



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Third Row Headrests Voluntary Recall Campaign

Reference: PC844  
Date: November 12, 2021

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

**UPDATE November 12, 2021**  
**Please discard earlier versions of this bulletin.**

**The announcement from September 24, 2021 has been revised to include the following:**

- Review of additional delivery and production records for Pathfinder vehicles at the Smyrna, TN plant has allowed Nissan to more accurately identify vehicles affected by this campaign. As a result, the affected population and dealer inventory for covered Pathfinder vehicles has decreased for this campaign.
- The specific Pathfinder vehicles that have been removed from this activity will be launched under new campaign ID: PC853.**

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022 Pathfinder (R53)	5,762	19	September 24, 2021	<b>YES</b>

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

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain MY2022 Nissan Pathfinder vehicles to remove and replace all three (3) third row seat headrests.

Due to an equipment issue during the welding operation at the supplier, the third-row headrest(s) in certain Pathfinder vehicles may contain poor weld penetration on the rod that attaches the headrest to the seat assembly. As a result, the third-row seat headrest rod may detach and fully separate from the headrest assembly. If the headrest assembly detaches during a rear-end crash, it may potentially increase the risk of injury.

In addition, due to a supplier assembly issue, there is a potential misalignment of certain internal components of the third-row seat headrest, which may cause the customer to notice abnormal movement due to over travel of the headrest. As a result, the third-row headrest may not perform as intended during an accident, and could potentially increase the risk of injury.

Under these conditions, the third row headrests are non-compliant with S4.2.6 and S4.2.7, respectively of FMVSS 202a; Head Restraints.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC844**
  - 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. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<b>Parts are on restriction and may be ordered via DBS.</b>			
	Part Number*	Description	Color**	Qty
	86410-6TA0A	HEAD REST-3RD SEAT Base+SV (Center)	G	1
	86410-6TA0B	HEAD REST-3RD SEAT Base+SV (Center)	K	
	86410-6TA1A	HEAD REST-3RD SEAT SL (Center)	G	
	86410-6TA1B	HEAD REST-3RD SEAT SL (Center)	K	
	86410-6TA2A	HEAD REST-3RD SEAT Platinum (Center)	G	
	86410-6TA2B	HEAD REST-3RD SEAT Platinum (Center)	K	
	86410-6TA2C	HEAD REST-3RD SEAT Platinum (Center)	C	2
	86480-6TA0A	HEAD REST-3RD SEAT Base+SV (Outboard)	G	
	86480-6TA0B	HEAD REST-3RD SEAT Base+SV (Outboard)	K	
	86480-6TA1A	HEAD REST-3RD SEAT SL (Outboard)	G	
	86480-6TA1B	HEAD REST-3RD SEAT SL (Outboard)	K	
	86480-6TA2A	HEAD REST-3RD SEAT Platinum (Outboard)	G	
	86480-6TA2B	HEAD REST-3RD SEAT Platinum (Outboard)	K	2
86480-6TA2C	HEAD REST-3RD SEAT Platinum (Outboard)	C		
<p>*Part numbers are subject to change. Dealers should use the VIN in EPC to determine the correct part number.</p> <p>**C = Chestnut, G = Charcoal, K = Light gray</p> <p><b>NOTE:</b> Dealers should use a suitable cutting tool to disable the original removed headrest prior to discarding it.</p>				

<b>Repair</b>	• <b>NTB21-087</b>
<b>Owner Notification</b>	Nissan will notify all owners of potentially affected vehicles by <b>November 2021</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 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.**

Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

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

A. Yes.

**Q. Is this a recall?**

A. Yes.

**Q. What is the reason for this recall?**

A. Due to an equipment issue during the welding operation at the supplier, the third-row headrest(s) in certain Pathfinder vehicles may contain poor weld penetration on the rod that attaches the headrest to the seat assembly. As a result, the third-row seat headrest rod may detach and fully separate from the headrest assembly.

In addition, due to a supplier assembly issue, there is a potential misalignment of certain internal components of the third-row seat headrest, which may cause the customer to notice abnormal movement due to over travel of the headrest.

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

A. If these conditions are present in the vehicle's third row headrests, the third row headrests may not perform as intended during an accident, and could potentially increase the risk of injury.

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

A. Nissan dealers will remove and replace all three (3) third row seat headrests.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) hour to complete. However, your Nissan dealer may require the vehicle for a longer period of time based upon their work schedule.

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

A. Nissan will notify all owners of potentially affected vehicles by **November 2021**, via U.S. Mail.

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

A. 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 repaired as soon as possible upon notification.

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

A. No.

**Q. Are parts readily available?**

A. Parts are currently on restriction and may 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.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$156 (Max)</b>
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 customer 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 the recall campaign.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action 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 Model Year 2022 Nissan Pathfinder vehicles manufactured from May 3, 2021 to July 23, 2021 at the Smyrna, TN plant are affected.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
September 24, 2021	Voluntary Recall Campaign	New Campaign Announcement
November 12, 2021	REVISION 1	Affected population updated