



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Rear Door Hinge Bolt Voluntary Service Campaign

Reference: PC841

Date: September 24, 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)	4,965	184	September 24, 2021	NO

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

Nissan has reclassified the previously announced quality action (PC817) for new vehicle inventory as a Voluntary Service Campaign. Dealers will replace one bolt on both the right and left side rear door lower hinge on **4,965** specific 2022 Pathfinder vehicles identified in Service Comm and DBS National Service History.

Due to a design specification concern, the installed rear door lower hinge bolt may have insufficient thread engagement on the weld nut at the B-Pillar. This may cause the hinge bolt to become loose or may be missing.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC841**.
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
 - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
3. Dealers should use **NTB21-091** to correct 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	<p>The part listed below can be ordered via normal ordering process:</p> <ul style="list-style-type: none"> ➤ 01121-A8131 – Bolt <p>Refer to the Electronic Parts Catalogue for VIN specific Touch Up Paint part number.</p> <ul style="list-style-type: none"> • 999PP-* - Touch up paint
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Repair	• NTB21-091
Owner Notification	Nissan will notify all owners of potentially affected vehicles by November 2021 , via U.S. Mail.

**** **Dealer's Responsibility** ****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 voluntary service 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.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. Due to a design specification concern, the installed rear door lower hinge bolt may have insufficient thread engagement on the weld nut at the B-Pillar.

Q. What is the possible effect of the condition?

A. This may cause the hinge bolt to become loose or may be missing.

Q. What will be the corrective action?

A. Dealers will replace one bolt on both the right and left side rear door lower hinge.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) hour 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 notify all owners of potentially affected vehicles by **November 2021**, via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. Is my vehicle safe to drive?

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 supplies to perform the repair are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$52 (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. 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. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for this repair?

A. No, the remedy 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 the service performed?

A. No, any authorized Nissan dealer is able to perform this service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have a 2022 Pathfinder but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. What model year vehicles are involved?

A. Model year 2022 Nissan Pathfinder vehicles manufactured between April 29, 2021 to July 12, 2021 at the Smyrna, TN plant are affected.

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

A. No.

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes.

Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

(Note to CRR: Follow the procedure for Overseas Recall Program.)

Revision History:

Date	Announcement	Purpose
September 24, 2021	Voluntary Service Campaign	New Campaign Announcement