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**Nissan North America, Inc.**

One Nissan Way  
Franklin, TN 37067

Mailing Address:  
PO Box 685001  
Franklin, TN 37068

December 22, 2023

Dr. Cem Hatipoglu  
Acting Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
Room W48-302  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Dear Dr. Hatipoglu:

We are transmitting the enclosed supplement to the Non-Compliance Information Report filed on September 8, 2023. This supplement updates section 6: Basis for Determination of the Existence of a Noncompliance.

Very truly,

A handwritten signature in black ink, appearing to read "Will Swindell".

Will Swindell  
Manager,  
Technical Compliance

Encl.

## **NONCOMPLIANCE INFORMATION REPORT**

1. Manufacturer:

Nissan North America, Inc., Canton plant  
Nissan North America, Inc., Smyrna plant  
Nissan Mexicana, S.A. de C.V. Aguascalientes plant

2. Vehicles Potentially Involved:

The production period of affected vehicles involved is shown in the table below.

<b><u>Model</u></b>	<b><u>Dates of Manufacture</u></b>	<b><u>Plant</u></b>
MY 2019 - 2021 Nissan Altima	July 12, 2018 to March 6, 2021	Canton
MY 2019 - 2020 Nissan Altima	May 25, 2018 to September 15, 2020	Smyrna
MY 2020 - 2021 Nissan Sentra	November 25, 2019 to March 12, 2021	Aguas

The issue is specific to certain Nissan Altima Platinum Trim Level and Sentra vehicles produced during the periods listed above, equipped with a (Sony) Rear View Camera. This issue is present only on certain models due to the unique combination of the rear view camera harness design and harness routing within the subject vehicles.

No other Nissan or INFINITI vehicles are affected by this issue.

The name, description and part number of the subject component is below:

<b><u>Part Name</u></b>	<b><u>Part Description</u></b>	<b><u>Applicable Model</u></b>	<b><u>Part Number(s)</u></b>
Around View Monitor	Camera Assy - Back View	Altima	28442 6CA0A
Rear View Monitor	Camera Assy - Back View	Sentra	28442 6LA0A
Around View Monitor	Camera Assy - Back View	Sentra	28442 6LA0B

The name and address of the Rear View Camera supplier is:

Sony Electronics  
1730 N First Street  
San Jose, CA 95112

Name, Department: Donald Miller, Sr. Department Manager, Engineering  
Phone: (408) 352-4103  
Email: Don.Miller@sony.com

3. Total Number of Vehicles Potentially Involved:

Approximately 153,376 vehicles may be affected as shown in the table below:

<b><u>Model Year / Model</u></b>	<b><u>Number of Vehicles</u></b>
MY 2019 - 2021 Nissan Altima (Platinum Trim Level)	18,451
MY 2020 - 2021 Nissan Sentra (All Trim Levels)	134,925

4. Percentage of Vehicles Estimated to Actually Contain the Noncompliance:

100%

5. Description of the Noncompliance:

Due to the design of the rear view camera harness and its specific routing within the affected vehicles, the harness may become damaged from movement and vibrations during vehicle operation. Over time, damage to the harness can result in the degradation of the rear view camera display image, leading to issues such as blurriness, distortion, multi-colored imagery, or in some cases, a blank screen.

This condition may not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility. If the rear view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

6. Basis for Determination of the Existence of a Noncompliance:

April 2020 - Nissan received a customer complaint about a Model Year 2020 Sentra, reporting intermittent display issues with the rearview camera when the vehicle is in reverse. After investigating, an intermittent connection on the rearview camera connector was identified. The rearview camera was replaced, and the returned part was sent to the supplier for analysis.

May 2020 through June 2020 - Initially, the supplier could not replicate the issue and concluded no defect was found. However, further investigation revealed a latent failure due to poor continuity from fretting on the harness connector pins. Nissan began monitoring field reports and initiated a parts collection activity.

July 2020 through September 2020 - Nissan received three (3) additional field parts from the collection activity, which were sent to the supplier for analysis. The supplier identified that the cable core was not fixed to the integral molding on these field parts, allowing the contact terminals some movement, potentially influenced from vehicle vibration.

October 2020 - Based on the supplier's investigation, Nissan implemented a production countermeasure on Sentra vehicles to reduce potential movement of the harness due to vehicle vibration. The connector was redesigned for increased robustness and corrugated tubing was added to the rearview camera harness. Nissan closed the investigation.

July 2022 - Nissan observed an increase in post-countermeasure field warranty claims on Sentra vehicles related to the rearview camera intermittent display issues. Nissan also received 4 Sentra and 1 Altima customer VOQs alleging intermittent rearview camera image. Nissan initiated an investigation.

September 2022 through December 2022 - During the investigation, Nissan expanded its warranty analysis to include all models equipped with a similar rearview camera in U.S. market. Altima (Platinum trim level), along with Sentra, was confirmed to have similar allegations of intermittent camera issues. Nissan launched a part investigation into these models.

January 2023 through March 2023 - Nissan conducted a horizontal confirmation to understand apparent differences in rear view camera performance across global models. Several models equipped with the subject rearview camera were identified, and the investigation into warranty analysis for these models began.

April 2023 - Nissan investigated how the rearview camera harness in-vehicle layout and opening/closing of the back door and trunk affected the rearview camera harness connection. Nissan concluded the rearview camera harness layout within the Sentra vehicle included a higher-than-average runout angle, which could make the connectors susceptible to damage from impacts or vibrations during operation.

May 2023 through July 2023 - Nissan's continued analysis supported focusing on models with greater runout angle value. Variations in vehicle structure, specifically a rear hatchback door versus a trunk, influenced the runout angle.

August 2023 - The subject intermittent rearview camera image condition was duplicated through vibration testing under specific vehicle layout conditions. Nissan identified potential for continued harness damage resulting in copper exposure, leading to a thin oxide film affecting the video signal. Nissan concluded that the identified condition may cause the rearview camera to become intermittently inoperable.

August 31, 2023 - Based on the findings from the investigation, Nissan made a determination to conduct a recall for potential non-compliance for vehicles equipped with the subject camera harness and the specific routing conditions.

As of the date of determination, Nissan was aware of ten (10) Technical Reports and five (5) VOQs related to the subject condition of rear view camera harness damage leading to an intermittent rear view display image, and had not received any reports of accidents or injuries related to the subject condition.

7. Description of Corrective Action:

Dealers were notified on September 12, 2023. Owners of all potentially affected vehicles were notified beginning October 19, 2023 and ending on October 26, 2023.

Dealers 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 no damage is found, the dealer will apply protective tape and reroute the rear view camera harness. All repairs will be performed free of charge for parts and labor and may take up to forty minutes to complete.

Nissan will include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as some of the subject vehicles are no longer under warranty.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.