



QUALITY ACTION

CAMPAIGN BULLETIN

Hood Locking Components Collection Activity Field Quality Parts Collection Initiative

Reference: R22A4
Date: November 18, 2022

REVISED November 18, 2022
Please discard earlier versions of this bulletin.

The announcement from July 8, 2022 has been revised to include the following:

- This hood locking components collection activity is being expanded to include 1,000 additional customers. Letters will be mailed to these customers on **November 18, 2022**.
 - 500 customers will receive an invitation to participate in this hood locking components activity and will receive a coupon for a free oil change for their participation.
 - 500 customers will receive an invitation to participate in this hood locking components activity **without** the coupon for a free oil change. **However, these customers should be offered the free oil change at the time of their appointment.**

Note: Nissan is studying the effectiveness of the free oil change coupon in relation to customer participation.

Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Activation Date:	Stop Sale In Effect:
MY2017 Pathfinder (R52)	1,500	NA	July 8, 2022	NO

****** Collection Initiative Summary ******

Nissan is expanding its previously announced special parts collection activity to replace, free of charge the hood locking components on certain 2017 Model Year Nissan Pathfinder vehicles registered in the following states:

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

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 certain 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. **Notification letters for 500 customers will include a coupon for a**

free oil change. Letters for the other 500 customers will not include the coupon, however, these customers should be offered the free oil change at the time of their appointment.

NOTE: This is a limited time offer and will terminate on December 31, 2022.

****** 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 under this campaign 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	<p>Parts are on restriction and may be ordered through DBS.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: black; color: white;">Part Number</th> <th style="background-color: black; color: white;">Description</th> <th style="background-color: black; color: white;">Quantity</th> </tr> </thead> <tbody> <tr> <td>65601-3JA1A</td> <td>Hood Lock Assembly</td> <td style="text-align: center;">1</td> </tr> <tr> <td>65603-9PF1A</td> <td>Crank-Bell, -Hood Lock (Secondary Latch)</td> <td style="text-align: center;">1</td> </tr> <tr> <td>65621-3KA2A</td> <td>Complete Cable Assembly (Hood Lock Release Cable)</td> <td style="text-align: center;">1</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this parts collection activity will be collected through the Nissan Part Return Program. It is important <u>for dealers to fasten all parts replaced together</u> for each specific vehicle. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p>	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)	1
Part Number	Description	Quantity											
65601-3JA1A	Hood Lock Assembly	1											
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65621-3KA2A	Complete Cable Assembly (Hood Lock Release Cable)	1											
Repair	<ul style="list-style-type: none"> • NTB22-056 												
Owner Notification	Nissan will begin notifying owners of eligible vehicles in November 18, 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 1,500 pre-selected 2017 Model Year Nissan Pathfinder vehicles are included in this activity. **This is a limited time offer and will terminate on December 31, 2022**. Dealers are recommended to schedule appointments one week (1) week in advance to allow time to order and receive parts.

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 the expanded owner population of eligible vehicles on **November 18, 2022**. The initial 500 owners were notified 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 is a limited time offer and will terminate on December 31, 2022.

Q. Are the subject vehicles safe to drive?

A. Yes, this is not a safety recall.

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
November 18, 2022	REVISION 1	Expand customer population