



Nissan North America, Inc.

One Nissan Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

October 3, 2024

Ms. Eileen Sullivan
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 Ms. Sullivan:

We are transmitting the enclosed Non-Compliance Information Report in accordance with 49 CFR Part 573. A voluntary recall campaign will be initiated and your office provided with the notices.

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 Shatai Kyusyu Co., Ltd.

2. Vehicles Potentially Involved:

Certain vehicles manufactured at the Nissan Shatai Kyushu plant during the production periods shown in the table below:

<u>Model Year/Model</u>	<u>Dates of Manufacture</u>
MY 2025 INFINITI QX80	May 21, 2024 - September 19, 2024

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 (described in Section 5 below) is unique to the model and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

The name, description and part number(s) of the recalled component(s) are below.

<u>Part Name</u>	<u>Part Description</u>	<u>Part Number(s)</u>	<u>Software Version</u>
CONTROLLER ASSY - CAMERA	AV Controller	284A1 7JBOA	06.97.00
CONTROLLER ASSY - CAMERA	AV Controller	284A1 7JBOB	06.97.00

The supplier for the Audio Video (AV) controller is:

FSVAP Japan Co., Ltd
Shintoshin 7-2, Chuo-ku,
Saitama-shi, Saitama-ken, Japan

Name: Yujji Kobayashi
Phone: +81 (702) 174-1238
Email: yuji.kobayashi@forvia.com

3. Total Number of Vehicles Potentially Involved:

Approximately 3,230 Model Year 2025 INFINITI QX80 vehicles.

<u>Model</u>	<u>Volume of Production</u>
Model Year 2025 INFINITI QX80	3,230

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

1%

The estimated percentage of vehicles involved with defect is 0.03%; however, 1% is used here because submission within NHTSA's safety portal will not allow a non-numeric value.

5. 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." 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:

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.

7. Description of Corrective Action:

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. 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.

8. Copy of Notices:

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