



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 10, 2024

Mr. Will Swindell  
Senior Engineer  
Nissan North America, Inc.  
P. O. BOX 685001  
Franklin, TN 37068-5009

NEF-107DC  
24V-748

**Subject:** Rearview Camera Image May Not Display/FMVSS 111

Dear Mr. Swindell:

This letter serves to acknowledge Nissan North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

INFINITI/QX80/2025  
NISSAN/ROGUE/2024-2025

**Mfr's Report Date:** October 3, 2024

**NHTSA Campaign Number:** 24V-748

**Components:**

BACK OVER PREVENTION  
EQUIPMENT:ELECTRICAL:INFOTAINMENT:SOFTWARE

**Potential Number of Units Affected:** 37,236

**Problem Description:**

Nissan North America, Inc. (Nissan) is recalling certain 2024-2025 Rogue and 2025 INFINITI QX80 vehicles. A software error may cause the rearview camera to display a blank screen when the vehicle is in reverse. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

**Consequence:**

The loss of the rearview camera image while in reverse can reduce the driver's rear visibility, increasing the risk of a crash.

**Remedy:**

The in-vehicle infotainment software will be updated by an over-the-air (OTA) software update or by a dealer, free of charge. Owner notification letters are expected to be mailed November 21, 2024. Owners may contact Nissan's customer service at 800-647-7261 or INFINITI's customer service at 1-800-662-6200. Nissan's numbers for this recall are R24B3 and R24B4.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Nissan North America, Inc.'s contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement