



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Air Conditioner Condenser Pipe Voluntary Emission Service Campaign

Reference: PC899

Date: July 22, 2022

**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)	29,055	6	July 22, 2022	<b>NO</b>

### \*\*\*\*\*Campaign Summary\*\*\*\*\*

Nissan is conducting a Voluntary Emission Service Campaign to correct a potential refrigerant leak on specific model year 2022 Nissan Pathfinder vehicles identified in Service Comm and DBS National Service History.

Affected vehicles may have reduced Air Conditioner (AC) cooling performance due to a refrigerant leak caused by a seal manufacturing issue that has since been corrected.

The dealer will evacuate the Air Conditioner (AC) System, replace the AC Pipe and ancillary parts, and refill with refrigerant.

Affected vehicles are **not** subject to stop sale.

### \*\*\*\*\*What Dealers Should Do\*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Emission Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC899**.
2. Dealers are requested to remedy any affected vehicles in dealer pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB22-059** 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 \*\*\*\*

<b>Parts</b>	<b>Parts are on restriction and may be ordered through DBS.</b>																															
	<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>92446-6SA0K</td> <td>Pipe Assembly</td> <td>1</td> </tr> <tr> <td>92471-N823A</td> <td>O-Ring</td> <td>1</td> </tr> <tr> <td>92472-N823A</td> <td>Seal O-Ring</td> <td>1</td> </tr> <tr> <td>92477-6RR1A</td> <td>O-Ring</td> <td>1</td> </tr> <tr> <td>92477-6RR2A</td> <td>Seal O-Ring</td> <td>1</td> </tr> <tr> <td>62090-6TA0B</td> <td>Absorber-Energy, Front Bumper</td> <td>1</td> </tr> <tr> <td>01553-0195U</td> <td>Clip</td> <td>1</td> </tr> <tr> <td>999MPR1234YF</td> <td>Refrigerant</td> <td>Dealer Tire</td> </tr> <tr> <td>999MPVC100YF</td> <td>Compressor Oil</td> <td>Dealer Tire</td> </tr> </tbody> </table>		Part Number	Description	Quantity	92446-6SA0K	Pipe Assembly	1	92471-N823A	O-Ring	1	92472-N823A	Seal O-Ring	1	92477-6RR1A	O-Ring	1	92477-6RR2A	Seal O-Ring	1	62090-6TA0B	Absorber-Energy, Front Bumper	1	01553-0195U	Clip	1	999MPR1234YF	Refrigerant	Dealer Tire	999MPVC100YF	Compressor Oil	Dealer Tire
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<b>NOTE: Parts replaced under this campaign activity may be collected. It is important for dealers to return parts applicable specifically to the VIN and repair order identified.</b>																																
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>CONSULT III+</li> <li>AC Machine</li> </ul>																															
<b>Repair</b>	<ul style="list-style-type: none"> <li><b>NTB22-059</b></li> </ul>																															
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>August 2022</b> , 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 emission 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 emissions 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.**

Total Customer Satisfaction

**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 campaign?**

A. Nissan has determined that affected vehicles may be equipped with an Air Conditioning (AC) condenser jump tube that may, in some situations, leak and lead to reduced AC performance in your vehicle

**Q. What is the possible effect of the condition?**

A. Affected vehicles may have reduced Air Conditioner (AC) cooling performance.

**Q. What will be the corrective action?**

A. The dealer will evacuate the Air Conditioner (AC) System, replace the AC Pipe and ancillary parts, and refill with refrigerant.

**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 one and a half (1.5) 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 sending notifications to affected owners in **August 2022**, via U.S. Mail.

**Q. Are parts readily available?**

A. Yes, parts are on restriction and may be ordered through 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 my vehicle safe to drive?**

A. Yes.

**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 affected in this campaign.

**Q. What model year vehicles are involved?**

A. Specific model year 2022 Nissan Pathfinder vehicles manufactured between May 4, 2021 to November 19, 2021 at the Smyrna, TN plant are affected.

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

A. Yes, the 2022 INFINITI QX60.

**Revision History:**

Date	Announcement	Purpose
July 22, 2022	Original	New campaign announcement