

## **RENTAL FLEET OWNER NOTIFICATION**

### **NHTSA RECALL 22V-527**

Dear Nissan Rental Fleet Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety, exists in certain MY2021-2022 Nissan Rogue and MY2022 Titan, Frontier and Pathfinder vehicles. Our records indicate you own or lease the Nissan vehicles identified on the enclosed VIN list.

#### **Reason for Recall**

On affected fleet vehicles, when the rental company changes the SiriusXM subscription status to "not subscribed", the AV Control Unit 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.

#### **What Nissan Will Do**

For certain Model Year 2022 Pathfinder and 2021-2022 Rogue rental vehicles with over-the-air (OTA) update capability, Nissan began OTA deployment to update the AV Control Unit software for affected vehicles beginning on July 22, 2022.

For certain Model Year 2022 Frontier, 2022 Pathfinder, 2021-2022 Rogue, and 2022 Titan rental vehicles that are not capable of OTA updates, or for any vehicle on which the OTA update was not previously completed, Nissan dealers will reprogram the AV Control Unit with updated software via an over-the-air update or Universal Serial Bus (USB). Nissan dealers will be able to complete this remedy free of charge.

#### **What Rental Fleet Owners Should Do**

For affected fleet vehicles, do not change the SiriusXM subscription status to "not subscribed" until the AV Control Unit software has been updated.

For certain Model Year 2022 Pathfinder and 2021-2022 Rogue rental vehicles with over-the-air (OTA) update capability, follow the in-vehicle messaging to accept the OTA update as soon as possible. Further information is available in Technical Service Bulletins NTB22-061 or NTB22-

062, as applicable. If you prefer, contact your Nissan dealer to complete the software update free of charge.

For certain Model Year 2022 Frontier, 2022 Pathfinder, 2021-2022 Rogue, and 2022 Titan rental vehicles that are not capable of OTA updates, contact your local Nissan dealer in order to arrange an appointment to complete the software update free of charge.

If you have any questions, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.