



SAFETY RECALL

CAMPAIGN BULLETIN

Center Information Display Reprogram
Voluntary Recall Campaign

Reference: PMA48, PD152, PD153

Date: May 28, 2025

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
2025 Kicks (P16)	46,550	8,896	May 28, 2025	YES
2025 Frontier (D41)	31,263	13,246		

**** Campaign Summary ****

Nissan is committed to the safety and security of our customers and passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Non-Compliance Recall Campaign on certain model year 2025 Nissan Kicks and Frontier vehicles identified in Service Comm and DBS National Service History.

Certain model year 2025 Nissan Kicks and Frontier vehicles may be affected by a software logic error within the Center Information Display (CID), which can lead to a communication error with the In-Vehicle Infotainment (IVI) module. This issue may result in the rearview monitor displaying a blank screen when the vehicle is shifted into reverse. If this condition occurs, the vehicle may not comply with the requirements outlined in S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111 – Rear Visibility. The absence of a rearview image can impair rearward visibility, potentially increasing the risk of a crash.

Dealers will reprogram the CID with updated software.

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

1. Verify if vehicles are affected by this Voluntary Non-Compliance Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PMA48, PD152 and PD153**
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 the appropriate campaign bulletin to remedy any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	The remedy involves reprogramming the Center Information Display (CID) with updated software. No parts are required.
Special Tools	Beginning May 27, 2025, the following specialized jumper harness tools will be automatically shipped to dealers. These tools are essential for performing the required CID software updates: <ul style="list-style-type: none"> • Kicks – Jumper Harness (Part No. NI-53395) • Frontier (with Telematics) – Jumper Harness (Part No. NI-53394) • Frontier (without Telematics) – Jumper Harness (Part No. NI-53396) Please ensure these tools are available upon receipt to facilitate timely software updates.
Repair	The following Nissan Technical Bulletins (NTBs) correspond to the CID software update process for each applicable model: <ul style="list-style-type: none"> • NTB25-026 – Applicable to Kicks (PMA48) • NTB25-027 – Applicable to Frontier with Telematics (PD152) • NTB25-TBD – Applicable to Frontier <u>without</u> Telematics (PD153); this bulletin is expected to be published during the week of May 27, 2025 Please refer to the respective NTB for detailed instructions.
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning July 2025 .

**** 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. Certain model year 2025 Nissan Kicks and Frontier vehicles may be affected by a software logic error within the Center Information Display (CID), which can lead to a communication error with the In-Vehicle Infotainment (IVI) module.

Q. What is the possible effect of the condition?

A. This issue may result in the rearview monitor displaying a blank screen when the vehicle is shifted into reverse. If this condition occurs, the vehicle may not comply with the requirements outlined in S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111 – Rear Visibility. The absence of a rearview image can impair rearward visibility, potentially increasing the risk of a crash.

Q. What will be the corrective action for this voluntary recall campaign?

A. Dealers will reprogram the Center Information Display (CID) with updated software.

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 will begin sending notifications to affected owners in **July 2025**, via U.S. Mail.

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 provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

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 1-800-777-9999, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

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 2025 Nissan Kicks vehicles built from June 24, 2024 to March 7, 2025, and model year 2025 Nissan Frontier vehicles built from August 8, 2024 to April 2, 2025.

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

A. No.

Revision History:

Date	Announcement	Purpose
May 28, 2025	Original Document	New campaign announcement