer (the vehicle is not repairable).
- b. Supply the customer with a rental car.
- c. Fax a completed Non-Repairable Report (see page 15) to your regional office.

NOTE: This is Inspection Result C in the Claims information on page 10.

If there is no perforation (no holes) in the metal:

- Go to Area 2 on the next page.

Area 2: Look for “scab corrosion” (flaking rust or raised rust) only in the area outlined.

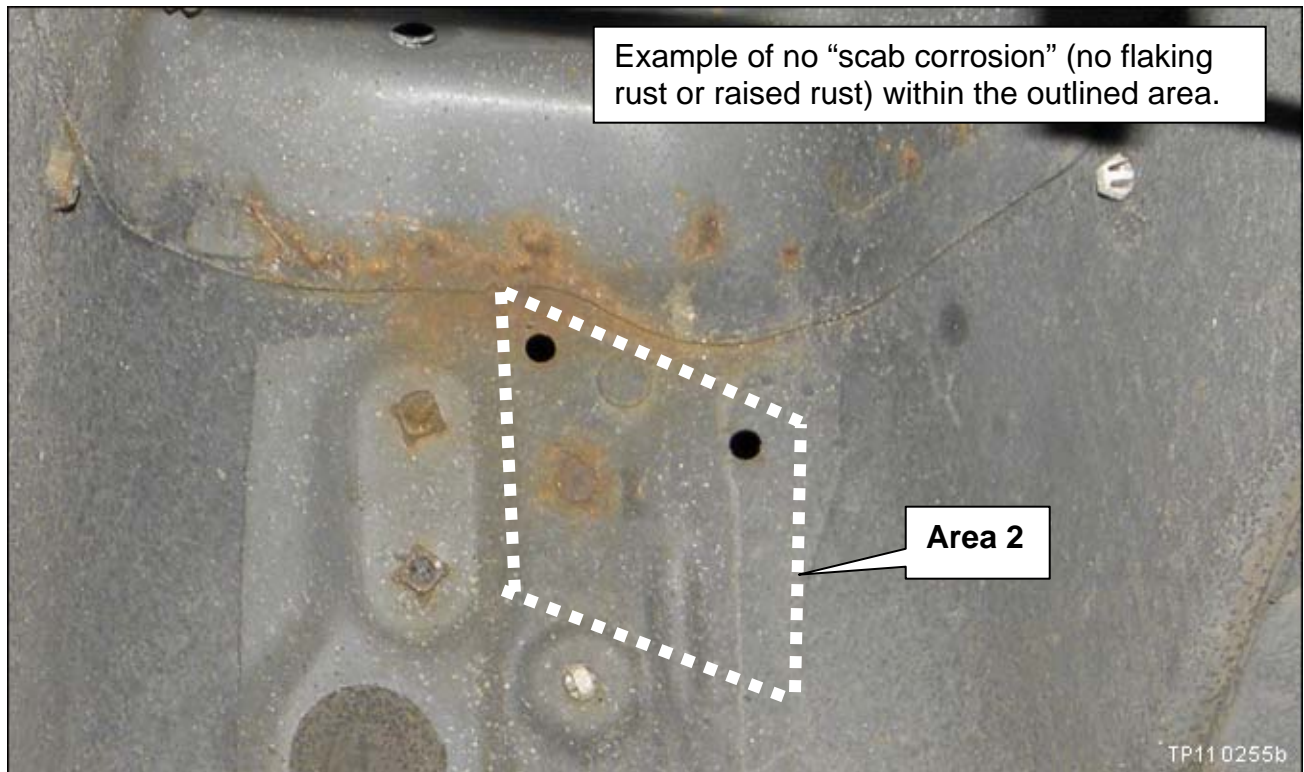


Figure 4

NOTE: If needed, refer to example (additional photo) of area 2 scab corrosion inspection on page 13.

Figure 5 is an example of “scab corrosion” (flaking and raised rust).



Figure 5

If there is scab corrosion (flaking or raised rust):

- a. Retain the vehicle at the dealer (the vehicle is not repairable).
- b. Supply the customer with a rental car.
- c. Fax a completed Non-Repairable Report (see page 15) to your regional office.

NOTE: This is Inspection Result C in the Claims information on page 10.

If there is no scab corrosion (no flaking or raised rust):

- Go to Inspect For Strut Housing Panel Separation on the next page.

Inspect For Strut Housing Panel Separation (front driver side)

1. **Do not** raise the vehicle. Make sure all vehicle weight is on the wheels/tires.
2. Remove the 4 air filter box mounting bolts/nuts shown in Figure 6.

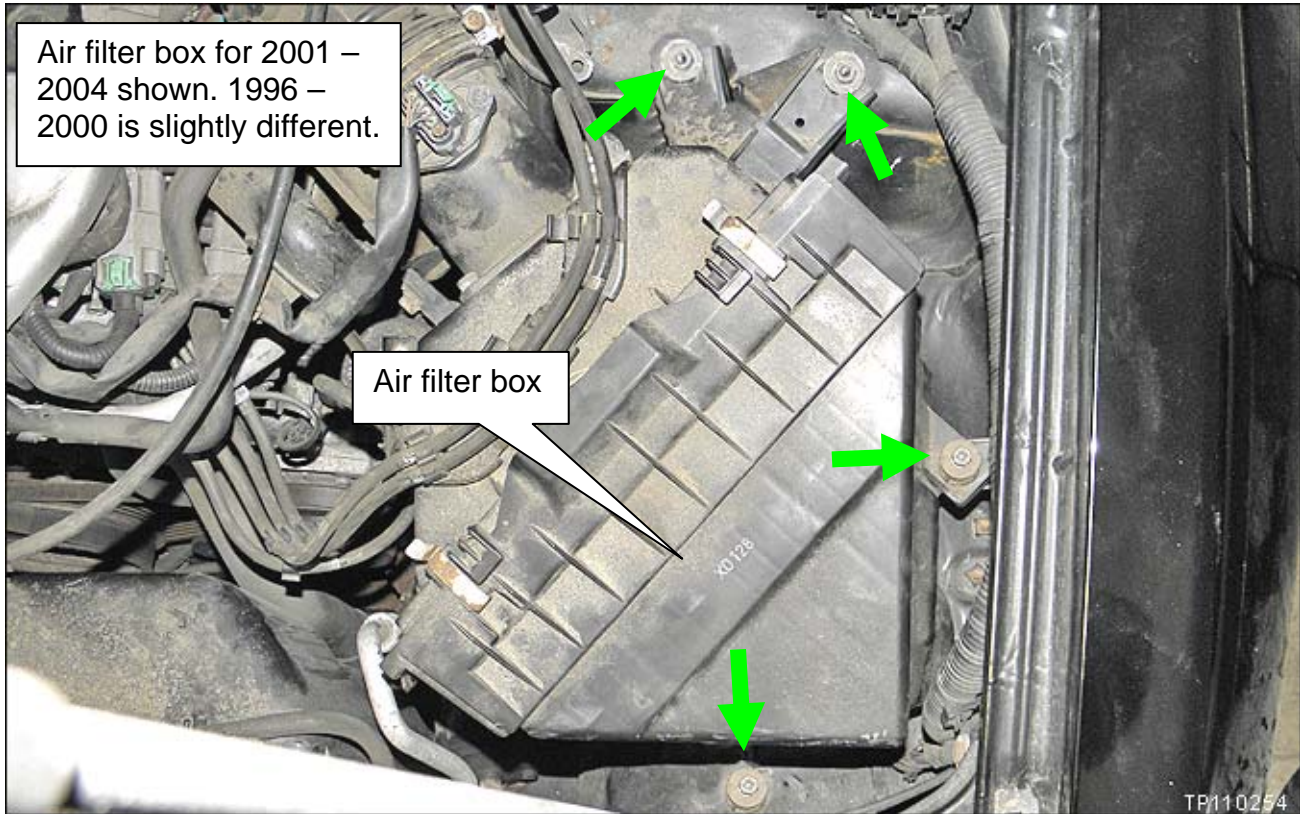


Figure 6

3. Lift the air filter box and move it forward.



Figure 7

4. Check for driver side strut housing panel to steering shaft contact (see Figure 8).

No contact - not touching:

- Go to the Step 5 (next page).

Panel is touching the steering shaft:

- a. Retain the vehicle at the dealer (vehicle is repairable but **cannot** be driven).
- b. Supply the customer with a rental car until the repair is available.

NOTE: This is Inspection Result B in the Claims information on page 10.

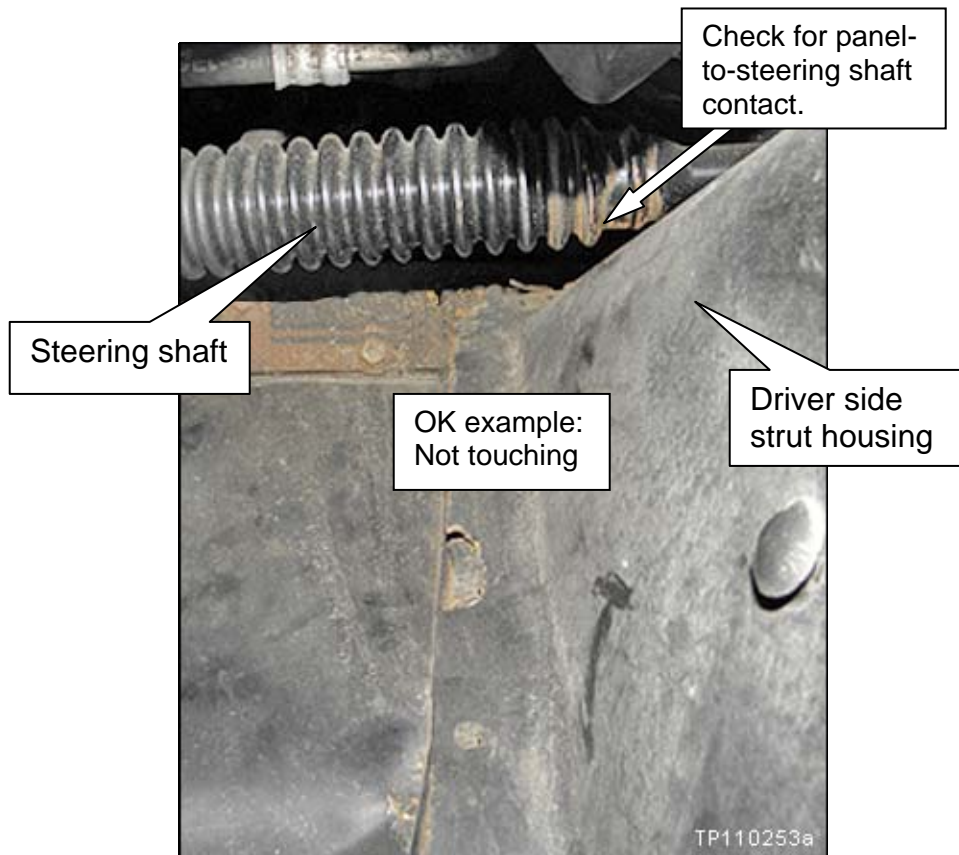


Figure 8

5. Check the spot welds on the front of the driver side strut housing panel (see Figures 9 and 10).

OK to drive if:

- No spot welds broken
 - Spot weld 1 is broken
 - Spot welds 1 and 2 are broken
- a. Reinstall the 4 air filter box mounting bolts/nuts.
 - b. Release the vehicle to the customer.
 - c. Inform the customer of the following:
 - Nissan will contact them in the near future with instructions for obtaining additional repairs.
 - If the customer experiences an increased steering effort or difference in the vehicle handling, they should return to the dealer immediately for a repeat inspection.

NOTE: This is Inspection Result A in the Claims Information on page 10.

Not Drivable - Spot weld 3 is broken:

- a. Retain the vehicle at the dealer (vehicle is repairable but **cannot** be driven).
- b. Supply the customer with a rental car until the repair is available.

NOTE: This is Inspection Result B in the Claims Information on page 10.

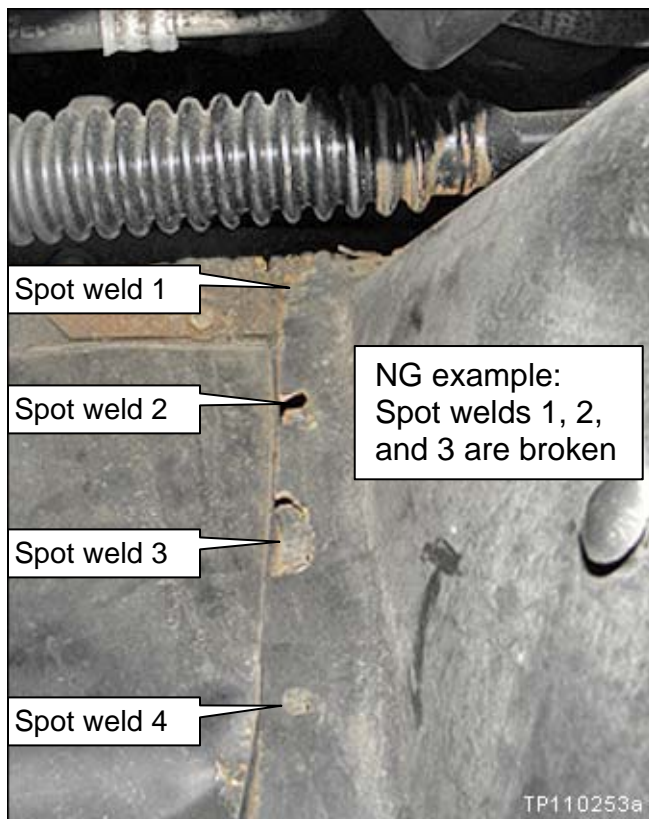


Figure 9

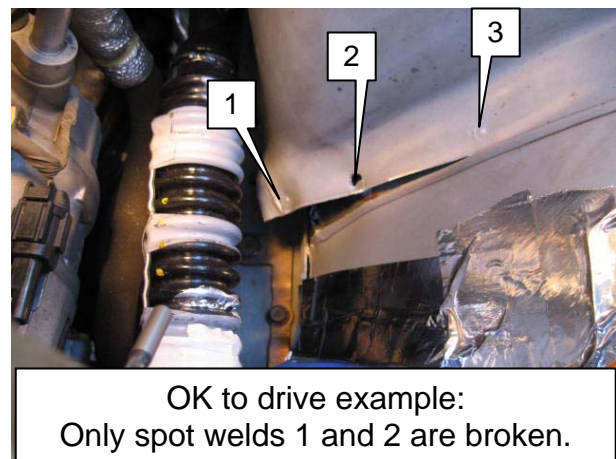
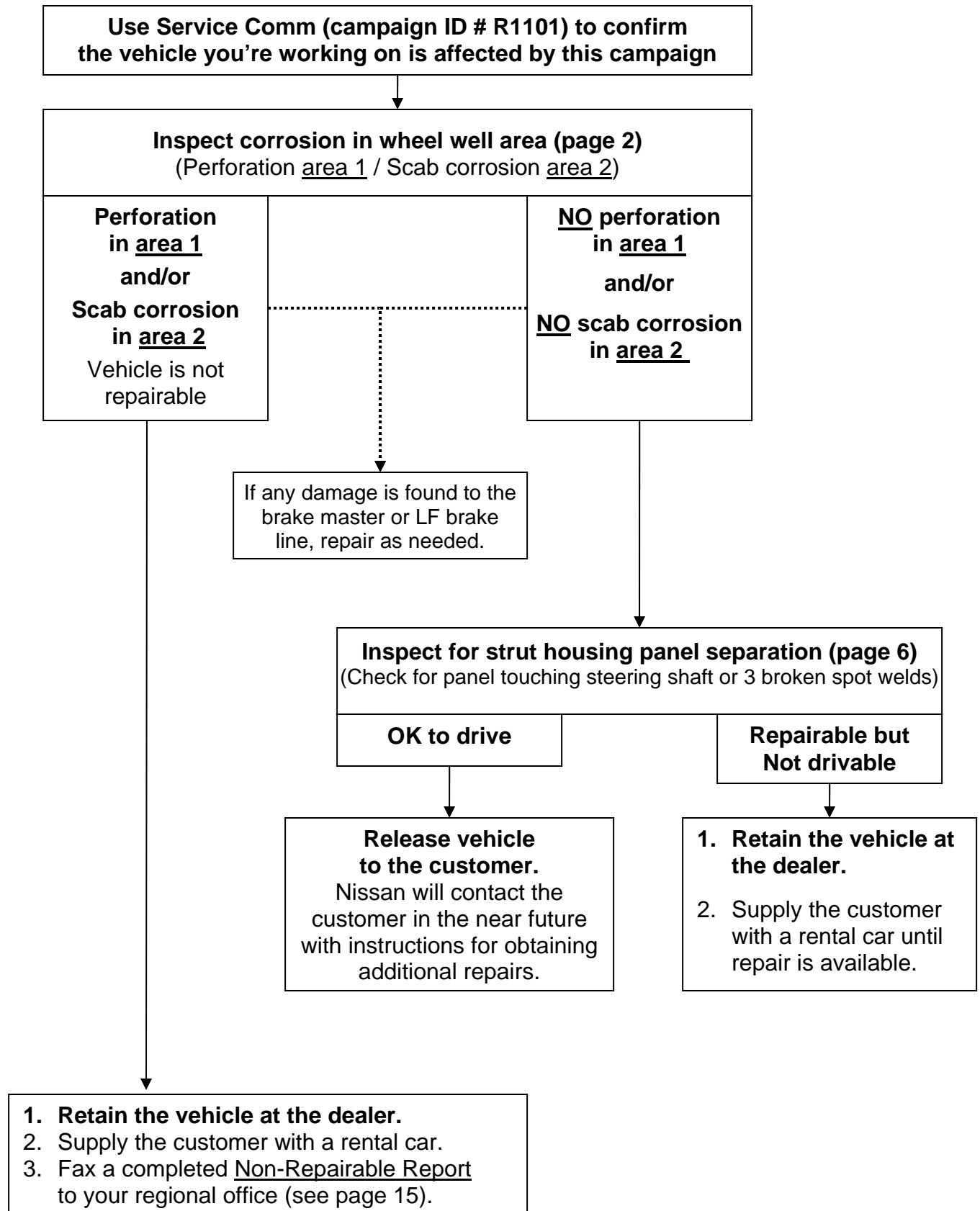


Figure 10

REPAIR OVERVIEW



CLAIMS INFORMATION FOR INSPECTIONS

Inspection Results A

If it is determined that the vehicle is repairable and is **OK to drive** until the repair is available, **submit this claim as soon as the inspection is complete.**

"CM" I.D.: R1101

DESCRIPTION	OP CODE	FRT
Inspect Driver Side Front Strut Housing. Inspection Result is OK to Drive	R11010	0.3 hrs.

**No Rental included with this inspection

OR

Inspection Results B

If it is determined that the vehicle is **repairable but cannot be driven**, **submit this claim as soon as the inspection is complete.**

And

Open another/separate Repair Order.
Use this claims coding for long term car rental.
 Keep the Repair Order open until the repair is complete.

"CM" I.D.: R1101

DESCRIPTION	OP CODE	FRT
Inspect Driver Side Front Strut Housing. Panel Touching Steering Shaft or 3 Spot Welds Broken.	R11011	0.3 hrs.

"CM" I.D.: PC093
For Repairable Vehicles:

DESCRIPTION	OP CODE	FRT
Rental for Long Term	PC0930	0.1**

**No labor will be paid for this operation code.

EXPENSE CODE	DESCRIPTION	MAX AMOUNT*
502	Rental Car	\$40.00 per day**

* Rental provided for qualified drivers.
 ** For the amount of time needed to repair the vehicle.

OR - on the next page

Inspection Results C

If it is determined that the vehicle is **not repairable**, **submit this claims as soon as the inspection is complete.**

And

Open another/separate Repair Order.
Use this claims coding for short term car rental.
 Keep the Repair Order open until the repair is complete.

“CM” I.D.: R1101

DESCRIPTION	OP CODE	FRT
Inspect Driver Side Front Strut Housing. Scab Corrosion or Perforation Found in Wheel Well Area	R11012	0.3 hrs.

“CM” I.D.: PC093

For Non-Repairable Vehicles:

DESCRIPTION	OP CODE	FRT
Rental for Short Term	PC0931	0.1**

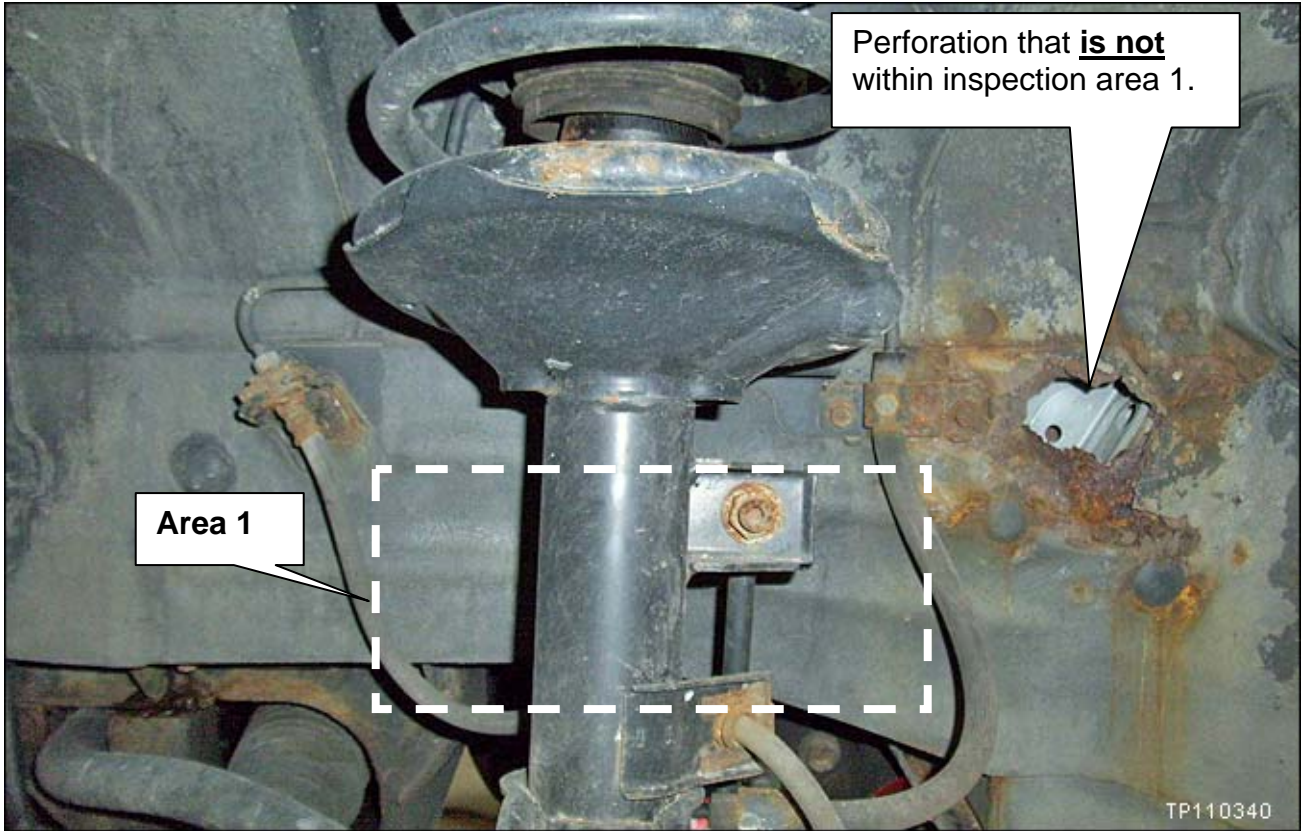
**No labor will be paid for this operation code

EXPENSE CODE	DESCRIPTION	MAX AMOUNT*
502	Rental Car	\$40.00 per day**

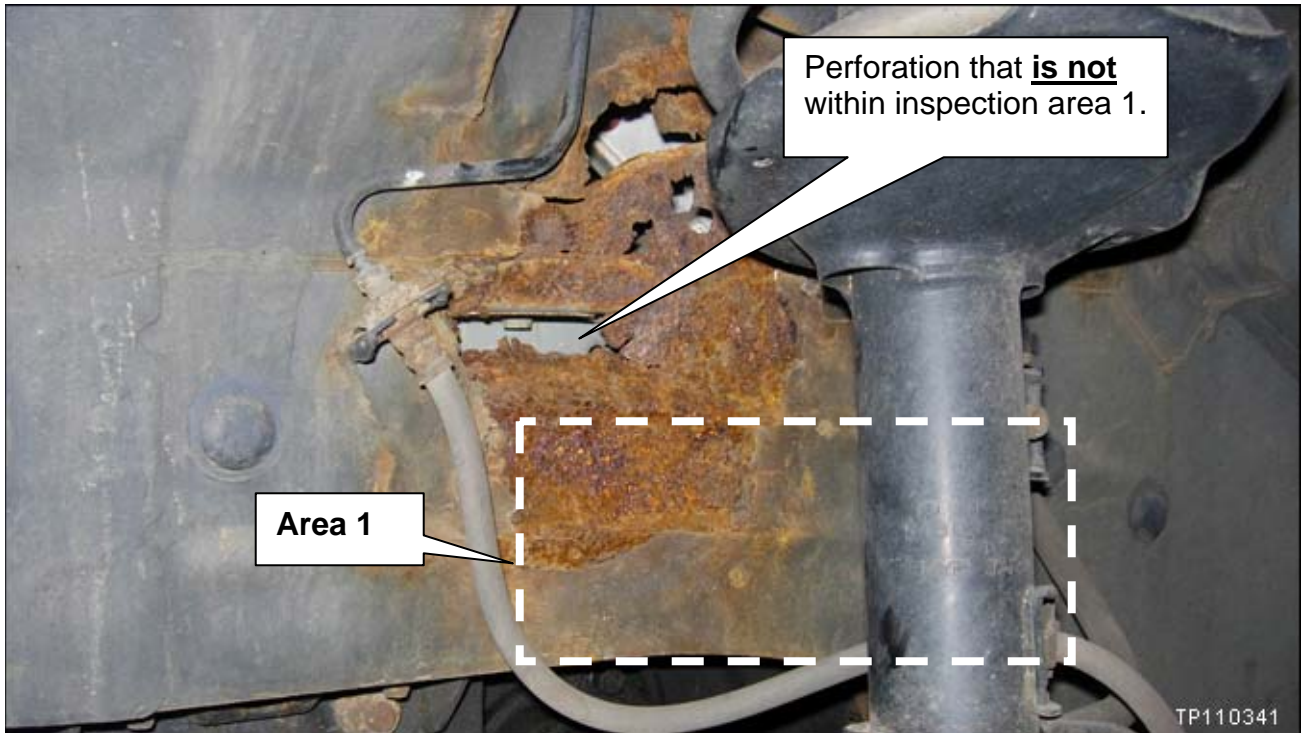
* Rental provided for qualified drivers.

** For the amount of time needed to repair the vehicle

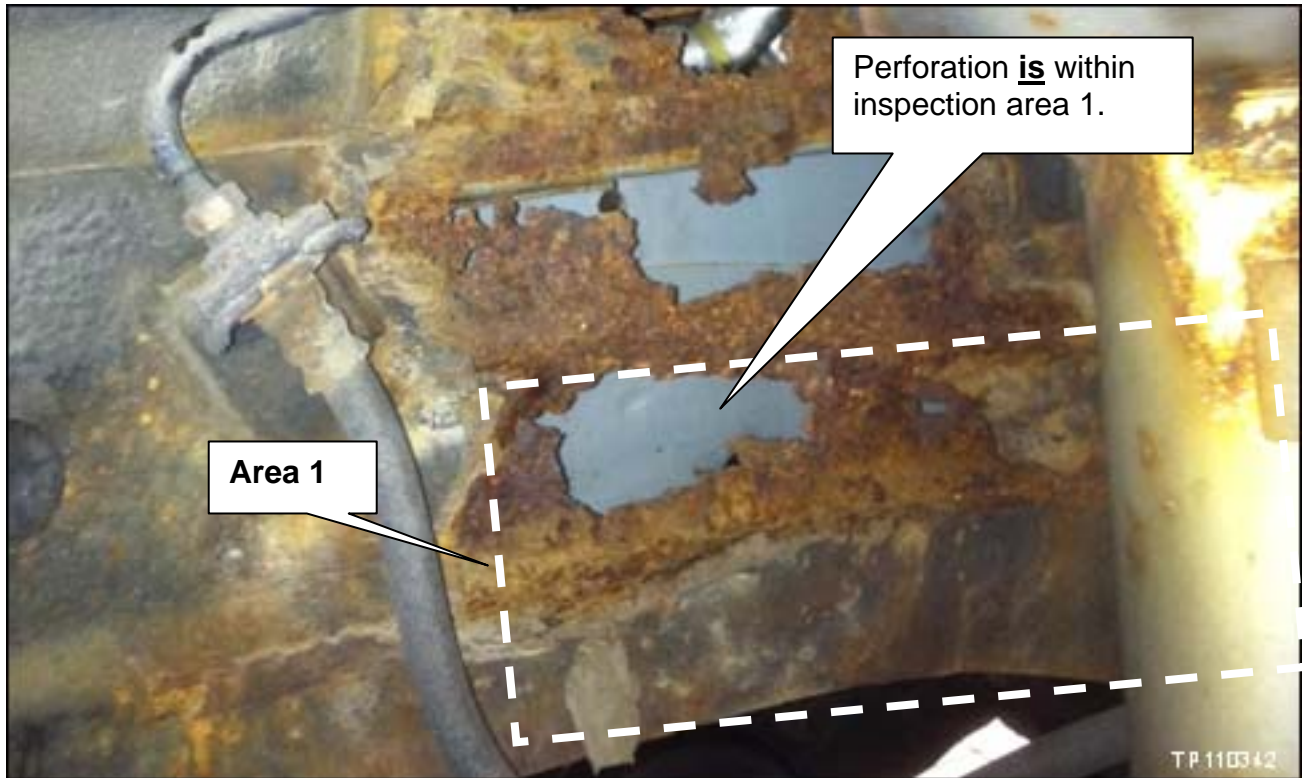
Examples (Additional Photos) of Area 1 Perforation Inspection



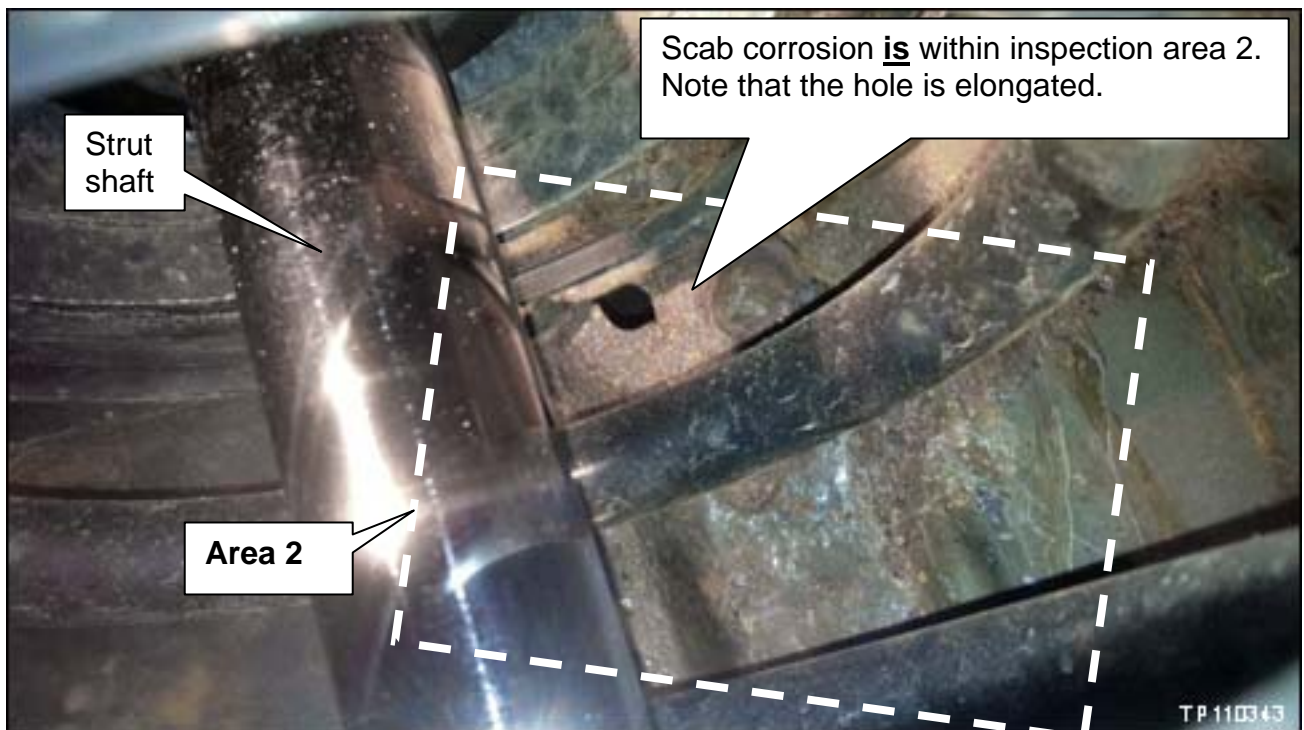
Example (Additional Photo) of Area 1 Perforation Inspection



Example (Additional Photo) of Area 1 Perforation Inspection



Example (Additional Photo) of Area 2 Scab Corrosion Inspection



OWNER LETTER

Dear Nissan owner:

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 1996-2004 model year Nissan Pathfinder vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the cover of this notice.

Reason for Recall

Nissan recently discovered that, in certain rare instances, in states where heavy concentrations of road salt are used in the winter (listed below), the front driver's side strut tower housing on certain vehicles can develop corrosion that may cause strut tower housing damage. This may allow the strut tower housing to contact the steering column. We expect this would create noise and a noticeable difference in steering effort. In an extreme case, this may lead to steering system damage, which could increase the likelihood of a crash.

Connecticut	Maine	New Hampshire	Vermont
Delaware	Maryland	New Jersey	West Virginia
District of Columbia	Massachusetts	New York	Wisconsin
Illinois	Michigan	Ohio	
Indiana	Minnesota	Pennsylvania	
Iowa	Missouri	Rhode Island	

According to our records, your vehicle is currently registered in one of the states listed above.

What Nissan Will Do

Nissan is currently developing the remedy for this condition. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for an inspection and a remedy (free of charge for parts and labor). In the meantime, if you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed an unusual noise coming from that area of the vehicle, or a change in the steering effort, we urge you to bring your vehicle into the nearest Nissan dealer for an immediate inspection.

What You Should Do

If your vehicle is operating normally and there is no noticeable corrosion in the driver's side strut tower housing in the front wheel well area, you do not need to take any immediate action until you receive a second notification from Nissan with further instructions.

If you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed unusual noise coming from that area of the vehicle, or a change in the steering effort, please contact your Nissan dealer for an immediate inspection.


If you have paid to have your strut housing repaired due to corrosion prior to this campaign, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

Non-Repairable Report

If it is determined that the vehicle is **not repairable based on the presence of perforation or scab corrosion**, complete this form and Fax it to your regional office.

		NISSAN NORTH AMERICA, INC.			
Pathfinder Strut Corrosion Campaign - Vehicle Not Repairable					
CUSTOMER / VEHICLE INFORMATION					
LAST NAME:		FIRST NAME:			
ADDRESS:					APT #:
CITY:		DEALER NAME:			
STATE:		DEALER CODE:		REGION:	
ZIP CODE:		CONTACT:			
DAY TIME#:		TELEPHONE:			
CELL #:		VIN:			
ALT#:		MAKE/MODEL:	Nissan Pathfinder	MILEAGE:	
EMAIL:		MODEL YEAR:		SEC+ #:	
NNA Internal Use:					
ORIGINATOR CODE = DI		TREAD =VEHICLE CONCERNS / SUSPENSION FRONT STRUT(S) / FINANCIAL ASSISTANCE REQUEST (CAMPAIGN/RECALL) / /			
PLEASE REMEMBER TO DOCUMENT ALL FIELDS					
COMMENTS: 					

Region	Fax #
Northeast (26)	615-967-2924
Midwest (24)	615-967-3633
Central (32)	615-967-3944
Southeast (34)	615-967-3026
West (44)	615-967-3755