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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Rear Visibility System Update Voluntary Recall Campaign – Phases I, II & III

Reference: R1911

Date: November 8, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Phase	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
I	2019 Altima (L34)	107,492	<b>7,173</b>	October 15, 2019	<b>YES</b>
	2018-19 Rogue (T32)	294,929	<b>16,292</b>		
II	2018-19 Armada	25,527	<b>1379</b>	October 30, 2019	<b>YES</b>
	2018-19 Frontier	45,533	<b>2109</b>		
	2018-19 Kicks	62,927	<b>3,854</b>		
	2018-19 LEAF	4,844	<b>125</b>		
	2018-19 NV	10,064	<b>1,890</b>		
	2018-19 NV200	17,375	<b>227</b>		
	2018-19 Pathfinder	61,212	<b>2,505</b>		
	2018-19 Versa Note	3,048	<b>19</b>		
	2018-19 Versa Sedan	68,316	<b>694</b>		
	2019 GT-R	114	<b>6</b>		
	2019 Maxima	16,383	<b>1,815</b>		
	2019 Murano	29,949	<b>2,852</b>		
	2019 Rogue Sport	48,546	<b>3,246</b>		
	2019 Sentra	161,136	<b>4,278</b>		
2019 Taxi	321	<b>NA</b>			
2019 Titan	17,060	<b>5,463</b>			
2019 Titan Diesel	2,834	<b>NA</b>			
III	2018 Altima	18,292	<b>1</b>	November 8, 2019	<b>YES</b>
	2018 Frontier	8,864	<b>9</b>		
	2018 Maxima	22,051	<b>149</b>		
	2018 Murano	25,530	<b>34</b>		
	2018 NV	9,805	<b>201</b>		
	2018 Rogue Sport	12,466	<b>36</b>		
	2018 Sentra	646	<b>11</b>		
	2018 Titan	10,760	<b>51</b>		
	2018 Titan Diesel	1,408	<b>24</b>		
2019 Versa Sedan	5	<b>4</b>			

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan Group has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2018-2019 Nissan and INFINITI vehicles to remedy a technical noncompliance issue involving the rear visibility system.

FMVSS No. 111, Rear Visibility, requires the rear visibility system of vehicles manufactured on or after May 1, 2018 to return to a default rearview image at the beginning of each backing event regardless of any modifications the driver previously selected.

On affected vehicles, a driver may potentially adjust the rearview camera and display settings to a degree that the image is no longer visible, and the system will retain those settings at the next backing event. This condition does not meet the requirements for default view required for FMVSS No. 111.

Dealers will reprogram the rear visibility system with countermeasure software. Due to the large number of software programs and the complexity involved, Nissan is providing dealers with USB flash drive kits in three phases to standardize and expedite the repair process.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service History – Open Campaigns I.D. **R1911**
  - 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 new inventory as new phases are launched for campaign applicability.**
2. Dealers **must not sell, lease, trade, rent, or loan** any vehicles in dealer inventory affected by this recall campaign until the vehicle has been remedied.
3. Dealers should use the applicable campaign repair bulletin to remedy any vehicles subject to this campaign.
  - Certain models may require the technician to delete Bluetooth® connected devices prior to performing the remedy. Dealers should offer to re-pair any deleted Bluetooth® connected device for the customer.

**NOTE: For campaign R1911 only, Nissan is not requiring time clocking or time stamps on this repair line.**

4. Upon completion, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

<b>Parts</b>	<ul style="list-style-type: none"><li>• The remedy is a software update delivered via USB or SD card.</li><li>• Parts are only needed in the event of failure during reprogramming.</li></ul>
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**Special Tools**

- Two (2) of each tool set with pre-loaded software are provided to each dealer according to the following schedule:
  - Phase I - Shipments should be received no later than **Friday, October 11, 2019.**
  - Phase II - Shipments should be received no later than **Wednesday, October 30, 2019.**
  - Phase III - Shipments will begin arriving the **second week of December 2019.**

Phase I	Phase II J-52812-Kit A	Phase III J-52812-Kit B
J-52812-1	J-52812-1	J-52812-15
	J-52812-2	J-52812-16
	J-52812-3	J-52812-17
	J-52812-4	J-52812-18
	J-52812-5	J-52812-19
	J-52812-6	J-52812-20
	J-52812-7	J-52812-21
	J-52812-8	J-52812-22
	J-52812-9	J-52812-23
	J-52812-10	J-52812-24
	J-52812-11	J-52812-25
	J-52812-12	J-52812-26
	J-52812-13	J-52812-27
	J-52812-14	

- Additional tools are available via TechMate @ 1-800-662-2001 or via [www.nissantechmate.com](http://www.nissantechmate.com) **after initial shipments for each phase have arrived**

**Repair**

NTB19-077 – 2019 Altima (L34)	NTB19-089 – 2019 NV (F80)	NTB19-085 - 2019 Maxima (A36)
NTB19-078 - 2018-019 Rogue (T32)/Rogue Hybrid (T32H)	NTB19-097 – 2018-19 NV200 (M20)/2019 Taxi (M30)	NTB19-086 - 2019 Murano (Z52)
NTB19-084 – 2018-2019 Armada (Y62)	NTB19-083 – 2018-19 Pathfinder (R52)	NTB19-094 - 2018-19 Sentra (B17)
NTB19-090 – 2019 Frontier (D40)	NTB19-095 - 2018-19 Versa Note (E12)	NTB19-088 – 2018-19 Rogue Sport (J11)
NTB19-093 – 2018-19 Kicks (P15)	NTB19-096 - 2018-19 Versa Sedan (N17)	NTB19-087 - 2018-19 Titan(A61)/Titan XD (A61)
NTB19-092 – 2018-19 LEAF (ZE1)	NTB19-091 - 2019 GT-R (R35)	

- **Phase III bulletins will be available at the time of tool shipment**

**Owner Notification**

- Nissan will notify owners of all potentially affected vehicles as noted below via U.S. Mail:
  - Phase I – Weeks of October 14 & 21, 2019
  - Phase II – Week of November 4, 2019
  - Phase III – November 11, 2019

**\*\*\*\*\* Claims Information \*\*\*\*\***

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>038</b>	<b>Fuel</b>	<b>\$3</b>
Dealers may claim this fuel expense allowance on subject vehicles in dealer inventory. <b>This expense code will expire on January 6, 2020.</b>		

**\*\*\*\*\* 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 new vehicle 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 recall?**

A. Yes, a Stop Sale is in effect for Phases I, II and III. VINs subject to Stop Sale can be identified via Service Comm and DBS National Service History Open Campaigns. Refer to NPSB 15-460 for identifying new vehicle inventory with open campaigns.

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

A. On affected vehicles, a driver may potentially adjust the rearview camera and display settings to a degree that the image is no longer visible, and the system will retain those settings at the next backing event. This condition does not meet the requirements for default view required for FMVSS No. 111.

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

A. Dealers will reprogram the vehicle’s Infotainment System with countermeasure software delivered via USB or SD card.

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

A. This free service varies by model, but could take up to one (1) hour. 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 notify owners of all potentially affected vehicles as noted below via U.S. Mail:

- Phase I – Weeks of October 14 & 21, 2019
- Phase II – Week of November 4, 2019
- Phase III – November 11, 2019

**Q. What if the customer's vehicle was remedied before they received the owner notification letter?**

A. If the vehicle was reprogrammed prior to the owner notification and there is no campaign open in Service Comm or DBS National Service History, no further action is required.

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

A. Yes. If customers adjust the Rear Visibility System display or camera settings (brightness, contrast, black level, tint, color), customers are encouraged to confirm the resulting rear view image is visible when shifting to reverse. If the image is dimmed, customers should further adjust the settings to return to an adequate level.

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

A. Yes. If customers adjust the Rear Visibility System display or camera settings (brightness, contrast, black level, tint, color), customers are encouraged to confirm the resulting rear view image is visible when shifting to reverse. If the image is dimmed, customers should further adjust the settings to return to an adequate level.

**Q. Is software readily available?**

A. Two (2) of each tool set with pre-loaded software are provided to each dealer according to the following schedule:

- Phase I - Shipments should be received no later than **Friday, October 11, 2019.**
- Phase II - Shipments should be received no later than **Wednesday, October 30, 2019.**
- Phase III - Shipments will begin arriving the **second week of December 2019.**

**Q. Are additional tool kits available for each phase?**

A. After initial shipments for each phase, additional tools (preloaded software) will be available via TechMate @ 1-800-662-2001 or via [www.nissantechmate.com](http://www.nissantechmate.com). Dealers may use the ASIST downloader tool to create additional USB drives.

**Q. Can the technician reprogram more than one vehicle at a time?**

A. For campaign R1911 only, Nissan is not requiring time clocking or time stamps on this repair line.

**Q. How will this campaign affect the dealer's Customer Service Index (CSI)?**

A. Nissan has seen in many instances that CSI scores for campaigns are actually higher than average due to no out-of-pocket expense and higher Fixed Right First Time score.

**Q. I have a Nissan Rental Car (NRC) out on loan. Do I have to bring that vehicle back in to have the recall performed?**

A. Affected vehicles must be remedied before being rented or being loaned out to a customer. If a NRC is out on loan, Nissan recommends notifying the customer of the recall and available remedy.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Complimentary alternate transportation is available if your vehicle requires parts replacement.

EXPENSE CODE	DESCRIPTION	AMOUN
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional rental or replacement part expenses are required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

**Q. Is there any charge for this service?**

A. No. The remedy will be performed for the customer free of charge for parts and labor.

**Q. Do campaign software updates affect the owner's personal settings or Nissan Connected Services?**

A. Nissan Connected Services settings may be affected by the system update. Dealers should notify owners that they may need to pair their mobile device again and/or reset certain alert preferences prior to driving their vehicle and using Nissan Connected Services.

**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 2018-2019 Nissan and INFINITI vehicles manufactured on or after May 1, 2018 and before ~June 2019 (depending on model) shown in the table below.

MY2018-2019		MY2019 Only
Nissan Altima	Nissan Rogue Sport	Nissan GT-R
Nissan Armada	Nissan Sentra	Nissan Taxi
Nissan Frontier	Nissan Titan	INFINITI Q70
Nissan Kicks	Nissan Titan Diesel	INFINITI Q70L
Nissan LEAF	Nissan Versa Note	INFINITI QX50
Nissan Maxima	Nissan Versa Sedan	INFINITI QX60
Nissan Murano	INFINITI Q50	
Nissan NV	INFINITI Q60	
Nissan NV200	INFINITI QX30	
Nissan Pathfinder	INFINITI QX80	
Nissan Rogue		

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

A. No.

**Revision History:**

Date	Announcement	Purpose
September 20, 2019	Preliminary	Preliminary campaign announcement
October 15, 2019	Voluntary Recall Campaign	New campaign announcement - Phase I Launch

October 30, 2019	Revision 1	Revision 1 - Phase II Launch
November 8, 2019	Revision 2	Revision 2 – Phase III Launch