



# SAFETY RECALL

## CAMPAIGN BULLETIN

Hood Lock  
Voluntary Safety Recall Campaign

Reference: R24B7, R22A3, R22A2

Date: October 31, 2024

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 1 Please discard earlier versions of this bulletin.

The announcements under campaign IDs R22A2 and R22A3, from June 24, 2022 have been revised to include the following:

- Vehicles previously identified under Campaign IDs R22A2 and R22A3 are now identified in Service Comm and National Service History as campaign ID R24B7
  - Both Campaign IDs R22A2 and R22A3 will be closed
- Repair bulletin NTB22-053 has been revised and is now available:
  - Campaign ID updated to R24B7
  - Claims information revised
- A third interim owner notification letter will be mailed to owners beginning **October 2024**
  - Nissan is continuing work to finalize the preparation of the remedy parts for this recall
  - When the final remedy parts are available, Nissan will send owners another letter asking them to bring their vehicle to a Nissan dealer for repair

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013-2016 Pathfinder (R52)	322,671	NA	October 31, 2024	<b>YES</b>

#### \*\*\*\*\* 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 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 secondary latch release 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 secondary latch release lever actuates the secondary hood latch. In such cases where the secondary hood latch 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 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 will mail affected owners an Interim Owner Letter that will instruct the owners how to properly inspect the hood lock and the secondary latch for proper working condition (no sticking). If the hood lock and secondary latch move freely, the owner can clean and lubricate the hood lock and secondary latch per the Owner's Manual general maintenance requirements in Section 8 "Maintenance and DIY", or they may bring their vehicle to a dealer to perform the maintenance free of charge.

If the hood lock and/or secondary latch does not move freely, the customer will be instructed to take their vehicle to a Nissan dealer. The dealer will inspect the hood lock and the secondary latch and, if functioning properly, clean and condition by applying lubricant. If either of these components do not function properly, the hood lock and/or secondary latch will be replaced.

**Nissan is developing a final remedy.** Once the final remedy is available, owners will receive an additional owner 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. **R24B7**.
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 **NTB22-053** 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 \*\*\*\***

<b>Parts</b>	If inspection results indicate that parts replacement is needed, refer to <b>NTB22-053</b> to determine the required parts. Parts can be ordered via the normal process.  <b>NOTE:</b> Parts replaced under this activity will be collected through the Nissan Part Return Program. It is important for dealers to fasten together all parts replaced for each specific vehicle. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.
<b>Repair</b>	<ul style="list-style-type: none"><li>• <b>NTB22-053</b></li></ul>

**Owner  
Notification**

Owners of affected vehicles are being mailed a third interim notification letter beginning **October 2024**. The notice will remind owners of proper hood latch inspection and maintenance as outlined in the owner's manual.

Nissan is working to finalize the preparation of the remedy parts for this recall. When the final remedy parts are available, Nissan will send owners another letter asking them to bring their vehicle to a Nissan dealer for repair.

**\*\*\*\* 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](mailto:paint.inspections@nissan-usa.com). Please include R24B7, 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)

**\*\*\*\* 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 secondary latch lever actuates the secondary hood latch. In such cases where the secondary latch 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 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. As part of an interim remedy, owners will be instructed to inspect the hood lock and secondary latch for proper working condition, and if no sticking is found, to clean and lubricate per the Owner's Manual (Section 8 "Maintenance and DIY"). If customer finds sticking or is concerned, the customer is instructed to bring the vehicle to dealership for inspection.

Dealers will inspect the hood lock and secondary latch for freedom of movement and replace any parts that are found to be sticking.

A final remedy plan is currently under development. Once the final remedy is available, owners will receive another 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.

MAINTENANCE REQUIREMENTS	GENERAL MAINTENANCE
<p>Your NISSAN is designed to have minimum maintenance requirements with long service intervals to save you both time and money; however, some day-to-day and regular maintenance is essential to maintain your NISSAN's good mechanical condition as well as its emissions and engine performance.</p>	<p>During the normal day-to-day operation of the vehicle, general maintenance should be performed regularly as prescribed in this section. If you detect any unusual sounds, vibrations or smells, be sure to check for the cause or have a NISSAN dealer do it promptly. In addition, you should notify a NISSAN dealer if you think that repairs are required.</p>
<p>It is the owner's responsibility to make sure that the scheduled maintenance, as well as general maintenance, is performed.</p>	<p>When performing any checks or maintenance work, closely observe the "Maintenance precautions" in this section.</p>
<p>As the vehicle owner, you are the only one who can ensure that your vehicle receives proper maintenance. You are a vital link in the maintenance chain.</p>	<p><b>EXPLANATION OF GENERAL MAINTENANCE ITEMS</b></p>
<p><b>Scheduled maintenance</b></p>	<p><b>Additional information on the following items with "*" is found in this section.</b></p>
<p>For your convenience, both required and optional scheduled maintenance items are described and listed in your "NISSAN Service and Maintenance Guide". You must refer to that guide to ensure that necessary maintenance is performed on your NISSAN at regular intervals.</p>	<p><b>Outside the vehicle</b></p>
<p><b>General maintenance</b></p>	<p>The maintenance items listed here should be performed from time to time, unless otherwise specified.</p>
<p>General maintenance includes those items which should be checked during normal day-to-day operation. They are essential for proper vehicle operation. It is your responsibility to perform these maintenance procedures regularly as prescribed.</p>	<p><b>Doors and engine hood</b> Check that the doors and engine hood operate properly. Also ensure that all latches lock securely. Lubricate hinges, latches, latch pins, rollers and links as necessary. Make sure that the secondary latch keeps the hood from opening when the primary latch is released.</p>
<p><b>8-2 Maintenance and do-it-yourself</b></p>	<p>When driving in areas using road salt or other corrosive materials, check lubrication frequently.</p>

**Q. What if the customer states a concern after they inspect the hood lock assembly per interim owner notification instructions?**

A. The customer should bring their vehicle to an authorized Nissan dealer.

**Q. How long will the interim inspection and, if necessary, parts replacement take?**

A. The interim inspection and, and if necessary, parts replacement should take approximately one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

**Q. When will the final remedy be available?**

A. Nissan is currently developing its final remedy plan. Once the final remedy is available, owners will receive another 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.

**Q. When will vehicle owners be notified?**

A. Owners of affected vehicles are being mailed additional interim notifications **beginning October 2024**. The interim notification will instruct owners how to properly inspect hood lock and secondary latch for proper operation. If the lever moves freely, the owner can clean and condition the hood lock and secondary latch per the Owner's Manual general maintenance requirements in Section 8 "Maintenance and DIY," or they may bring their vehicle into a dealer to perform the maintenance free of charge.

If the lever does not move freely, the customer will be instructed to take their vehicle to a Nissan dealer.

Once the final remedy is available, owners will receive another 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.

**Q. Is my vehicle safe to drive?**

A. If your vehicle is subject to this campaign, you will receive an interim Owner Notification letter with reminders for proper inspection and maintenance of the hood lock and secondary latch as outlined in the owner's manual. If either 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. **Nissan recommends drivers check to ensure the hood is fully closed and latched before driving their vehicle.**

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

A. Yes. If your vehicle is subject to this campaign, you will receive an interim Owner Notification letter with reminders for proper hood lock and secondary latch inspection and maintenance as outlined in the owner's manual. If either 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. **Nissan recommends drivers check to ensure the hood is fully closed and latched before driving their vehicle.**

**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 1-800-258-7008 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. 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 1-800-258-7008 Option 7, if additional expense is required.		

**Q. Will Nissan Roadside Assistance charge the customer if their vehicle is outside their roadside assistance coverage?**

A. Yes, the customer will be charged. Reimbursement can be submitted via a warranty claim submission

**Q. Is there any charge for the interim procedure?**

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

**Q. Is there any charge for the final repair?**

A. No. The interim remedy will be performed for the customer free of charge for parts and labor. The final remedy, once available, 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 either 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 remedy, once available, will fully correct this condition. As the condition will be corrected and an interim procedure is available, repurchase or replacement of the vehicle will not be necessary.

**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:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
June 24, 2022	Original Document	New campaign announcement
October 31, 2024	REVISION 1	TSB revised with updated campaign ID and claims information