



# SAFETY RECALL

## CAMPAIGN BULLETIN

AV Control Unit Software Update  
Voluntary Safety Recall Campaign

Reference: R22A5, PC902 & PC901

Date: July 22, 2022

**Attention: Dealer Principal, Sales, Service & Parts Managers**

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021-2022 Rogue (T33)	6,927	NA	July 22, 2022	NO
MY2022 Pathfinder (R53)	1,943			
MY2022 Titan (A61)	1,807			
MY2022 Frontier (D41)	45			

**\*\*\*\* Campaign Summary \*\*\*\***

Nissan is issuing a Voluntary Safety Recall Campaign to reprogram the AV Control Unit with updated software on specific 2022 Pathfinder, Titan, Frontier and 2021-2022 Rogue rental fleet vehicles identified in Service Comm and DBS National Service History.

When the SiriusXM subscription is disabled by the rental company, the IVI will still attempt to fetch preset channel information. However, due to the subscription being inactive, the head unit cannot receive channel information for SXM. After 4 minutes of searching for channel information, an internal timer forces a reboot of the AV Control Unit. The AV Control Unit will continuously reboot, which could cause the backup camera to become inoperable during the reboot process. This condition may not comply with FMVSS 111.

The software and remedy is currently available.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R22A5, PC902 or PC901**
2. Dealers **must not sell, lease trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. If a retailed vehicle affected by this campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the software update is available.

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

<b>Parts</b>	The remedy involves reprogramming by OTA or by ASIST downloader tool and USB, depending on Model/MY vehicle capability. No parts are required. <u>PNC(s)</u> <ul style="list-style-type: none"><li>➤ R22A5 (Kyushu built only) &amp; PC902 – OTA</li><li>➤ PC901 – USB</li></ul>
<b>Special Tools</b>	<ul style="list-style-type: none"><li>• CONSULT III+</li><li>• USB J-52727-1</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• <b>NTB22-062 for R22A5 (OTA)</b></li><li>• <b>NTB22-061 for PC902 (OTA)</b></li><li>• <b>NTB22-060 for PC901 (USB)</b></li></ul>
<b>Owner Notification</b>	Nissan will notify the owners of potentially affected vehicles on July 29, 2022.

\*\*\*\* 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.**

Total Customer Satisfaction

**Frequently Asked Questions (FAQ):**

**Q. Is this a recall?**

A. Yes.

**Q. Is this a Stop Sale?**

A. No.

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

A. The AV Control Unit will continuously reboot, which could cause the backup camera to become inoperable during the reboot process.

**Q. What is the possible effect of the condition?**

A. The AV Control Unit will continuously reboot, which could cause the backup camera to become inoperable during the reboot process.

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

A. Depending on Model/MY vehicle capability, reprogram the AV Unit by Over The Air Update (OTA) or USB from ASIST downloader tool.

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

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1) hour to complete. However, 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 fleet companies of potentially affected vehicles on **July 29, 2022**.

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

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible.

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

A. Yes, accept to allow the reprogramming of the AV Control Unit with the updated software by Over The Air Update (OTA). If needed, take the vehicle to an authorized Nissan Dealer to have the software update performed.

**Q. Are parts readily available?**

A. The remedy involves reprogramming the AV Control Unit with updated software by Over The Air Update (OTA) or USB from ASIST downloader tool. No parts are required.

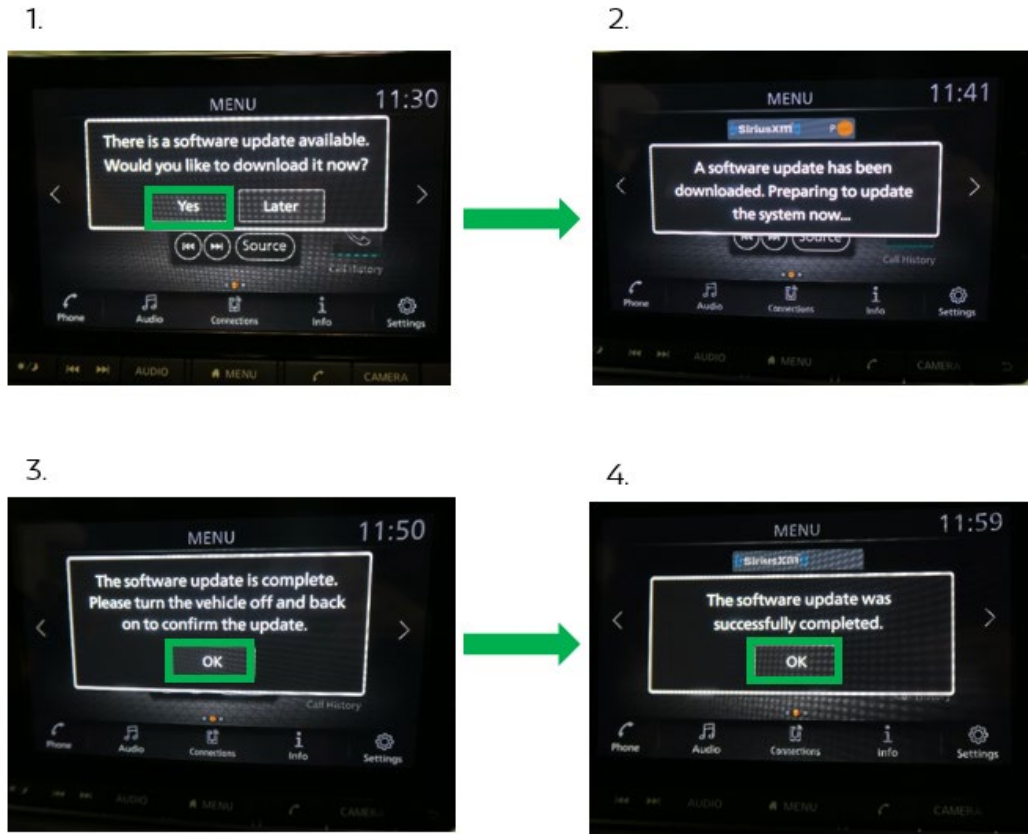
**Q. What should owners expect when completing the OTA infotainment system software update themselves?**

A. Follow these steps as a guide:

1. From a cold engine start up, a *"software update is available"* pop-up screen will appear. Select "Yes" on the screen.

2. Another pop-up message will display indicating the update has been downloaded and is being prepared.
3. Select "OK" when the *"software update is complete"* is indicated on the pop-up screen, then turn the engine off (wait 5 minutes) and then back on to confirm the update.
4. Select "OK" on the pop-up screen indicating the *"software update was successfully completed"*.

Note: Should the update be interrupted by shutting the vehicle off, the update will resume automatically upon the next ignition start up.



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

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

**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.

**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 2022 Nissan Pathfinder, Frontier, and Titan rental fleet vehicles, and certain MY2021-2022 Rogue rental fleet vehicles.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
July 22, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement