

# Part 573 Safety Recall Report

# 22V-527

**Manufacturer Name :** Nissan North America, Inc.**Submission Date :** JUL 21, 2022**NHTSA Recall No. :** 22V-527**Manufacturer Recall No. :** R22A5 PC901 PC902**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 : 10,477

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2022 Nissan Rogue

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** The issue is specific to Nissan Rogue, Frontier, Pathfinder and Titan rental fleet vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present only on certain rental fleet vehicles due to the unique combination of software logic and satellite radio subscription status when set to 'not subscribed' for the rental customer.

Non-rental fleet vehicles are instead put in a 'suspended' subscription status when the owner does not have an active subscription, and are therefore unaffected by this issue. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : AUG 06, 2020 - MAY 10, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2022 Nissan Frontier

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

**Descriptive Information :** The issue is specific to Nissan Rogue, Frontier, Pathfinder and Titan rental fleet vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present only on certain rental fleet vehicles due to the unique combination of software logic and satellite radio subscription status when set to 'not subscribed' for the rental customer.

Non-rental fleet vehicles are instead put in a 'suspended' subscription status when the owner does not have an active subscription, and are therefore unaffected by this issue. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : JUL 29, 2021 - APR 21, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2022-2022 Nissan Pathfinder

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** The issue is specific to Nissan Rogue, Frontier, Pathfinder and Titan rental fleet vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present only on certain rental fleet vehicles due to the unique combination of software logic and satellite radio subscription status when set to 'not subscribed' for the rental customer.

Non-rental fleet vehicles are instead put in a 'suspended' subscription status when the owner does not have an active subscription, and are therefore unaffected by this issue. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : MAY 27, 2021 - MAY 17, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2022-2022 Nissan Titan

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

**Descriptive Information :** The issue is specific to Nissan Rogue, Frontier, Pathfinder and Titan rental fleet vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present only on certain rental fleet vehicles due to the unique combination of software logic and satellite radio subscription status when set to 'not subscribed' for the rental customer.

Non-rental fleet vehicles are instead put in a 'suspended' subscription status when the owner does not have an active subscription, and are therefore unaffected by this issue. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : DEC 18, 2021 - MAY 25, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** On affected rental fleet vehicles, when the rental customer declines satellite radio service and the Sirius XM subscription is set to "Not Subscribed," the IVI will still attempt to fetch preset channel information. However, due to the subscription status, the head unit cannot receive channel information. After four (4) minutes of searching for channel information, an internal timer forces the IVI to reboot. The IVI unit may frequently reboot causing the backup camera to become inoperable during the reboot process.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

**Description of the Safety Risk :** This reboot condition can cause the rearview image to not be available or deactivate while the vehicle is in reverse, which does not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility. The potential for loss of rearview image during a backing event may lead to the increased risk of a crash or injury to a person behind the vehicle.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** No proceeding warning occurs. However, the customer can see the IVI screen rebooting.

## Involved Components :

Component Name 1 : Software Program Version

Component Description : IVI Software - Frontier

Component Part Number : 4612

---

Component Name 2 : Software Program Version

Component Description : IVI Software - Frontier

Component Part Number : 4618

---

Component Name 3 : Software Program Version

Component Description : IVI Software - Titan

Component Part Number : 5319

---

Component Name 4 : Software Program Version

Component Description : IVI Software - Pathfinder

Component Part Number : 4901

---

Component Name 5 : Software Program Version

Component Description : IVI Software - Rogue

Component Part Number : 4617

---

## Supplier Identification :

### Component Manufacturer

Name : Robert Bosch GmbH (Bosch)

Address : Robert-Bosch-Straße 200  
Hildesheim Foreign States 31139

Country : Germany

## Chronology :

Please see attached Part 573 report for chronology.

## Description of Remedy :

Description of Remedy Program : For vehicles with over-the-air (OTA) update capability, Nissan will begin OTA deployment to update the IVI unit software for affected vehicles in July, 2022. Alternatively, fleet owners will have the option to take their vehicle to an authorized dealer to complete the software update. 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.

We 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 : Nissan will notify all rental fleet owners of potentially affected vehicles beginning July 29, 2022. Dealers will be notified on July 22, 2022.

Planned Dealer Notification Date : JUL 22, 2022 - NR

Planned Owner Notification Date : JUL 29, 2022 - NR

\* NR - Not Reported