



QUALITY ACTION

CAMPAIGN BULLETIN

Hood Locking Components Collection Activity Field Quality Parts Collection Initiative

Reference: R22A4
Date: July 8, 2022

Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Activation Date:	Stop Sale In Effect:
MY2017 Pathfinder (R52)	500	NA	July 8, 2022	NO

**** Collection Initiative Summary ****

Nissan is conducting a special parts collection activity to replace, free of charge, the hood locking components on specific 2017 Model Year Nissan Pathfinder vehicles registered in the following states:

- **Florida**
- **Illinois**
- **New York**

These vehicles were selected based on geographic location and **are not subject to a recall**. Instead, Nissan wishes to collect and examine approximately one-hundred Pathfinder (R52) Hood Locks. This activity is being proactively undertaken by Nissan in coordination with the National Highway Traffic Safety Administration (NHTSA).

Nissan will be notifying owners and asking them to participate in this important parts collection activity. **As an incentive for participation, Nissan is offering a free oil change at the same time the hood locking components are replaced.**

NOTE: This is a limited-time offer. Once a sufficient number of hood locking components have been collected, this activity will end. Dealers will be notified 30 days in advance of when Nissan intends to end this collection activity to enable dealers to communicate with their customers as necessary and complete previously scheduled appointments.

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

1. Dealers should verify if vehicles are eligible for this parts collection activity using Service Comm or DBS National Service History – Open Campaign I.D. **R22A4**.

NOTE: These activities are vehicle-specific and limited to the vehicles included in this collection activity. Dealers **should not** service any vehicles unless they are listed in Service Comm/DBS National Service History – Open Campaign.

2. Dealers should use **NTB22-056** to service any vehicles subject to this activity.
3. The service department should submit the applicable warranty claim for the action(s) performed so the campaign can be closed on Service Comm and release the vehicle.

**** Release Schedule ****

Parts	Parts are on restriction and may be ordered through DBS.											
	<table border="1"><thead><tr><th>Part Number</th><th>Description</th><th>Quantity</th></tr></thead><tbody><tr><td>65601-3JA1A</td><td>Hood Lock Assembly</td><td>1</td></tr><tr><td>65603-9PF1A</td><td>Crank-Bell, -Hood Lock (Secondary Latch)</td><td>1</td></tr><tr><td>65621-3KA2A</td><td>Complete Cable Assembly (Hood Lock Release Cable)</td><td>1</td></tr></tbody></table>	Part Number	Description	Quantity	65601-3JA1A	Hood Lock Assembly	1	65603-9PF1A	Crank-Bell, -Hood Lock (Secondary Latch)	1	65621-3KA2A	Complete Cable Assembly (Hood Lock Release Cable)
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Repair	<ul style="list-style-type: none">• NTB22-056											
Owner Notification	Nissan will begin notifying owners of eligible vehicles in July 2022 , via U.S. Mail.											

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No.

Q. What is the reason for this parts collection activity?

A. Nissan has pre-selected certain vehicles in order to examine the hood lock components installed in 2017 Model Year Nissan Pathfinder vehicles registered in specific states. These vehicles were selected based on geographic location and **are not subject to a recall**. Instead, Nissan wishes to examine these selected hood locking components in coordination with the National Highway Traffic Safety Administration (NHTSA).

Q. Why is Nissan conducting a part collection if there isn't a problem with the hood lock?

A. This activity is being proactively undertaken by Nissan in coordination with the National Highway Traffic Safety Administration (NHTSA).

Q. How many vehicles are eligible?

A. Approximately 500 pre-selected 2017 Model Year Nissan Pathfinder vehicles are included in this activity. Once sufficient number of parts is collected, this activity will end. Dealers are recommended to schedule appointments one week (1) week in advance to allow time to order and receive parts as the free oil change needs to be performed at the same time as the parts replacement. Dealers may inform customers of their eligibility to receive a free oil change for their voluntary participation in this collection activity, which oil change service will occur during the parts replacement service.

Dealers will be notified 30 days in advance of when Nissan intends to end this parts collection activity to enable dealers to communicate with their customers as necessary and complete previously scheduled appointments.

Q. Why are these activities limited to certain vehicles?

A. Nissan has pre-selected specific vehicles for this activity based on geographic location.

Q. How long will the hood lock assembly collection and replacement service take?

A. This free service should take up to one and a half (1.5) hours to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. Owners have been advised to call ahead for an appointment.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of eligible vehicles in **July 2022**.

Q. Are parts readily available?

A. Yes. Parts are on restriction and may be ordered through DBS.

Q. Is there any charge for this activity?

A. No, the parts collection activity will be performed for the customer free of charge for parts and labor. Customers will also receive a free oil change service at the time of the part collection.

This offer is time-limited. Once sufficient number of parts are collected (at Nissan's sole determination), this offer will terminate without notice.

Q. Are the subject vehicles safe to drive?

A. Yes, this is not a safety recall.

Q. What happens if this activity ends before I can visit the dealer for this parts collection service?

A. Once a sufficient number of parts are collected, this activity will end. Dealers will be notified 30 days in advance of when Nissan intends to end this collection activity to enable dealers to communicate with their customers as necessary and complete previously scheduled appointments.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No. This free service should take up to one and a half (1.5) hours to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. Owners have been advised to call ahead for an appointment.

Q. What model year vehicles are involved?

A. Certain 2017 Model Year Nissan Pathfinder vehicles are eligible.

Q. Are you conducting this activity on any other Nissan (or Infiniti) models?

A. No.

Revision History:

Date	Announcement	Purpose
July 15, 2022	Original Document	Launch of Collection Activity