



SAFETY RECALL

CAMPAIGN BULLETIN

Secondary Hood Latch Bracket Voluntary Recall Campaign

Reference: PC840

Date: September 14, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022 Pathfinder (R53)	3,030	110	September 14, 2021	YES

***** Campaign Summary *****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that the previously announced quality action (PC818), for new vehicle inventory, is being reclassified as a Voluntary Recall Campaign. Dealers will inspect and, if necessary, replace the secondary hood latch bracket on **3,030** specific MY2022 Pathfinder vehicles identified in Service Comm and DBS National Service History.

Due to a welding equipment maintenance issue, certain Pathfinder vehicles may have been manufactured with insufficient welds on the secondary hood latch retainer bracket. As a result, the retainer bracket may move out of position and result in partial secondary hood latch engagement. If the retainer bracket detaches completely from the front bumper assembly, the secondary hood latch will not engage which does not comply with S4.2 of FMVSS 113; Hood Latch Systems.

If this condition occurs and the primary hood latch is not engaged, the hood may open without warning and obstruct the driver's forward view while the vehicle is in motion; increasing the risk of a crash.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC840**
 - 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. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers should use **NTB21-084** to inspect and, if necessary, remedy any vehicles subject to this campaign.

4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** **Release Schedule** *****

Parts	<p>Parts replacement may not be necessary. If inspection results indicate that parts replacement is required, the part listed below is currently on restriction and may be ordered via DBS.</p> <ul style="list-style-type: none"> • Parts may be ordered via normal process beginning September 28, 2021. <table border="1" style="margin-left: 40px;"> <thead> <tr style="background-color: #333; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>62240-6TA1A</td> <td>Retainer-Frt Bumper Upper</td> <td>1 (If Needed)</td> </tr> </tbody> </table>	Part Number	Description	Quantity	62240-6TA1A	Retainer-Frt Bumper Upper	1 (If Needed)
Part Number	Description	Quantity					
62240-6TA1A	Retainer-Frt Bumper Upper	1 (If Needed)					
Repair	<ul style="list-style-type: none"> • NTB21-084 						
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in October 2021 via U.S. Mail.						

***** **Dealer Responsibility** *****

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary 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 new vehicle inventory. If a VIN subject to this recall 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.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a welding equipment maintenance issue, certain Pathfinder vehicles may have been manufactured with insufficient welds on the secondary hood latch retainer bracket. As a result, the retainer bracket may move out of position and result in partial secondary hood latch

engagement. If the retainer bracket detaches completely from the front bumper assembly, the secondary hood latch will not engage which does not comply with FMVSS 113; Hood Latch Systems.

Q. What is the possible effect of the condition?

A. If this condition occurs and the primary hood latch is not engaged, the hood may open without warning and obstruct the driver's forward view while the vehicle is in motion; increasing the risk of a crash.

Q. What will be the corrective action for this voluntary recall campaign?

A. Dealers will inspect and, if necessary, replace the secondary hood latch bracket.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1) 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 notifying owners of all potentially affected vehicles in **October 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. If the secondary latch is not fully engaged or has detached, please ensure your hood is securely closed using the primary latch and bring your vehicle to the nearest dealer for service. Affected owners are encouraged to have their vehicles inspected and, if necessary, remedied as soon as possible upon notification.

Q. Can the hood open while driving if the primary hood latch is engaged?

A. No. The primary hood latch works as designed. The recall condition occurs if the secondary hood latch is not fully engaged or detaches from the front bumper retainer bracket and the primary hood latch is not engaged.

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

A. Yes. If the secondary latch is not fully engaged or has detached, please ensure your hood is securely closed using the primary latch and bring your vehicle to the nearest dealer for service.

Affected owners are encouraged to have their vehicles inspected and, if necessary, remedied as soon as possible upon notification.

Q. Are parts readily available?

A. Parts replacement may not be necessary. If inspection results indicate that parts replacement is required, parts are on restriction and may be ordered via DBS. Parts may be ordered via normal process beginning **September 28, 2021**.

Q. Is there any charge for this service?

A. No. The remedy will be performed for the customer free of charge for parts and labor.

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. 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 the recall campaign.

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

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

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

Q. What model year vehicles are involved?

A. Certain Model Year 2022 Nissan Pathfinder vehicles manufactured from June 10, 2021 to July 28, 2021 at the Smyrna, TN plant are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
September 14, 2021	Voluntary Recall Campaign	New Campaign Announcement