



SAFETY RECALL

CAMPAIGN BULLETIN

Hood Lock Assembly Voluntary Safety Recall Campaign

Reference: R24C6, R24B7

Date: March 14, 2025

Attention: Dealer Principal, Sales, Service & Parts Managers

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

REVISION 2 Please discard earlier versions of this bulletin.

The announcements under campaign IDs R24B7, R22A2 and R22A3, from October 31, 2024 have been revised to include the following:

- Vehicles previously identified under Campaign ID **R24B7** are now identified in Service Comm and National Service History as campaign ID **R24C6** for final repair and parts
 - Campaign ID **R24B7** will be closed
 - All vehicles that had the interim repairs completed under previous PNCs related to this action will need to have **R24C6** completed
- A **"Service Parts Return"** section has been added to this campaign dealer announcement. Nissan is requesting dealers to check their parts inventories for any of the part numbers listed in the table below under the **"Service Parts Return"** section. Nissan North America is requesting dealers to return these parts immediately using the instructions provided in this dealer announcement. **If any of these parts are found in inventory, do not sell this part or install this part on any vehicle.**
- An invitation to repair with final remedy will be mailed to owners beginning **March 2025**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013-2016 Pathfinder (R52)	322,671	NA	March 14, 2025	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) that it is recalling certain specific MY2013-2016 Nissan Pathfinder vehicles to address a hood opening while driving issue.

On certain Pathfinder vehicles, dust and dirt contamination may accumulate on and around the bell crank lever pivot joint. Over time, the build-up of contamination, combined with a lack of proper inspection and maintenance of the secondary latch release lever (as described in the Owner's Manual), can create mechanical binding that could cause the latch to remain in the open position after it has been disengaged. In addition, this contamination can scratch the secondary latch's protective anti-corrosion coating, allowing corrosion of the bare metal in the pivot joint.

The bell crank lever actuates the secondary hood latch. In such cases where the bell crank lever remains in the open position, if the primary hood latch is inadvertently released or the hood is not closed properly

after engine service, the secondary hood latch may not hold the hood closed, as designed, while the vehicle is in motion. If this condition occurs, the hood may open without warning and obstruct the driver's forward view, increasing the risk of crash.

Nissan now has the final remedy and parts available for this campaign. Your Nissan dealer will replace the bell crank assembly on your vehicle with updated parts.

Owners will receive an invitation to repair notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the final remedy work completed at no cost to the owner.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R24C6**.
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 **NTB25-010** to 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	Refer to NTB25-010 to determine the required parts for this repair. Parts are on restriction and can be ordered via DBS.
Repair	<ul style="list-style-type: none"> • NTB25-010
Owner Notification	<p>Owners of affected vehicles were mailed a third interim notification letter beginning October 2024, that reminded owners of proper hood latch inspection and maintenance as outlined in the owner's manual.</p> <p>Nissan now has the final repair and parts available for this recall. Nissan will send owners another letter asking them to bring their vehicle to a Nissan dealer to have the final repair completed beginning in March 2025.</p>

****** Body Damage Claims Information ******

If the vehicle has incurred damage due to the hood opening while in motion, **preapproval is required** before initiating body repairs.

- Contact the Warranty claims call center 1-800-258-7008 Option 7
 Additionally, please send an email with the following information to:
paint.inspections@nissan-usa.com. Please include R24C6 your dealer code, and VIN in the subject line of the email.
- Photos of the VIN plate and odometer reading
- Photos of the damage (include all parts requiring repair)
- Estimate to repair the vehicle (**including rental** while body repairs are being performed)

******Service Parts Return******

The bell crank hood lock part number listed in the table below is obsolete and may have been shipped to dealer service inventory. Nissan is requesting dealers to check their parts inventories for all the part numbers listed in the table below. **If a listed part is found in your parts inventory, do not sell this part, or install this part on any vehicle.**

- These returns will not affect the dealer's obsolescence accrual.

Nissan North America is requesting Dealers to return the listed parts no later than March 28, 2025 using the following instructions:

1. Create a **G-Code** RFC, an invoice# is not necessary
2. Be sure to use **these specific comments:** **"PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION"**.
3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: NNACampaignParts@nissan-usa.com

Part Number	Description	Applied Model
65603-9UA0A	Crank-Bell, Hood Lock	2013-2016 Pathfinder (R52)

****** 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 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 dealer 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.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a Safety recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the Voluntary Safety Recall?

A. Dust or dirt contamination may accumulate around the secondary latch lever pivot joint. This build-up of contamination can cause the lever to stick or seize. This same contamination build up can scratch the secondary latch's protective coating allowing corrosion of bare metal in the pivot joint.

Q. What is the possible effect of this condition?

A. The bell crank lever actuates the secondary hood latch. In such cases where the bell crank lever remains in the open position, if the primary hood latch is inadvertently released or the hood is not closed properly after engine service, the secondary hood latch may not hold the hood closed, as designed, while the vehicle is in motion. If this condition occurs, the hood may open without warning and obstruct the driver's forward view, increasing the risk of crash.

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

A. The final repair and parts are now available. Your Nissan dealer will replace the bell crank assembly on your vehicle with updated parts. Until the final repair is completed, Nissan advises to press firmly on the front center of the hood to ensure it is fully closed and latched with the primary hood latch before driving.

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 (1.0) 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 start notifying affected owners to bring their vehicles to a Nissan dealer for the final repair starting in **March 2025**. Notifications will be sent via U.S. Mail

Q. Is my vehicle safe to drive?

A. Until the final repair is completed, Nissan advises to press firmly on the front center of the hood to ensure it is fully closed and latched with the primary hood latch before driving.

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

A. Yes. If your vehicle is subject to this campaign, you would have received a third interim Owner Notification letter beginning in October 2024 with reminders for proper hood lock and secondary latch inspection and maintenance as outlined in the owner's manual. If the secondary latch is

found to be sticking or customer has a concern, ensure your hood is securely closed and bring your vehicle to the nearest dealer for service. In addition, Nissan advises to press firmly on the front center of the hood to ensure it is fully closed and latched with the primary hood latch before driving.

Q. Can the customer identify the concern?

- A. The customer may detect the condition if the following situations occur:
- The hood may flutter or make noise before it opens while driving
 - The IKEY may reflect an error if equipped with remote engine start
 - The customer may observe the hood latch sticking while servicing or inspecting the hood latch assembly.

Q. Are parts readily available?

A. Yes.

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 1-800-777-9999 if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. The campaign will cover the towing costs for affected vehicles that have experienced a hood open while driving occurrence.

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$200 (Max)
Contact the Warranty claims call center 1-800-777-9999 if additional expense is required.		

Q. Is there any charge for this service?

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

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 service.

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

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

A. The final repair 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. Model Year 2013-2016 Nissan Pathfinder vehicles manufactured in the Smyrna, TN plant from June 20, 2012 to July 27, 2016 are potentially affected.

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

A. No. This issue is unique to Model Year 2013-2016 Nissan Pathfinder vehicles due to a combination of the model front end design and anti-corrosion. This issue does not affect any other Nissan or INFINITI vehicles.

Revision History:

Date	Announcement	Purpose
June 24, 2022	Original Document	New campaign announcement
October 31, 2024	REVISION 1	TSB revised with updated campaign ID and claims information
March 14, 2025	REVISION 2	Final repair and parts available