



SAFETY RECALL

CAMPAIGN BULLETIN

Rear View Camera
Voluntary Recall Campaign

Reference: **R23C3**

Date: **April 5, 2024**

Attention: Dealer Principal, Sales, Service & Parts Managers

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

REVISION 1
Please discard earlier versions of this bulletin.

The announcement from September 12, 2023 has been revised to include the following update:

- The parts restriction will be removed on all parts and dealers can order, as needed, via normal ordering process beginning **April 19, 2024**.
➤ [Parts on order in DBS will be fulfilled](#)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020-2021 Sentra (B18)	133,433	NA	September 12, 2023	YES
2019-2021 Altima (L34)	18,451	NA		

******* Campaign Summary *******

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing a Voluntary Safety Recall Campaign on certain MY2020-2021 Sentra and MY2019-2021 Altima Platinum trim level vehicles identified in Service Comm and DBS National Service History.

Over time, the rear view camera harness connector within the affected vehicles could become damaged from harness movement and vibration during vehicle operation. If the rear view camera connector terminals become damaged, the backup camera display image could become blurry, distorted, multi-colored or blank screen. If this condition occurs, it may not comply with FMVSS 111 s.5.5 Rear Visibility. If the rear view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

The dealer will inspect the function of the rear view camera. If the rear view camera harness is damaged, the dealer will replace the rear view camera and harness assembly. If not damaged, the dealer will apply protective tape and reroute the rearview camera harness to prevent the harness from being damaged.

******* 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. **R23C3**

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 ******

Parts	<p>If inspection results indicate that parts replacement is needed, the parts restriction will be removed on all parts and dealers can order, as needed, via normal ordering process beginning April 19, 2024.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #333; color: white;"> <th style="padding: 5px;">Part Number</th> <th style="padding: 5px;">Description</th> <th style="padding: 5px;">Quantity</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">28442-6CA3B</td> <td style="padding: 5px;">CAMERA ASSY-BACK VIEW ASSY (L34)</td> <td style="padding: 5px;">1 As Needed</td> </tr> <tr> <td style="padding: 5px;">28442-6LW1A</td> <td style="padding: 5px;">CAMERA ASSY-BACK VIEW ASSY (B18 - RVM)</td> <td style="padding: 5px;">1 As Needed</td> </tr> <tr> <td style="padding: 5px;">28442-6LW1C</td> <td style="padding: 5px;">CAMERA ASSY-BACK VIEW ASSY (B18 - AVM)</td> <td style="padding: 5px;">1 As Needed</td> </tr> </tbody> </table> <p>NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.</p>	Part Number	Description	Quantity	28442-6CA3B	CAMERA ASSY-BACK VIEW ASSY (L34)	1 As Needed	28442-6LW1A	CAMERA ASSY-BACK VIEW ASSY (B18 - RVM)	1 As Needed	28442-6LW1C	CAMERA ASSY-BACK VIEW ASSY (B18 - AVM)	1 As Needed
Part Number	Description	Quantity											
28442-6CA3B	CAMERA ASSY-BACK VIEW ASSY (L34)	1 As Needed											
28442-6LW1A	CAMERA ASSY-BACK VIEW ASSY (B18 - RVM)	1 As Needed											
28442-6LW1C	CAMERA ASSY-BACK VIEW ASSY (B18 - AVM)	1 As Needed											
Repair	<ul style="list-style-type: none"> • NTB23-070 												
Owner Notification	<p>Nissan will notify the owners of potentially affected vehicles in October 2023.</p>												

****** 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. Over time, the rear view camera harness connector within the affected vehicles could become damaged from harness movement and vibration during vehicle operation.

Q. What is the possible effect of the condition?

A. If the rear view camera connector terminals become damaged, the backup camera display image could become blurry, distorted, multi-colored or blank screen. If this condition occurs, it may not comply with FMVSS 111 s.5.5 Rear Visibility. If the rear view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

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

A. The dealer will inspect the function of the rear view camera. If the rear view camera harness is damaged, the dealer will replace the rear view camera and harness assembly. If not damaged, the dealer will apply protective tape and reroute the rearview camera harness to prevent the harness from being damaged.

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 **October 2023**, 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.

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.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
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. If inspection results indicate that parts replacement is needed, parts are on restriction and may be ordered through DBS.

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 2020-2021 Nissan Sentra vehicles manufactured from November 25, 2019 to March 12, 2021 and certain model year 2019-2021 Nissan Altima Platinum Trim level vehicles manufactured from May 25, 2018 to March 8, 2021.

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

A. No.

Revision History:

Date	Announcement	Purpose
September 12, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
April 5, 2024	REVISION 1	Parts restriction removed