

Part 573 Safety Recall Report

22V-772

Manufacturer Name : Nissan North America, Inc.

Submission Date : AUG 03, 2023

NHTSA Recall No. : 22V-772

Manufacturer Recall No. : R22B8 R22C1 PC923/25



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 : 27,388

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Nissan Titan / Titan XD

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

Descriptive Information : The issue is specific to Nissan Titan / Titan XD, Frontier, and Rogue vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present on these vehicles due to the unique combination of software logic and vehicle architecture complexity. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : DEC 17, 2021 - JUL 12, 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 Titan / Titan XD, Frontier, and Rogue vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present on these vehicles due to the unique combination of software logic and vehicle architecture complexity. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : MAR 10, 2022 - MAY 16, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2021-2022 Nissan Rogue

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

Descriptive Information : The issue is specific to Nissan Titan / Titan XD, Frontier, and Rogue vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present on these vehicles due to the unique combination of software logic and vehicle architecture complexity. No other Nissan or INFINITI vehicles are affected by this issue.

Production Dates : OCT 16, 2020 - MAY 31, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Due to an internal parameter setting error, the IVI hardware becomes unstable if the vehicle is restarted within two (2) minutes of IGN OFF or if the battery terminal is removed within two (2) minutes after IGN OFF. Under these circumstances on vehicle restart, the IVI unit will continuously reboot.

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 : The customer does not have warning prior to the incident occurring.

Involved Components :

Component Name 1 : CONTROL ASSY - AV

Component Description : IVI System - Titan

Component Part Number : 25915 9FY1D

Component Name 2 : CONTROL ASSY - AV

Component Description : IVI System - Titan

Component Part Number : 2591A 9FY1D

Component Name 3 : CONTROL ASSY - AV

Component Description : IVI System - Frontier

Component Part Number : 25915 9BU0E

Component Name 4 : CONTROL ASSY - AV

Component Description : IVI System - Frontier

Component Part Number : 25915 9BU1E

Component Name 5 : CONTROL ASSY - AV

Component Description : IVI System - Rogue

Component Part Number : 25915 6RR0E

Component Name 6 : CONTROL ASSY - AV

Component Description : IVI System - Rogue

Component Part Number : 25915 6RF0E

Component Name 7 : CONTROL ASSY - AV

Component Description : IVI System - Rogue

Component Part Number : 2591A 6RR1A

Component Name 8 : CONTROL ASSY - AV

Component Description : IVI System - Rogue

Component Part Number : 2591A 6RF1A

Supplier Identification :**Component Manufacturer**

Name : Robert Bosch GmbH (Bosch)

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

Country : Germany

Chronology :

March 2022 – Nissan received a customer complaint regarding an issue with a Model Year 2022 Titan. The complaint alleged the In-Vehicle Infotainment (IVI) unit continually rebooted itself. Nissan inspected the subject Titan. Nissan subsequently reached out to the IVI supplier (Bosch) to study the affected part and continued to monitor the market for similar incidents.

April 2022 through May 2022 – Nissan and Bosch investigated the issue, including Nissan’s collection of additional potential field incident parts. Five (5) total parts were collected and sent to the supplier for analysis. Bosch determined a power loss during a two (2) minute risk window would trigger the “check-sum” function within the IVI that results in the continuous reboot condition.

June 2022 through August 2022 - The investigation pointed to a potential issue with the OSD4 to OSD5 equipment update by Bosch- Malaysia in March of 2021. Bosch determined the new check sum type under the Open Source Distribution is not compatible with Nissan IVI products. In parallel, Nissan investigated whether this issue affected other Nissan models that contained the same IVI unit.

September 2022 - Nissan completed its safety assessment and concluded that the subject condition may cause the backup camera to become inoperable if the IVI unit enters a reboot process.

October 6, 2022 – Based on the foregoing, Nissan made a noncompliance determination.

Nissan is not aware of any accident or injuries related to the subject condition.

Description of Remedy :

Description of Remedy Program : Dealers will reprogram the IVI unit with updated software via USB. Customers will also have the option to receive an Over-the-Air (OTA) update for OTA-capable vehicles, which will be available in November 2022. There will be no charge for the update. In the event the incident condition has occurred, dealers are instructed to replace the IVI unit. All repairs will be performed free of charge for parts and labor.

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

How Remedy Component Differs from Recalled Component : Remedied software has the corrected parameter settings.

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

Recall Schedule :

Description of Recall Schedule : Nissan will notify all owners of affected vehicles by November 18, 2022. Dealers will be notified on October 14, 2022.

Planned Dealer Notification Date : OCT 14, 2022 - NR

Planned Owner Notification Date : NOV 18, 2022 - NR

* NR - Not Reported