



SAFETY RECALL

CAMPAIGN BULLETIN

Rear View Monitor Voluntary Recall Campaign

Reference: PC743

Date: August 14, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED August 14, 2020

Please discard earlier versions of this bulletin.

The announcement from July 17, 2020 has been revised to include the following:

Please see the amended answer in the Q&A section of this announcement:

Q. Is there anything owners can do to mitigate this condition?

A. If the vehicle has been shifted into reverse within 25 seconds of starting the vehicle, avoid reversing at speeds of 7.5 mph or higher and do not press "OK" to acknowledge the rear sonar notification on the vehicle information display. If the rear camera image should disappear under these conditions, it can be restored by stopping the vehicle, shifting into park, and then shifting back into reverse.

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle reprogrammed.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020 LEAF (ZE1)	4,357	2,938	July 17, 2020	YES

***** Campaign Summary *****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain MY2020 Nissan LEAF vehicles in the US and Canada to address an Around View Monitor (AVM) and Rear View Monitor (RVM) display issue.

Due to a software issue on affected vehicles, under certain conditions at vehicle start up, the Around View Monitor (AVM) and Rear View Monitor (RVM) camera image may disappear and change to the previous screen display while the vehicle is in reverse. This condition does not meet the requirements of FMVSS/CMVSS No. 111; Rear Visibility. Nissan will update the Around View Monitor/Rear View Monitor (AVM/RVM) display control unit software to remedy this condition.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC743**.
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Dealers should use **NTB20-051** to remedy any vehicles subject to this campaign.
3. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** **Release Schedule** *****

Parts	<ul style="list-style-type: none"> • The remedy is a software update. The software for this reprogram is available on ASIST. • Parts are only needed in the event of failure during reprogramming.
Special Tools	J-52727 USB Flash Drive (Dealers should already have this special tool from a previous campaign.) <ul style="list-style-type: none"> • Additional tools are available via TechMate @ 1-800-662-2001 or via www.nissantechmate.com
Repair	<ul style="list-style-type: none"> • NTB20-051 • LEAF certified technician not required, but dealer must be a Nissan LEAF certified dealer.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in August 2020 via U.S. Mail.

***** **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.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes. A Stop Sale is in effect.

Q. What is the reason for the recall?

A. Due to a software issue on affected vehicles, under certain conditions at vehicle start up, the

Around View Monitor (AVM) and Rear View Monitor (RVM) camera image may disappear and change to the previous screen display while the vehicle is in reverse. This condition does not meet the requirements of FMVSS/CMVSS No. 111.

Q. What is the possible effect of the condition?

- A. The Around View Monitor (AVM) and Rear View Monitor (RVM) camera image may disappear and change to the previous screen display while the vehicle is in reverse. The potential for loss of rearview image during a backing event may lead to the increased risk of a crash or injury to a person behind the vehicle.

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

- A. Dealers will update the Around View Monitor (AVM)/Rear View Monitor (RVM) display control unit with countermeasure software.

Q. How long will the corrective action take?

- A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) hour to complete. However, your Nissan LEAF certified 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 notifying owners of all potentially affected vehicles in **August 2020** via U.S. Mail.

Q. What if the customer's vehicle was remedied before they received the owner notification letter?

- A. If the vehicle was reprogrammed prior to the owner notification and there is no campaign open in Service Comm or DBS National Service History, no further action is required.

Q. Is my vehicle safe to drive?

- A. Owners may continue to drive their vehicles at their discretion. 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.

Q. Is there anything owners can do to mitigate this condition?

- A. If the vehicle has been shifted into reverse within 25 seconds of starting the vehicle, avoid reversing at speeds of 7.5 mph or higher and do not press "OK" to acknowledge the rear sonar notification on the vehicle information display. If the rear camera image should disappear under

these conditions, it can be restored by stopping the vehicle, shifting into park, and then shifting back into reverse.

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle reprogrammed.

Q. Is software readily available?

A. Yes.

Q. Are additional special tools available?

A. Dealers should already have this special tool from a previous campaign. Additional tools will be available via TechMate @ 1-800-662-2001 or via www.nissantechmate.com. Dealers may use the ASIST downloader tool to create additional USB drives.

Q. I have a Nissan Rental Car (NRC) out on loan. Do I have to bring that vehicle back in to have the recall performed?

A. Affected vehicles must be remedied before being rented or being loaned out to a customer. If a NRC is out on loan, Nissan recommends notifying the customer of the recall and available remedy.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Complimentary alternate transportation is available if your vehicle requires parts replacement.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional rental or replacement part expenses are required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

Q. Is there any charge for this service?

A. No. The remedy will be performed for the customer free of charge for parts and labor.

Q. Do campaign software updates affect the owner's personal settings or Nissan Connected Services?

A. Nissan Connected Services settings should not be affected by the system update.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan LEAF certified dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

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 2020 Nissan LEAF vehicles manufactured in the Smyrna, TN plant within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. The number of units potentially affected is as follows:

<u>Region</u>	<u>LEAF (ZE1)</u>
Canada	1,800
USA	4,345
Puerto Rico	12

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2020 LEAF (ZE1)	December 3, 2019 through March 31, 2020

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

A. No.

Revision History:

Date	Announcement	Purpose
July 17, 2020	Voluntary Recall Campaign	New Campaign Announcement
August 14, 2020	REVISION 1	Revised mitigation Q&A