



QUALITY ACTION

CAMPAIGN BULLETIN Windshield

Reference: PC756
Date: September 25, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Pathfinder (R52)	NA	14	September 25, 2020	YES

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

Nissan is conducting a dealer inventory quality action to replace the windshield on **14** 2020 Nissan Pathfinder vehicles identified in Service Comm. Due to a manufacturing issue that has since been corrected, Nissan has determined that the windshields on the subject vehicles may not have been installed per specification on these 14 vehicles.

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*******

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaign I.D. **PC756**
 - New vehicles in dealer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.**
- Please **do not drive, sell, loan, or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
 - If an affected vehicle was inadvertently traded, this information should be forwarded to the new dealer.
- Use the Electronic Service Manual (ESM) to replace the windshield prior to retail delivery of the vehicle.
 - Dealers have the option to sublet the repair (up to \$150 sublet allowance is available)
- Once remedied, dealers may submit the applicable warranty claim for the action performed and release the vehicle.

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

****** Scroll down for attached Repair Instructions ******



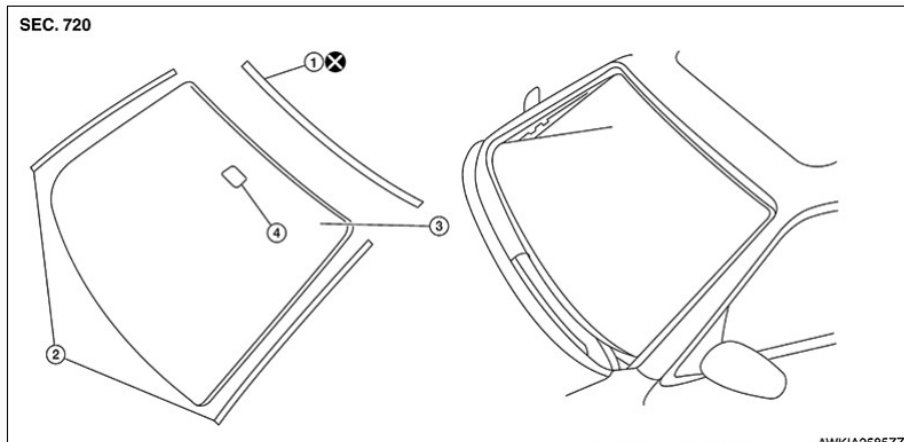
PC756- 2020 PATHFINDER WINDSHIELD GLASS REPLACEMENT

SERVICE PROCEDURE:

1. Replace the windshield glass per the ESM: BODY EXTERIOR, DOORS, ROOF, & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > WINDSHIELD GLASS > Removal and Installation.

WARNING: Driving the vehicle before the urethane adhesive has completely cured may affect the performance of the windshield in case of an accident.

CAUTION: The vehicle should not be driven for at least 24 hours or until the urethane adhesive has completely cured. Curing time varies depending on temperature and humidity. The curing time will increase under lower temperatures and lower humidity.



1.	Windshield glass upper molding	2.	Windshield side finisher (LH/RH)	3.	Windshield glass
4.	Mirror base				

2. Submit a Warranty claim per the Claims Information section.

PARTS INFORMATION:

Description	Part #	Quantity
GLASS-WINDSHIELD	72712-9NA0B	1

EXPENSE CODE:


Expense Code	Description	Max Amount
515	Miscellaneous Glass Repair	\$150.00

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC756

Claim Type:	CM			
PNC:	PC756			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Replace windshield glass.	PC7560	1.1 Hr	YES	YES