



# TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
EL24-015	NTB25-014	February 28, 2025

## REAR VIEW CAMERA IS INOPERATIVE OR "X" IS DISPLAYED WHEN SHIFTING INTO REVERSE

**APPLIED VEHICLES:** 2021-2023 Rogue (T33)

### IF YOU CONFIRM

The Rear View Camera is inoperative or an "X" is displayed when shifting into reverse,

**AND**

There is corrosion at the Rear View Camera wiring harness connector D504 (Figure 2 on page 2).

### ACTION

1. Replace the Wiper Grommet Seal, the Rear Camera Harness, add Rear Camera Wiring Harness Dampers and, if there are signs of corrosion in the camera connector, the Camera.
2. Add Drain holes to the bottom of the rear door.

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

1. Open the back door.
2. Remove the Back Door Inner Finisher.



Figure 1

3. Disconnect the coax cable from the Rear View Camera.

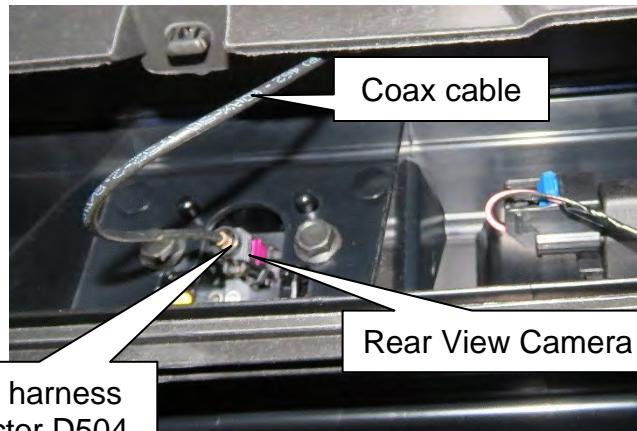


Figure 2

4. Inspect the Rear View Camera coax cable connector socket for corrosion.

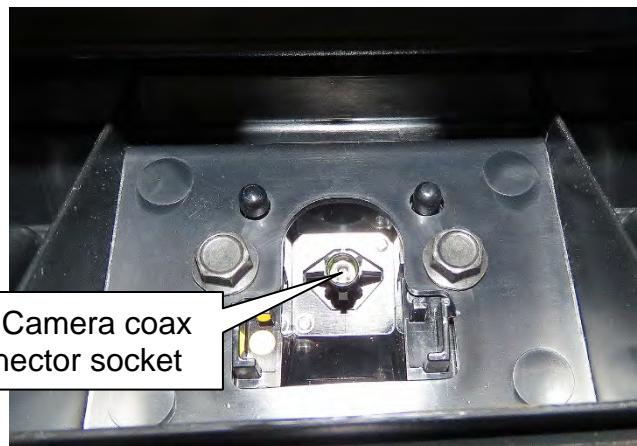


Figure 3

5. Is corrosion present in the Rear View Camera coax cable connector socket?

**YES:** Replace the Rear View Camera, and then proceed to step 6.

- o Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR VIEW MONITOR > REMOVAL AND INSTALLATION > REAR VIEW CAMERA > Removal and Installation**

**NO:** Proceed to step 6.

**HINT:** Leave the Rear View Camera coax cable connector disconnected at this time. A new cable will be installed later in this procedure.

6. Remove the Rear Wiper Motor Assembly.

- Refer to the ESM: **DRIVER CONTROLS > WIPER & WASHER > REMOVAL AND INSTALLATION > REAR WIPER > WIPER MOTOR > Removal and Installation**

7. Replace the Rear Wiper Motor Assembly Pivot Seal.

- Refer to the ESM: **DRIVER CONTROLS > WIPER & WASHER > REMOVAL AND INSTALLATION > REAR WIPER > Exploded View**
- Refer to **PARTS INFORMATION** for Pivot Seal.

8. Reinstall the Rear Wiper Motor Assembly.

- Refer to the ESM: **DRIVER CONTROLS > WIPER & WASHER > REMOVAL AND INSTALLATION > REAR WIPER > WIPER MOTOR > Removal and Installation**
- Torque bolts to 4.5 N•m (0.46 kg-m, **40 in-lb**)

9. Remove the Luggage Side Lower Finisher LH.

- Refer to the ESM: **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > LUGGAGE TRIM**



Luggage Side  
Lower Finisher LH

Figure 4

10. Disconnect the five (5) wiring harness connectors shown in Figure 5.

11. Detach the three (3) wiring harness clips shown in Figure 5.

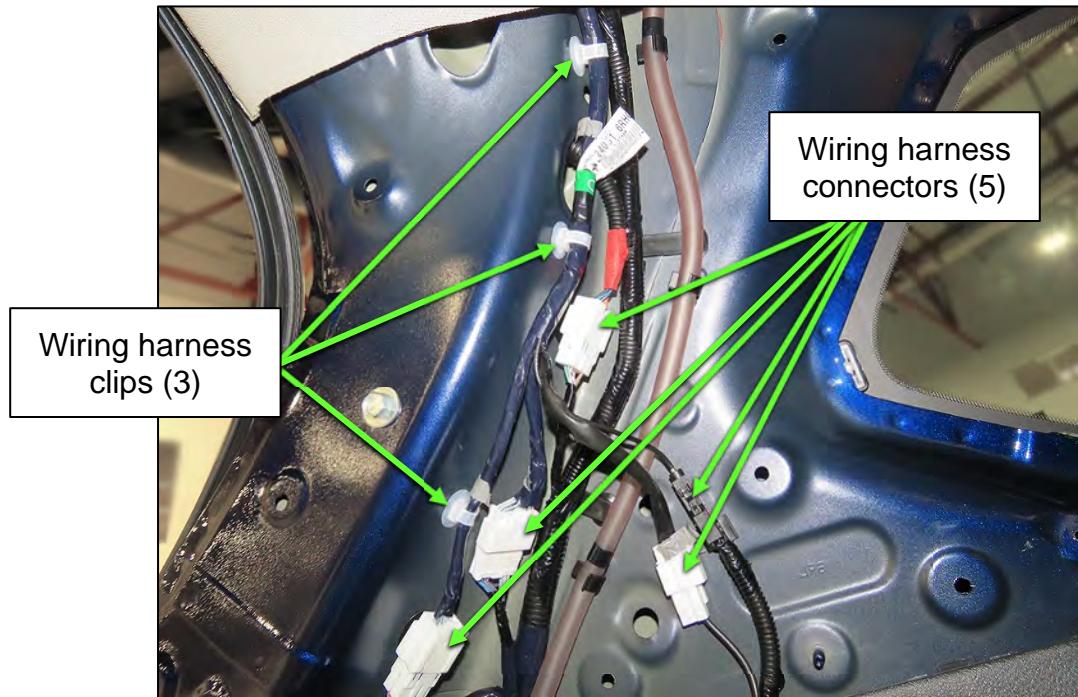


Figure 5

12. Remove the three (3) finisher clips that retain the rear of the headliner (Figure 6).

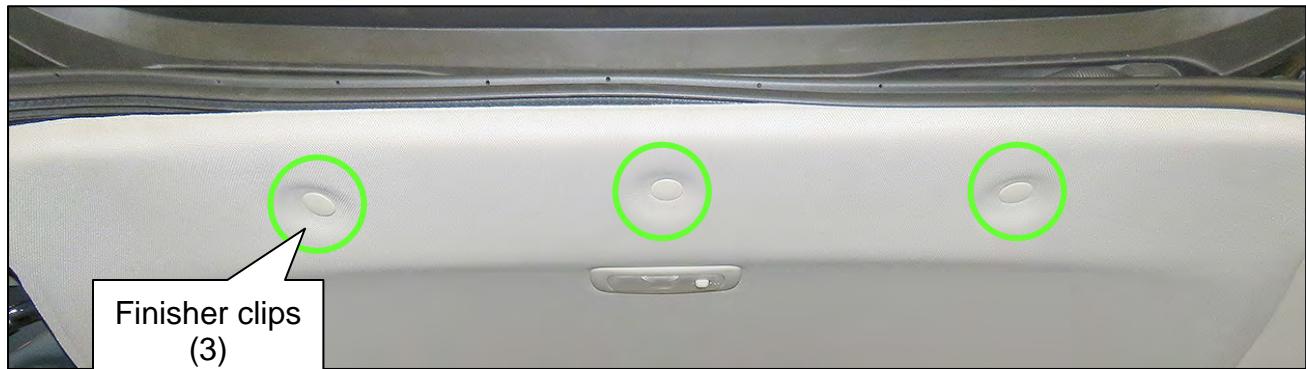


Figure 6

13. Detach the two (2) wiring harness clips shown circled in Figure 7 and Figure 8.

14. Disconnect wiring harness connector shown in Figure 8.



Figure 7

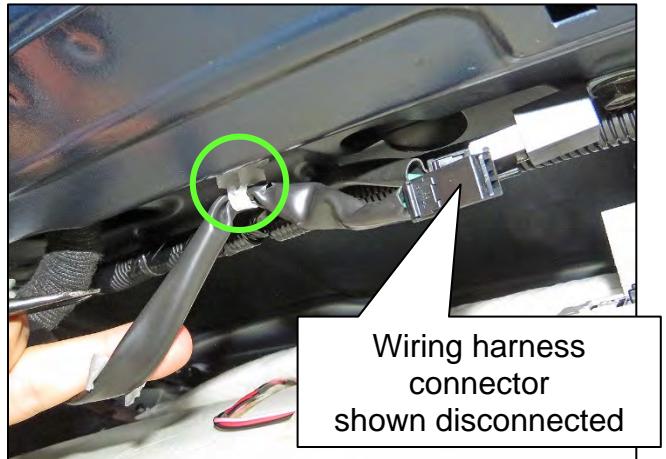


Figure 8

15. Detach the harness weather boot from the rear of the roof, where shown in Figure 9.



Figure 9

16. Using one hand on the inside and one on the outside of the vehicle, gently draw the disconnected wiring harness (Figure 10) completely out of the interior of the vehicle (Figure 11).

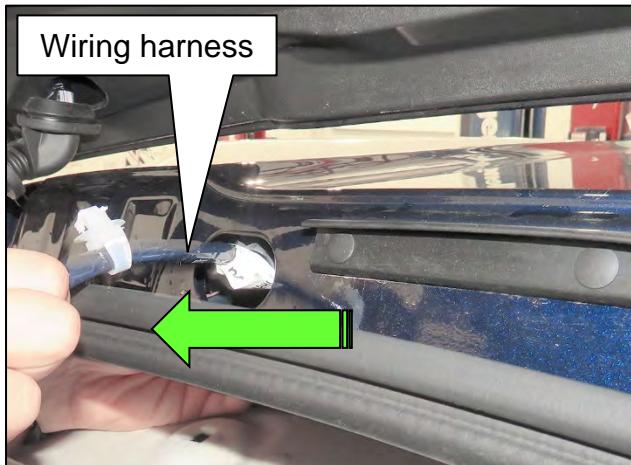


Figure 10



Figure 11

17. Remove a plastic harness connector (Figure 12) from one end of the new Rear View Camera Coaxial Cable (Coax Cable).

- Refer to **PARTS INFORMATION**.

**HINT:** This will allow the Coax Cable to be easily pulled through the wiring harness weather pack

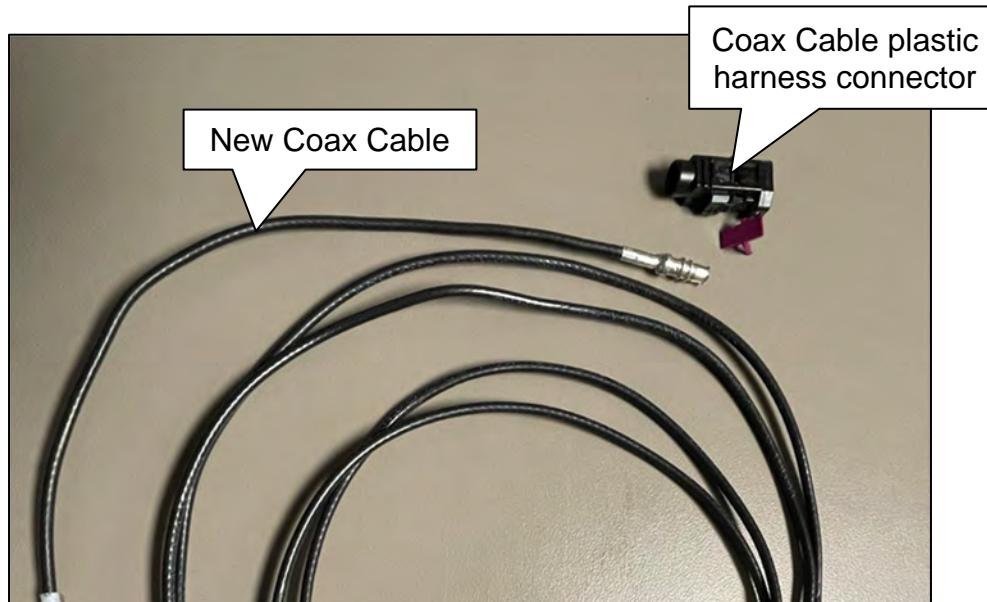


Figure 12

18. Detach the harness weather boot from the rear door, where shown in Figure 13.
19. Insert a fish tape into the opening that the harness weather boot was just detached from, and then guide it through the rear door and out where shown in Figure 13.  
**HINT:** If a fish tape is not available, a stiff piece of wire may be used.
20. Using black electrical tape, attached the end of the Coax Cable that the plastic harness connector was removed from (step 17 on page 6), to the end of the fish tape.

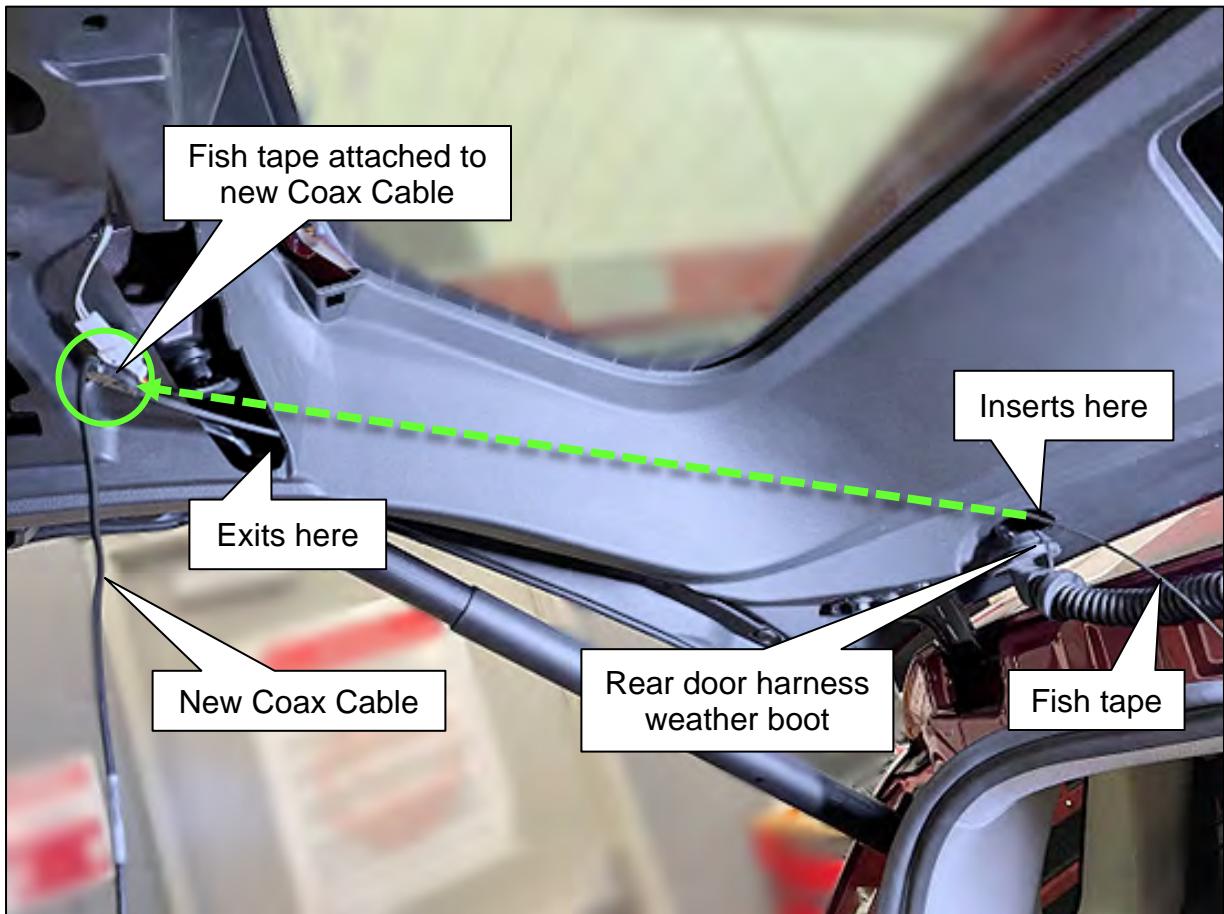


Figure 13

21. Gently draw the new Coax Cable through the Back Door, towards the harness weather boot hole.
  - Pull it through far enough so that the fish tape can be detached from the Coax Cable.

22. Insert a fish tape into the weather boot where shown in Figure 14, and then gently guide it through the weather boot to the other end.
23. Using black electrical tape, attached the end of the Coax Cable to the end of the fish tape.
24. Gently draw the Coax Cable through the weather boot in the direction indicated in Figure 14, and then remove the tape from the Coax Cable and fish tape.

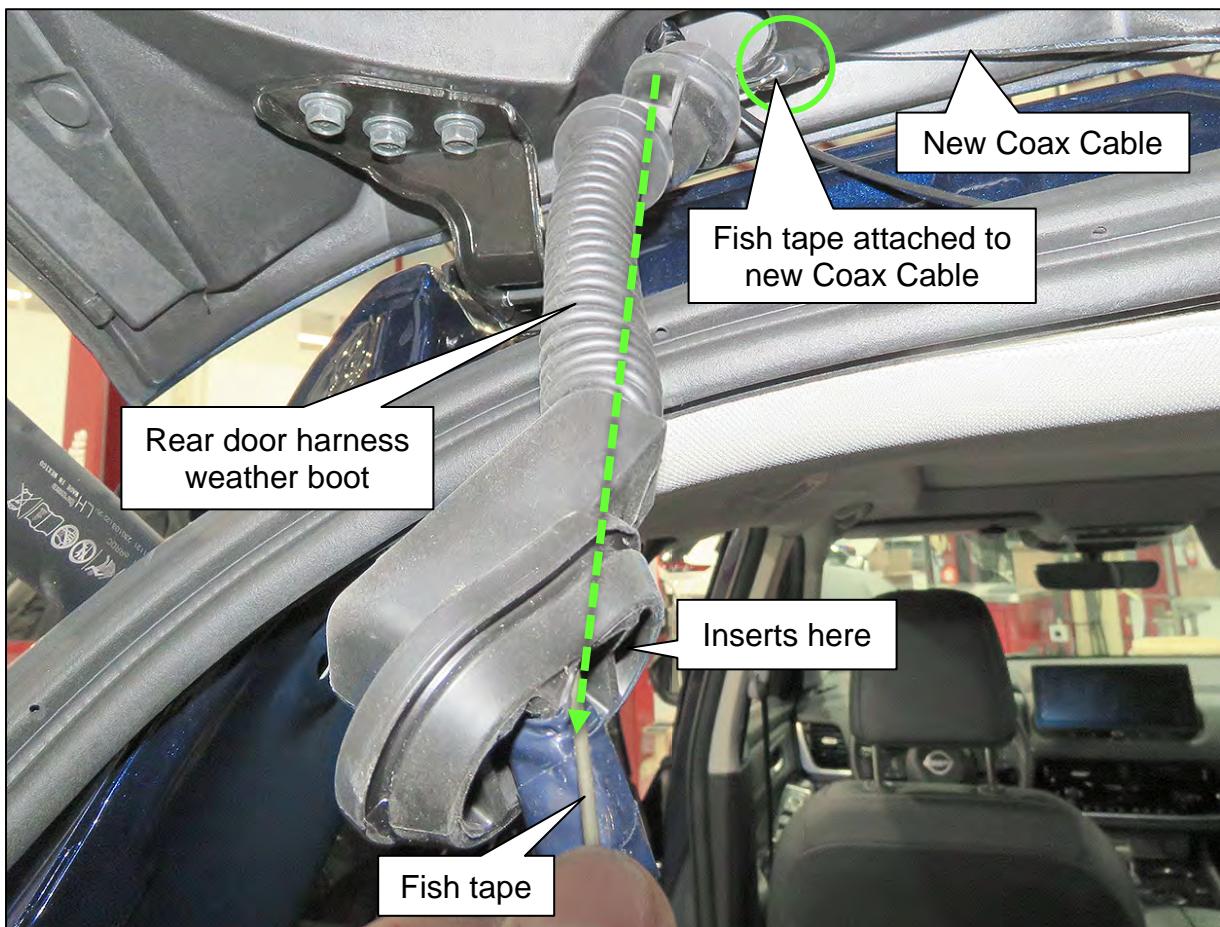


Figure 14

25. Reattach the plastic harness connector removed in step 17 (page 6) to the end of the Coax Cable.
26. Pull the Coax Cable through the weather boot until its length equals the preexisting Coax Cable (Figure 15).

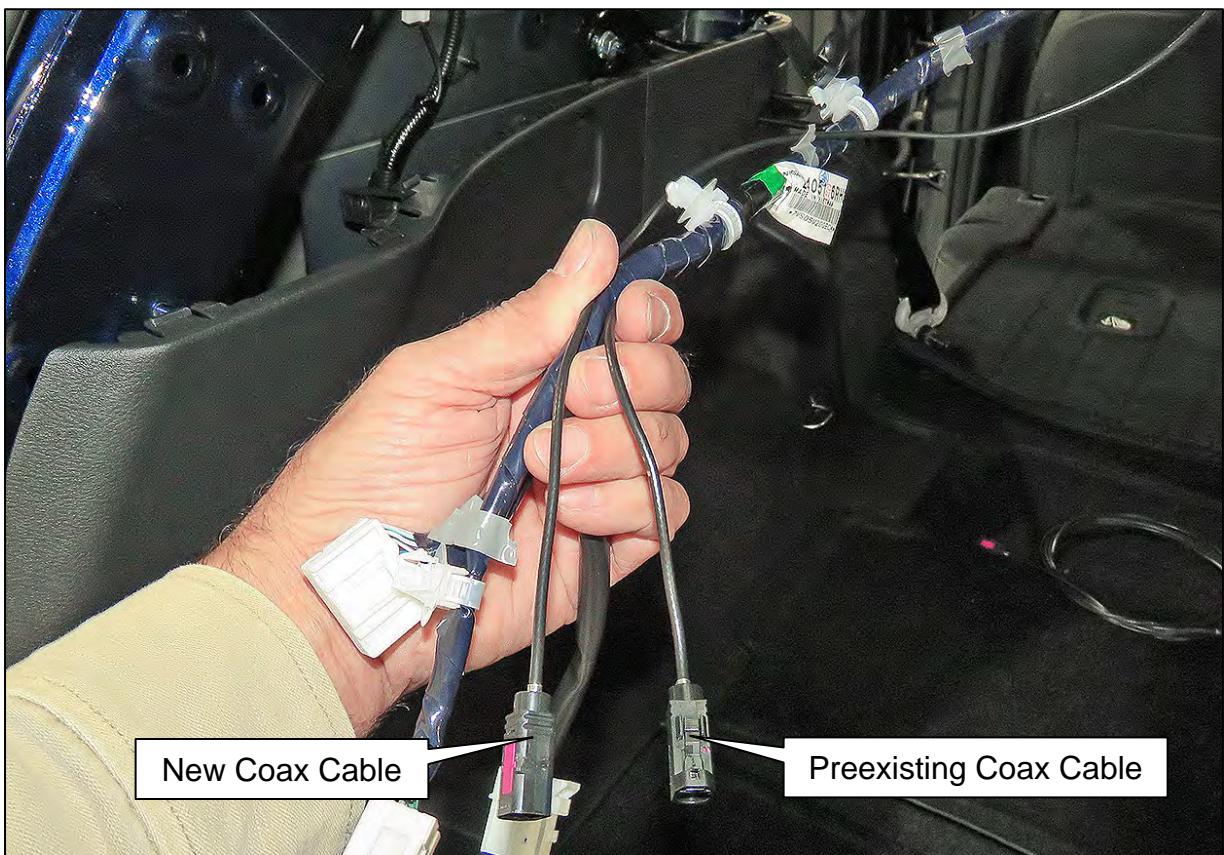


Figure 15

27. Fold the preexisting Coax Cable back over itself, and then tape it along with the new Coax Cable to the wiring harness near the first harness clip.

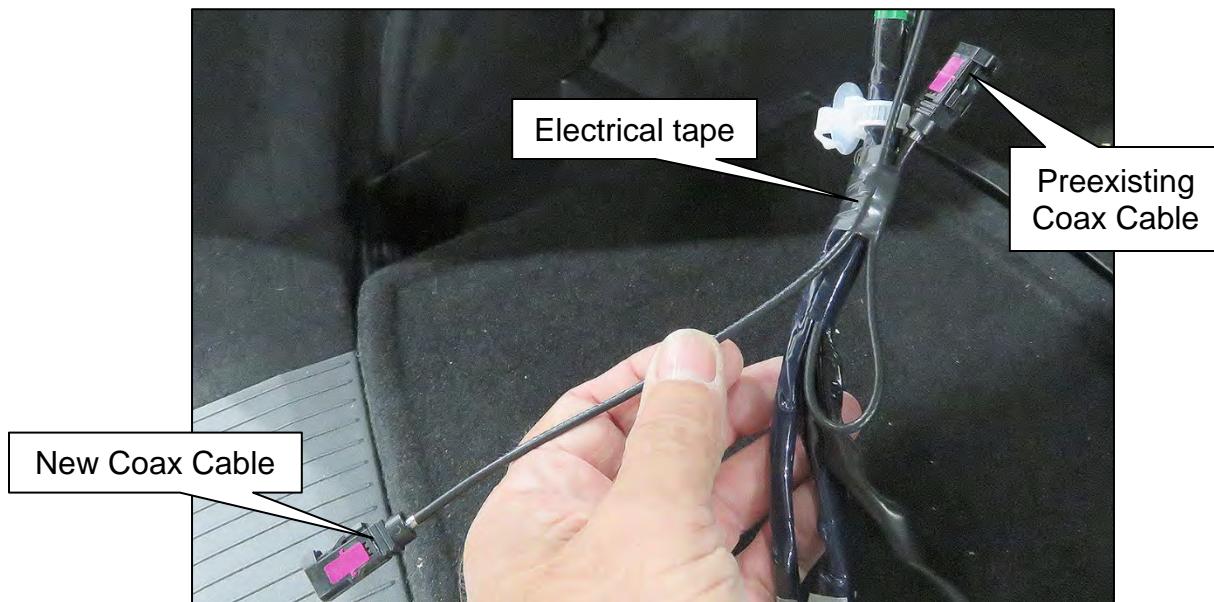


Figure 16

28. Tape the new Coax Cable to the wiring harness in three (3) additional places.

- Two (2) points next to the harness clips (Figure 17 and Figure 18).
- One (1) point where harness exists weather boot (Figure 19).

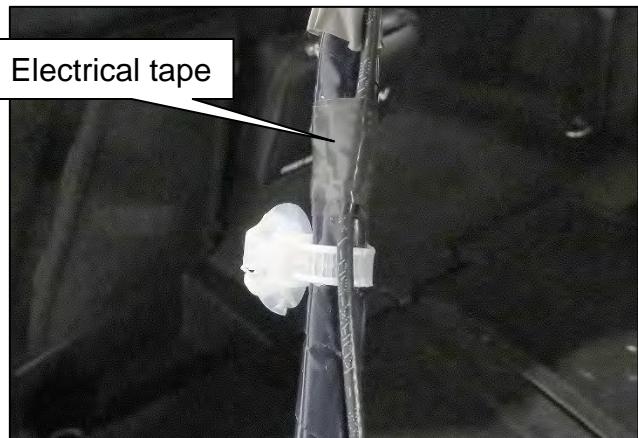


Figure 17

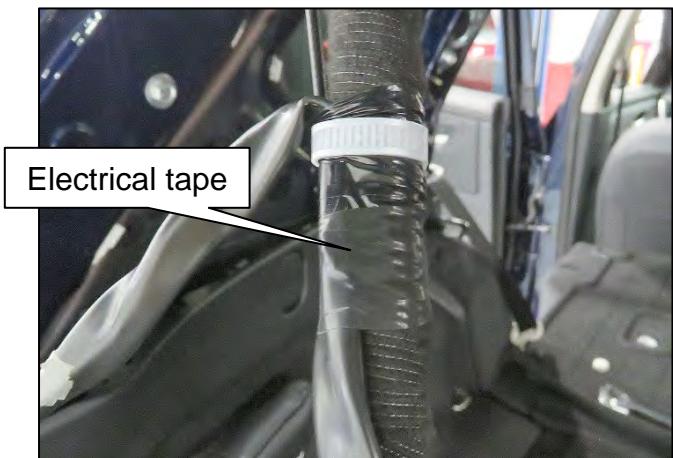


Figure 18

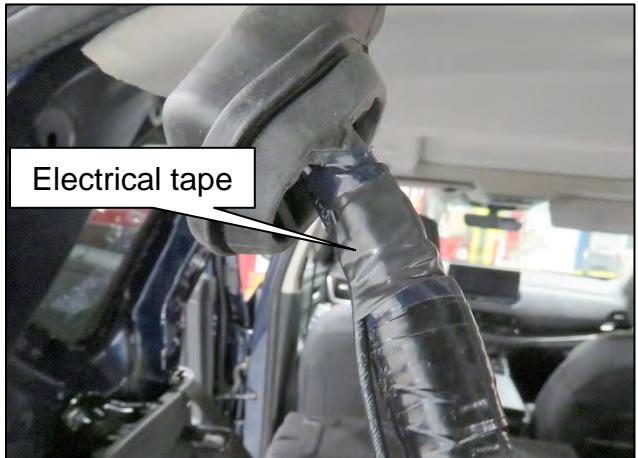


Figure 19

29. Once the new Coax Cable has been tapped to the preexisting wiring harness, remove the excessive slack from the Coax Cable by gently pulling it out from where it was first attached to the fish tape in step 20 on page 7.

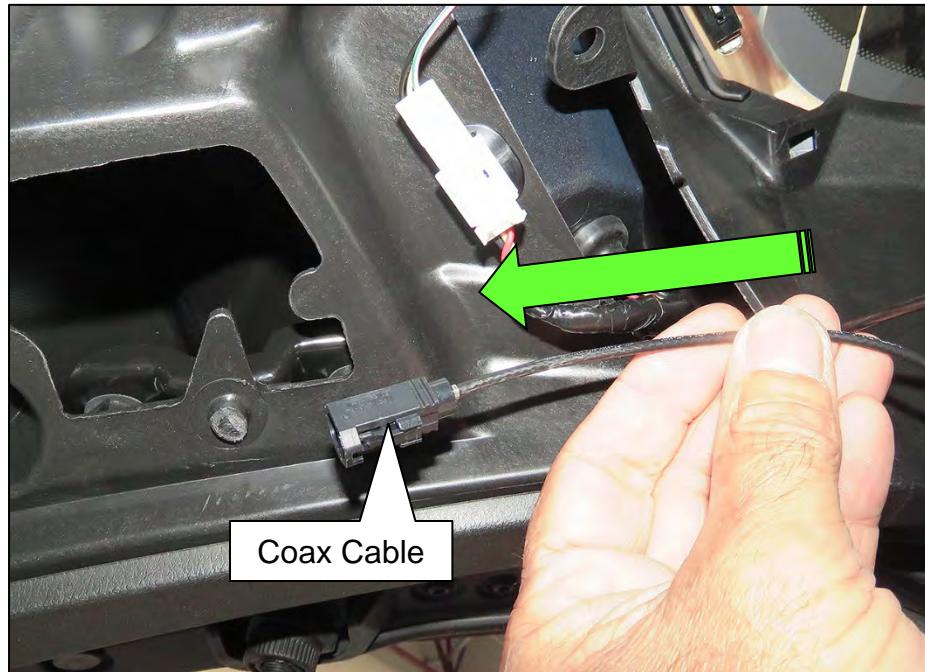


Figure 20

30. Reinstall the wiring harness through the rear roof opening, and then reattach the weather boot into the rear of the roof and the back door.



Figure 21

31. Reattach all wiring harness clips and all wiring harness connectors shown in Figure 22, Figure 23, and Figure 24.



Figure 22

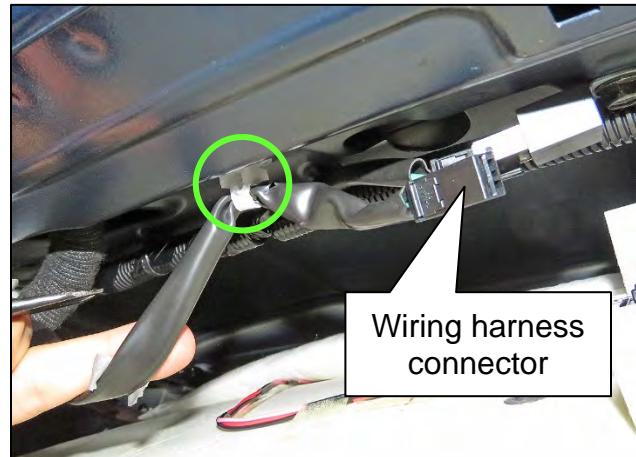


Figure 23

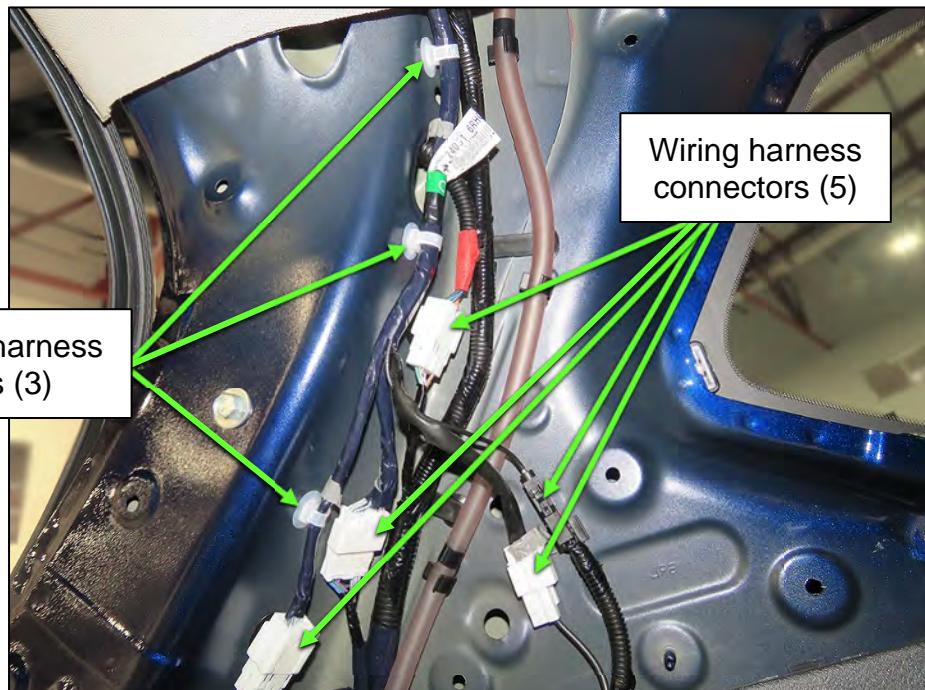


Figure 24

32. Reinstall the Luggage Side Lower Finisher LH.

- Refer to the ESM: **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > LUGGAGE TRIM**

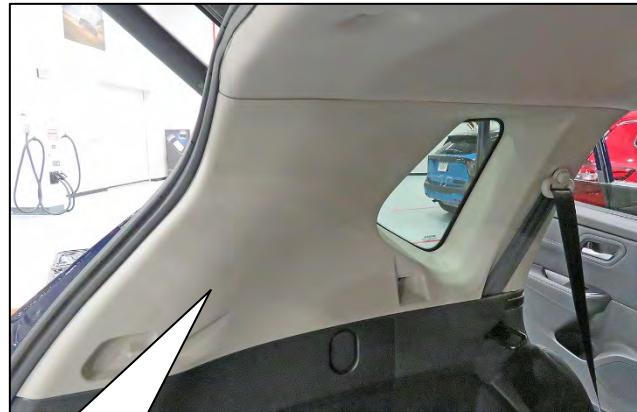


Figure 25

Luggage Side  
Lower Finisher LH

33. Reattach the rear of the headliner with three (3) finisher clips (Figure 26).



Figure 26

34. Route the Coax Cable through the Back Door to the next opening, as shown in Figure 27.

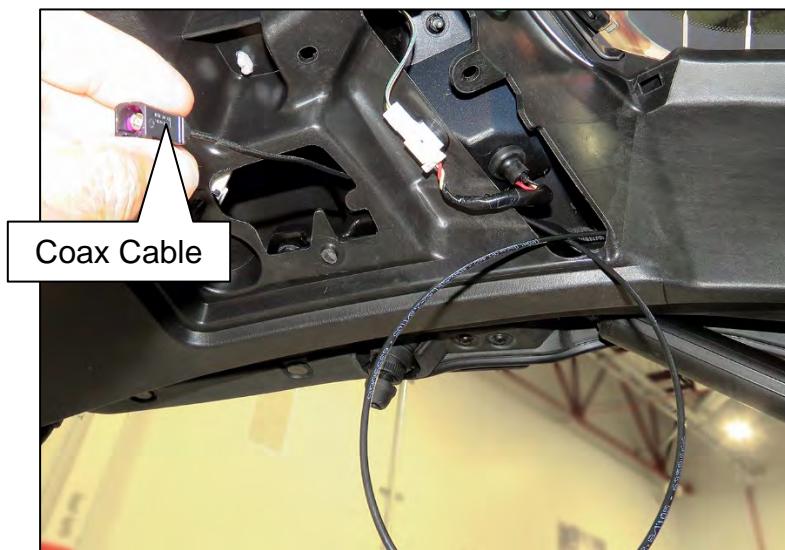


Figure 27

35. Insert the fish tape near the Rear View Camera and guide to the opening shown in Figure 28.
36. Attach the Coax Cable to the fish tape with black tape (Figure 28).
37. Gently draw the remainder of the Coax Cable slack through the back door.

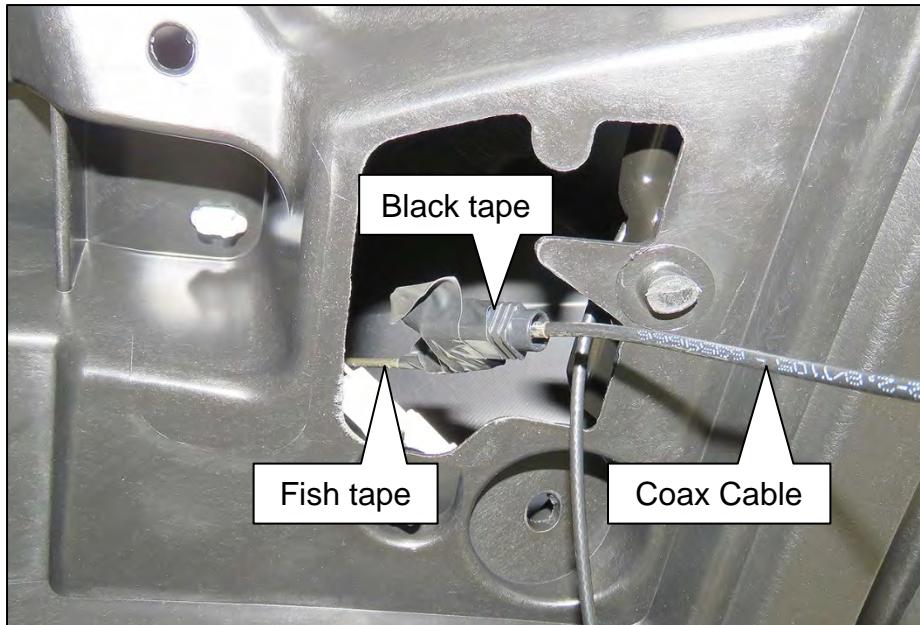


Figure 28

38. Connect the new Coax Cable to the Rear View Camera.
39. Fold the preexisting Coax Cable back over itself, and then tape it to the new Coax Cable.

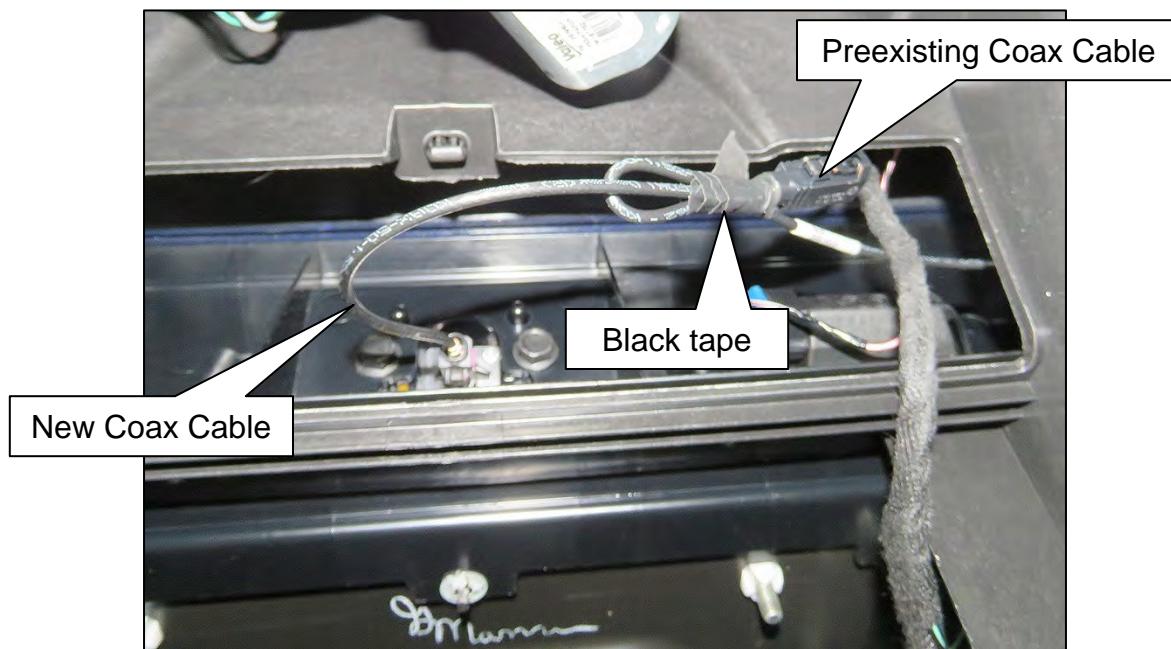


Figure 29

40. Tuck the Coax Cable harness into the cavity above the Rear View Camera, as shown in Figure 30.

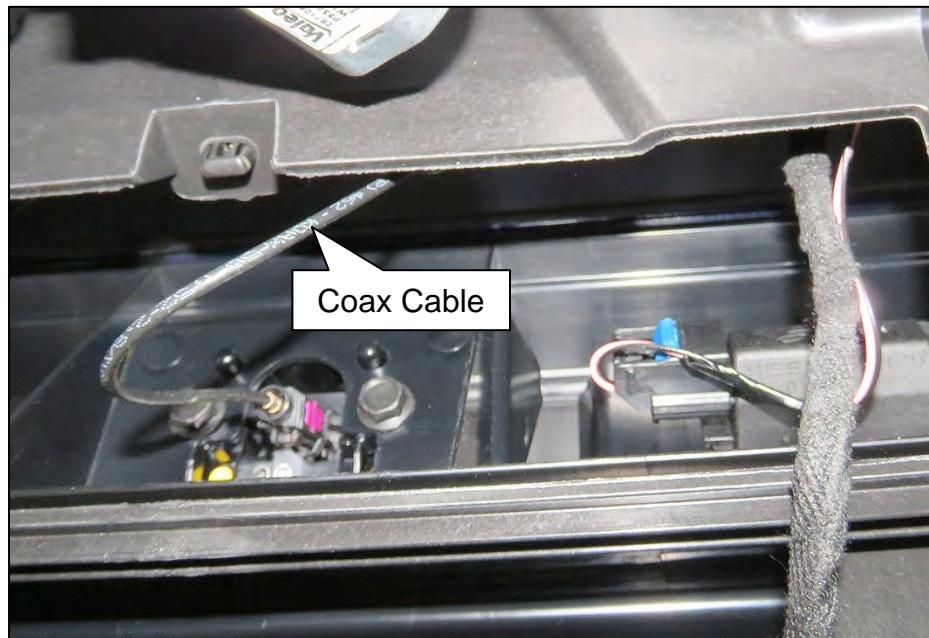


Figure 30

41. Cut DAMPER-SIDE DOOR RR LH (part #78162-ZE80A) to a length of 285 mm.

- Refer to **PARTS INFORMATION**.

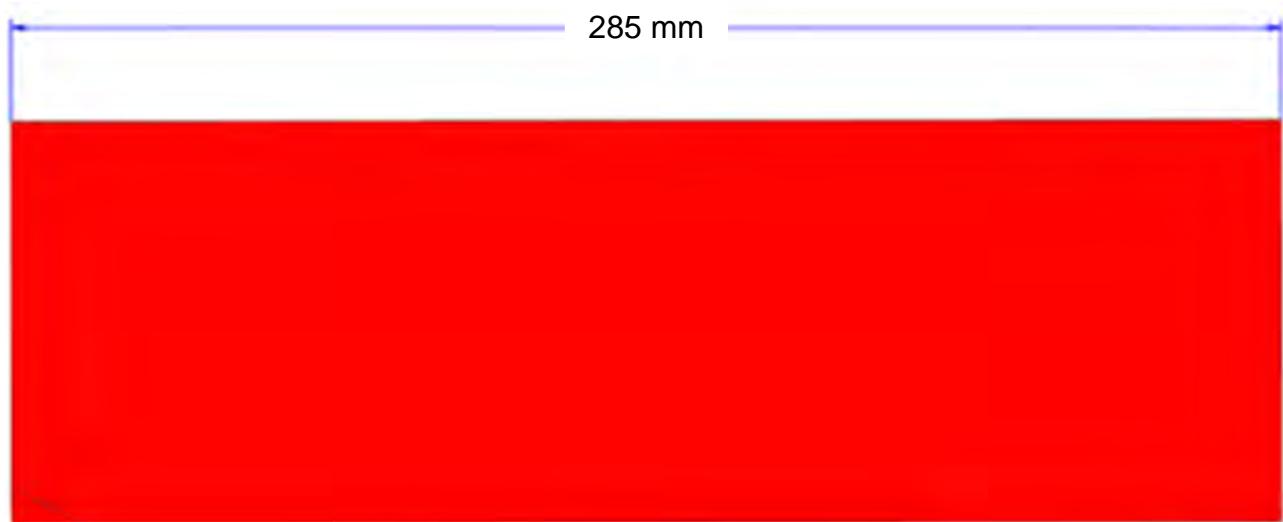


Figure 31

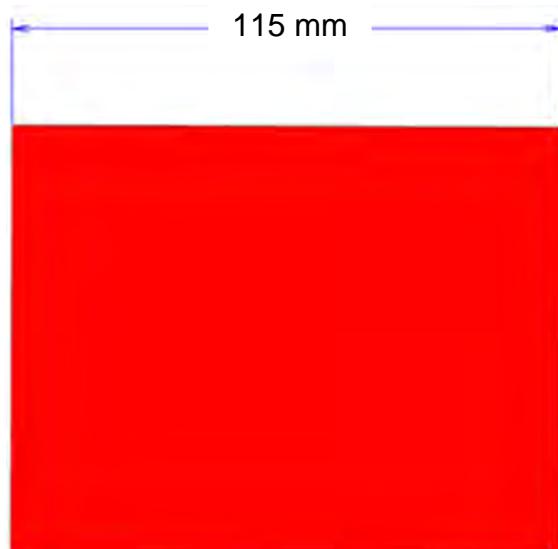


Figure 32

42. Save the 115 mm piece of DAMPER-SIDE DOOR RR LH (Damper) that was cut off the end.

43. Clean the surfaces where the 285 mm and 115 mm Dampers will attach to the Rear Door with isopropyl alcohol.
44. Apply 285 mm Damper where shown in Figure 33.

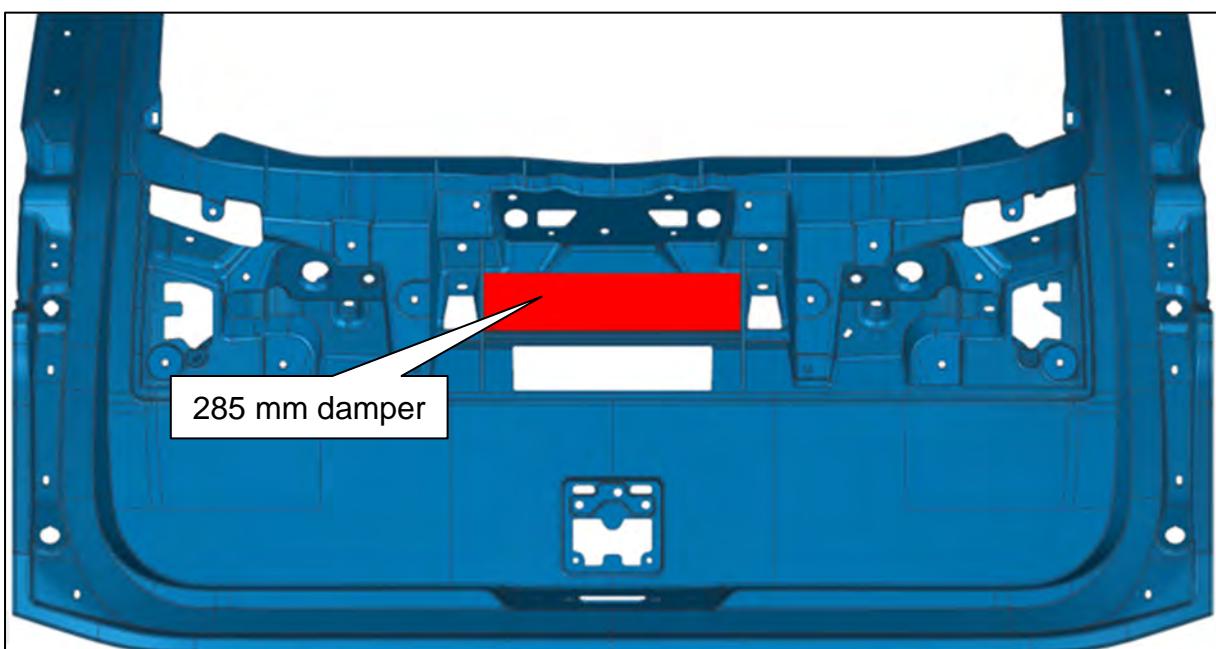


Figure 33

45. Apply the 115 mm Damper where shown in Figure 34.

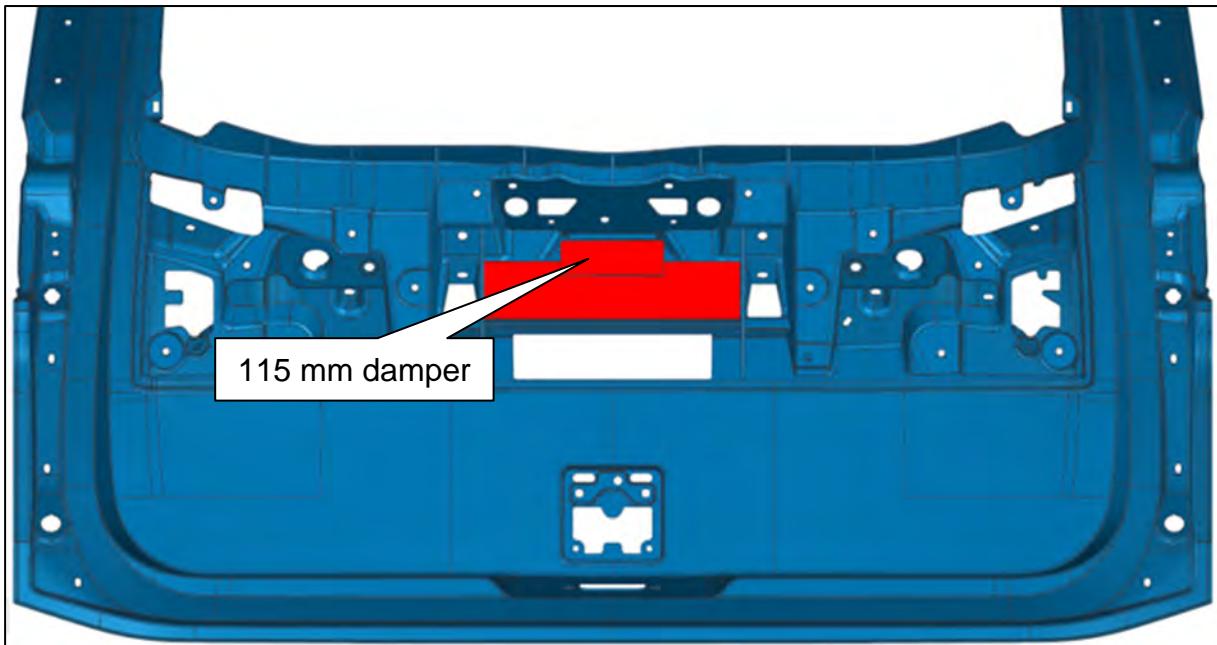


Figure 34

46. Reinstall the Back Door Inner Finisher.



47. Measure 300 mm on the driver (LH) side of the Back Door (Approximately 12 inches) from where shown in Figure 35, and then place a mark on the underside edge of the Back Door with a black marker.

- Refer to Figure 39 on page 19 for orientation of finished drain holes.

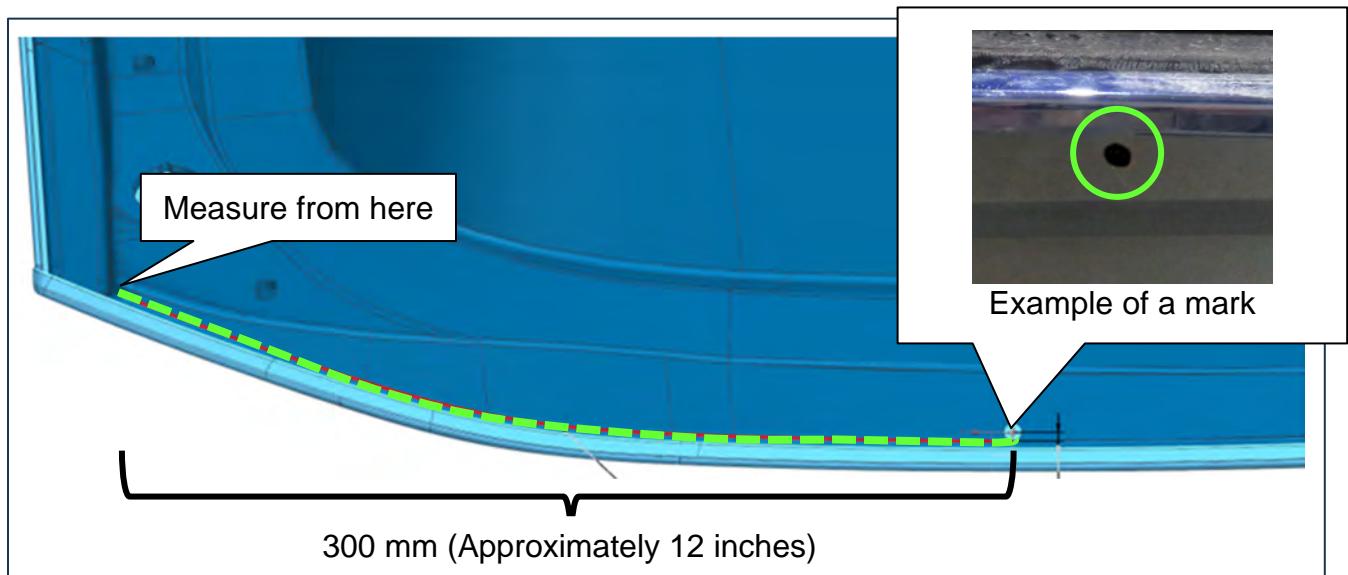


Figure 35

- Figure 36 illustrates the orientation of the underside edge of the Back Door when closed, and the angle that the drain hole will be drilled in the following steps.

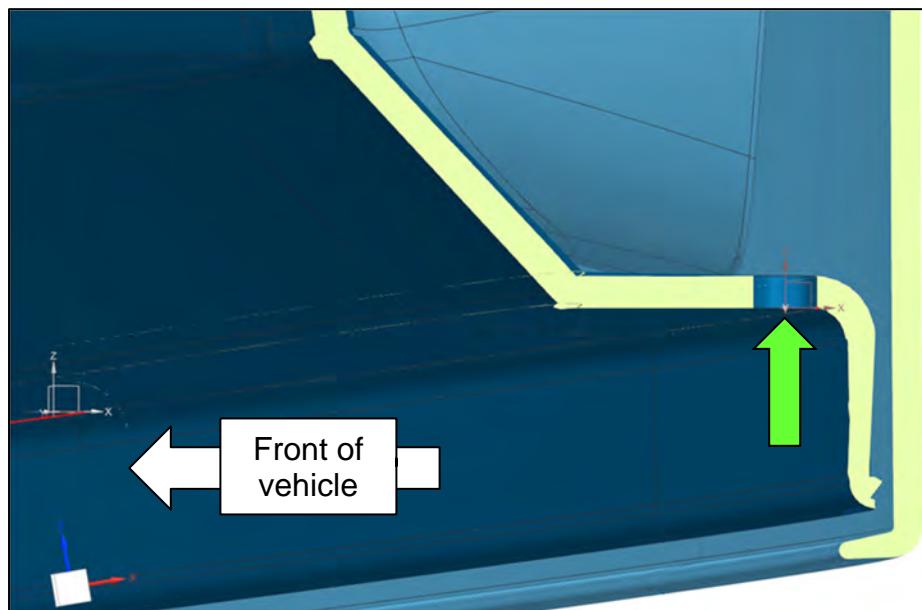


Figure 36

48. Measure 300 mm on the passenger (RH) side of the Back Door (Approximately 12 inches) from where shown in Figure 35, and then place a mark on the underside edge of the Back Door with a black marker.

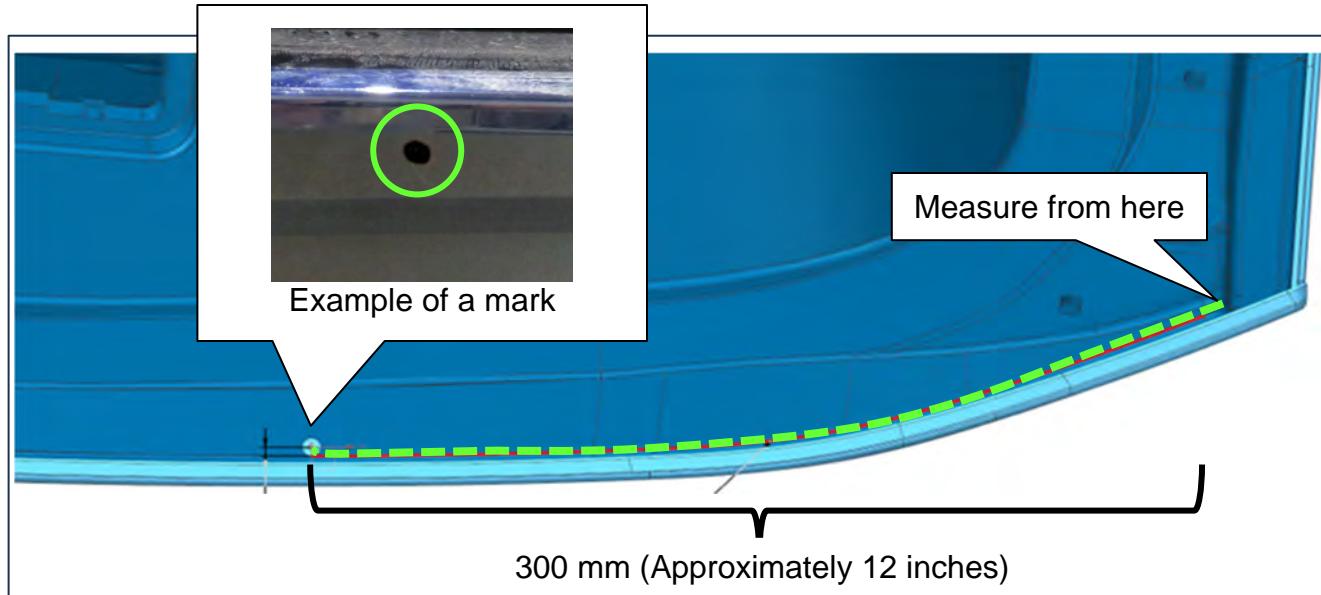


Figure 37

49. Using a 6 mm (approximately  $\frac{1}{4}$  inch) drill bit, drill one (1) hole at each mark made in steps 47 and step 48. A total of two (2) holes shown in Figure 39.

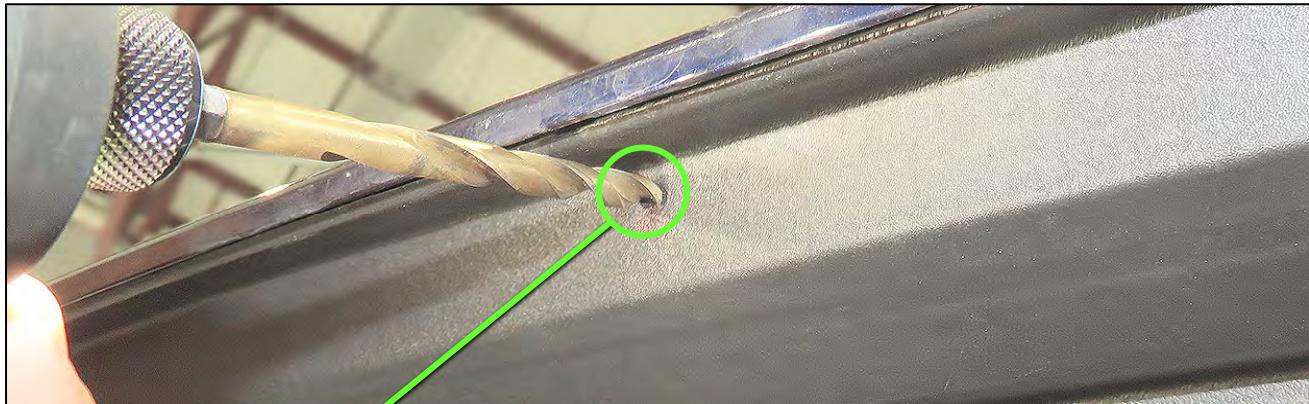


Figure 38

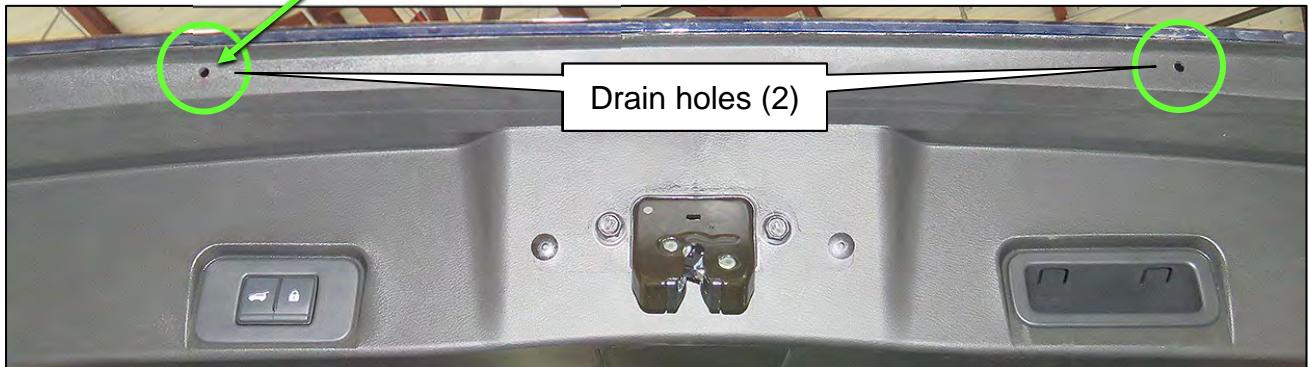


Figure 39

50. If needed, a deburring tool (Figure 40) can be used to remove any sharp edges from both drain holes (Figure 41).



Figure 40

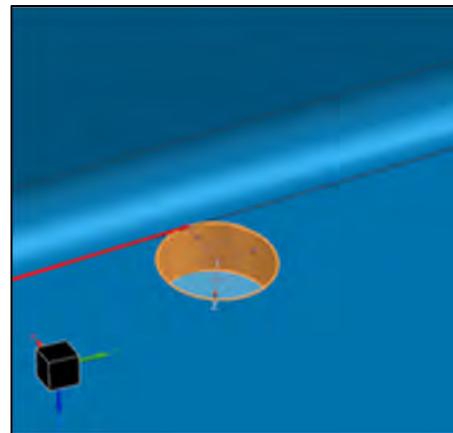


Figure 41

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Harness Camera (Rear View Camera Coaxial Cable)	284R4-6RA0A	1
Rear View Camera	(1)	If needed
Seal Wiper Pivot (Pivot Seal)	28716-JE20A	1
DAMPER-SIDE DOOR RR LH (Damper)	78162-ZE80A	1

(1) Refer to the EPC and look up part by VIN.

## CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Camera Harness, Wiper Motor Pivot Seal, Drill Drain Holes and install Dampers	(1)	RXG1AA	ZE	32	1.0

And if needed on the same line

DESCRIPTION	OP CODE	SYM	DIA	FRT
Install Rear View Camera	(2)	ZE	32	(3)

(1) Reference the electronic parts catalog and use the Wiper Pivot Seal (28716-\*\*\*\*\*) as the Primary Failed Part (PFP).  
(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Rear View Camera Operation Code.  
(3) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 28, 2025	NTB25-014	Original bulletin published