



Nissan North America, Inc.

One Nissan Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

November 5, 2021

Mr. Jeff Giuseppe
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
Room W48-302
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Mr. Giuseppe:

We are transmitting the enclosed supplement to the Non-Compliance Information Report filed on September 23, 2021. This supplement updates section(s) 6 and 7: Basis for Determination of the Existence of a Noncompliance and Description of Corrective Action, respectively.

Very truly,

A handwritten signature in black ink, appearing to read "Derek Latta", with a long horizontal flourish extending to the right.

Derek Latta
Manager,
Technical Compliance

Encl.

NONCOMPLIANCE INFORMATION REPORT

1. Manufacturer:

Nissan North America, Inc., Smyrna plant

2. Vehicles Potentially Involved:

Certain Model Year 2022 Nissan Pathfinder vehicles manufactured from May 3, 2021 (Start of production) to July 23, 2021 at the Smyrna, TN plant.

These issues are unique to the manufacturing range listed above because they occurred at the (Tier 3) supplier during assembly of the internal components and welding process of the third row seat headrests for specific MY 2022 Pathfinder vehicles. These issues occurred at the start of production for a brand new model. No other Nissan or INFINITI vehicles are affected.

The name, description and part number of the recalled components are below:

Part Name	Part Description	Color	Part Number
W (BASE + SV GRADE)	Center Headrest	Charcoal	86410 6TA0A
W (BASE + SV GRADE)	Center Headrest	Light Grey	86410 6TA0B
W SL GRADE	Center Headrest	Charcoal	86410 6TA1A
W SL GRADE	Center Headrest	Light Grey	86410 6TA1B
W PLATINUM GRADE	Center Headrest	Charcoal	86410 6TA2A
W PLATINUM GRADE	Center Headrest	Light Grey	86410 6TA2C
W PLATINUM GRADE	Center Headrest	Chestnut	86410 6TA0A
W (BASE + SV GRADE)	Outside Headrest	Charcoal	86480 6TA0A
W (BASE + SV GRADE)	Outside Headrest	Light Grey	86480 6TA0B
W SL GRADE	Outside Headrest	Charcoal	86480 6TA1A
W SL GRADE	Outside Headrest	Light Grey	86480 6TA1B
W PLATINUM GRADE	Outside Headrest	Charcoal	86480 6TA2A
W PLATINUM GRADE	Outside Headrest	Light Grey	86480 6TA2B
W PLATINUM GRADE	Outside Headrest	Chestnut	86480 6TA2C

The headrest assembly supplier (Tier 1) for Pathfinder vehicles:

Adient US-LLC

Supplier Code: 1004300

Address: 1501 Molloy Lane, Murfreesboro, TN 37129, USA.

Jennifer McGregor, Director of Quality

(615) 517-9668

Jennifer.renee.macgregor@adient.com

3. Total Number of Vehicles Potentially Involved:

Approximately 10,082 MY 2022 Nissan Pathfinder vehicles are affected.

For certain Pathfinder vehicles fitted with third row headrest(s) that are affected by the insufficient weld issue, approximately 4,316 vehicles were identified at the Smyrna plant and the affected headrests were replaced prior to being shipped to dealers.

4. Percentage of Vehicles Estimated to Actually Contain the Noncompliance:

Incident rate for headrest weld condition: 1.68%

Incident rate for headrest over travel condition: 0.18%

5. Description of the Noncompliance:

Due to an equipment issue during the welding operation at the supplier, the third-row headrest(s) in certain Pathfinder vehicles may contain poor weld penetration on the rod that attaches the headrest to the seat assembly. As a result, the third-row seat headrest rod may detach and fully separate from the headrest assembly. If the headrest assembly detaches during a rear-end crash, it may potentially increase the risk of injury to the third-row seat occupants.

In addition, due to a supplier assembly issue, there is a potential misalignment of certain internal components of the third-row seat headrest which may cause the customer to notice abnormal movement due to over travel of the headrest. As a result, the third-row headrest may not perform as intended during an accident, and could increase the risk of injury to the rear-passenger occupants.

Under these conditions, the third row headrests are non-compliant with S4.2.6 and S4.2.7, respectively of FMVSS 202a; Head Restraints.

6. Basis for Determination of the Existence of a Noncompliance

On July 21, 2021, during production of the third-row seat assembly, a supplier line operator discovered the left-side rod was detached from the center headrest on a Model Year 2022 Pathfinder. The supplier began an investigation and notified Nissan of the issue.

Upon learning of the issue, Nissan initiated a stop shipment and yard sort at the Smyrna plant to determine if any of the potentially affected headrests were used in production. During the yard sort, Nissan inspected a combined 4,532 headrests and identified 76 headrests with the subject weld condition.

August 2021 – Nissan learned of a second issue from the supplier concerning certain the third-row headrests. In this case, the line operator noticed excessive play in an outboard headrest during production. The supplier continued to investigate both third-row headrest issues simultaneously. As part of the containment activity, the supplier inspected 15,398 headrests and found 27 headrests with the subject misalignment condition.

The supplier investigations revealed that process control issues led to the two concerns. Insufficient welding process quality control issues during the welding of the headrest could potentially cause poor weld penetration at the left side headrest rod. Possible misalignment of the assembly fixture during the internal headrest mechanism assembly could potentially result in excessive play of the outboard headrest. The supplier implemented separate production countermeasures to prevent the issues from reoccurring.

Concurrently, Nissan conducted a safety assessment to evaluate both the insufficient weld and misalignment conditions, and their impact to the regulation (FMVSS 202a).

September 16, 2021 – Out of an abundance of caution, Nissan made a decision to recall all potentially affected vehicles to replace potentially affected rear headrests.

Nissan is not aware of any warranty claims attributed to either condition.

7. Description of Corrective Action:

Nissan will notify all owners of potentially affected vehicles by November 19, 2021. Dealers were notified September 24, 2021 and will receive an updated notification by November 12, 2021. For vehicles potentially affected with the misalignment issue, dealers will remove and replace the two (2) outboard headrests. For vehicles potentially affected by the welding issue, dealers will remove and replace all three (3) third row seat headrests.

We will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are under warranty.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.