



# SAFETY RECALL

# CAMPAIGN BULLETIN

## In Vehicle Infotainment (IVI) System Reprogram Voluntary Recall Campaign

Reference: R22B8, R22C1, PC923, PC925

Date: December 9, 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.

**REVISED December 9, 2022**  
Please discard earlier versions of this bulletin.

**The announcement from October 14, 2022 has been revised to include the following:**

- Over-The-Air (OTA) programming is now available for **2021-2022 Rogue SL, SV and Platinum** vehicles to reprogram the In Vehicle Infotainment (IVI) system with updated software.
  - Use NTB22-090 to remedy R22C1 and PC925 with OTA programming.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021-2022 Rogue (T33)	20,753	18	October 14, 2022	<b>YES</b>
MY2022 Frontier (D41)	5	NA		
MY2022 Titan/Titan XD (A61)	4,979	352		

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

Nissan is issuing a Voluntary Safety Recall Campaign to reprogram the In Vehicle Infotainment (IVI) System software on certain 2022 Frontier, Titan/Titan XD, and 2021-2022 Rogue vehicles identified in Service Comm and DBS National Service History.

Under certain circumstances on vehicle restart, the In Vehicle Infotainment (IVI) System will continuously reboot causing the backup camera display to become inoperable. This condition may not comply with FMVSS 111 s.5.5 Rear Visibility. The vehicles covered in this campaign were produced before Nissan implemented an update to the In Vehicle Infotainment (IVI) System software.

The Nissan dealer will reprogram the In Vehicle Infotainment (IVI) System with updated software.

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

- Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R22B8, R22C1, PC923 or PC925**

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 one of these Campaign ID's visits the dealer for service, the dealer should inform the customer about the recall and communicate that the software update is available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<p><b><u>Over-The-Air (OTA) programming is now available for 2021-2022 Rogue SL, SV and Platinum vehicles to reprogram the In Vehicle Infotainment system with updated software.</u></b> The remedy involves reprogramming by Over-The-Air (OTA) or by ASIST downloader tool and USB, depending on Model/Grade vehicle capability. No parts are required.</p> <p><u>PNC(s)</u></p> <ul style="list-style-type: none"> <li>➤ R22C1 – OTA</li> <li>➤ PC925 – OTA</li> <li>➤ R22B8 – USB</li> <li>➤ PC923 – USB</li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• CONSULT III+</li> <li>• USB NI-52727-1</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB22-089 for R22B8 &amp; PC923 (USB)</b></li> <li>• <b>NTB22-090 for R22C1 &amp; PC925 (OTA)</b></li> </ul>
<b>Owner Notification</b>	Nissan will notify the owners of potentially affected vehicles in <b>November 2022</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.**

Total Customer Satisfaction

## Frequently Asked Questions (FAQ):

**Q. Is this a recall?**

A. Yes.

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

A. Yes.

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

A. Under certain circumstances on vehicle restart, the In Vehicle Infotainment (IVI) system will continuously reboot causing the backup camera display to become inoperable.

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

A. Under certain circumstances on vehicle restart, the In Vehicle Infotainment (IVI) System will continuously reboot causing the backup camera display to become inoperable.

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

A. The Nissan dealer will reprogram the In Vehicle Infotainment (IVI) system with updated software. The dealer will reprogram by Over-The-Air (OTA) or by ASIST downloader tool and USB, depending on Model/Grade vehicle capability. Over-The-Air (OTA) programming is now available for **2021-2022 Rogue SL, SV and Platinum**.

**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 begin sending notifications to affected owners in **November 2022**, via U.S. Mail.

**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 instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible.

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

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible. Over-The-Air (OTA) programming is now available for **2021-2022 Rogue SL, SV and Platinum**. For your Rogue vehicle with Over-The-Air (OTA) update capability, follow the in-vehicle messaging to accept the OTA update as soon as you receive the notification. You can also contact your local Nissan dealer in order to arrange an appointment to complete the software update free of charge.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If parts replacement is necessary rental is available, upon customer request, while parts are on order.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$156 (Max)</b>
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

**Q. Are parts readily available?**

A. The remedy involves reprogramming by Over-The-Air (OTA) or by ASIST downloader tool and USB, depending on Model/Grade vehicle capability. No parts are required.

**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 should owners expect when completing the Over-The-Air (OTA) In Vehicle Infotainment (IVI) system software update themselves?**

A. Over-The-Air (OTA) programming is now available for **2021-2022 Rogue SL, SV and Platinum** vehicles to reprogram the In Vehicle Infotainment (IVI) system with updated software.

Follow these steps as a guide:

1. From a cold engine start up, a *"software update is available"* pop-up screen will appear (shown below). Select "Yes" on the screen.
2. Select "Yes" and the Over-The-Air (OTA) download will complete using screen prompts.



**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 specific model year 2021-2022 Nissan Rogue vehicles manufactured in Kyushu between October 18, 2021 to April 21, 2022 and manufactured in Smyrna between November 22, 2021 to May 26, 2022. Certain specific model year 2022 Nissan Titan/Titan XD vehicles manufactured between December 18, 2021 to May 19, 2022. Certain specific model year 2022 Nissan Frontier vehicles manufactured between February 28, 2022 to March 17, 2022.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
October 14, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement
December 9, 2022	REVISION 1	OTA programming available