

Part 573 Safety Recall Report

24V-748

Manufacturer Name : Nissan North America, Inc.**Submission Date :** OCT 03, 2024**NHTSA Recall No. :** 24V-748**Manufacturer Recall No. :** R24B3, R24B4**Manufacturer Information :**

Manufacturer Name : Nissan North America, Inc.

Address : P. O. BOX 685001

Franklin TN 37068-5009

Company phone : 800-647-7261

Population :

Number of potentially involved : 37,236

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2024-2025 Nissan Rogue

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : GAS

Descriptive Information : This issue is specific to certain Nissan Rogue (SL & Platinum Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect is unique to these models and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : DEC 20, 2023 - SEP 17, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2024-2025 Nissan Rogue

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : GAS

Descriptive Information : This issue is specific to certain Nissan Rogue (SL & Platinum Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect is unique to these models and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : DEC 18, 2023 - SEP 19, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2025-2025 INFINITI QX80

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : This issue is specific to certain Nissan Rogue (SL & Platinum Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect is unique to these models and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : MAY 21, 2024 - SEP 19, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : On affected Nissan Rogue and INFINITI QX80 vehicles, a Low Voltage Differential Signaling (LVDS) communication error may cause the rear view monitor to display a blank image when the vehicle is shifted into reverse.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : This condition may not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility. If the rear view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : There is no preceding warning to the customer.

Involved Components :

Component Name 1 : CONT Assy - NAVIG

Component Description : AV Controller - Rogue

Component Part Number : 25915 7KPOC

Component Name 2 : CONT Assy - NAVIG

Component Description : AV Controller - Rogue

Component Part Number : 25915 7KPOD

Component Name 3 : CONT Assy - NAVIG

Component Description : AV Controller – QX80

Component Part Number : 25915 7JAOC

Supplier Identification :

Component Manufacturer

Name : Robert Bosch GmbH

Address : Robert-Bosch-StraBe 200

Hildesheim Foreign States 31139

Country : Germany

Chronology :

April 2024 - Nissan received a field report alleging the In-Vehicle Infotainment (IVI) screen of a MY24 Rogue vehicle went blank (black) while the ignition was "ON". During Nissan's vehicle inspection, the vehicle's battery was reset; however, the issue persisted. The technician replaced the Navigation Controller Assembly and the incident part was collected for analysis.

May 2024 through July 2024 - Nissan worked with the Supplier to analyze the collected part. No abnormality was found during analysis, and the incident condition could not be duplicated. Additional inspections, including bench testing and X-ray analysis were also conducted. Nissan sought to collect additional data from the incident vehicle.

August 2024 through September 2024 - Nissan received a market report on a Model Year 2025 INFINITI QX80 vehicle, where the IVI screen allegedly exhibited a blank screen and the rear view camera image did not display. Nissan collected the suspect part for supplier analysis.

The investigation initially concluded the Low Voltage Differential Signaling (LVDS) experienced a communication error between the In-Vehicle Infotainment (IVI) system and the Center Information Display (CID) modules, which could result in degradation of the video signal. Nissan also identified potential similar concern exists on both Nissan Model Year 2024 – 2025 Rogue and INFINITI Model Year 2025 QX80 vehicles equipped with the same IVI system.

On September 20, 2024, out of an abundance of caution, Nissan issued a stop shipment request on Model Year 2025 Nissan Rogue and INFINITI QX80 vehicles.

September 26, 2024 - Nissan decided to conduct a voluntary recall campaign to remedy the potentially affected vehicles in the U.S. market.

Nissan has identified twenty-nine (29) technical reports for this issue received between April 13, 2024 and

August 21, 2024. No accident or injuries have been reported.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to reprogram the vehicle's IVI Rear View Camera System via a USB update. Repairs will be performed free of charge for parts and labor and may take less than half (0.5) hour to complete.

For vehicles with over-the-air (OTA) update capability, Nissan will begin OTA deployment to update the IVI unit software for affected vehicles beginning in late October 2024. For vehicles that are not capable of OTA updates, or for any vehicle on which the OTA update was not previously completed, dealers will reprogram the IVI unit with updated software via an over-the-air update or USB. There will be no charge for the update.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on October 4, 2024. Owners of all potentially affected vehicles will be notified by first-class mail beginning on November 21, 2024.

Planned Dealer Notification Date : OCT 04, 2024 - NR

Planned Owner Notification Date : NOV 21, 2024 - NR

* NR - Not Reported