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**Nissan North America, Inc.**

One Nissan Way  
Franklin, TN 37067

Mailing Address:  
PO Box 685001  
Franklin, TN 37068

November 19, 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 amendment to the Non-Compliance Information Report filed on October 3, 2024. This supplement updates sections 2, 3, 6 and 7: Vehicles Potentially Involved, Total Number of Vehicles Potentially Involved, Chronology of Principal Events and Description of Corrective Action, respectively.

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	April 16, 2024 - October 31, 2024

This issue is specific to INFINITI QX80 vehicles equipped with the Around View Monitor (AVM) system with the AV controller software part number(s) in the table below. 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>Software Part Number(s)</u>
CONTROLLER ASSY - CAMERA	AV Controller	988H2 7JB0A
CONTROLLER ASSY - CAMERA	AV Controller	988H2 7JB0B
CONTROLLER ASSY - CAMERA	AV Controller	988H2 7JB3A
CONTROLLER ASSY - CAMERA	AV Controller	988H2 7JB1B
CONTROLLER ASSY - CAMERA	AV Controller	988H2 7JB4A
CONTROLLER ASSY - CAMERA	AV Controller	988H2 7JB2B

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](mailto:yuji.kobayashi@forvia.com)

3. Total Number of Vehicles Potentially Involved:

Approximately 5,176 Model Year 2025 INFINITI QX80 vehicles.

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

1%

The estimated percentage of vehicles involved with defect is 0.07%; however, 1% is used here because submission within NHTSA's safety portal will not allow a non-numeric value.

5. Description of the Noncompliance:

Certain Model Year 2025 INFINITI QX80 vehicles equipped with an Around View Monitor (AVM) equipped with the Around View Monitor (AVM) system with the affected AV controller software part number(s). These errors can result in an internal system initialization failures, which may in some instances cause "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.

October 3, 2024 – Nissan submitted a Part 573 NCIR for the affected vehicles and launched software to update the affected AVM system AV controllers.

November 5, 2024 - Nissan was alerted to a potential rear view camera blank image concern on a MY25 QX80 vehicle. Nissan launched an investigation of the concern and issued a port hold and stop shipment for all Model Year 2025 QX80 vehicles out of an abundance of caution.

As a result of the investigation, Nissan identified a second software logic error that may also inhibit the initialization process of the AVM control unit; resulting in a blank rear view camera image.

November 13, 2024 - Nissan decided to conduct a voluntary recall campaign to remedy the affected vehicles in the U.S. market by updating the software to correct both potential software logic issues. After consultation with NHTSA concerning the most effective method of notifying and remedying both the original population and the additional 1,946 vehicles affected by the November 5<sup>th</sup> decision, it was determined most appropriate to expand the population of the current Recall 24V-747 to address this new population and update the remedy software to address both potential AVM AV controller software logic issues for all affected vehicles.

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

7. Description of Corrective Action:

Retailers will be notified of the updated recall on November 20, 2024. Owners of all potentially affected vehicles will be notified within 60 days of the initial NCIR submission date, to bring their vehicle into a retailer for repair of both potential issues. Retailers will be instructed to reprogram the vehicle's Around View Monitor system. This free software reprogram will address both software issues and should take up to two (2.0) hours 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.