



QUALITY ACTION

CAMPAIGN BULLETIN

Rear Door Hinge Bolt Dealer Inventory

Reference: PC817
Date: July 28, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022 Pathfinder (R53)	NA	2,143	July 28, 2021	YES

****** Dealer Announcement ******

Nissan is conducting a dealer inventory quality action to replace one bolt on both the right and left rear door hinge on **2,143** specific MY2022 Nissan Pathfinder vehicles identified in Service Comm and National Service History – Open Campaigns. Due to a manufacturing concern, the installed rear door hinge bolt may not meet Nissan’s design specifications for the Pathfinder.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC817**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
3. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
4. Once remedied, dealers should submit the applicable warranty claim for the action performed to close the campaign in Service Comm and release the vehicle for sale.

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D for the status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

****** Scroll down for attached Repair Instructions ******



PC817 – 2022 PATHFINDER REAR DOOR HINGE BOLT

SERVICE PROCEDURE:

1. Open left front (driver's) door.

2. Locate left rear door lower hinge (Figure 1).

- Located above the Certification label (Applies to left side only, there is not a certification label on right side)

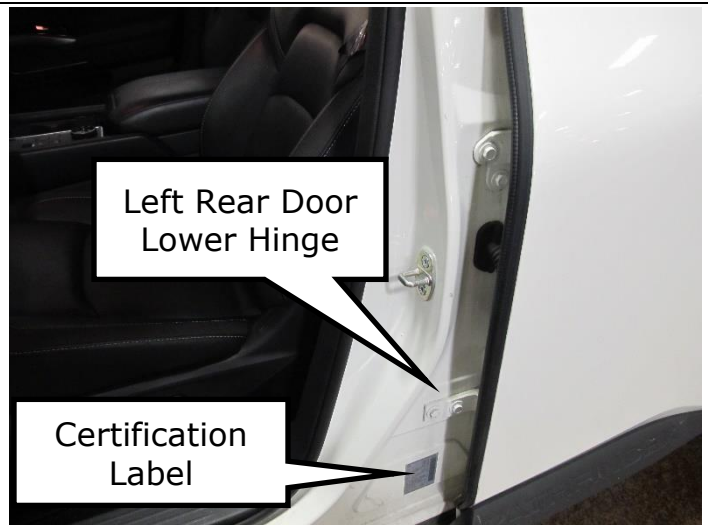


Figure 1

3. Locate rear door lower hinge bolt shown in Figure 2 and remove it.

- Discard the removed bolt

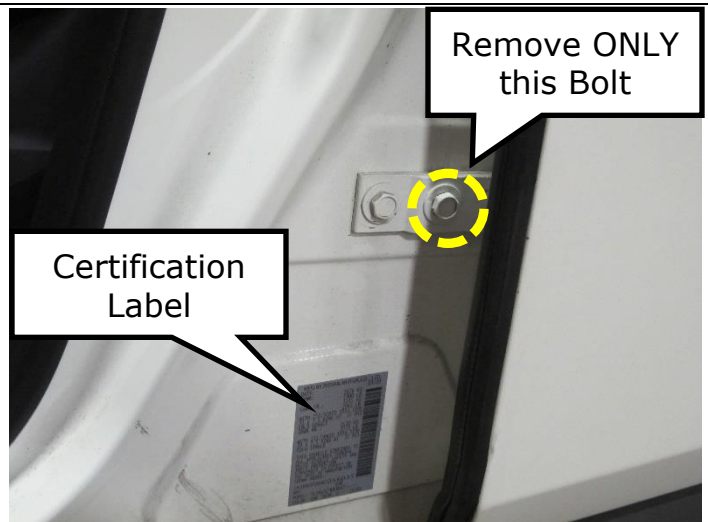


Figure 2

4. Obtain replacement bolt from parts.

- Replacement bolt will be longer than the one that was removed in Step 3
- Verify the replacement bolt is 30mm long from head to end (Figure 3)

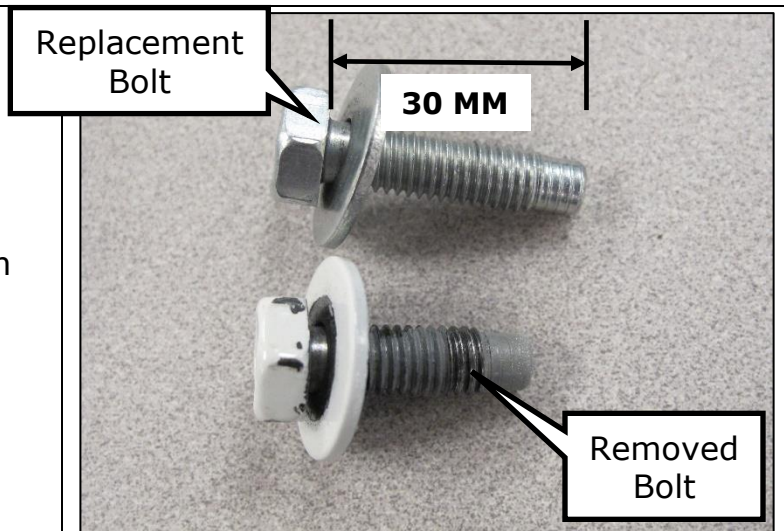


Figure 3

5. Install the replacement bolt.

- Initially thread the bolt in by hand to prevent cross threading (Figure 4)
- Using a torque wrench, torque the replacement bolt to 29.4 N·m (3 kg·m, **22 ft-lb**) (Figure 5)

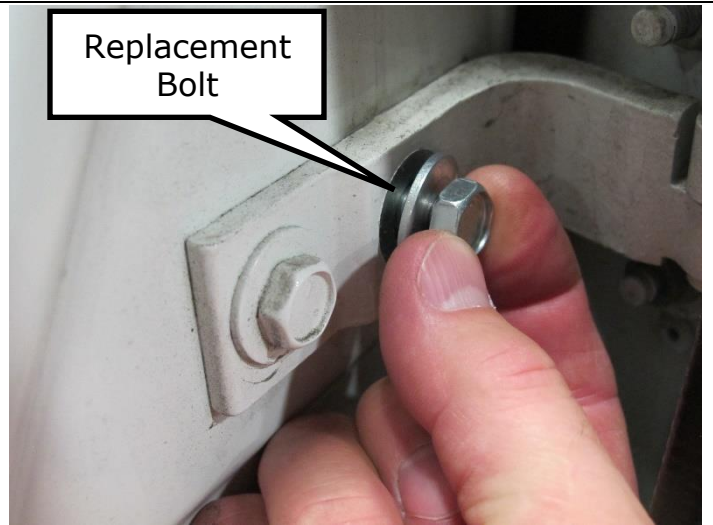


Figure 4



Figure 5

6. Using a clean lint free cloth, clean replacement bolt head and captured washer with rubbing alcohol (Figure 6).

- Allow the alcohol to dry before proceeding to Step 7

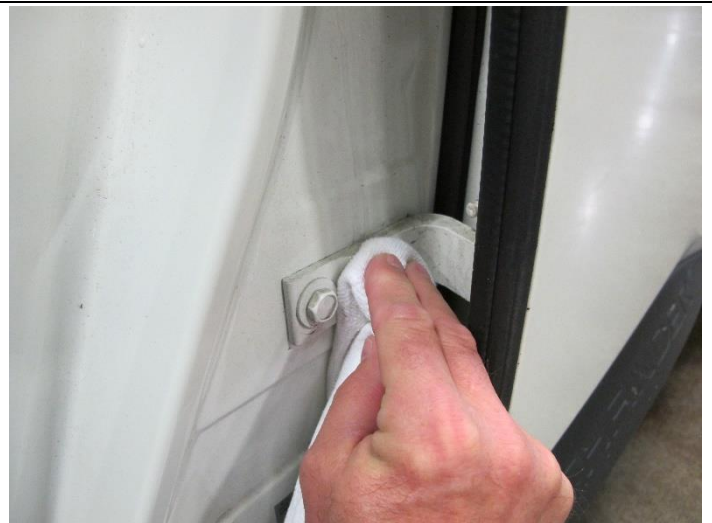


Figure 6

7. Apply matching color touch-up paint and top-coat to the replacement bolt (Figure 7).

- Follow all instructions included with the touch-up paint
- Allow color coat to dry 30 minutes before applying the top coat to the replacement bolt
- Be careful to not get touch-up paint on the door or door weatherstrip surfaces
- Make sure to cover all of the replacement bolt/washer with the paint and top coat



Figure 7

8. Repeat Steps 1-7 for the right rear (passenger side) lower hinge bolt.

PARTS INFORMATION

Description	Part #	Quantity
BOLT	01121-A8131	2

EXPENSE CODES:

Code #	Description	Amount (MAX)
105	Touch-Up Paint	\$2.00

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PC817	Replace Rear Door Lower Hinge Bolts	PC8170	0.2 Hr
