



SAFETY RECALL

CAMPAIGN BULLETIN

Driver Seat Rail Inspection
Voluntary Safety Recall Campaign

Reference: PC966/PC980

Date: June 8, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

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

REVISED June 8, 2023
Please discard earlier versions of this bulletin.

The announcement from May 26, 2023 has been revised to include the following:

- This Voluntary Safety Recall Campaign has been expanded to include **Service Parts in dealer inventory**, as well as vehicles that have been repaired under warranty with a part potentially affected by this campaign and can be identified by campaign I.D. **PC980**.
- **NTB23-033** has been updated to include information for the Service Parts expansion of this campaign.
- Follow the instructions under the **“Service Parts Return”** section of this dealer announcement for information on how to return potentially affected parts:
 - Nissan is requiring dealers to check their parts inventories for any of the part numbers listed in the table below under the **“Service Parts Return”** section.
 - **If any of these parts are found in inventory, do not sell this part or install this part on any vehicle.**

PC966

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2023 Pathfinder (R53) | 3,955 | 278 | April 14, 2023 | YES |
| 2023 Rogue (T33) | 6,911 | 310 | | |

PC980 (Expanded Equipment Recall)

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|----------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2022-2023 Pathfinder (R53) | 16 | NA | June 8, 2023 | YES |
| 2021-2023 Rogue (T33) | 21 | NA | | |

**** Campaign Summary ****

Nissan is committed to the safety and security of our clients and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2023 Pathfinder and MY2023 Rogue vehicles to inspect the front driver's seat, and if necessary replace the seat cushion frame. Nissan has further notified the NHTSA that it is recalling all potentially affected service parts from dealer inventory or previously installed on a vehicle as a service part during a repair.

On certain Nissan Pathfinder and Rogue vehicles and potentially affected service parts, due to a supplier weld quality concern that has since been corrected, the driver's seat frame rail welds may detach from the rear inboard seat bracket. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

**** 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. **PC966 and PC980.**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB23-033** to remedy any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

| Parts | If inspection results indicate that parts replacement is needed, parts are on restriction and can be ordered via DBS. | | |
|--|---|-------------------------------------|------------------|
| | Part Number | Description | Quantity |
| | 87351-6TA1A | FRAME ASSY - CUSHION, FRONT SEAT LH | 1 (If Needed) |
| | 87351-6TA0A | FRAME ASSY - CUSHION, FRONT SEAT LH | 1 (If Needed) |
| | 87351-6RD0A | FRAME ASSY - CUSHION, FRONT SEAT LH | 1 (If Needed) |
| 87351-6RF0A | FRAME ASSY - CUSHION, FRONT SEAT LH | 1 (If Needed) | |
| NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. 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. | | | |

| | |
|---------------------------|---|
| Repair | • NTB23-033 for PC966 & PC980 |
| Owner Notification | Nissan will begin sending notifications to owners of all potentially affected vehicles in June 2023 , via U.S. Mail. |

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

The left hand front seat frame assembly part numbers listed in the table below may have been shipped to dealer service inventory and may contain the defect described in this dealer announcement. As these parts are now included in this voluntary safety recall campaign, Nissan is requiring dealers to check their parts inventories for all of 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.**

Nissan North America is requiring Dealers to return the listed parts no later than June 23, 2023 using the following instructions:

1. Create an I-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: NNAUSPartsOperations@nissan-usa.com

| Part Number | Description | Applied Model |
|-------------|-------------------------------------|---------------|
| 87351-6TA1A | FRAME ASSY - CUSHION, FRONT SEAT LH | Pathfinder |
| 87351-6TA0A | FRAME ASSY - CUSHION, FRONT SEAT LH | |
| 87351-6RD0A | FRAME ASSY - CUSHION, FRONT SEAT LH | |
| 87351-6RF0A | FRAME ASSY - CUSHION, FRONT SEAT LH | |

******* 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. Due to a supplier weld quality concern that has since been corrected, the driver's seat frame rail welds may detach from the rear inboard seat bracket. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

Q. What is the possible effect of this condition?

A. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

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

A. Dealers will inspect the front driver's seat, and if necessary replace the seat cushion frame.

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 two (2) hours 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 begin notifying owners of all potentially affected vehicles in **June 2023** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If you notice excess movement in the driver's seat, you should take it to your local dealer for diagnosis. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

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

A. If you notice excess movement in the driver's seat, you should take it to your local dealer for diagnosis. If your vehicle is subject to this campaign, Nissan recommends you contact your local Nissan dealer to have the front driver's seat inspected, and if necessary, the seat cushion frame replaced.

Q. Are parts readily available?

A. Yes. Parts will be on restriction and can be ordered via 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 there any charge for the repair?

A. No. The remedy will be performed for the client 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 this 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 remedy 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. Certain specific Model Year 2023 Nissan Pathfinder vehicles manufactured between September 6, 2022 to November 8, 2022 and certain specific Model Year 2023 Nissan Rogue vehicles manufactured between September 7, 2022 to October 21, 2022 may be affected. In addition, certain MY21-23 Rogue vehicles and certain MY22-23 Pathfinder vehicles that received a replacement powered driver's seat cushion assembly since August 2022.

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

A. Certain specific Model Year 2023 INFINITI QX60 vehicles are also subject to this recall.

| Revision History: | | |
|--------------------------|----------------------------------|--|
| Date | Announcement | Purpose |
| April 14, 2023 | Voluntary Safety Recall Campaign | New Campaign Announcement |
| May 26, 2023 | REVISION 1 | Parts return request |
| June 8, 2023 | REVISION 2 | Campaign expanded to include service parts |