



# RECALL CAMPAIGN BULLETIN

Reference:

NTB13-091a

Date:

October 29, 2013

## VOLUNTARY SAFETY RECALL CAMPAIGN 2014 PATHFINDER PASSENGER FRONT AIR BAG COVER (ALMOND COLOR INTERIOR)

This bulletin's SERVICE PROCEDURE was amended to show differences in vehicle trim levels. The OWNER's LETTER and NHTSA # have been added. Please discard previous versions of this bulletin.

**CAMPAIGN ID #:** PC243

**NHTSA #:**13V-456

**APPLIED VEHICLE:** 2014 Pathfinder (R52) with Almond color interior ONLY

**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting a voluntary safety recall campaign on certain model year 2014 Pathfinder vehicles with almond color interior. On some of the vehicles, the passenger front air bag cover tear seam inside the instrument panel may not have been manufactured to proper specification. To remedy this issue, Nissan will replace the instrument panel assembly at no charge to customers for parts and labor.

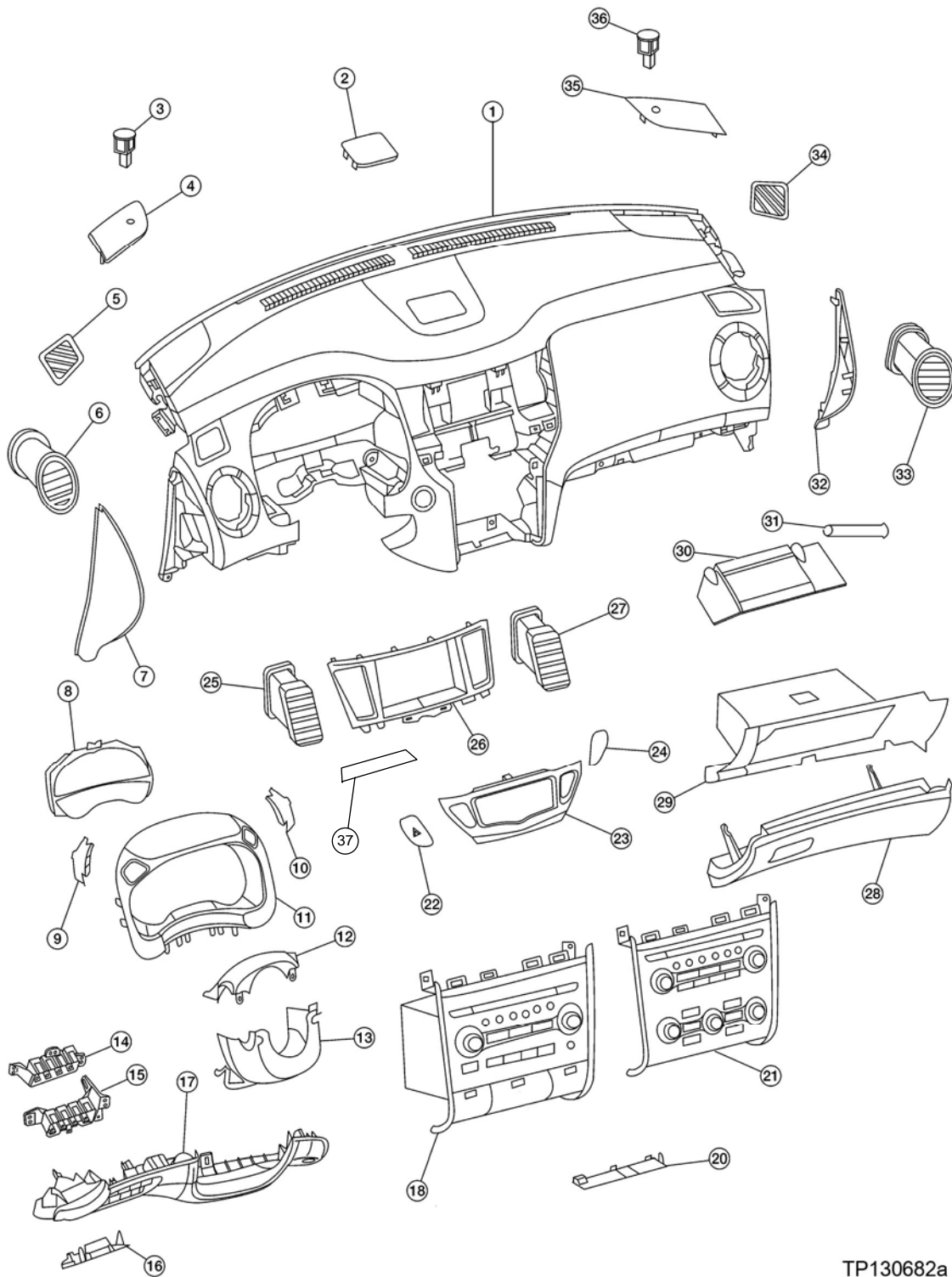
### IDENTIFICATION NUMBER

Nissan has assigned identification number PC243 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 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 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.

Nissan 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.



TP130682a

- |   |  |   |
|---|--|---|
| 1. Instrument panel assembly            | 2. Center speaker grille                       | 3. Sunload sensor                         |
| 4. Instrument panel tweeter grille (LH) | 5. Side defroster grille (LH)                  | 6. Side ventilator grille (LH)            |
| 7. Instrument side finisher (LH)        | 8. Combination meter                           | 9. Illumination control switch            |
| 10. Trip computer switch                | 11. Cluster lid A                              | 12. Steering column upper cover           |
| 13. Steering column upper cover         | 14. Upper switch carrier                       | 15. Lower switch carrier                  |
| 16. Fuse block cover                    | 17. Instrument lower panel LH                  | 18. Audio unit                            |
| 19. Not listed                          | 20. Cluster lid C lower                        | 21. A/C and audio control assembly        |
| 22. Hazard switch                       | 23. A/C and AV (or navigation) switch assembly | 24. Front passenger air bag off indicator |
| 25. Center ventilator grille (LH)       | 26. Cluster lid D                              | 27. Center ventilator grille (RH)         |
| 28. Glove box lid                       | 29. Glove box                                  | 30. Glove box tray                        |
| 31. Glove box dampener                  | 32. Instrument side finisher (RH)              | 33. Side ventilator grille (RH)           |
| 34. Side defroster grille (RH)          | 35. Instrument panel tweeter grille (RH)       | 36. Optical sensor                        |
| 37. Cluster lid D lower                 |  |   |

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**NOTE:** Refer to the names of the parts above throughout this bulletin.

## SERVICE PROCEDURE

**NOTE:** Use protective covering for all interior surfaces as needed while performing this procedure.

**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.

### Remove the Instrument Panel (IP)

1. Turn the ignition ON (engine off), and then write down the radio station presets.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2/3						
Bass	Treble		Balance	Fade	Speed Sen. Vol.	

2. Move the shift selector to the L (Low) position.

3. Set the HVAC in "FACE" Mode.



Figure 1

4. Adjust the steering wheel in the full rear and down positions.
  - Align the steering wheel in the "Clear Vision" or centered position.

5. Turn the ignition OFF.

6. Disconnect the battery cables, negative cable first, and then **wait at least three (3) minutes**.

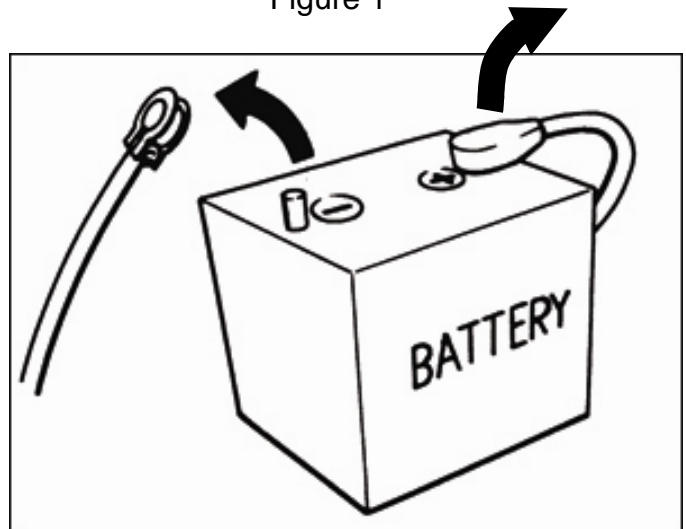


Figure 2

7. Remove the LH instrument side finisher with a suitable tool.



Figure 3

8. Pull down the front LH driver door welt as shown in Figure 4.
9. Remove the LH front pillar finisher:
  - a. Grab and then pull/unsnap the LH front pillar finisher.
  - b. Cut the LH front pillar finisher tether clip.
    - Replace this clip (see **PARTS INFORMATION**).



Figure 4



Figure 5

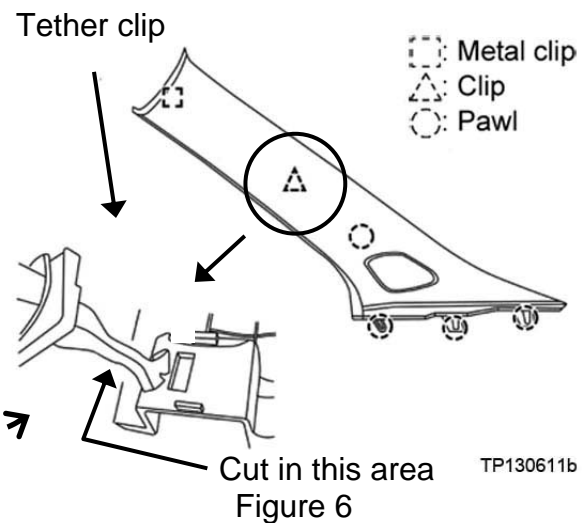


Figure 6

- c. If equipped, disconnect the LH front pillar finisher speaker's harness connector (see Figure 7).



Figure 7

- d. To remove, pull the LH front pillar finisher up and out.

**CAUTION:** During installation, make sure to install the tether clip to the front pillar finisher before installing the front pillar finisher.

- 10. Pry up to unsnap the LH instrument panel tweeter grille (see Figure 9).



Figure 8

- 11. Disconnect the sunload sensor, and then remove the LH instrument panel tweeter grille (see Figure 10).

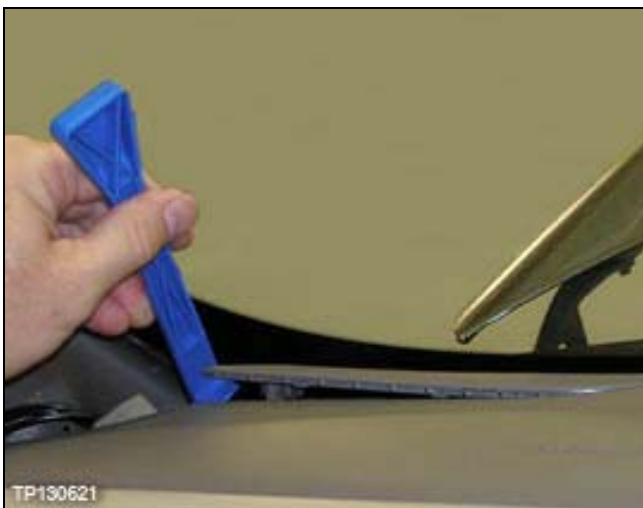


Figure 9

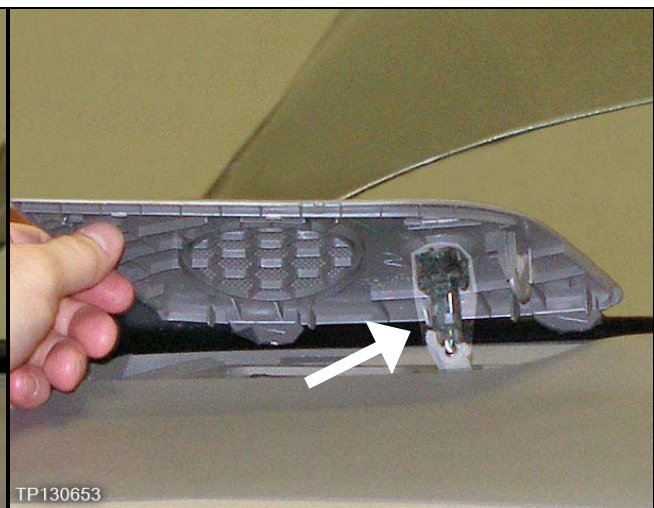


Figure 10



12. Remove the steering wheel:

**NOTE:** The steering wheel nut and the bolts securing the driver air bag module will not be reused. They will be replaced with new ones (see **PARTS INFORMATION**).

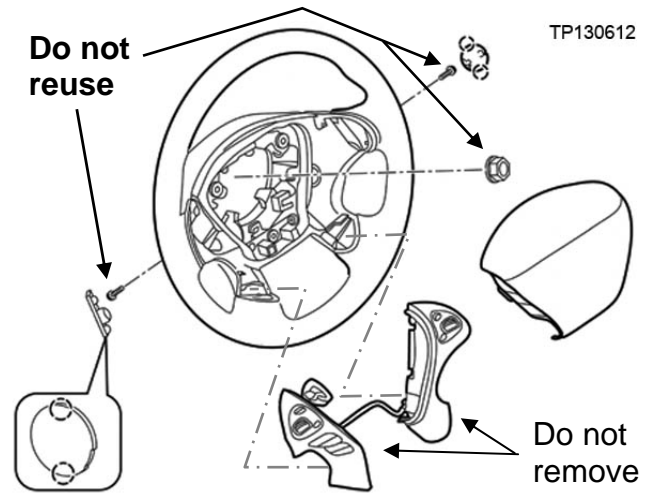


Figure 11

a. Remove both covers, and then remove the hidden bolts (see Figure 12).

- Do not reuse the bolts. They will be replaced with new ones (see **PARTS INFORMATION**).



Figure 12

- b. Disconnect the two air bag module harness connectors, and then remove the driver air bag module.
- To unlock the lock, tape the end of a “pocket” screwdriver or suitable tool, insert it in the notch, and then twist (see Figure 13).

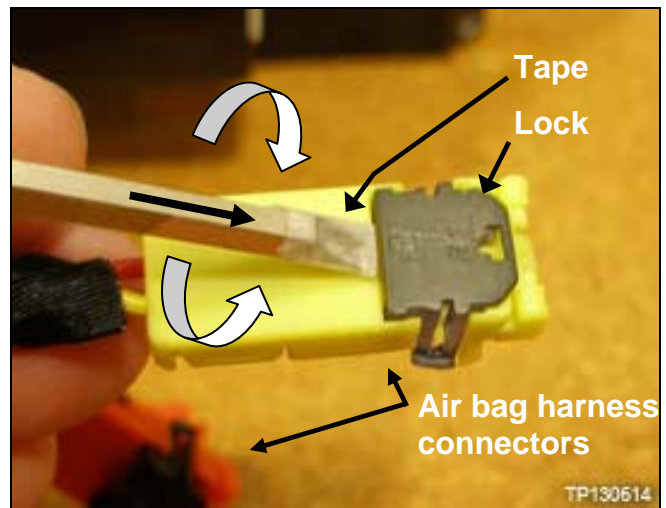


Figure 13

- c. Disconnect all connections within the steering wheel.
- Not all Pathfinder vehicles will have the same number of connectors.
  - For future assembly, note the routing of the wiring before disconnecting and loosening.



Figure 14

- d. Remove the nut.
- Do not reuse the nut. It will be replaced with a new one (see **PARTS INFORMATION**).

- Note the relation of the two alignment marks for future assembly.

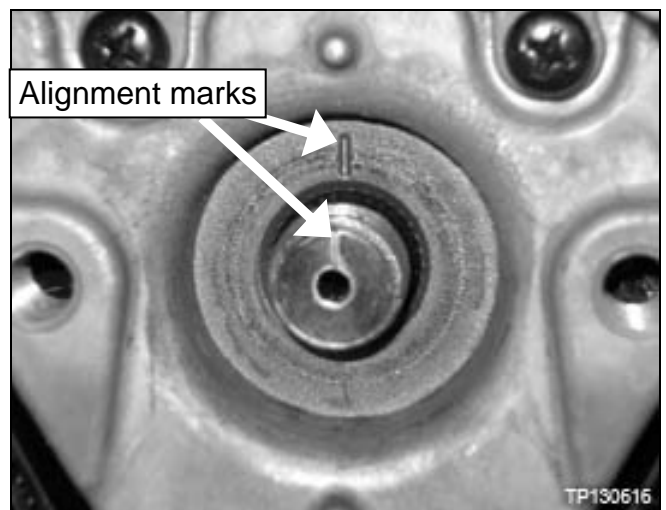


Figure 15



e. Firmly grab the steering wheel, rock it back and forth (not too hard) to loosen, and then remove it. See Figure 16.

- It is recommended to leave the nut on but backed away from the steering wheel while rocking it back and forth.
  - If the steering wheel does not come loose with this method, use a suitable puller.



Figure 16

13. Remove the three (3) screws holding the lower steering column lower cover.

- If equipped: remove the covers located at the two (2) upper screws.



Figure 17

14. Open up the upper and lower steering column covers (see Figure 18).



Figure 18

15. Remove the combination switch assembly and spiral cable:

**CAUTION:** Always keep the white alignment dowel at the 12 O'clock position without rotating the spiral cable. Rotating it freely may damage it.

a. Disconnect all connectors where shown in Figure 19.

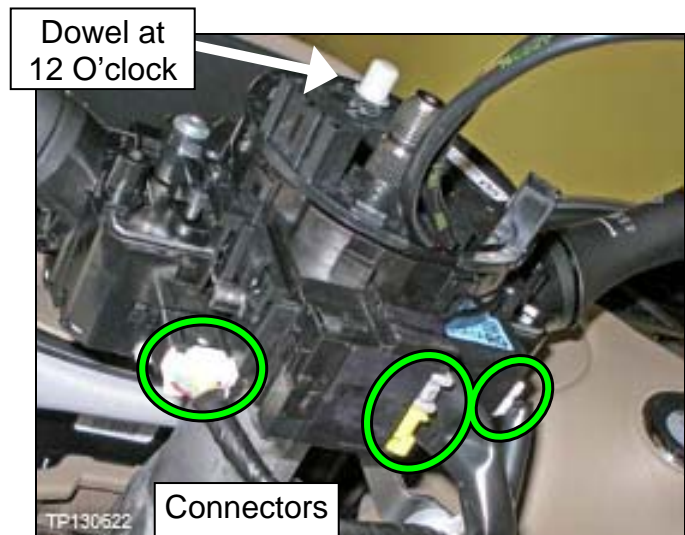


Figure 19

b. Remove the two (2) upper screws where shown in Figure 20.

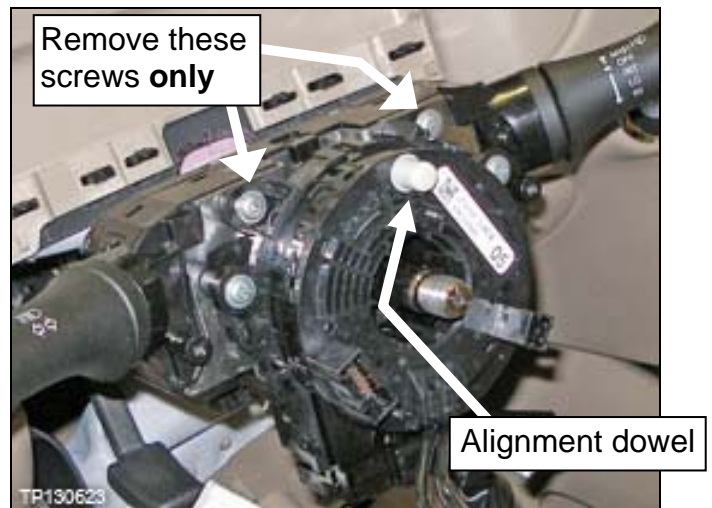


Figure 20

c. Remove the combination switch by lifting up.

d. Remove the spiral cable by pulling away from the steering column.

- Once both parts are removed, tape them together to keep the spiral cable from rotating (see next page, Figure 22).



Figure 21

- Loosely fasten the spiral cable to the combination switch with the two (2) screws, and then tape them together (see Figure 22).

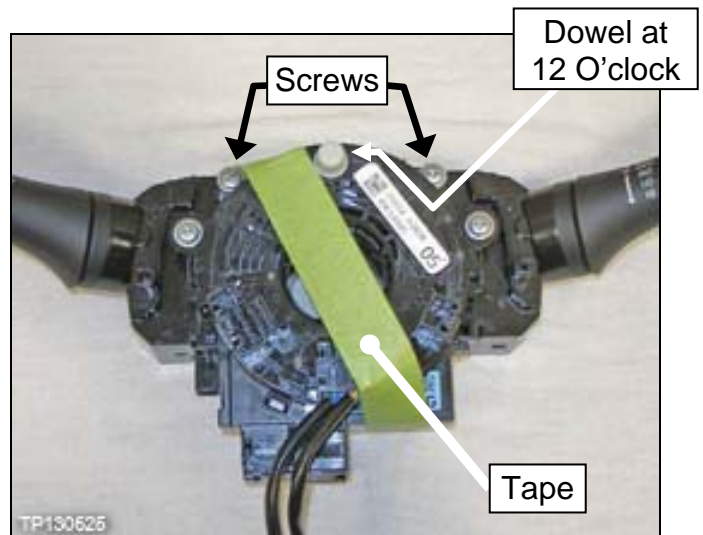


Figure 22

- Unsnap cluster lid **A** by firmly grasping, and then pulling partially away from the instrument panel (IP).



Figure 23

- Disconnect the two (2) connectors, and then remove cluster lid **A** with the steering column upper cover.



Figure 24



18. Remove the three (3) screws, and then pull out the combination meter.

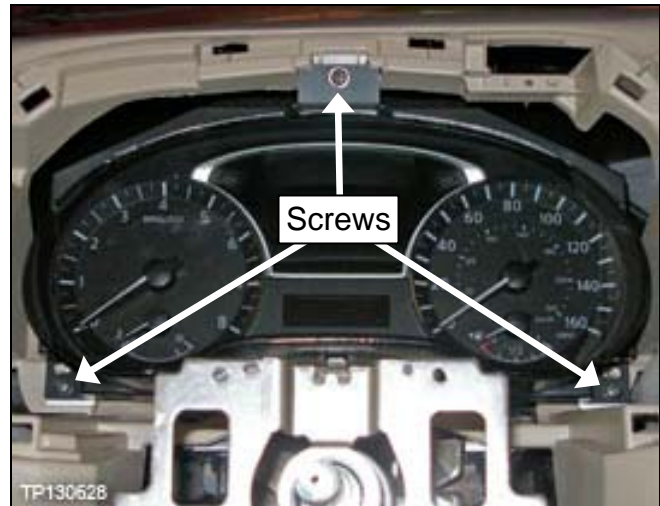


Figure 25

19. Disconnect the two (2) connectors, and then remove the combination meter (see Figure 25a).

20. Have the BCM sitting loose by removing the two (2) screws shown in Figure 26.

- The BCM is located behind the combination meter.
- The BCM can now be moved around for easier IP removal/installation.

21. Remove the screw shown in Figure 27.

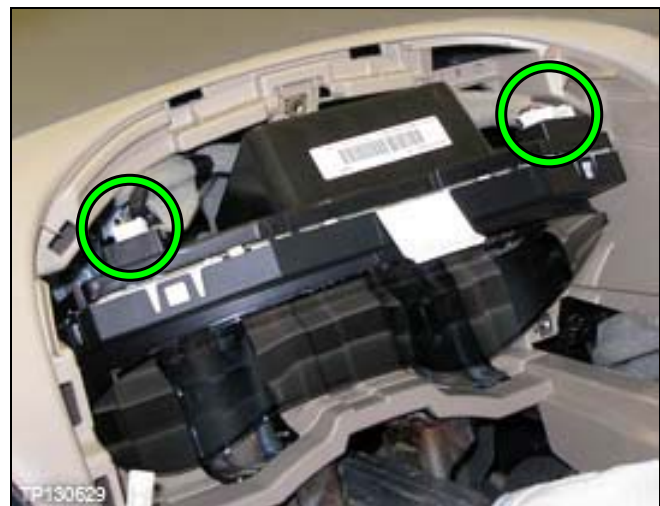


Figure 25a



Figure 26



Figure 27

22. Unsnap and partially remove the LH instrument lower panel.



Figure 28

23. Disconnect all connectors and if equipped, the foot lamp and socket (see Figure 29).

24. Unsnap the data link (OBD) connector and hose from the lower cover, and then remove the LH instrument lower panel with steering column lower cover.

- The OBD connector comes out the back side of the LH instrument lower panel.

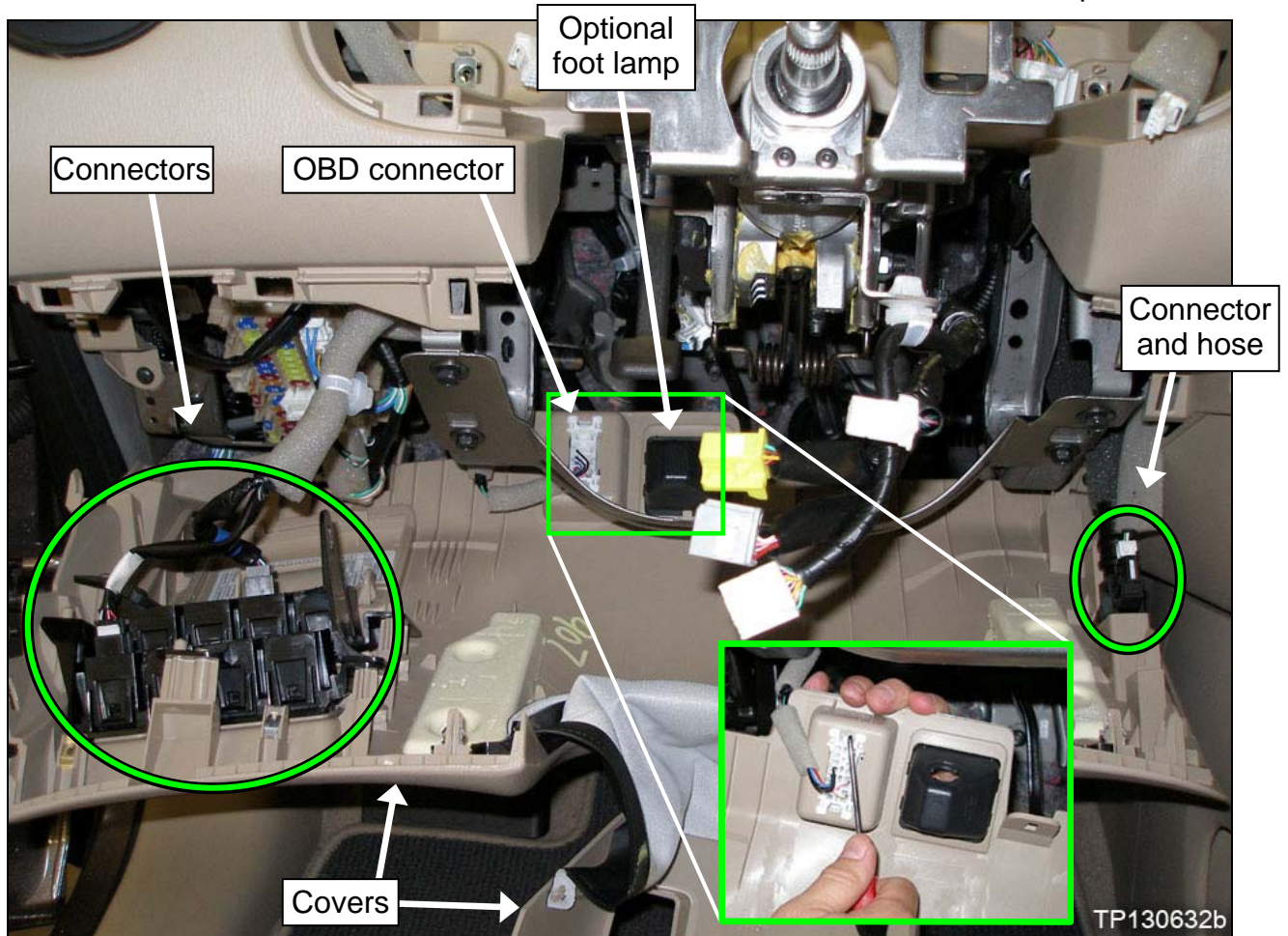


Figure 29



25. Using a suitable finesse tool, unsnap the front of “cluster lid **D** lower”, located at the bottom of the display unit (see Figure 30).



Figure 30

26. Flip up and lift out “cluster lid **D** lower”.



Figure 31

27. Remove the screw shown in Figure 32.

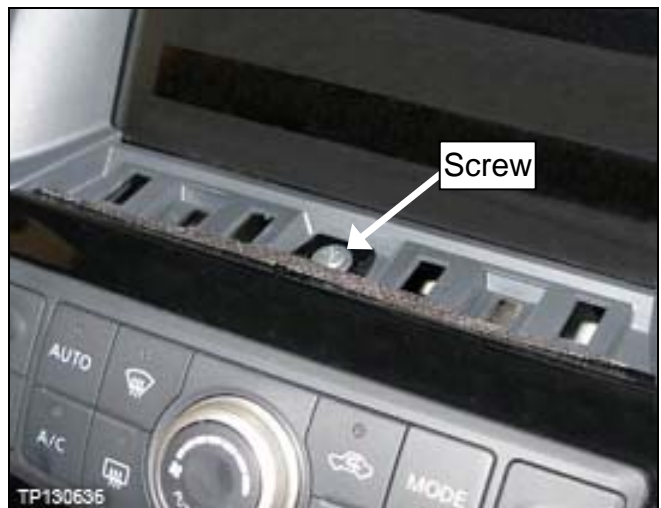


Figure 32

28. Grasp and unsnap by pulling back on the A/C and AV (or navigation) switch assembly.



Figure 33

- Figure 34 shows the four (4) clips and screw hole on the A/C and AV (or navigation) switch assembly.

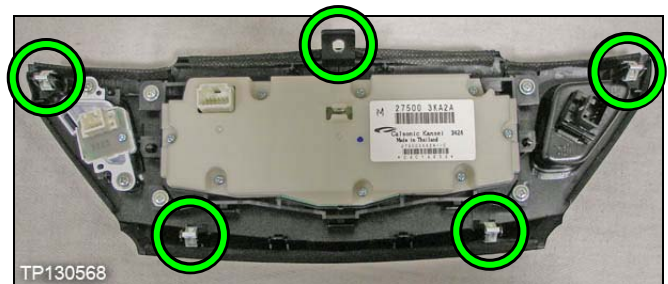


Figure 34

29. Disconnect the connectors, and then remove the A/C and AV (or navigation) switch assembly.



Figure 35

30. Remove the two (2) screws shown in Figure 36.



Figure 36

31. Grasp and unsnap by pulling back on cluster lid **D**.

- Start by partially pulling on one end, and then the opposite end.



Figure 37

32. Remove the four (4) screws, and then remove the metal bracket (see Figure 38).

- Do not remove the screws on the display unit.

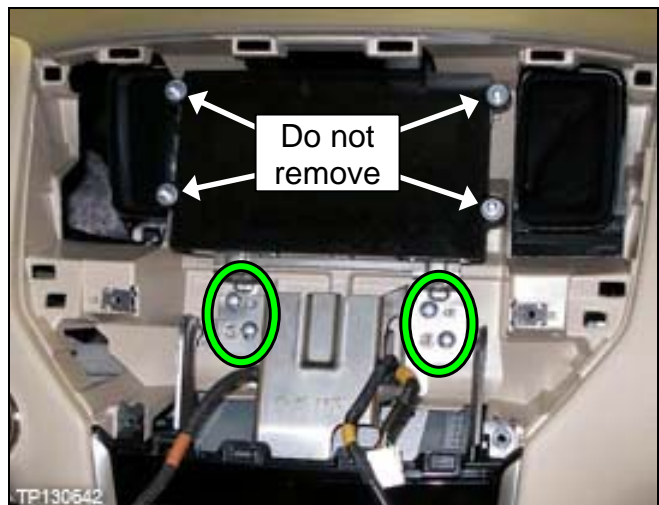


Figure 38

33. Swing up the display unit at the bottom, and then pull down (see Figure 39).

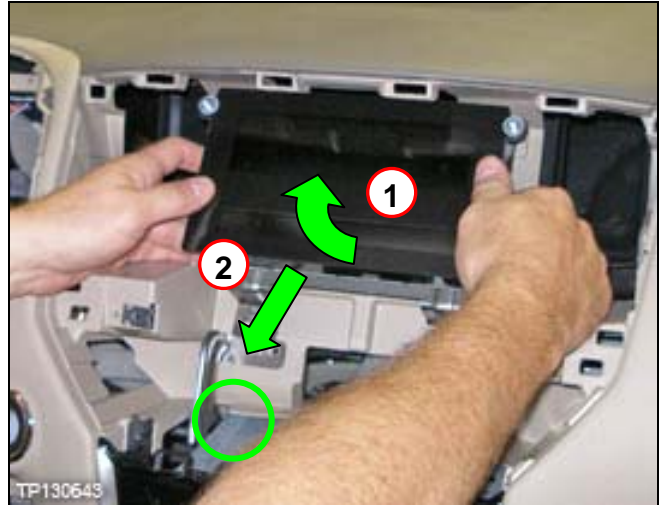


Figure 39

34. Disconnect the connectors, and then remove the display unit.



Figure 40



35. Remove the two (2) upper screws holding the audio unit (or A/C and audio control assembly).



Figure 41

36. Using a suitable finesse tool, pry and unsnap to remove “cluster lid C lower”, located below the audio unit (or A/C and audio control assembly).

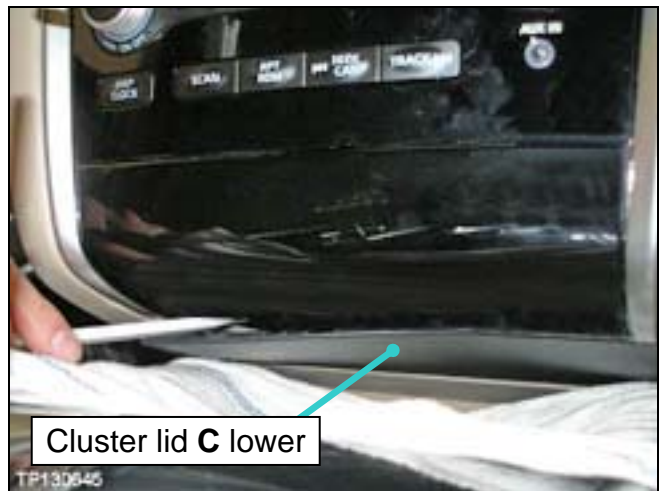


Figure 42

37. Remove the two (2) screws behind “cluster lid C lower” just removed.

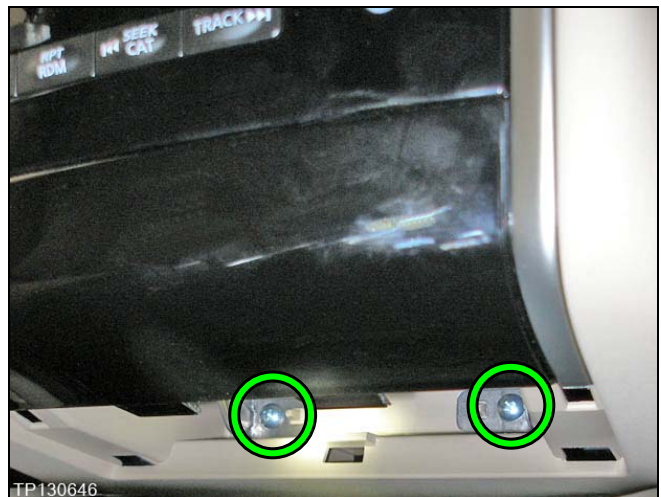


Figure 43



38. If equipped: Pull out the audio unit (see Figure 44).

- The audio unit may need to be “tugged on” to work it loose.

OR

39. If equipped: Pull off the A/C and audio control assembly (Figure 45), and then pull out the AV control unit (Figure 45).

40. Disconnect all connectors on the audio unit or A/C and audio control assembly, as it applies.

- For AV control unit equipped vehicles, remember: The white taped connector is located above, and the pink taped connector is located below (see Figure 47).

41. Remove the audio unit or AV control unit, as it applies.



Figure 44



Figure 45



Figure 46

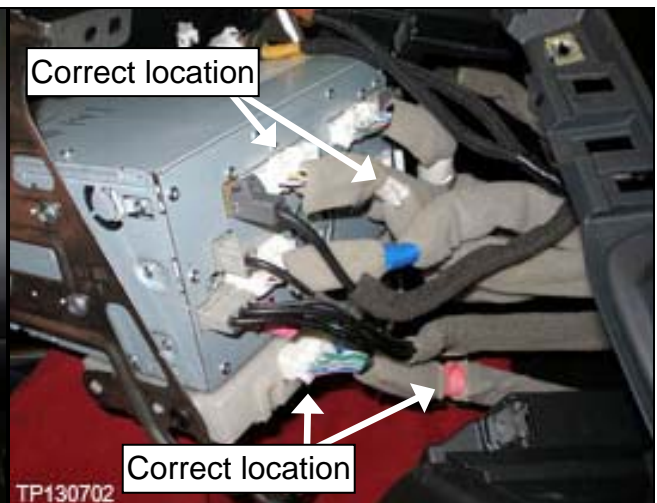


Figure 47

42. Remove the push-button ignition switch:

- a. Pinch in on the clips, and then push the push-button ignition switch through the front.
- b. Disconnect and remove the push-button ignition switch.



Figure 48

43. Remove the RH instrument side finisher, RH front pillar finisher, and RH instrument panel tweeter grille as done previously on the LH side.

**NOTE:** The RH instrument panel tweeter grille may have an optical sensor. Disconnect if equipped.



Figure 49

44. Remove the glove box assembly:

- a. Remove eight (8) screws. See Figure 50 and 51.

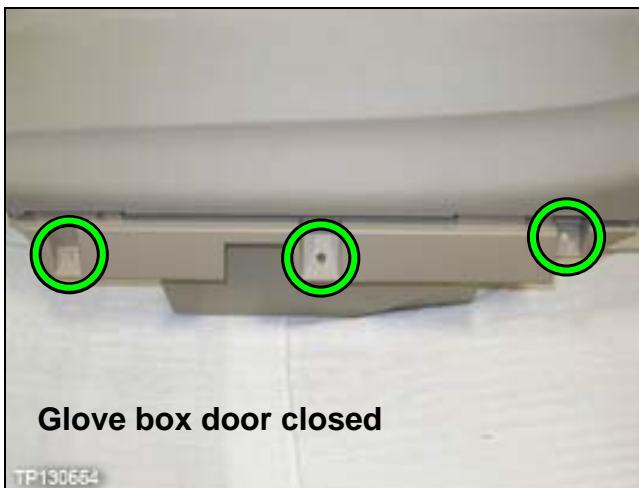


Figure 50

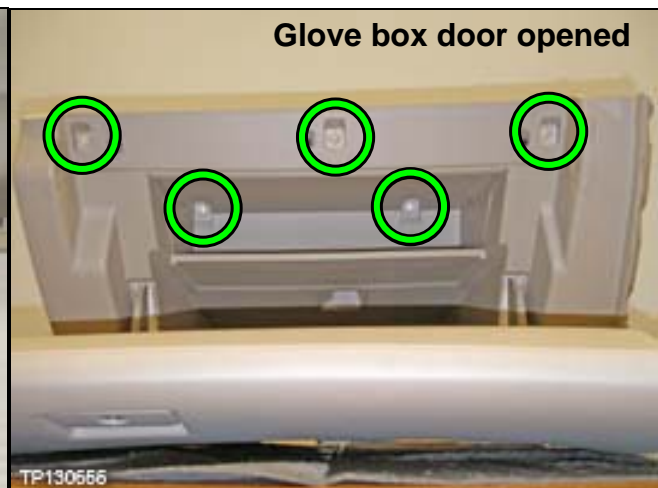


Figure 51

- b. Pull out the glove box assembly.
- c. Unplug the glove box light and socket, and then unfasten the clip from the glove box assembly.
  - Unfasten the clip by pinching the tip and pushing it through its hole.
- d. Remove the glove box.

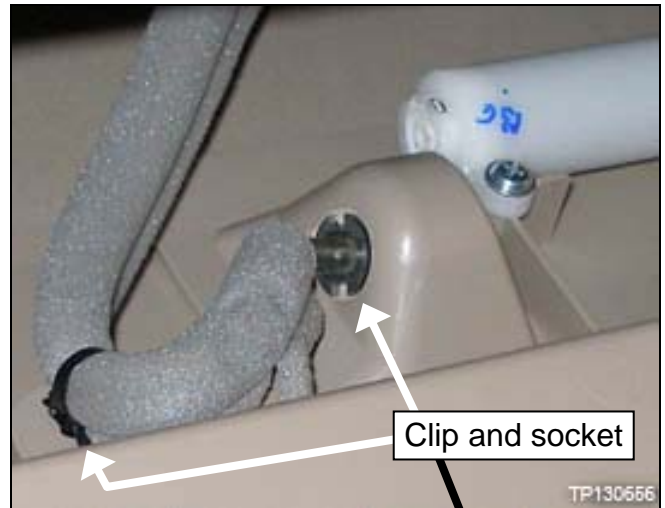


Figure 52

- e. If equipped: Unplug the passenger foot lamp and socket.



Figure 53

45. Remove the two (2) passenger side air bag module bolts, and then disconnect the connector(s) where shown in Figure 54.

- These items are located above the glove box area.
- The passenger air bag module will still be attached to the instrument panel.



Figure 54



46. Remove the seven (7) IP screws, and one (1) 10 mm bolt.

- Refer to this and the next page for screws and bolt locations.

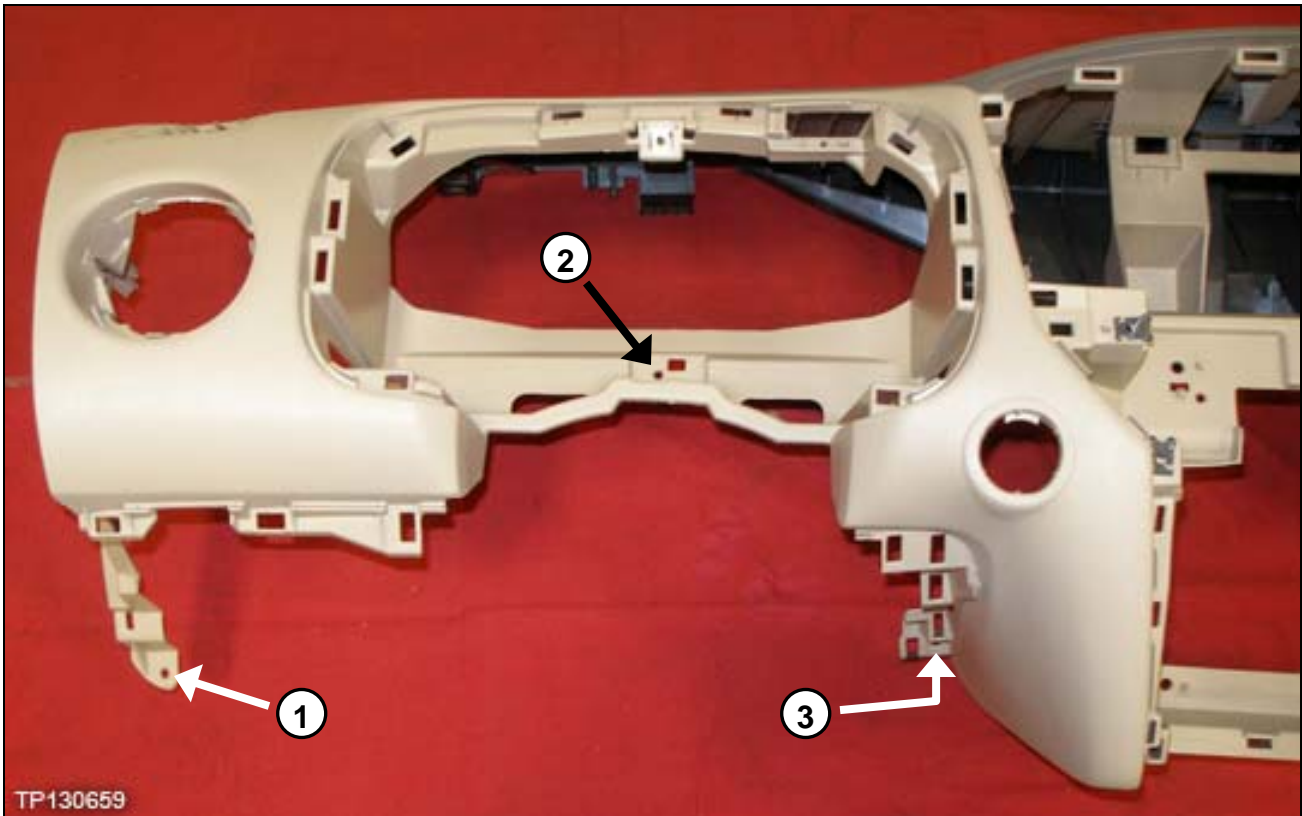


Figure 55; driver side, front

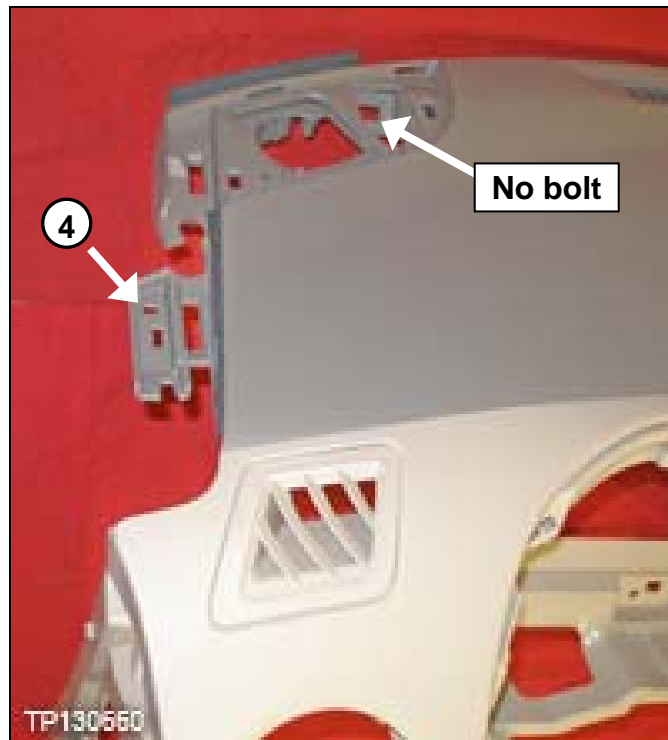


Figure 56; driver side, top

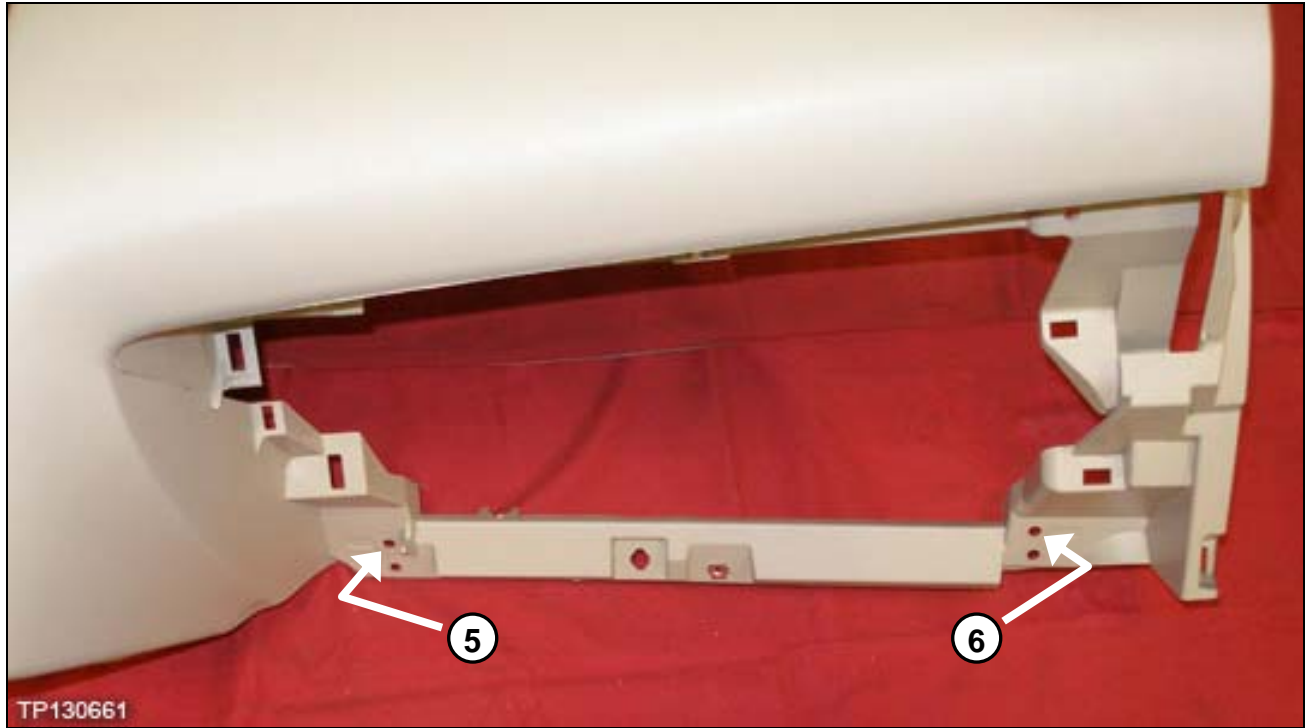


Figure 57; passenger side, lower front

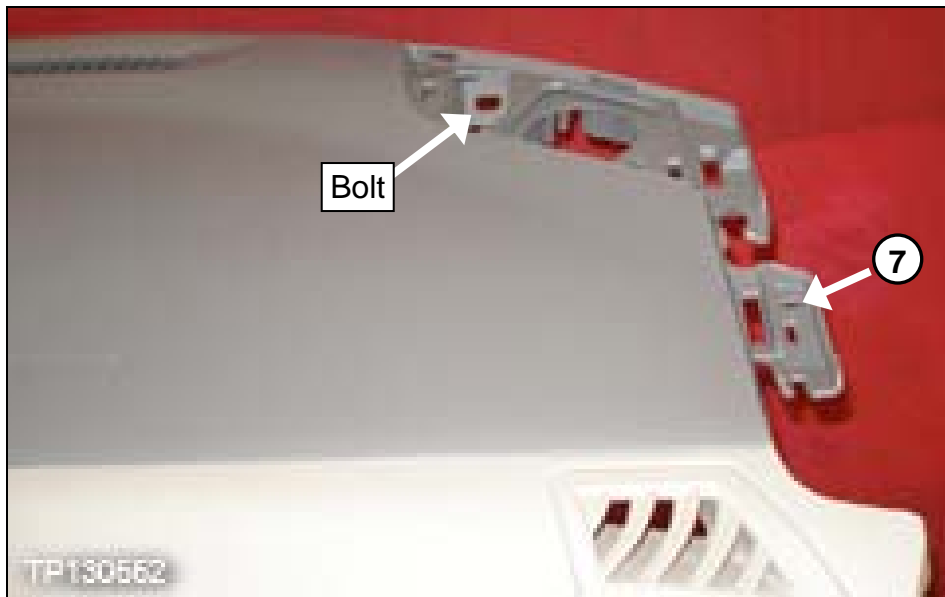


Figure 58; passenger side, top



47. Partially pull out the IP.

48. Using suitable tools, remove the three (3) small bolts, and then pull out the RH tweeter.



Figure 59

49. Disconnect and remove the RH tweeter.

**NOTE:** The RH tweeter has one position for installation only, as shown in Figure 60.

**CAUTION:** Be careful not to damage the tweeter (see Figure 61).

50. Unfasten the RH tweeter harness clip from the duct (see Figure 62).

- Figure 62 is looking in the end of the passenger side IP partially pulled out.

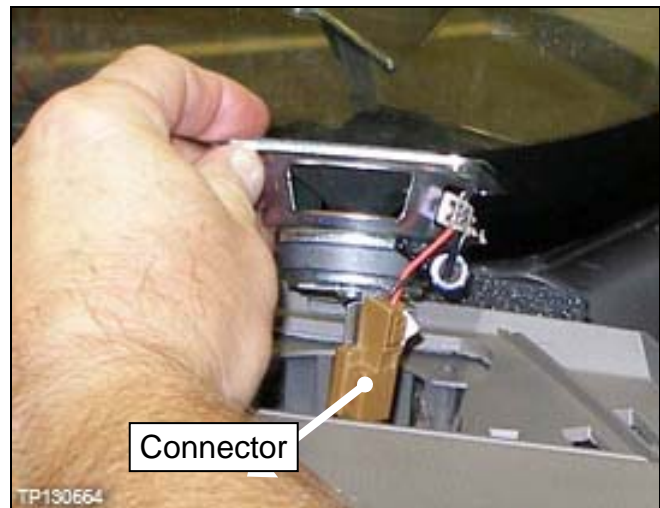


Figure 60

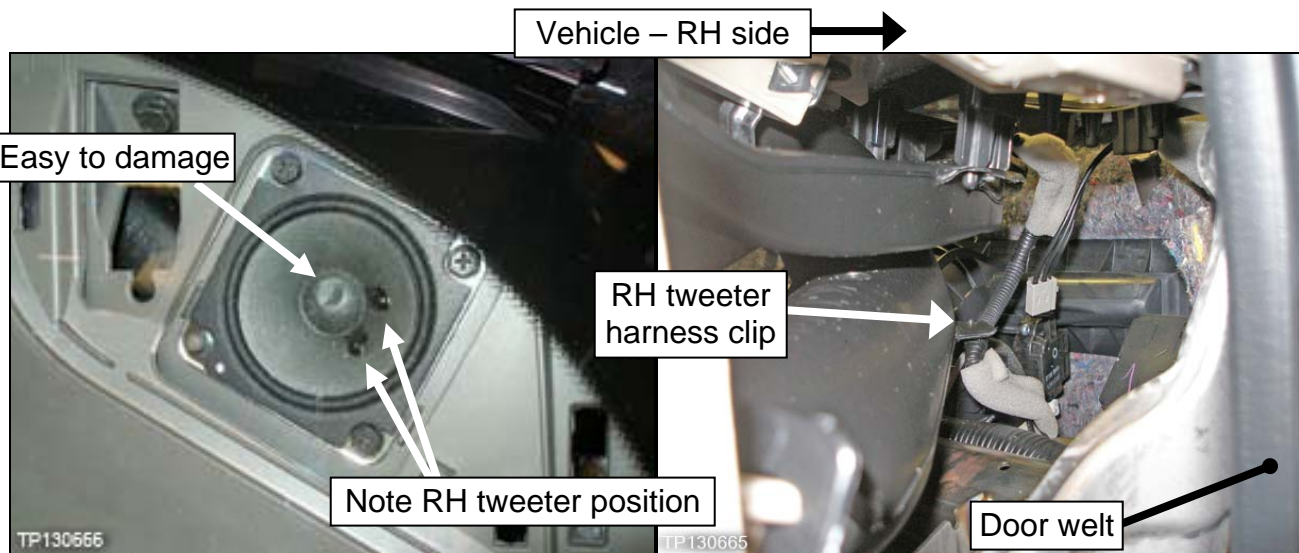


Figure 61

Figure 62

51. If equipped: Disconnect the center speaker's connector.



Figure 63

52. Using suitable tools, remove the three (3) small bolts, and then pull out the LH tweeter.

53. Disconnect and remove the LH tweeter.

**NOTE:** The LH tweeter has one installed position only (see Figure 64).

**CAUTION:** Be careful not to damage the tweeter.

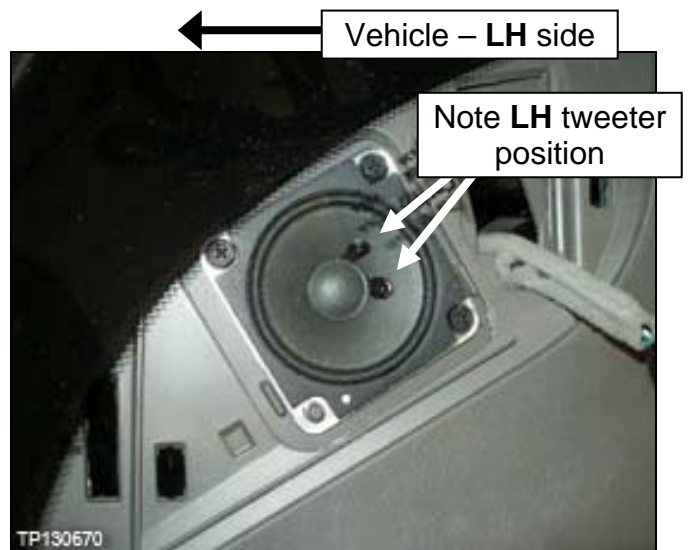


Figure 64

54. Unfasten the LH tweeter harness clip from the duct (see Figure 65).

- Figure 65 is looking in the end of the driver side IP partially pulled out.

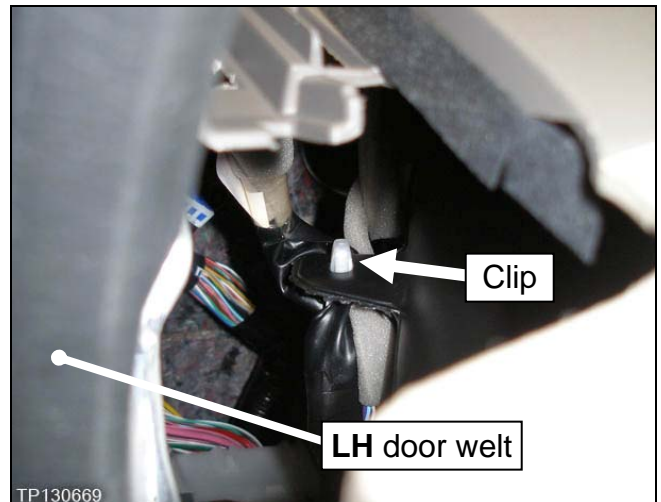


Figure 65

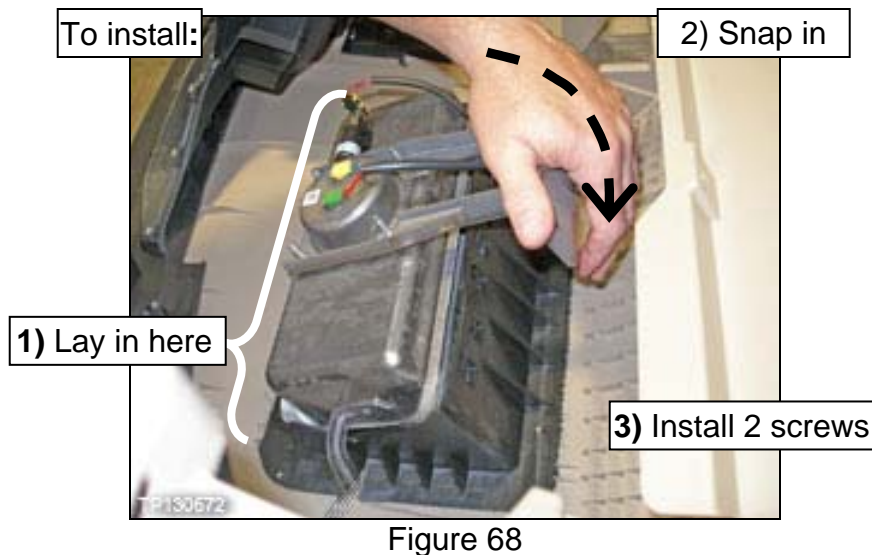
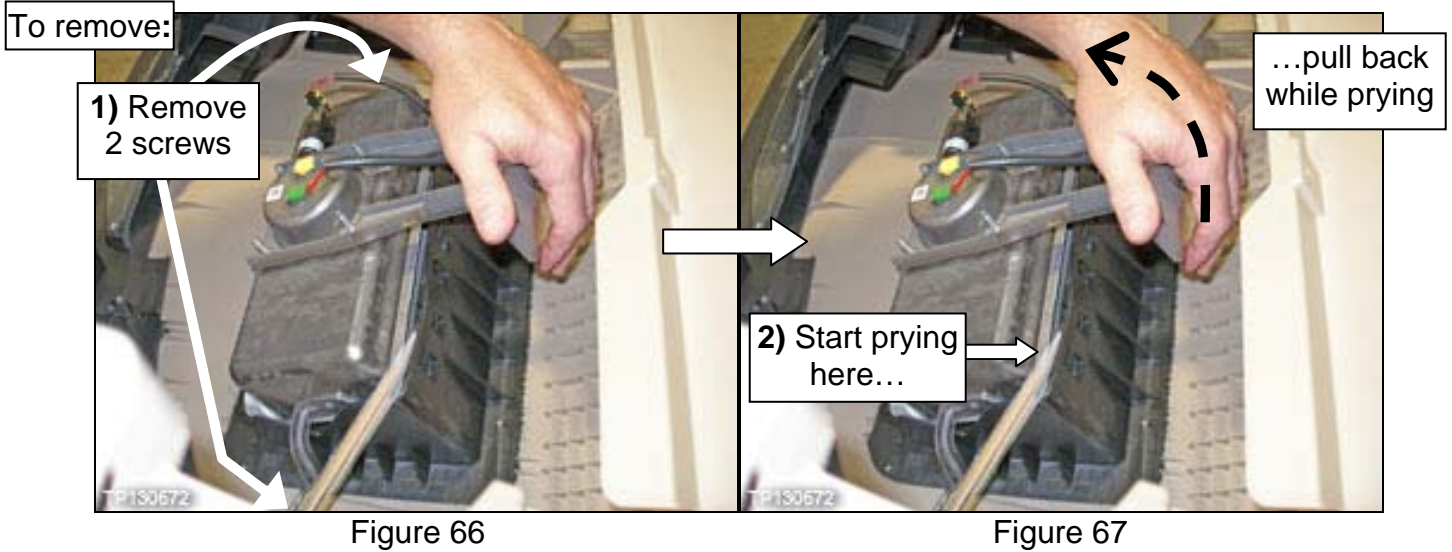
55. Remove the IP from the vehicle through the front passenger door.

**NOTE:** This is a two-person job.

## Parts Transfer from Old to New Instrument Panel (IP)

**NOTE: Work in a clean area using protective surfaces such as fender covers on a bench while performing this procedure.**

1. Transfer the following parts from the old to the new IP:
  - One-piece ventilator duct (no picture shown)
  - Defroster ducts (no picture shown)
  - Passenger air bag module
  - Side ventilator grilles (see next page)
  - Center grille (or center speaker grille, if equipped). See next page.
  - If equipped: Center speaker (see next page)
  - GPS antenna
  - Passenger side air bag module traceability barcode label (see next page)





### Side ventilator grilles (see Figure 69)

- **1)** Press in on clips, **2)** push side ventilator grille through the front of the IP.
- Install the side ventilator grilles in the new IP in reverse direction of removal until the clips snap in place.

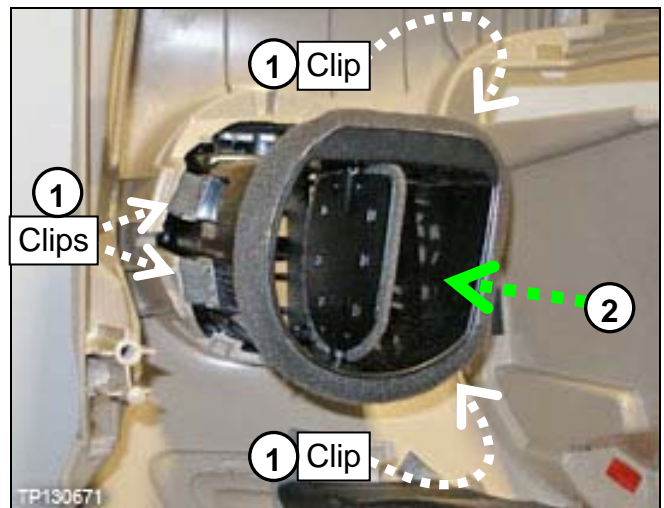


Figure 69

### Center grille/speaker grille (see Figure 70)

- **1)** Push clips inward, **2)** push clips through the holes, remove grille.

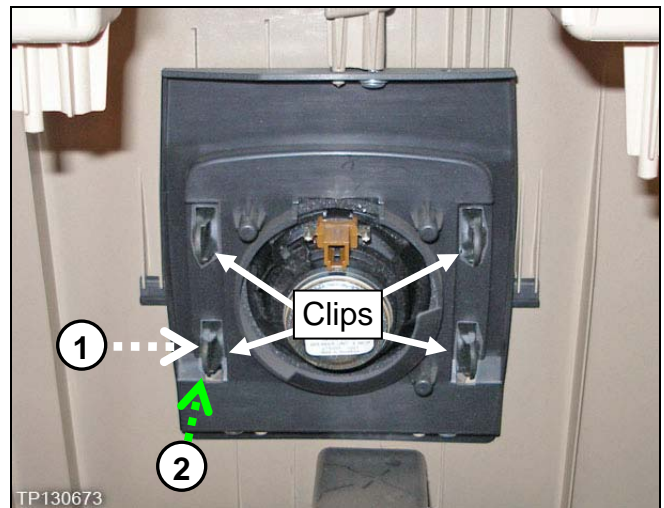


Figure 70

### If equipped: Center speaker (see Figure 71)

- Remove three (3) screws, lift out speaker.
- The center speaker has one installed position only. See cutout and dowel, Figure 71.

Install the grille, and speaker (if equipped), in the new IP in reverse order of removal.

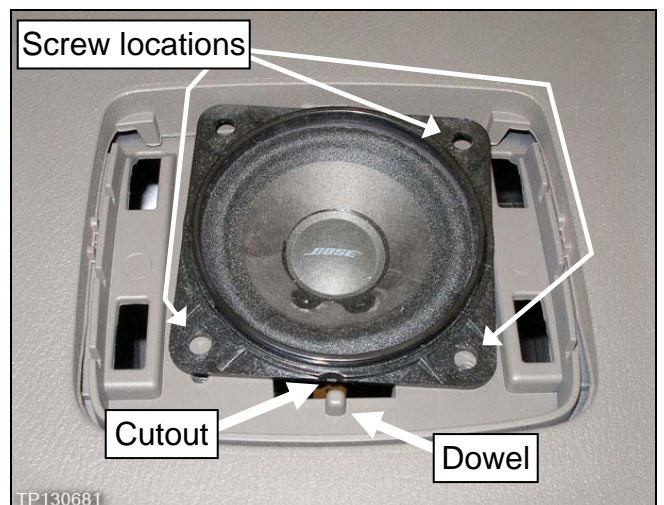


Figure 71

GPS antenna (see Figure 72)

- a. Remove one (1) screw.
- b. Unfasten three (3) clips.
- c. Install the GPS antenna in the new IP.

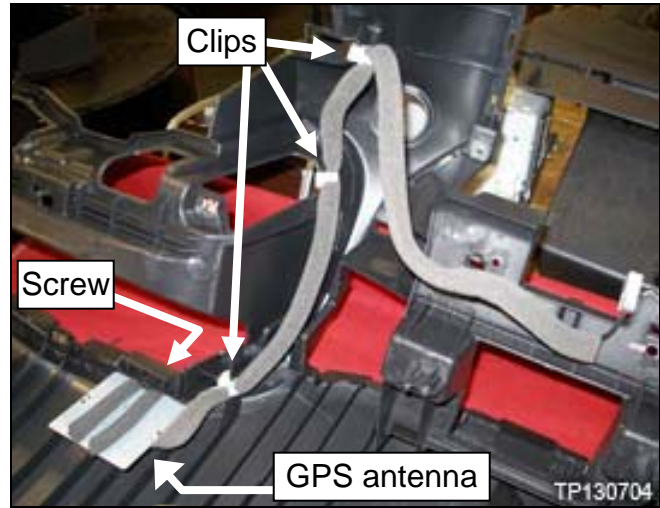


Figure 72

Transfer the passenger side air bag module traceability barcode label (see Figure 73) from the old to the new IP in the same location.



Figure 73

Once all parts are transferred from the old IP to the new one, render the old IP non-reuseable by drilling holes in it.



## Install the Instrument Panel (IP)

Install the IP in reverse order of removal.

Additional information related to IP installation:

- Review all notes in the **Remove the Instrument Panel (IP)** section of this bulletin regarding speaker position, steering wheel alignment, etc. Use example pictures to make sure parts are correctly installed.
- When installing the speakers (with the IP placed in the vehicle but pulled back), make sure all harnesses and connectors are properly placed.
- Make sure both locator hooks and all alignment tabs are correctly positioned against the body and steering member assembly (see photo below and on the next two pages).

**IMPORTANT: The IP must be correctly seated on all hooks and tabs prior to securing the seven (7) screws and one (1) bolt.**

- There is a screw hole next to each tab where the IP is almond colored. When the tabs are properly seated, the IP will be flush against the steering member assembly. See example below.

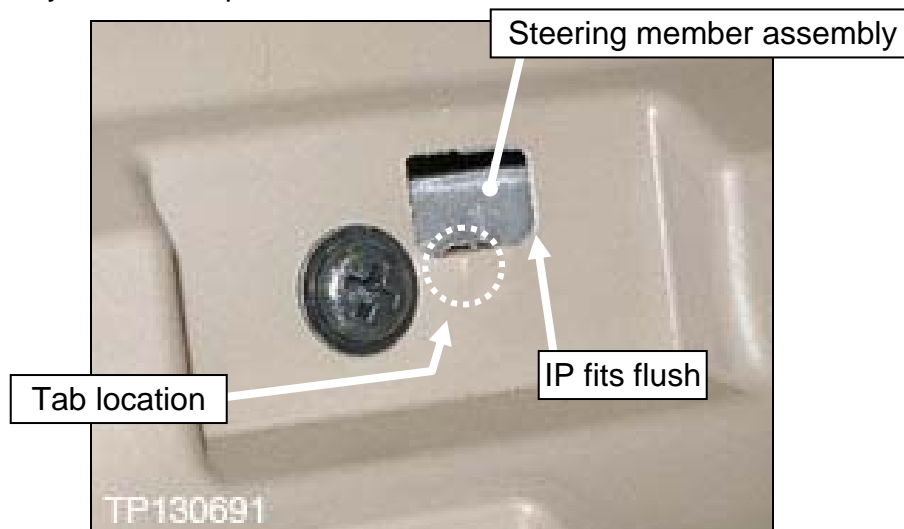


Figure 74

- Steering wheel nut torque: 34.3 N•m (3.5 kg-m, **25 ft lbs**)
- Driver air bag module bolts torque: 10.5 N•m (1.1 kg-m, **8 ft lbs**)
- Passenger front air bag module bolts torque: 22.3 N•m (2.3 kg-m, **16 ft lbs**)

**CAUTION:** Make sure to install the tether clip to the front pillar finisher before installing the front pillar finisher.

- Connect the battery cables, positive cable first.
- Make sure the spiral cable is correctly aligned when installed.
  - **For all CAUTIONS, see the G STEERING > STC Steering System section of the ESM.**
- Adjust the neutral position of the steering angle sensor.
  - Refer to the **F BRAKES > BRC Brake Control System** section of the ESM.
- Reset audio presets, power windows, clock, etc.

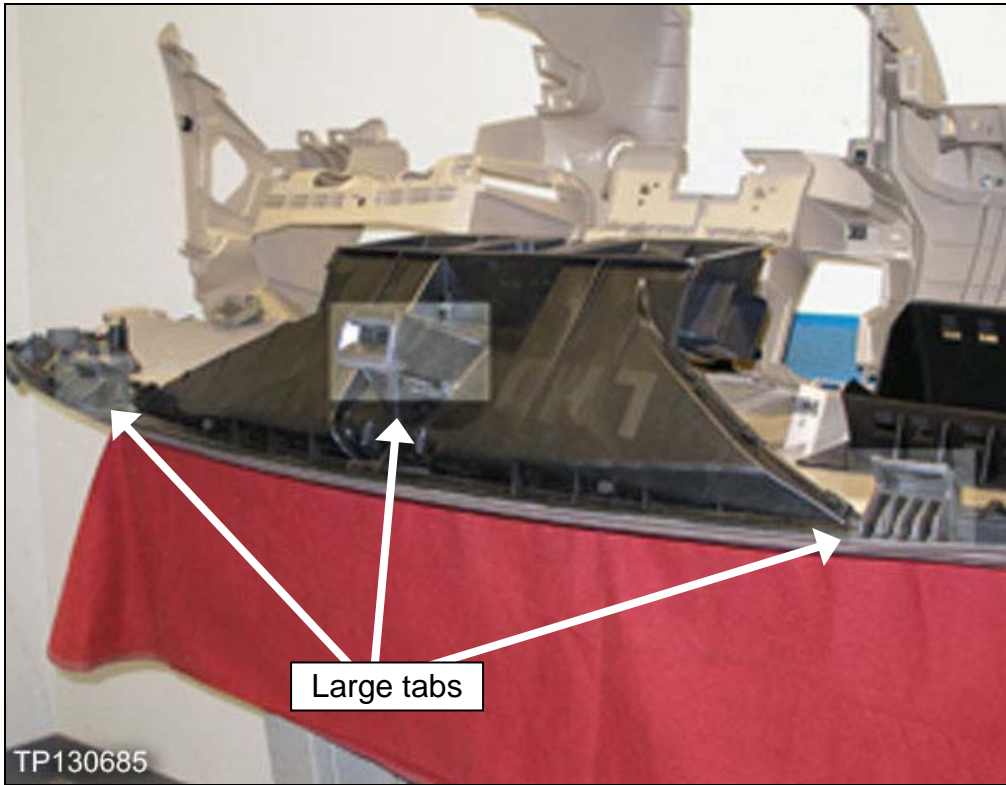


Figure 75

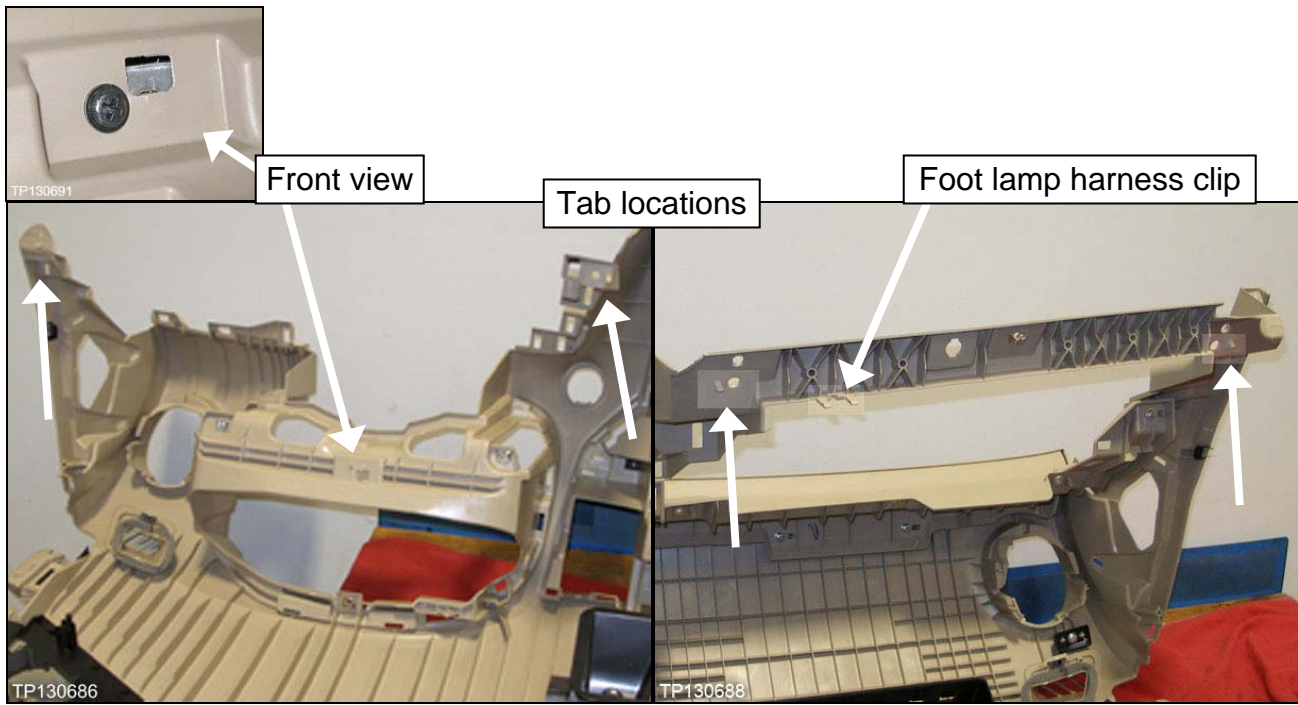


Figure 76; driver side

Figure 77; passenger side

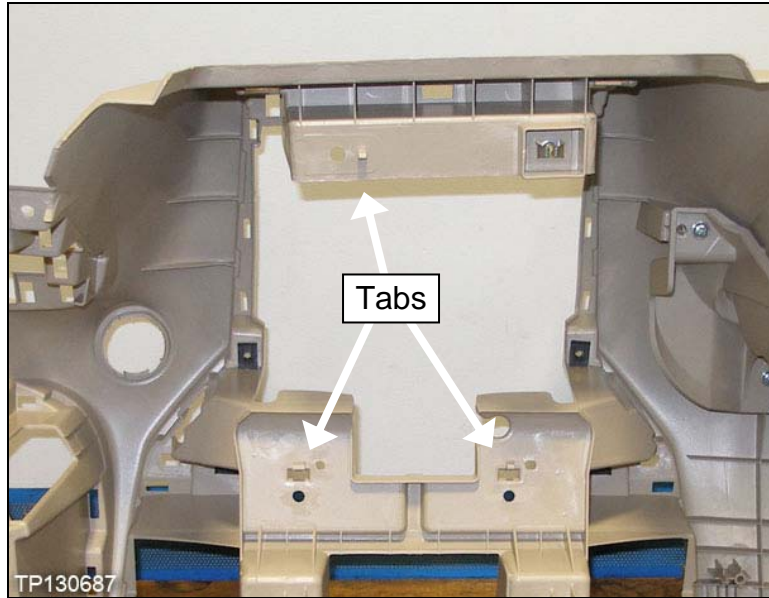


Figure 78; audio unit area

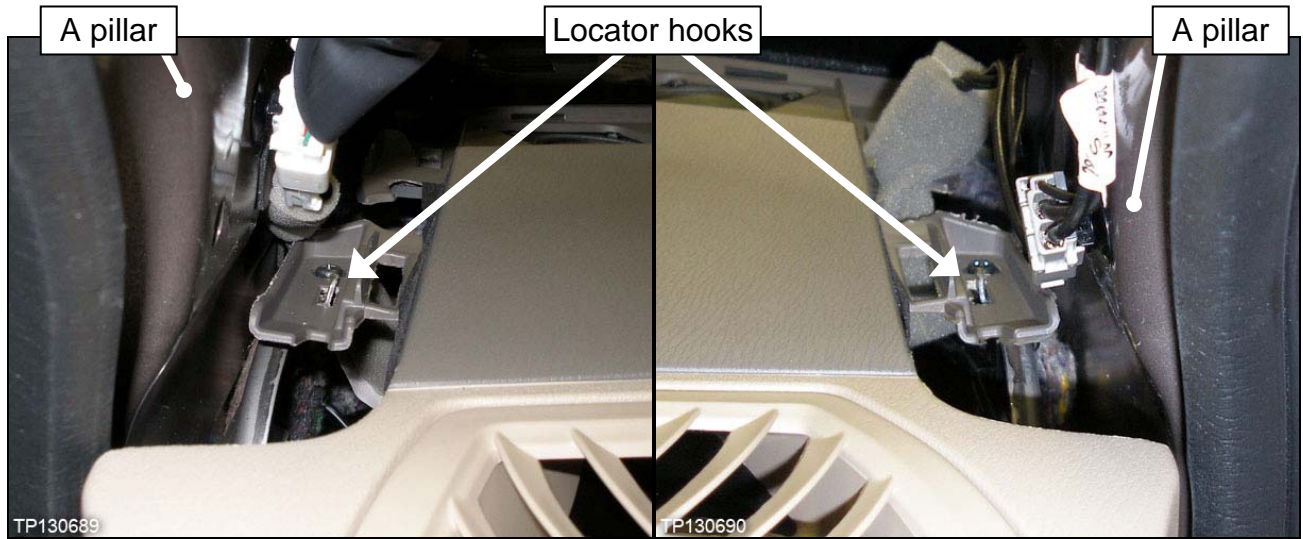


Figure 79; driver side

Figure 80; passenger side

**PARTS INFORMATION**

<b>DESCRIPTION</b>	<b>PART #</b>	<b>QUANTITY</b>
Panel & Pad Assy-Instrument (IP)	68100-3KA4B	1
Bolt (driver air bag)	01121-0030U	2
Bolt (passenger side air bag)	01141-00461	2
Clip ("A" pillar)	76988-3DN0A	2
Nut (steering wheel)	01223-00241	1

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

"CM" ID #: PC243

<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
Replace Instrument Panel Assembly	PC2430	3.0 hrs



## **OWNER'S LETTER (example of typical owner's letter)**

Dear Nissan Pathfinder Owner:

This 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 which relates to motor vehicle safety exists in certain 2014 Model year Nissan Pathfinder vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

### **Reason for Recall**

On certain Pathfinder vehicles with almond-colored interiors, the instrument panel front passenger air bag cover may have been manufactured out-of-specification. If a vehicle with an affected instrument panel is involved in a crash where the front passenger air bag is designed to deploy, it is possible that the air bag may not deploy as intended, increasing the risk of injury to the front seat occupant.

### **What Nissan Will Do**

Your Nissan dealer will replace the instrument panel assembly with a new one at no cost to the customer for parts and labor. This free service should take 3.5 hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### **What You Should Do**

**If you received this notice, we recommended that you do not allow passengers to ride in the front passenger seat until your vehicle is remedied.** Please contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to make the necessary repairs free of charge, 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.