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2013 Pathfinder CVT Fluid Cooler Hose
Voluntary Safety Recall Campaign

Reference: PC273
Date: May 9, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Note: In late March Nissan issued a Preliminary Dealer Announcement about a Voluntary Safety Recall Campaign for certain MY2013 Nissan Pathfinder vehicles to repair the CVT transmission fluid cooler hose. This Dealer Announcement is a follow up to that preliminary announcement.

"Nissan is conducting a Voluntary Safety Recall Campaign for certain MY2013 Nissan Pathfinder vehicles to repair the CVT transmission fluid cooler hose. In some of the subject vehicles, the internal fluid cooler (ITOC) hose may detach from the cooler due to inadequate clamping force. If this occurs, the CVT transmission fluid will begin to slowly leak and the malfunction indicator lamp (MIL) will illuminate on the instrument panel. If the MIL is ignored, the CVT transmission fluid will drain further, resulting in noise and vibration. If this is ignored, eventually the CVT transmission will no longer operate properly and the vehicle will stop accelerating, which could increase the risk of a crash.

Nissan plans to begin notifying customers in May, asking them to bring the potentially affected vehicles to an authorized Nissan dealer for repairs at no charge to the customer for parts and labor.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Pathfinder owners."

***** Vehicle Identification*****

There are approximately 3,065 Nissan 2013 Pathfinder vehicles affected by this recall campaign. Dealerships with potentially affected vehicles in inventory were contacted separately with repair information in March, 2014. Dealers should verify their MY2013 Pathfinders are not subject to this recall prior to being retailed.

Nissan Pathfinder vehicles subject to this recall can be identified through:

- **SERVICE COMM** - Beginning May 9, 2014, dealer service departments can complete an inquiry on SERVICE COMM - **I.D. PC273** - to determine if a vehicle is affected.

*******Parts Information *******

The repair kit required for this service campaign is on sales restriction. A part order form is available for dealers to order this repair kit which includes an oil cooler hose and three hose clamps. An O-ring seal will also be needed for the repair.

Part/Description	Quantity	
21631-3KA0E/Hose-Auto Transmission Oil Cooler Kit	1	Required
31526-1XA00/SEAL-O-RING	1	Required

*******Repair Instructions*******

Nissan has developed Recall Campaign Bulletin **NTB14-040** containing repair instructions, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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

It is the dealer's responsibility to perform the reprogram for each vehicle falling within the range of this voluntary recall campaign. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

*******Owner Notification*******

Customers with vehicles affected by this recall campaign will be notified in May, 2014.

FAQ

Q: Is this a Recall Campaign?

A: Yes, Nissan decided that a defect which relates to motor vehicle safety exists in some 2013 Nissan Pathfinder vehicles.

Q: What model year Pathfinder vehicles are involved?

A: Certain model year 2013 Nissan Pathfinder vehicles manufactured from April 18, 2012 through October 3, 2012 at Nissan's Smyrna, Tennessee manufacturing plant are subject to this recall campaign.

Q: What is the issue?

A: In some of the subject vehicles, the internal oil cooler (ITOC) hose may detach from the cooler due to inadequate clamping force. If hose detachment occurs, the CVT transmission fluid will begin to slowly leak and the malfunction indicator lamp (MIL) will illuminate on the instrument panel. If the MIL is ignored, the CVT transmission fluid will drain further, resulting in noise and vibration. If this is ignored, eventually the CVT transmission will no longer operate properly and the vehicle will stop accelerating, which could increase the risk of a crash.

Q: What parts are needed for this recall campaign?

A: There is repair kit required which includes an oil cooler hose and three hose clamps. An O-ring seal will also be needed for the repair.

Part/Description	Quantity	
21631-3KA0E/Hose-Auto Transmission Oil Cooler Kit	1	Required
31526-1XA00/SEAL-O-RING	1	Required

Q. When will vehicle owners be notified?

A: Nissan plans to begin notifying owners of potentially affected vehicles by mail in May 2014.

Q. Have there been any injuries or fatalities related to this?

A. Nissan is not aware of any injuries or fatalities associated with this issue.

Q. What will be the service department action?

A. Nissan will install a special repair kit at no charge to the customer for parts and labor.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This recall campaign is identified as Campaign I.D. **PC273**.

Q. A customer brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?

A. Check SERVICE COMM to confirm **PC273** is displayed as an open campaign. If a customer vehicle is identified in SERVICE COMM, the recall repair procedure should be performed.

Q. Are vehicles affected safe to drive?

A. Yes, however, customers are encouraged to take their vehicles to their nearest dealer as soon as possible.

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

A. No other models are affected by this recall campaign. Infiniti JX vehicles are not affected because they are equipped with a different CVT transmission with a lower operating pressure.