



QUALITY ACTION

CAMPAIGN BULLETIN

Running Boards Torque Dealer Inventory

Reference: PC851

Date: October 15, 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	38	October 15, 2021	No

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

Nissan is conducting a dealer inventory quality action to torque the bolts on the running boards to correct specification on **38** specific MY2022 Nissan Pathfinder vehicles identified in Service Comm and National Service History – Open Campaigns. The subject bolts were not torqued to specification during installation.

Affected vehicles are **not** 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 INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC851**
 - 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. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
3. 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.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PC851 - 2022 PATHFINDER RUNNING BOARD TORQUE

1. Locate the running board mounting bolts. (Figure 1)

Note:

- Bolts can be accessed without raising the vehicle on a lift.

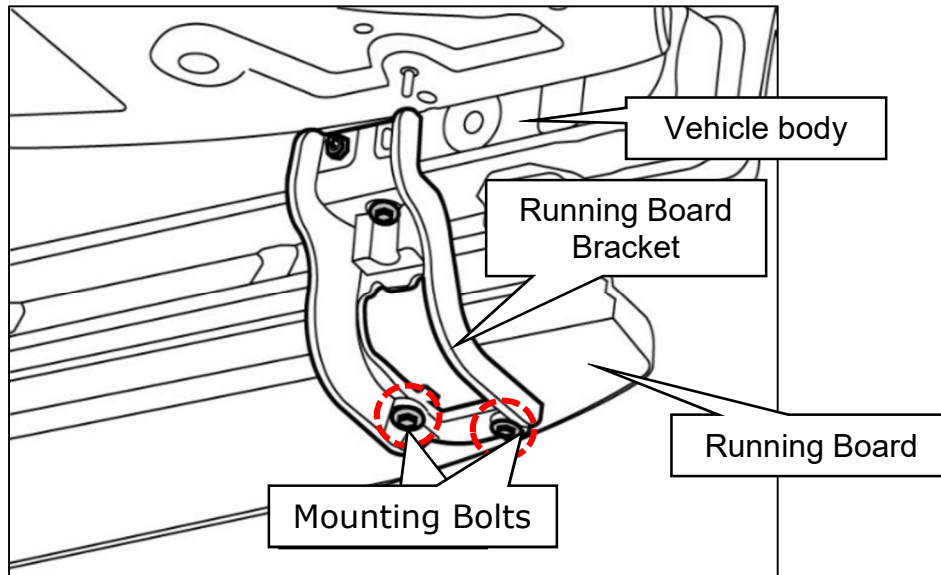


Figure 1

2. Torque the Running board mounting bolts on both sides of the vehicle.

- Using a T40 torx head socket, torque the 12 running board to bracket mounting bolts (3 brackets on each side of the vehicle, 2 bolts on each bracket)
- Torque to 24 N•m (2.4 kg-m, 18 ft-lbs).

Note:

- If one or more bolts are missing, send an email containing the below information to [FQA Inspection Support@nissan-usa.com](mailto:FQA_Inspection_Support@nissan-usa.com).
 - Subject line: PC851 Pathfinder Running Board
 - Contact Name and Email address
 - Contact phone number
 - Shipping address
 - Quantity of bolts needed

3. Repair complete, see claims information on next page.

CLAIMS INFORMATION:

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

PNC	DESCRIPTION	OP CODE	FRT
PC851	Torque Running Board Bolts	PC8510	0.2hr

