



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 13 2024

**VIA Email – Delivery and Read Receipt Requested**

Mr. Wilbert Swindell  
Technical Compliance Manager  
Nissan North America, Inc.  
P.O. Box 685001  
Franklin, TN 37068-5001  
Wilbert.Swindell@Nissan-Usa.com

22V-420

**Request for Information from Nissan North America, Inc.**

Mr. Swindell,

The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI), Recall Management Division (RMD), is evaluating Nissan North America, Inc.'s (Nissan) compliance with federal laws and regulations applicable to safety recalls. To assist the agency in that evaluation, NHTSA is requesting certain information described in this letter relating to recall No. 22V-420 (Subject: Malfunctioning Hood Latch), which Nissan filed with NHTSA on June 13, 2022. Nissan's response to this Information Request is due June 12, 2024.

This letter is being sent to Nissan pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports. It constitutes a new request for information.

Nissan's failure to respond promptly and fully to this letter could subject Nissan to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. Other remedies and sanctions are available as well. 49 U.S.C. § 30165(a)(3) provides for civil penalties of up to \$27,168 per violation per day, with a maximum of \$135,828,178 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 C.F.R. § 578.6(a)(3). This includes failing to respond completely, accurately, or in a timely manner to ODI information requests.

**Instructions**

- Before each response, please write out the information request as it appears. Be sure to answer each sub-item separately, where applicable.
- After your response to each request, identify the source of information.

- If you use documents in your responses, please refer to them and present them in an organized manner. Be sure to explain how the documents apply to the specific information request. If a document is not in English, please provide both the original document and an English translation of the document.
- If Nissan cannot respond to any to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Nissan does not submit one or more requested documents or items of information in response to this information request, Nissan must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

### **Information Request**

1. As per 49 U.S.C. § 30120(c), if a manufacturer is offering a safety recall repair and the repair is not done adequately within a reasonable time, the manufacturer must replace the vehicle without charge with an identical or reasonable equivalent vehicle, or refund the purchase price (less a reasonable allowance for depreciation). Please explain how Nissan has met its obligation to adequately remedy vehicles subject to 22V-420 within a reasonable time, and any considerations it has made to replacing or refunding the vehicles it has not remedied.

### **Submission Instructions**

If Nissan's response contains any information that you claim is confidential business information, Nissan must submit a request for confidential treatment directly to NHTSA's Office of the Chief Counsel by following the instructions in Enclosure 1, Information for Requests for Confidential Treatment. Please see Enclosure 1 for additional instructions on submitting a request for confidential treatment that is compliant with 49 C.F.R. Part 512 (specifically, a request for confidential treatment must include the four required parts that are discussed in enclosure 1).

In addition, if your response to this letter contains non-confidential information, you must request a secure electronic file transfer link from Debora Crews at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). This secure electronic file transfer link is only for your non-confidential response to this letter. Do not submit any information that you claim is confidential business information with your non-confidential submission. Please refer to 22V-420 in Nissan's response to this letter and in a request for confidential treatment that Nissan may submit.

### **Due Date**

Nissan's response to this Information Request must be submitted to this office no later than July 11, 2024. If Nissan finds that it is unable to provide all the information requested within the time allotted, Nissan must request an extension no later than five business days before the response due date. If Nissan is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Nissan then has available, even if an extension has been granted.

If you have any questions concerning this matter, please contact Debora Crews by e-mail at

debra.crews@dot.gov.

Sincerely,

*Alexander Ansley*

Alexander Ansley  
Chief, Recall Management Division  
Office of Defects Investigation

## ENCLOSURE 1 – INFORMATION FOR REQUESTS FOR CONFIDENTIAL TREATMENT

If you believe that your response contains any material that you claim is confidential business information, submit these materials to NHTSA's Office of the Chief Counsel in accordance with 49 C.F.R. Part 512. **All requests for confidential treatment must be submitted directly to the Office of the Chief Counsel. Upon request, ODI will provide you with a secure file transfer link for your submission to the Office of the Chief Counsel.**

Requests for confidential treatment are governed by Part 512. A current version of this regulation is available on the internet at <http://www.ecfr.gov> by selecting Title 49 "Transportation," selecting "Parts 500 – 599" and then selecting Part 512 "Confidential Business Information."

### How to request confidential treatment:

NHTSA is currently treating electronic submission as an acceptable method for submitting confidential business information to the agency under Part 512. If you claim that any of the information or documents provided in your response constitutes confidential business information within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, you must request a secure file transfer link from the ODI contact listed in your Information Request. ODI will copy a representative from the Office of the Chief Counsel on the secure file transfer link for your request for confidential treatment. You must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with Part 512, to the Office of the Chief Counsel. Do not send a hardcopy of a request for confidential treatment to NHTSA's headquarters.

Your request must include a request letter that contains supporting information, pursuant to Part 512.8. Your request must also include a certificate, pursuant to Part 512.4(b) and Part 512, Appendix A.

You are required to submit one unredacted "confidential version" of the information for which you are seeking confidential treatment. Pursuant to Part 512.6, the words "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONFIDENTIAL BUSINESS INFORMATION CONTAINED WITHIN BRACKETS" (as applicable) must appear at the top of each page containing information claimed to be confidential. In the latter situation, where not all information on the page is claimed to be confidential, identify each item of information for which confidentiality is requested within brackets: "[ ]."

You are also required to submit one redacted "public version" of the information for which you are seeking confidential treatment. Pursuant to Part 512.5(a)(2), the redacted "public version" should include redactions of any information for which you are seeking confidential treatment (i.e., the only information that should be unredacted is information for which you are **not** seeking confidential treatment).

For questions about a request for confidential treatment, please contact Dan Rabinovitz in the Office of the Chief Counsel at [Daniel.Rabinovitz@dot.gov](mailto:Daniel.Rabinovitz@dot.gov) or (202)366-8534.

**Response to June 13, 2024**  
**Information Request for Recall 22V-420**

## INTRODUCTION

In responding to this Information Request (“IR”), information has been obtained from those places within Nissan likely to contain such information in the regular and ordinary course of business. We have also searched for responsive information only with respect to vehicles manufactured for sale in the United States, which we understand to be the scope for which the IR seeks information. Nissan has searched for records that were created through June 28, 2024.

By email correspondence dated July 5, 2024, Recall Management Division granted an extension of time until July 18, 2024 for Nissan’s response.

The information request is written out as it appears preceding the response. Figures or Attachments are utilized as appropriate. The source of information used as a basis for the data in each Figure or Attachment, including the date the data were updated and retrieved, is identified at the beginning of each Figure or Attachment, as applicable.

With regard to claims of privilege, Nissan understands that it is acceptable to the Agency for Nissan to identify specific categories of privileged documents rather than any specific document. These specific categories are: 1) communications between outside counsel and Nissan Legal Department employees, other Nissan employees, or other Nissan-represented parties in litigation or claims; 2) communications between Nissan Legal Department employees and other Nissan employees or other Nissan-represented parties in litigation or claims; 3) notes and other work product of outside counsel or of Nissan Legal Department employees concerning communications with Nissan employees or consultants, and the work product of those employees or consultants done for or at the request of outside counsel or Legal Department employees; and 4) other categories to be identified later as necessary. For any privileged documents that are not included in these categories, such documents, if any, will be specifically identified on a separate privilege index at a later time.

Nissan believes NHTSA’s policy is to protect the privacy of individuals under exemption 6 of the Freedom of Information Act, 5 U.S.C. Section 552(b)(6). We understand that name, address, and other personal information of owners or other individuals, including Nissan personnel, contained in any of the attachments in this response will not be made available to the public. Therefore, Nissan is not requesting confidential treatment for this information pursuant to 49 CFR, Part 512, but we believe any private information concerning individuals should not be made public.

\* \* \* \* \*

As indicated in a Request for Information dated June 13, 2024, the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI), Recall Management Division (RMD), is evaluating Nissan North America, Inc.'s (Nissan) compliance with federal laws and regulations applicable to safety recalls. To assist the agency in that evaluation, NHTSA is requesting certain information relating to recall No. 22V-420 (Subject: Malfunctioning Hood Latch), which Nissan filed with NHTSA on June 13, 2022.

1. As per 49 U.S.C. § 30120(c), if a manufacturer is offering a safety recall repair and the repair is not done adequately within a reasonable time, the manufacturer must replace the vehicle without charge with an identical or reasonable equivalent vehicle, or refund the purchase price (less a reasonable allowance for depreciation). Please explain how Nissan has met its obligation to adequately remedy vehicles subject to 22V-420 within a reasonable time, and any considerations it has made to replacing or refunding the vehicles it has not remedied.

### **Nissan's interim remedy:**

Since June 23, 2022, Nissan has offered affected owners an interim remedy of free inspection, maintenance, and if necessary, like-for-like replacement of the hood latch assembly while it has been developing a final remedy.

Nissan provided two interim notification letters to all affected owners with information on the interim remedy and updates on the final remedy preparation as follows:

- Nissan sent interim notifications to 40,000 owners on June 30, 2022. This interim notification instructed owners to bring their vehicle into a dealer for an inspection and cleaning and lubrication of the hood lock assembly and secondary latch free of charge. If functioning properly, the dealer cleaned and conditioned the components by applying lubricant free of charge. If either of these components did not function properly, the dealer submitted information and collected parts to support the remedy investigation. The dealer was instructed to replace the hood lock assembly, the secondary latch, and hood lock release cable with new like-for-like parts at no charge to the customer. Owners were informed that the free repair should take about 1 hour to perform. (See Attachment A).
- Nissan sent interim notifications to all other owners on August 3, 2022. This interim notification instructed owners how to properly inspect the hood lock assembly and the secondary hood latch for proper operation. If the levers moved freely, the owner could clean and condition the lever per the Owner's Manual general maintenance requirements in Section 8 "Maintenance and DIY." Alternatively, customers could bring their vehicle into a dealer to perform the inspection and maintenance free of charge. If functioning properly, the dealer cleaned and conditioned by applying lubricant free of charge. If either of these components did not function properly, Nissan informed owners the hood lock assembly and/or secondary latch would be replaced with a new like-for-like part at no charge to the customer. Owners were informed that the free repair should take about 1 hour to perform. (See Attachment B).
- Following unexpected delays in the development of intended final remedy parts, Nissan followed up with a second interim letter to all owners on March 24, 2023. This second interim letter advised customers that Nissan was continuing to prepare a remedy for

their vehicle and provided updated final remedy timing of summer 2024. Additionally, this letter reminded owners on how to properly inspect and maintain the hood lock assembly and secondary latch for proper operation, or they could bring their vehicle into a dealer to perform the inspection and maintenance free of charge. Owners were reminded that if either of these components did not function properly, the hood lock assembly and/or the secondary latch would be replaced with a new like-for-like part at no charge to the customer. Owners were informed this free repair should take about 1 hour to perform. (See Attachment C).

As outlined above, Nissan’s Technical Service Bulletins NTB22-052 and NTB22-053 issued on June 23, 2022 instructed dealers that if either of the hood lock assembly or secondary latch components were determined to not function properly, the dealer was to replace the hood lock assembly and/or the secondary latch with new like-for-like parts as needed at no charge to the customer; which would effectively mitigate the subject condition until a final remedy was available.

According to Nissan’s warranty data through June 28, 2024, 42% (136,156) of customers have brought their vehicle to a Nissan dealer to have the interim remedy performed. A breakdown of the interim repair data by Operation Code (“OP code”) performed by the dealer is shown in Figure 1 below. As evidenced by the analysis, nearly 98% of the customer vehicles brought into the dealer were inspected and determined to contain a hood lock assembly and secondary latch that functioned properly. The dealer cleaned and lubricated the components for the customer as instructed in the technical service bulletins. Less than 4% of customer vehicles required replacement of the hood lock assembly and/or secondary latch.

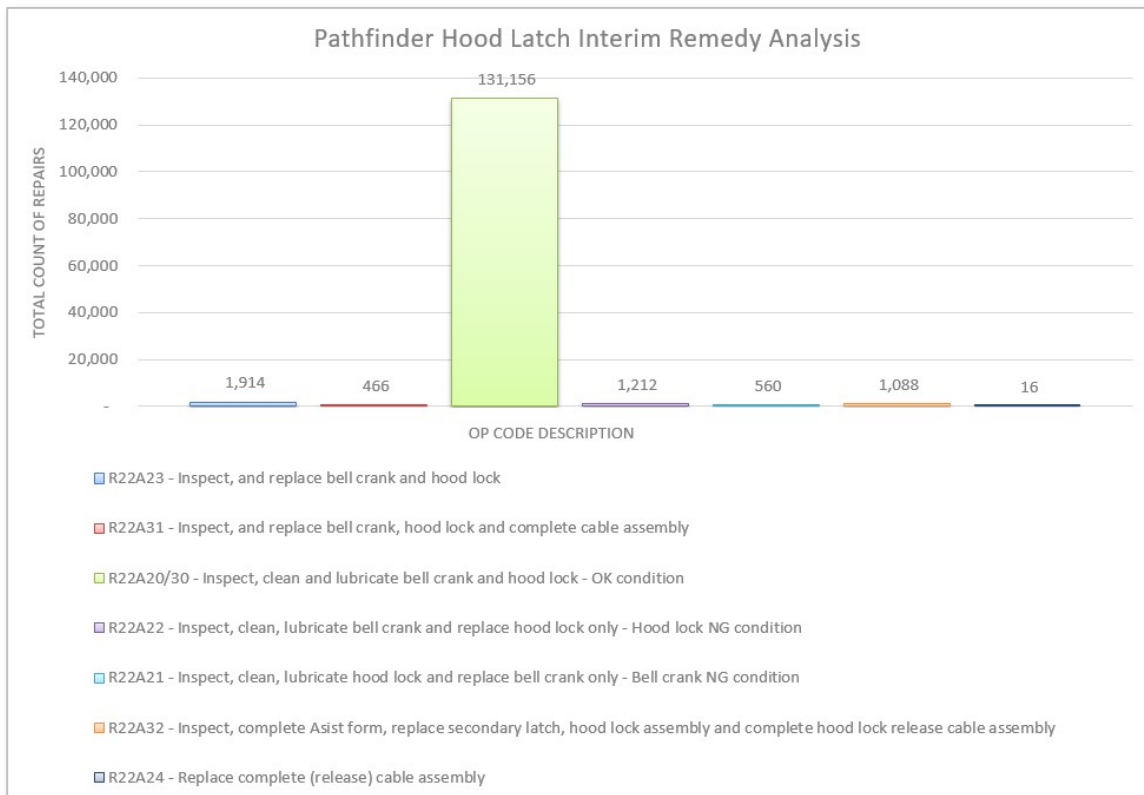


Figure 1 – Pathfinder Hood Latch Interim Remedy Analysis

Nissan searched its claims data on June 28, 2024, and out of the 136,156 customers that received an interim repair at the dealer, there were eight (8) VINS which alleged claims of hood open while driving after receiving the interim remedy. One of the claims was determined to be due to a dealer mis-repair during application of the interim remedy. For one of the claims, it was unclear whether the alleged hood open while driving occurred before or after the interim remedy visit. One of the claims alleged a hood open while driving after an interim inspection, but Nissan's inspection found no evidence consistent with a hood opening while driving. No problems were found with the operation of the hood latch. One (1) claim remains to be investigated. The remaining four (4) claims appear to be related to the subject condition of hood open while driving after receiving the interim remedy. These four (4) post-recall claims represent an incident rate that is reduced by more than 10 times compared to the pre-recall campaign incident rate of 0.043%. Nissan believes that this data supports the assertion that the interim remedy has been effective at mitigating the subject condition pending development of the final remedy.

### **Nissan's Final Remedy Preparation:**

Continuing after the launch of the recall, Nissan focused on determining, validating, and preparing a robust final remedy. Although the remedy plan was still under development at the time of launch, Nissan anticipated final remedy availability in February/March 2023.

Nissan's activities following the recall launch involved analyzing collected parts, and the design, prototype, and testing of new parts. Unexpected supplier design and prototype development difficulties during 2022 resulted in approximately 6-months' delay from the initial planned prototype testing schedule. Then, during testing, the supplier notified Nissan that the first prototype failed to pass validation during a muddy water test.

This concern led Nissan to issue a second interim letter to customers in March 2023, stating that the final remedy timing was delayed and expected in summer 2024. Nissan had to work with the supplier and restart the design, prototype and testing trials for a redesigned remedy part. The second prototype supplier design has passed all the required research and development testing requirements, and Nissan is continuing to work with the supplier for tooling, testing and final trial phase before mass production. Although the supplier estimation of launch-quantity delivery is being finalized, Nissan currently expects to have initial quantities of final remedy parts available in late March 2025 at the earliest.

Nissan will be sending updated notifications and reminders to dealers and customers in the coming weeks. Nissan believes that the interim remedy made available to customers to bring their vehicle to the dealer for inspection and/or repair if needed, sufficiently mitigates the subject condition until the final remedy is available. Nissan will continue to monitor the field data and parts preparation process, and take any further appropriate actions as needed. Copies of all notices will be provided to NHTSA as they become available.

Nissan deeply regrets the unavoidable delays in the delivery of the final remedy for the subject vehicles, and will continue to press for the soonest practical delivery of the final remedy parts. In the interim, Nissan is meeting its obligation to adequately remedy vehicles, and as such, has not made any consideration to replace or refund the vehicles. Nissan expects to update the agency as appropriate as its remedy preparation progresses.

\* \* \* \* \*

## **Attachment A**

### **Interim Mailing (Collection Activity)**

**NISSAN GROUP  
OF NORTH AMERICA**



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**Nissan North America, Inc.**  
One Nissan Way  
Franklin, TN 37067

Mailing Address:  
PO Box 685001  
Franklin, TN 37068

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#### **INTERIM OWNER NOTIFICATION** **NOTIFICACIÓN PROVISIONAL AL PROPIETARIO**

#### **NHTSA RECALL 22V-420**

Dear Nissan Pathfinder owner:

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2013-2016 Model Year Pathfinder vehicles. Our records indicate you own or lease a Nissan vehicle subject to this recall as identified by the VIN on the inside of this notice.

#### **Reason for Recall** **Motivo del Retiro**

Over time, dirt contamination may accumulate on and around the hood lock assembly and/or secondary latch (release lever). Over time, the build-up of contamination can create mechanical binding that could cause secondary latch to remain in the open position after it has been disengaged. In such cases where secondary latch remains in the open position, if the primary hood lock is inadvertently released or the hood is not closed properly, 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.

#### **What Nissan Will Do** **Qué Hará Nissan**

Nissan is currently preparing a remedy for your vehicle. The final remedy for this recall is anticipated to be available in Feb/Mar 2023. When the final remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for repair, which will be free of charge for parts and labor.

In the interim, a Nissan dealer will inspect the hood lock assembly and secondary latch for proper operation. If these components are functioning properly, the dealer will clean and condition hood lock assembly and secondary latch. If these components do not function properly, hood lock assembly and/or secondary latch will be replaced with a new part free of charge. This free repair should take about 1 hour to perform.

#### **What You Should Do** **Qué Debes Hacer**

## **Attachment A**

### **Interim Mailing (Collection Activity)**

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle inspected. Please bring this notice with you when you keep your service appointment.

Comunícate con cualquier concesionario Nissan a la mayor brevedad para concertar una cita de reparación para tu vehículo. Se requiere que traigas esta notificación el día de tu cita.



For more information about the recall, please visit  
<https://nna.secure.force.com/recall?camp=R22A3>.

Para obtener más información sobre el retiro del mercado, por favor  
visite <https://nna.secure.force.com/recall?camp=R22A3>.

**Until the remedy is available, Nissan recommends that you press firmly on the front center of the hood to ensure it is fully closed and latched with the primary hood latch each time before driving your 2013 Pathfinder.**

**Hasta que una reparación adecuada esté disponible, Nissan recomienda presionar firmemente el centro delantero del capó (cofre) para asegurarse de que esté completamente cerrado y enganchado con el cerrojo primario del capó (cofre) cada vez antes de conducir su Pathfinder 2013.**

If you have any questions that are not answered by the website above, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si tiene alguna pregunta que el sitio web no haya respondido anteriormente, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.

## **Attachment B**

### **Interim Mailing (Non-Collection Activity)**

#### **INTERIM OWNER NOTIFICATION NOTIFICACIÓN PROVISIONAL AL PROPIETARIO**

**NHTSA RECALL 22V-240**

Dear Nissan Pathfinder owner:

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2013-2016 Model Year Pathfinder vehicles. Our records indicate you own or lease a Nissan vehicle subject to this recall as identified by the VIN on the inside of this notice.

#### **Reason for Recall Motivo del Retiro**

Over time, dirt contamination may accumulate on and around the hood lock assembly and/or secondary latch (release lever). Over time, the build-up of contamination can create mechanical binding that could cause the secondary latch to remain in the open position after it has been disengaged. In such cases where the secondary latch remains in the open position, if the primary hood lock is inadvertently released or the hood is not closed properly, 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.

#### **What Nissan Will Do Qué Hará Nissan**

Nissan is currently preparing a remedy for your vehicle. The final remedy for this recall is anticipated to be available in February or March 2023. When the final remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for repair, which will be free of charge for parts and labor. If your vehicle experiences sticking of the hood lock assembly and/or secondary latch (release lever) in the interim, a Nissan dealer will inspect and, if necessary, replace the hood lock assembly and/or secondary latch with a new part free of charge.

#### **What You Should Do Qué Debes Hacer**

Until the remedy is available, Nissan recommends that you inspect and maintain the hood lock assembly and secondary latch for proper operation as prescribed in your Owner's Manual at Page [8-2] General Maintenance – EXPLANATION OF GENERAL MAINTENANCE ITEMS – Doors and Engine Hood and as further illustrated in Figure 1 below. Move the release lever on the secondary latch to the left and release it five (5) times (yellow arrow highlighted below). Upon each release, both the lever itself and the hood lock (areas circled in red) should snap back quickly to the fully closed position without sticking. If you prefer, you may bring your vehicle to a Nissan dealer to perform the maintenance free of charge.

## **Attachment B**

### **Interim Mailing (Non-Collection Activity)**

Hasta que una solución esté disponible, Nissan recomienda que inspeccione y mantenga el conjunto de cerradura del cofre y pasador secundario para que funcionen correctamente según lo prescrito en el Manual del Propietario en la página [8-2] Mantenimiento General - EXPLICACIÓN DE LOS PUNTOS DE MANTENIMIENTO GENERAL - Puertas y cofre del motor y como se ilustra con más detalle a continuación en la Figura 1. Mueva la palanca de liberación del pasador secundario hacia la izquierda y suéltela cinco (5) veces (flecha amarilla resaltada a continuación). Cada vez que se suelte, tanto la palanca como la cerradura del cofre (áreas marcadas con un círculo rojo) deben regresar rápidamente a la posición completamente cerrada sin atascarse. Si lo prefiere, puedes llevar tu vehículo a un concesionario Nissan para realizar el mantenimiento libre de cargo.

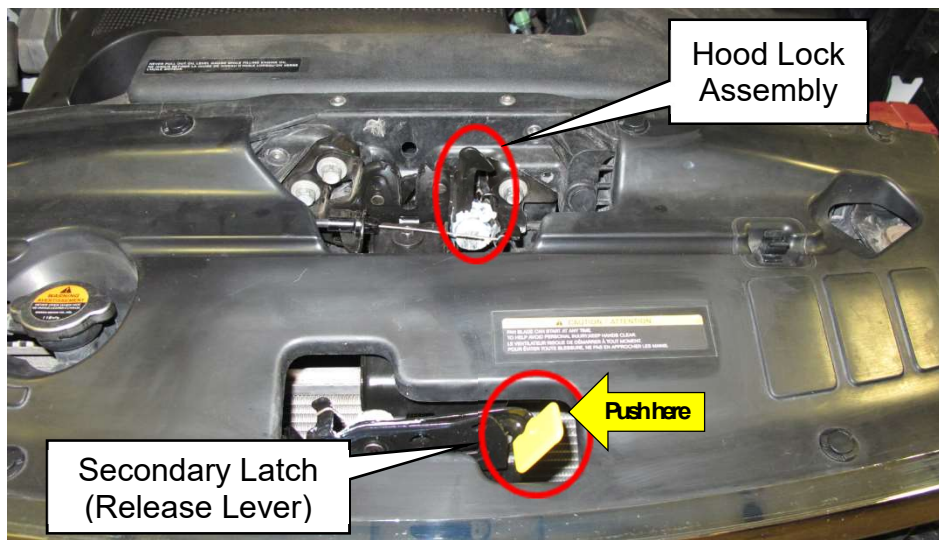


Figure 1 - Hood Lock Assembly and Secondary Latch

**If either the hood lock assembly or release lever do not move freely, please bring your vehicle to a Nissan dealer where they will inspect the hood lock assembly and secondary latch (release lever) for proper operation.** If functioning properly, the dealer will clean and condition by applying lubricant. If these components do not function properly, the hood lock assembly and/or secondary latch will be replaced with a new part free of charge. This free repair should take about one (1) hour to perform.

**Si el conjunto de cerradura de cofre o la palanca de liberación no se mueven libremente, lleve su vehículo a un concesionario Nissan donde inspeccionarán el conjunto de cerradura de cofre y pasador secundario (palanca de liberación) para ver si funcionan correctamente.** Si funciona correctamente, el distribuidor limpiará y acondicionará aplicando lubricante. Si estos componentes no funcionan correctamente, el conjunto de cerradura de cofre y/o el pasador secundario se reemplazarán con una pieza nueva sin cargo. Esta reparación gratuita debería tardar unas (1) horas en realizarse.

## **Attachment B**

### **Interim Mailing (Non-Collection Activity)**



For more information about the recall and additional guidance on how to inspect and lubricate the levers, please visit <https://nna.secure.force.com/recall?camp=R22A2>.

Para obtener más información sobre el retiro del mercado y orientación adicional sobre cómo inspeccionar y lubricar el cerrojo del capó, por favor visite <https://nna.secure.force.com/recall?camp=R22A2>.

If the recommended actions do not allow full functionality of the secondary latch lever and hood lock assembly, contact your local dealer for further diagnosis.

Si las acciones recomendadas no permiten la funcionalidad completa del cerrojo secundario del capó, comuníquese con su distribuidor local para obtener un diagnóstico adicional.

**Until the remedy is available, Nissan recommends that you press firmly on the front center of the hood to ensure it is fully closed and latched with the primary hood latch each time before driving your 2013 Pathfinder.**

**Hasta que una reparación adecuada esté disponible, Nissan recomienda presionar firmemente el centro delantero del capó (cofre) para asegurarse de que esté completamente cerrado y enganchado con el cerrojo primario del capó (cofre) cada vez antes de conducir su Pathfinder 2013.**

If you have any questions that are not answered by the website above, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si tiene alguna pregunta que el sitio web no haya respondido anteriormente, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.



If you have paid previously to have your dash side harness connector repaired, you may be eligible for reimbursement of the related expense. For more information or to submit a request, please visit <https://nissanassist.com>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

## **Attachment B**

### **Interim Mailing (Non-Collection Activity)**

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.

# **Attachment C**

## **Second Interim Mailing**

### **INTERIM OWNER NOTIFICATION** **NOTIFICACIÓN PROVISIONAL AL PROPIETARIO**

**NHTSA RECALL 22V-420**

Dear Nissan Pathfinder owner:

This second interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2013-2016 Model Year Pathfinder vehicles. Our records indicate you own or lease a Nissan vehicle subject to this recall as identified by the VIN on the inside of this notice.

#### **Reason for Recall** **Motivo del Retiro**

Over time, dirt contamination may accumulate on and around the hood lock assembly and/or secondary latch (release lever). Over time, the build-up of contamination can create mechanical binding that could cause the secondary latch to remain in the open position after it has been disengaged. In such cases where the secondary latch remains in the open position, if the primary hood lock is inadvertently released or the hood is not closed properly, 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.

#### **What Nissan Will Do** **Qué Hará Nissan**

Nissan is continuing to prepare remedy parts for your vehicle. The final remedy for this recall is now anticipated to be available in Summer 2024. When the final remedy is available, Nissan will send you another letter asking you to bring your vehicle to a Nissan dealer for repair, which will be free of charge for parts and labor. If your vehicle experiences sticking of the hood lock assembly and/or secondary latch (release lever) in the interim, a Nissan dealer will inspect and, if necessary, replace the hood lock assembly and/or secondary latch with a new part free of charge.

#### **What You Should Do** **Qué Debes Hacer**

Until the remedy is available, Nissan continues to recommend that you inspect and maintain the hood lock assembly and secondary latch for proper operation as prescribed in your Owner's Manual at Page [8-2] General Maintenance – EXPLANATION OF GENERAL MAINTENANCE ITEMS – Doors and Engine Hood and as further illustrated in Figure 1 below. Move the release lever on the secondary latch to the left and release it five (5) times (yellow arrow highlighted below). Upon each release, both the lever itself and the hood lock (areas circled in red) should snap back quickly to the fully closed position without sticking. If you prefer, you may bring your vehicle to a Nissan dealer to perform the maintenance free of charge

Hasta que una solución esté disponible, Nissan recomienda que inspeccione y mantenga el conjunto de cerradura del cofre y pasador secundario para que funcionen correctamente según lo prescrito en el Manual del Propietario en la página [8-2] Mantenimiento General - EXPLICACIÓN DE LOS PUNTOS DE

## **Attachment C**

### **Second Interim Mailing**

MANTENIMIENTO GENERAL - Puertas y cofre del motor y como se ilustra con más detalle a continuación en la Figura 1. Mueva la palanca de liberación del pasador secundario hacia la izquierda y suéltela cinco (5) veces (flecha amarilla resaltada a continuación). Cada vez que se suelte, tanto la palanca como la cerradura del cofre (áreas marcadas con un círculo rojo) deben regresar rápidamente a la posición completamente cerrada sin atascarse. Si lo prefieres, puedes llevar tu vehículo a un concesionario Nissan para realizar el mantenimiento libre de cargo.

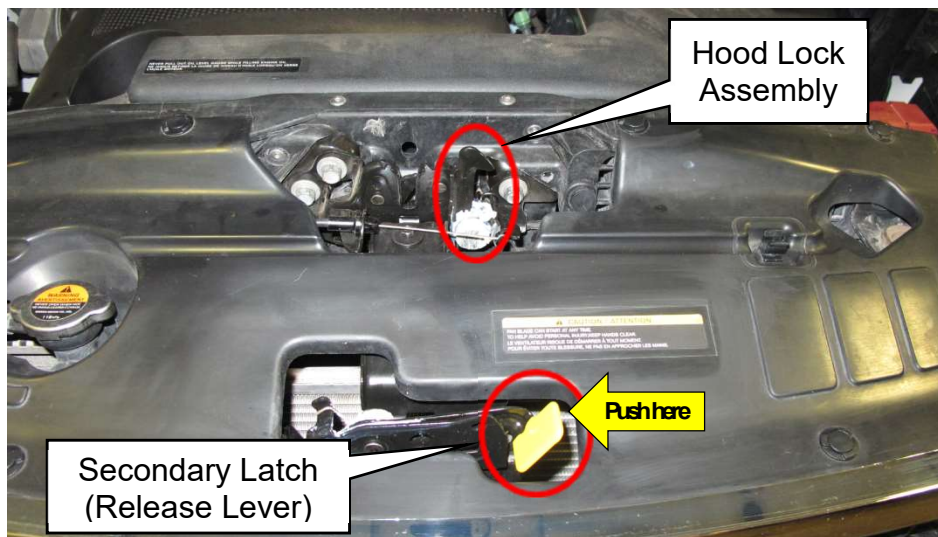


Figure 1 – Hood Lock Assembly and Secondary Latch

**If either the hood lock assembly or release lever do not move freely, please bring your vehicle to a Nissan dealer where they will inspect the hood lock assembly and secondary latch (release lever) for proper operation.** If functioning properly, the dealer will clean and condition by applying lubricant. If these components do not function properly, the hood lock assembly and/or secondary latch will be replaced with a new part free of charge. This free repair should take about one (1) hour to perform.

**Si el conjunto de cerradura de cofre o la palanca de liberación no se mueven libremente, lleve su vehículo a un concesionario Nissan donde inspeccionarán el conjunto de cerradura de cofre y pasador secundario (palanca de liberación) para ver si funcionan correctamente.** Si funciona correctamente, el distribuidor limpiará y acondicionará aplicando lubricante. Si estos componentes no funcionan correctamente, el conjunto de cerradura de cofre y/o el pasador secundario se reemplazarán con una pieza nueva sin cargo. Esta reparación gratuita debería tardar unas (1) horas en realizarse.



For more information about the recall and additional guidance on how to inspect and lubricate the levers, please visit <https://nna.secure.force.com/recall?camp=R22A2>.

Para obtener más información sobre el retiro del mercado y orientación adicional sobre cómo inspeccionar y lubricar el cerrojo del capó, por favor visite <https://nna.secure.force.com/recall?camp=R22A2>.

## **Attachment C**

### **Second Interim Mailing**

If the recommended actions do not allow full functionality of the secondary latch lever and hood lock assembly, contact your local dealer for further diagnosis.

Si las acciones recomendadas no permiten la funcionalidad completa del cerrojo secundario del capó, comuníquese con su distribuidor local para obtener un diagnóstico adicional.

**Until the remedy is available, Nissan recommends that you press firmly on the front center of the hood to ensure it is fully closed and latched with the primary hood latch each time before driving your 2013 Pathfinder.**

**Hasta que una reparación adecuada esté disponible, Nissan recomienda presionar firmemente el centro delantero del capó (cofre) para asegurarse de que esté completamente cerrado y enganchado con el cerrojo primario del capó (cofre) cada vez antes de conducir su Pathfinder 2013.**

If you have any questions that are not answered by the website above, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si tiene alguna pregunta que el sitio web no haya respondido anteriormente, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.



If you have paid previously to have your hood lock assembly and/or secondary latch repaired, you may be eligible for reimbursement of the related expense. For more information or to submit a request, please visit <https://nissanassist.com>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.