



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Driver Seat Rail Inspection Voluntary Safety Recall Campaign

Reference: PC966

Date: April 14, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

**IMPORTANT:** It is a violation of Federal law for dealers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's final remedy action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 Pathfinder (R53)	3,955	278	April 14, 2023	<b>YES</b>
2023 Rogue (T33)	6,911	310		

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

Nissan is committed to the safety and security of our clients and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2023 Pathfinder and MY2023 Rogue vehicles to inspect the front driver's seat, and if necessary replace the seat cushion frame.

On certain Nissan Pathfinder and Rogue vehicles, due to a supplier weld quality concern that has since been corrected, the driver's seat frame rail welds may detach from the rear inboard seat bracket. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC966**.
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB23-033** to remedy 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>	If inspection results indicate that parts replacement is needed, parts are on restriction and can be ordered via DBS.																
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<p><b>NOTE:</b> Parts replaced under this activity may be collected through the Nissan Part Return Program. 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>																	
<b>Repair</b>	<ul style="list-style-type: none"> <li><b>NTB23-033</b></li> </ul>																
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>June 2023</b> , via U.S. Mail.																

\*\*\*\* Dealer Responsibility \*\*\*\*

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall 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 Safety recall?**

A. Yes.

**Q. Is this a Stop Sale?**

A. Yes.

**Q. What is the reason for the Voluntary Safety Recall?**

A. Due to a supplier weld quality concern that has since been corrected, the driver's seat frame rail welds may detach from the rear inboard seat bracket. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

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

A. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

**Q. What will be the corrective action for this voluntary recall campaign?**

A. Dealers will inspect the front driver's seat, and if necessary replace the seat cushion frame.

**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 two (2) 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 notifying owners of all potentially affected vehicles in **June 2023** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. If you notice excess movement in the driver's seat, you should take it to your local dealer for diagnosis. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

**Q. Is there anything owners can do to mitigate this condition?**

A. If you notice excess movement in the driver's seat, you should take it to your local dealer for diagnosis. If your vehicle is subject to this campaign, Nissan recommends you contact your local Nissan dealer to have the front driver's seat inspected, and if necessary replace the seat cushion frame.

**Q. Are parts readily available?**

A. Yes. Parts will be on restriction and can be ordered via 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 there any charge for the repair?**

A. No. The remedy will be performed for the client 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.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the service completed.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. Certain specific Model Year 2023 Nissan Pathfinder vehicles manufactured between September 6, 2023 to November 8, 2022 and certain specific Model Year 2023 Nissan Rogue vehicles manufactured between September 7, 2022 to October 21, 2022 may be affected.

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

A. Certain specific Model Year 2023 INFINITI QX60 vehicles are also subject to this recall.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
April 14, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement