

Part 573 Safety Recall Report

24V-747

Manufacturer Name : Nissan North America, Inc.

Submission Date : OCT 03, 2024

NHTSA Recall No. : 24V-747

Manufacturer Recall No. : R24B5



Manufacturer Information :

Manufacturer Name : Nissan North America, Inc.

Address : P. O. BOX 685001

Franklin TN 37068-5009

Company phone : 800-647-7261

Population :

Number of potentially involved : 3,230

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2025-2025 INFINITI QX80

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : This issue is specific to INFINITI QX80 vehicles equipped with the Around View Monitor (AVM) system and the specific software versions (06.97.00). Based on production records, the defect is unique to the model and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : MAY 21, 2024 - SEP 19, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : A software logic error may occur on certain Model Year 2025 INFINITI QX80 vehicles. This error can occur during vehicle cold start and may result in an internal system initialization failure, causing "Park Assist is not available" to be displayed and a blank image when the vehicle is shifted into "Reverse."

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : There is no preceding warning.

Involved Components :

Component Name 1 : CONTROLLER ASSY - CAMERA

Component Description : AV Controller

Component Part Number : 284A1 7JB0A

Component Name 2 : CONTROLLER ASSY - CAMERA

Component Description : AV Controller

Component Part Number : 284A1 7JB0B

Supplier Identification :**Component Manufacturer**

Name : FSVAP Japan Co., Ltd

Address : Shintoshin 7-2, Chuo-ku,
Saitama-ken Foreign States Saitama-sh

Country : Japan

Chronology :

August 21, 2024 – During a routine evaluation of a Model Year 2025 INFINITI QX80 vehicle, a Nissan engineer reported that when the vehicle was shifted into "Reverse," the AV screen image froze on the initial screen page for approximately 3 seconds and then displayed a blank (black) image. A warning message of "Park Assist is not available" was displayed and the Around View Monitor image was not available when the "Camera" button was pressed. The issue did not occur again, and Nissan was unable to duplicate the incident.

August 23, 2024 - Nissan received a customer complaint on a Model Year 2025 INFINITI QX80 vehicle alleging a blank AV screen. The Nissan dealer confirmed the AV unit appeared to be functioning normally and no Diagnostic Trouble Codes (DTCs) were registered. Additionally, the vehicle investigation confirmed that all cameras were operating as intended. Nissan downloaded the vehicle's software log for further analysis.

September 2024 – Upon further analysis, Nissan identified a potential software logic error that may occur during the vehicle wake-up process at cold start. Due to the logic error, an AV software initialization failure may occur causing a blank screen image when the vehicle is shifted into "Reverse."

September 20, 2024 – Nissan issued a port hold for all Model Year 2025 QX80 vehicles importing into North America.

September 26, 2024 - Nissan decided to conduct a voluntary recall campaign to remedy the potentially affected vehicles in the U.S. market.

No accident or injuries have been reported that relate to the subject condition.

Description of Remedy :

Description of Remedy Program : Retailers will be instructed to reprogram the vehicle's Around View Monitor system. The reprogram will be performed free of charge for parts and labor and may take less than half (0.5) hour to complete.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Retailers will be notified on October 4, 2024. Owners of all potentially affected vehicles will be notified beginning November 21, 2024 to bring their vehicle into a retailer for repair

Planned Dealer Notification Date : OCT 04, 2024 - NR

Planned Owner Notification Date : NOV 21, 2024 - NR

* NR - Not Reported