

# SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Rear Visibility System Update Preliminary Recall Campaign

Date: September 20, 2019

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**\*\*\*\*\* Preliminary Announcement \*\*\*\*\***

Nissan Group has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2018-2019 Nissan and INFINITI vehicles to remedy a technical noncompliance issue involving the rear visibility system.

FMVSS No. 111, Rear Visibility, requires rear visibility system of vehicles manufactured on or after May 1, 2018 to return to a default rearview image at the beginning of each backing event regardless of any modifications the driver previously selected.

On affected vehicles, a driver may potentially adjust the rearview camera and display settings to a degree that the image is no longer visible, and the system will retain those settings at the next backing event. This condition does not meet the requirements for default view required for FMVSS No. 111.

Nissan Group is still in the process of identifying specific vehicles affected, but this recall will affect approximately 1.36 million Nissan and INFINITI vehicles in the US and Canada.

The planned remedy will include reprogramming the rear visibility system with countermeasure software. Due to the large number of software programs and the complexity involved, INFINITI intends to provide retailers with USB flash drive kits to standardize and expedite the repair process.

Nissan Group is currently developing its remedy process and plans to notify retailers, in phases, during October and November. Affected owners will receive notification by mail with instructions on how to have their vehicle remedied.

**Additional details will be provided at a later date and no action is required at this time.** INFINITI is committed to the safety and security of our clients and their passengers.

#### Frequently Asked Questions (FAQ):

**Q: Is this a Recall Campaign?**

A: Yes. INFINITI is working to prepare the remedy and will provide additional details at a later date.

**Q: Is there a stop sale at the retailers?**

A: Not at this time. A stop sale will be in effect when the recall is launched and VINs are identifiable in Service Comm and DBS National Service History Open Campaigns.

**Q: What is the issue?**

A: On affected vehicles, a driver may potentially adjust the rearview camera and display settings to a degree that the image is no longer visible, and the system will retain those settings at the next backing event. This condition does not meet the requirements for default view required for FMVSS No. 111.

**Q: What should I tell inquiring clients?**

A: Inform clients that INFINITI is working to prepare the remedy and will provide additional details at a later date. Affected owners will receive notification by mail with instructions on how to have their vehicle remedied.

**Q: Are all the listed vehicles affected?**

A: INFINITI is in the process of specifically identifying and confirming the affected population of Model Year 2018-2019 Nissan and INFINITI vehicles manufactured on or after May 1, 2018 shown in the table below. INFINITI will supplement the manufacturing range information when it is finalized.

MY2018-2019		MY2019 Only
Nissan Altima	Nissan Rogue Sport	Nissan GT-R
Nissan Armada	Nissan Sentra	Nissan Taxi
Nissan Frontier	Nissan Titan	INFINITI Q70
Nissan Kicks	Nissan Titan Diesel	INFINITI Q70L
Nissan LEAF	Nissan Versa Note	INFINITI QX50
Nissan Maxima	Nissan Versa Sedan	INFINITI QX60
Nissan Murano	INFINITI Q50	
Nissan NV	INFINITI Q60	
Nissan NV200	INFINITI QX30	
Nissan Pathfinder	INFINITI QX80	
Nissan Rogue		

**Q: Are any other countries or regions affected by the same issue?**

A: Yes. Canada, Korea and Israel are also affected.

**Q: Have there been any injuries or fatalities related to this non-compliance?**

A: INFINITI is not aware of any injuries or fatalities associated with this issue.

**Q: Is there anything clients can do in the meantime?**

A: Yes. If clients adjust the Rear Visibility System display or camera settings (brightness, contrast, black level, tint, color), clients are encouraged to confirm the resulting rear view image is visible before shifting to reverse. If the image is dimmed, clients should further adjust the settings to return to an adequate level.

**Q: Is my vehicle safe to drive?**

A: Yes. If clients adjust the Rear Visibility System display or camera settings (brightness, contrast, black level, tint, color), clients are encouraged to confirm the resulting rear view image is visible before shifting to reverse. If the image is dimmed, clients should further adjust the settings to return to an adequate level.