



SAFETY RECALL

CAMPAIGN BULLETIN

Rear View Camera
Voluntary Recall Campaign

Reference: R23D7
Date: February 7, 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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018-2022 LEAF (ZE1)	57,914	NA	February 7, 2024	YES

**** 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 MY2018-2022 LEAF vehicles identified in Service Comm and DBS National Service History.

Over time, the rear view camera harness within the affected vehicles could become damaged from harness movement and vibration during vehicle or manual hatch operation. If the rear view camera harness becomes 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.

A remedy plan is currently under development. Nissan will begin sending interim notification letters to owners of affected vehicles in **March 2024**, via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

**** What Dealers Should Do ****

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R23D7**
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 this Campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that Nissan is currently developing a remedy plan.

****** Release Schedule ******

Parts	Nissan is currently developing a remedy plan.
Repair	Nissan is currently developing a remedy plan.
Owner Notification	Nissan will begin sending interim notification letters to owners of affected vehicles in March 2024 , via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

****** 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 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 harness becomes 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. A remedy plan is currently under development. Nissan will begin sending interim notification letters to owners of affected vehicles in **March 2024**, via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

Q. How long will the corrective action take?

A. Nissan is currently developing a remedy plan.

Q. When will vehicle owners be notified?

A. A remedy plan is currently under development. Nissan will begin sending interim notification letters to owners of affected vehicles in **March 2024**, via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

Q. Is my vehicle safe to drive?

A. Once a remedy plan is developed, you will receive an invitation to repair letter 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. No.

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. Rental is available upon customer request, if vehicle is experiencing the applicable condition of this campaign.

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. A remedy plan is currently under development. Nissan will begin sending interim notification letters to owners of affected vehicles in **March 2024**, via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

Q. Is there any charge for this service?

A. No, once the remedy plan is developed the repair 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, once a remedy plan has been developed, 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, once identified, 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 2018-2022 Nissan LEAF vehicles manufactured from September 29, 2017 to April 21, 2022 at the Smyrna plant.

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

A. Yes, 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 were recalled for a similar condition (see R23C3).

Revision History:

Date	Announcement	Purpose
February 7, 2024	Original Document	New campaign announcement