



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## EZ Flex Seat Owner’s Manual Supplement Voluntary Service Campaign

Reference: PC968  
Date: June 16, 2023

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022 Pathfinder (R53)	67,546	18	June 16, 2023 (New Dealer Inventory Only)	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is providing owners of approximately 67,546 2022 Nissan Pathfinder vehicles with a supplemental Owner’s Manual addendum. The 2022 Pathfinder Owner’s Manual instructions for the 2<sup>nd</sup> row seat does not indicate that the one-touch seat release function may operate while driving the vehicle. Customers will be asked to place the supplement, which addresses the functionality of the one-touch seat release on the 2nd row seat while driving, inside the Owner’s Manual that came with their vehicle.

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

1. Verify if new vehicles in their inventory are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC968**.
  - **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
    - **SERVICE COMM will only be active for vehicles in dealer new vehicle inventory.**
2. If a dealer receives a supplemental Owner’s Manual addendum for a vehicle they have retailed, currently have in their new vehicle or pre-owned inventory, or a Nissan Rental Car (NRC), the dealer should either forward the owner’s manual supplement to the current owner or add the supplement to the Owner’s Manual in the glove box of any affected vehicle they currently control.
3. Customers receiving this Owner’s Manual supplement have been advised to place it inside the Owner’s Manual that came with their vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Owner Notification</b>	Nissan will begin mailing the Owner’s Manual supplement to owners of all potentially affected vehicles beginning <b>July 2023</b> via U.S. Mail.
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**\*\*\*\* Claims Information\*\*\*\***

**The following claims information should be used for affected vehicles the dealer controls.**

<b>CM I.D.</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PC968	Place Owner Manual Supplement into vehicle's glove box	PC9680	0.2 hrs.

**\*\*\*\* 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.**

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 Voluntary Service Campaign?**

A. The Owner's Manual instructions for the 2nd row seat does not indicate that the one-touch seat release function may operate while driving the vehicle.

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

A. An unsupervised child in the 3<sup>rd</sup> row seat could activate the one-touch seat release on the 2<sup>nd</sup> row seat. If this occurs, the seat could pitch forward when braking.

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

A. Nissan is providing affected owners with a supplemental addendum for their 2022 Nissan Pathfinder, which addresses the functionality of the one-touch seat release on the 2nd row seat while driving. Customers will be asked to place this supplement inside the Owner's Manual that came with their vehicle, which is located inside the glove box of your Nissan Pathfinder vehicle.

**Q. When will vehicle owners be notified?**

A. Nissan will mail a supplemental Owner's Manual addendum to all affected customers beginning **July 2023** via U.S. mail.

**Q. Will I have to take my vehicle back to the selling dealer or contact a dealer to obtain a new owner's manual?**

A. No, an owner's manual supplement will be mailed directly to affected owners.

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

A. Model year 2022 Nissan Pathfinder vehicles manufactured between May 24, 2021 and August 29, 2022.

**Revision History:**

Date	Announcement	Purpose
June 16, 2023	Original	New campaign announcement