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**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 North America Inc. Smyrna Plant  
Nissan Motor Kyusyu Co., Ltd.  
Nissan Shatai Kyusyu Co., Ltd.

2. Vehicles Potentially Involved:

Certain Nissan and INFINITI vehicles manufactured at the Nissan Smyrna, Shatai Kyushu, and Kyushu plants during the production periods shown in the table below:

<b><u>Model Year/Model</u></b>	<b><u>Dates of Manufacture</u></b>	<b><u>Manufacturing Plant</u></b>
MY 2024 – 2025 Nissan Rogue	December 20, 2023 – September 17, 2024	Kyushu
MY 2024 – 2025 Nissan Rogue	December 18, 2023 – September 19, 2024	Smyrna
MY 2025 INFINITI QX80	May 21, 2024 – September 19, 2024	Shatai Kyushu

This issue is specific to certain Nissan Rogue (SL & Platinum Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect (described in Section 5 below) is unique to these models 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.

<b><u>Part Name</u></b>	<b><u>Part Description</u></b>	<b><u>Part Number(s)</u></b>	<b><u>Software Version</u></b>
CONT Assy - NAVIG	AV Controller - Rogue	25915 7KP0C	28C3.0B53J
CONT Assy - NAVIG	AV Controller - Rogue	25915 7KP0D	283C3 2B09J
CONT Assy - NAVIG	AV Controller - QX80	25915 7JA0C	283C3.2A0GJ

The name and address of the AV Controller supplier is:

Robert Bosch GmbH  
Robert-Bosch-StraBe 200  
31139 Hildesheim, Germany

Name: Roland Schielke (Quality Manager)  
Phone: +49 (512) 149-5547  
Email: Rorald.schielke@de.bosch.com

3. Total Number of Vehicles Potentially Involved:

Approximately 34,006 Model Year 2024 - 2025 Nissan Rogue (SL & Platinum Trim Level) vehicles total and 3,230 Model Year 2025 INFINITI QX80 vehicles.

<u>Model</u>	<u>Volume of Production</u>	<u>Manufacturing Plant</u>
Model Year 2024 - 2025 Nissan Rogue	22,075	Kyushu
Model Year 2024 - 2025 Nissan Rogue	11,931	Smyrna
Model Year 2025 INFINITI QX80	3,230	Shatai Kyushu

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

1%

The estimated percentage of vehicles involved with defect is 0.027%; however, 1% is used here because submission within NHTSA's safety portal will not allow a non-numeric value.

5. Description of the Noncompliance:

On affected Nissan Rogue and INFINITI QX80 vehicles, a Low Voltage Differential Signaling (LVDS) communication error may cause the rear view monitor to display 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:

April 2024 - Nissan received a field report alleging the In-Vehicle Infotainment (IVI) screen of a MY24 Rogue vehicle went blank (black) while the ignition was "ON". During Nissan's vehicle inspection, the vehicle's battery was reset; however, the issue persisted. The technician replaced the Navigation Controller Assembly and the incident part was collected for analysis.

May 2024 through July 2024 - Nissan worked with the Supplier to analyze the collected part. No abnormality was found during analysis, and the incident condition could not be duplicated. Additional inspections, including bench testing and X-ray analysis were also conducted. Nissan sought to collect additional data from the incident vehicle.

August 2024 through September 2024 - Nissan received a market report on a Model Year 2025 INFINITI QX80 vehicle, where the IVI screen allegedly exhibited a blank screen and the rear view camera image did not display. Nissan collected the suspect part for supplier analysis.

The investigation initially concluded the Low Voltage Differential Signaling (LVDS) experienced a communication error between the In-Vehicle Infotainment (IVI) system and the Center Information Display (CID) modules, which could result in degradation of the video signal. Nissan also identified potential similar concern exists on both Nissan Model Year 2024 – 2025 Rogue and INFINITI Model Year 2025 QX80 vehicles equipped with the same IVI system.

On September 20, 2024, out of an abundance of caution, Nissan issued a stop shipment request on Model Year 2025 Nissan Rogue and INFINITI QX80 vehicles.

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

Nissan has identified twenty-nine (29) technical reports for this issue received between April 13, 2024 and August 21, 2024. No accident or injuries have been reported.

7. Description of Corrective Action:

Dealers will be notified on October 4, 2024. Owners of all potentially affected vehicles will be notified by first-class mail beginning on November 21, 2024. Dealers will be instructed to reprogram the vehicle's IVI Rear View Camera System via a USB update. Repairs will be performed free of charge for parts and labor and may take less than half (0.5) hour to complete.

For vehicles with over-the-air (OTA) update capability, Nissan will begin OTA deployment to update the IVI unit software for affected vehicles beginning in late October 2024. For vehicles that are not capable of OTA updates, or for any vehicle on which the OTA update was not previously completed, dealers will reprogram the IVI unit with updated software via an over-the-air update or USB. There will be no charge for the update.

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.