



QUALITY ACTION

CAMPAIGN BULLETIN

Seat Frame Weld

Reference: PC987

Date: September 15, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2023 Rogue (T33)	NA	77	September 15, 2023	NO
2023-2024 Pathfinder (R53)	NA	162		

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

Nissan is conducting a dealer inventory quality action to inspect, and if necessary replace the seat frame assembly on certain specific 2023 Nissan Rogue and 2023-2024 Pathfinder vehicles identified in Service Comm and National Service History. The lower front seat cushion with 8-way power control may feel loose or emit a noise when seat cushion is adjusted to upward position using tilt feature. Please follow the attached instructions to remedy any vehicles affected by this dealer inventory quality action.

*******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. **PC987**
 - 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. Parts for this quality action are on restriction and can be ordered through DBS.
4. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed 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 ID for the inspection status on each affected vehicle currently in new vehicle inventory.



PC987 – 2023-2024 PATHFINDER, ROGUE FRONT POWER SEAT FRAME WELD

INSPECTION PROCEDURE:

IMPORTANT:

- This inspection is to be performed on driver and front passenger **POWER** seats only.
- Manual front passenger seats are **NOT** included.

1. Open the driver's door (Figure 1).



Figure 1

2. Move the driver's power seat to the full rearward and full up position (lift up & tilt up).

- Use the power seat switch to move the seat (Refer to Figures 2 and 3)



Figure 2

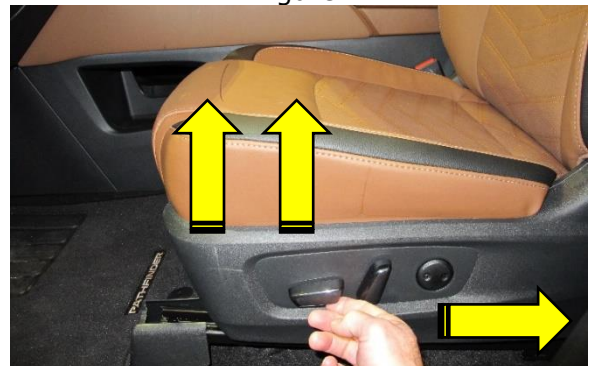


Figure 3

3. Place a tape measure between the center console and the front inboard corner of the driver seat (Figures 4 and 5).
- Make sure the end of the tape measure touches the floor of the vehicle

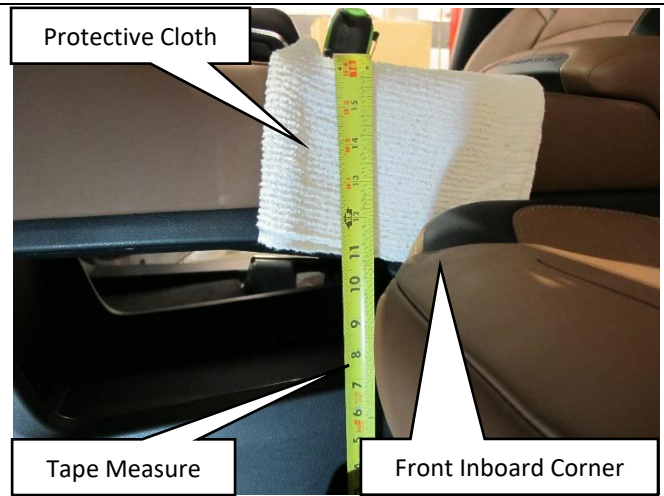


Figure 4

Note: It may be possible to hook the end of the tape measure under the center console.

- The other end of the tape measure can rest on top of the center console

Notice: To avoid damage to the center console, place a clean cloth between the tape measure and the center console.

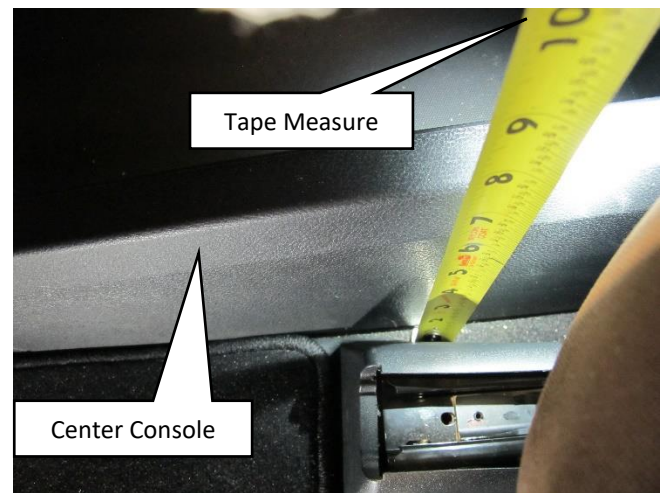


Figure 5

4. Locate the J-Clip under the front inboard corner of the seat (Figure 6).

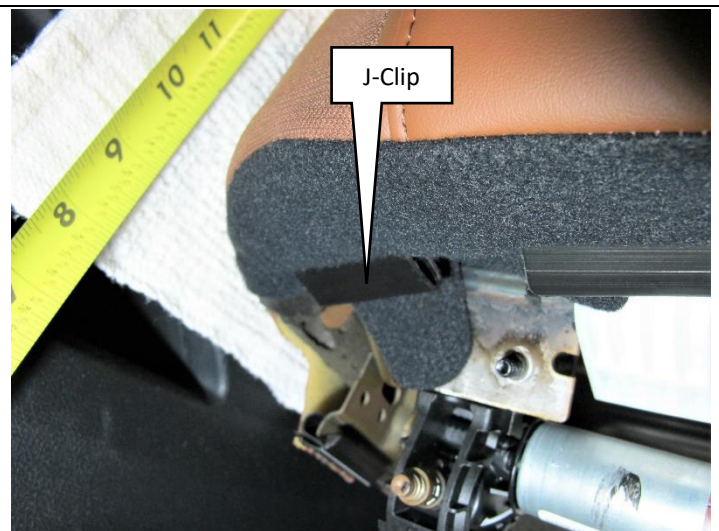


Figure 6

5. Without sitting in the driver seat, position your right hand under the front inboard corner (center console side) at the J-clip location shown in Figure 7.

WARNING

To avoid the risk of injury when working under a seat, be sure to observe the following:

- Make sure to grab the underside of the seat at the front inboard J-clip **ONLY** as there are sharp surfaces under the seat.

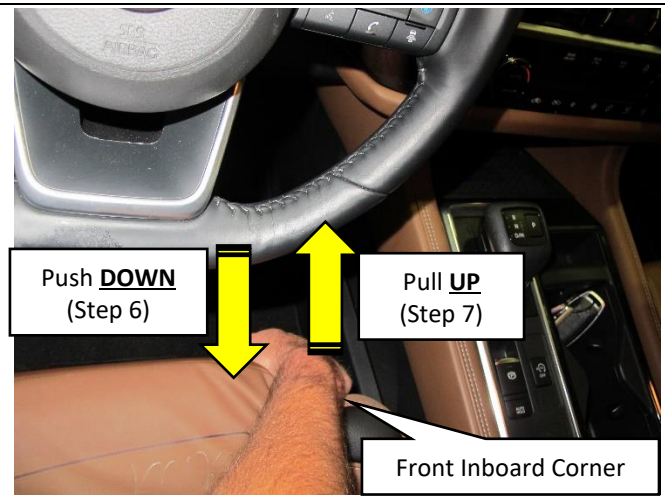


Figure 7

6. Push down on the front inboard corner of the seat (Figure 7).

7. Pull up at the J-clip location specified in Figures 6 and 7 (front inboard corner).

- If the front inboard corner of the seat **moves up**, use the tape measure as reference to measure the amount of **up** travel
- Document the amount of **up** travel in inches on the Repair Order for the driver's seat

HINT: Any excessive up movement can be observed under the seat at the front the lifter motor area, refer to Figure 8.

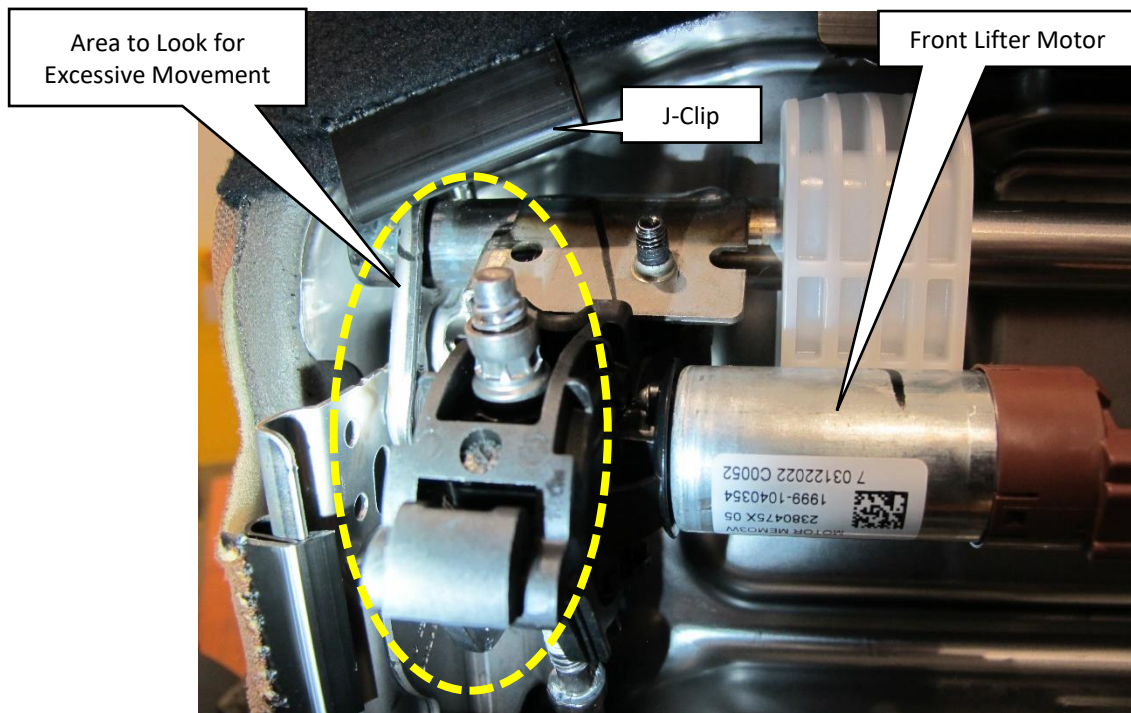


Figure 8

8. If the vehicle has a front passenger power seat, complete Steps 1-7 on the front passenger seat front inboard corner.

- Document the amount of **up** travel in inches on the Repair Order for the passenger seat

REPAIR PROCEDURE:

9. Using the tape measure for reference, did the front inboard corner of either power front seat frame **move up** more than 1 ½ inches?

- **YES** = Replace the affected front power seat cushion frame assembly per the Electronic Service Manual (ESM): **BODY INTERIOR-SEAT-UNIT DISASSEMBLY AND ASSEMBLY-FRONT SEAT-SEAT CUSHION-Seat Cushion.** Make sure to follow all ESM warnings and cautions.
- **NO** = No further action is required, refer to CLAIMS INFORMATION section submit a claim for the inspection.

PARTS INFORMATION:

Seat	Description	Part #	Quantity
Driver	FRAME-FRT ST LH	87351-***** (1)	1 (if needed)
Passenger	FRAME-FRT ST RH	87301-***** (1)	1 (if needed)

(1) Use the Electronic Parts Catalog (EPC) and the VIN of the vehicle you are working on to obtain the correct part number.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

PATHFINDER

Campaign ("CM") ID	Description:	Op Code	FRT
PC987	Inspect Driver and (if applicable) Passenger Seat Frame Weld (OK Condition)	PC9870	0.2 Hr
	Inspect Driver Seat Frame and Replace Seat Cushion Frame Assembly	PC9871	1.6 Hr
	Inspect Passenger Seat Frame and Replace Seat Cushion Frame Assembly	PC9872	1.7 Hr
	Inspect Both Driver and Passenger Seat Frame and Replace both Seat Cushion Frame Assemblies	PC9873	3.2 Hr

ROGUE

Campaign ("CM") ID	Description:	Op Code	FRT
PC987	Inspect Driver Seat Frame Weld (OK Condition)	PC9874	0.2 Hr
	Inspect Driver Seat Frame and Replace Seat Cushion Frame Assembly	PC9875	2.1 Hr
