



SAFETY RECALL

CAMPAIGN BULLETIN

Hood Latch Voluntary Safety Recall Campaign

Reference: R22A3
Date: June 24, 2022

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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013-2016 Pathfinder (R52)	40,000	NA	June 24, 2022	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 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 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.

Customers will receive an Interim Owner Letter that will invite the customer to bring their vehicle to a dealer for inspection and, if necessary, to replace the hood lock assembly, the secondary latch, and the hood lock release cable. Nissan will be collecting and reviewing the replaced parts in connection with its further investigation and remedy preparation.

Nissan is developing a final remedy. Once the final remedy is available, owners will receive a second 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. **R22A3**.
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 **NTB22-052** 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	<p>If inspection results indicate that parts replacement is needed, parts are on restriction and may be ordered through DBS.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> <th style="text-align: center;">Quantity</th> </tr> </thead> <tbody> <tr> <td>65601-3JA1A</td> <td>Hood Lock Assembly</td> <td style="text-align: center;">1</td> </tr> <tr> <td>65603-9UA0A</td> <td>Crank-Bell, -Hood Lock (Secondary Latch)</td> <td style="text-align: center;">1</td> </tr> <tr> <td>65621-3KA2A</td> <td>Complete Cable Assembly (Hood Lock Release Cable)</td> <td style="text-align: center;">1</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this activity will be collected through the Nissan Part Return Program. It is important <u>for dealers to fasten all parts replaced together</u> 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.</p>	Part Number	Description	Quantity	65601-3JA1A	Hood Lock Assembly	1	65603-9UA0A	Crank-Bell, -Hood Lock (Secondary Latch)	1	65621-3KA2A	Complete Cable Assembly (Hood Lock Release Cable)	1
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Repair	<ul style="list-style-type: none"> • NTB22-052 												
Owner Notification	<p>Owners of affected vehicles are being mailed interim notification letters July 2022.</p> <p>Once the final remedy is available, owners will receive a second 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.</p>												

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

If the vehicle has incurred damage due to the hood opening while in motion, **pre-approval 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 R22A3, 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):

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, dealers will inspect the hood lock assembly and secondary latch for proper working condition. If no sticking is found, the dealer will clean and lubricate. If parts are

found to not be working properly, the dealer will replace the hood lock assembly, the secondary latch, and the hood lock release cable.

A final remedy plan is currently under development. Once the final remedy is available, owners will receive a second 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. How long will the interim inspection and, if necessary, parts replacement take?

A. The interim inspection and remedy could take up to 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 a second 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 interim notification letters **July 2022**.

Once the final remedy is available, owners will receive a second 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 from Nissan instructing the customer to bring their vehicle to a Nissan dealer for inspection as soon as possible. **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 instructing you to contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle inspected.

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, parts are currently on restriction and may be ordered through DBS.

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 remedy 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 final remedy, once identified, 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 identified, 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:

Date	Announcement	Purpose
June 24, 2022	Original Document	New campaign announcement