



SAFETY RECALL

CAMPAIGN BULLETIN

Rear View Camera Inspection
Voluntary Recall Campaign

Reference: R23D7

Date: October 10, 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 4
Please discard earlier versions of this bulletin.

The announcement from July 11, 2024 has been revised to include the following:

- **NTB24-034** has been revised with updated parts information
 - The **Harness Protector** part number is now **24271-5RB1A**:
 - The Harness Protector will now repair **one (1) vehicle**.
 - The expense code for supplies has been removed.

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.

Nissan dealers will inspect the function of the rear view camera. If the rear view camera image does not display properly, the dealer will replace the rear view camera and harness assembly. If the rear view camera image displays properly, the dealer will secure the camera harness to prevent movement.

**** 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. Dealers should use **NTB24-034** to remedy any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Refer to NTB24-034 to determine the parts required to complete this remedy: <ul style="list-style-type: none"> ➤ The Harness Protector part number is now 24271-5RB1A. <ul style="list-style-type: none"> ▪ The Harness Protector will now repair one (1) vehicle. ▪ The expense code for supplies has been removed.
Repair	<ul style="list-style-type: none"> • NTB24-034
Owner Notification	Nissan mailed interim notification letters to owners of affected vehicles in March 2024 , via U.S. Mail. Nissan will begin mailing invitation to repair notification letters to owners of affected vehicles in July 2024 , via U.S. Mail.

*******Service Parts Return*******

The camera assembly part numbers listed in the table below are obsolete and may have been shipped to dealer service inventory. Nissan is requesting dealers to check their parts inventories for all of the part numbers listed in the table below. **If a listed part is found in your parts inventory, do not sell this part, or install this part on any vehicle.**

- These returns will not affect the dealer's obsolescence accrual.

Nissan North America is requesting Dealers to return the listed parts no later than July 19, 2024 using the following instructions:

1. Create an **I-Code** RFC, an invoice# is not necessary
2. Be sure to use **these specific comments: "PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION"**.
3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: NNAUSPartsOperations@nissan-usa.com

Part Number	Description	Applied Model
28442-5SA0A	Camera Assembly - Back View	2018-2022 LEAF (ZE1)
28442-5SA1B	Camera Assembly - Back View	
28442-5SA0B	Camera Assembly - Back View	

284F1-6WK0A	Camera Assembly – Back View	
28419-5SA0C	Camera Assembly – Back View	

******* 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 or manual hatch 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. Nissan dealers will inspect the function of the rear-view camera. If the rear-view camera image does not display properly, the dealer will replace the rear-view camera and harness assembly. If the rear view camera image displays properly, the dealer will secure the camera harness to prevent movement.

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 (1.0) 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 mailed interim notification letters to owners of affected vehicles in March 2024, via U.S. Mail. Nissan will begin mailing invitation to repair notification letters to owners of affected vehicles in **July 2024**, via U.S. Mail 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. 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. 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 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. Yes.

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 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
May 20, 2024	REVISION 1	Inventory parts return request added
July 4, 2024	REVISION 2	Remedy and parts available
July 11, 2024	REVISION 3	Service parts return request part numbers updated
October 10, 2024	REVISION 4	NTB24-034 updated