



Nissan North America, Inc.

One Nissan Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

July 21, 2022

Ms. Anne Collins
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. Collins:

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., Canton plant
Nissan North America, Inc., Smyrna plant
Nissan Shatai Kyushu Co., Ltd

2. Vehicles Potentially Involved:

The production period of affected vehicles involved is shown in the table below.

<u>Model</u>	<u>Dates of Manufacture</u>
MY 2021-2022 Nissan Rogue	August 6, 2020 to May 10, 2022
MY 2022 Nissan Frontier	July 29, 2021 to April 21, 2022
MY 2022 Nissan Pathfinder	May 27, 2021 to May 17, 2022
MY 2022 Nissan Titan	December 18, 2021 to May 25, 2022

The issue is specific to Nissan Rogue, Frontier, Pathfinder and Titan rental fleet vehicles listed above, equipped with the (Bosch) In-Vehicle Infotainment (IVI) systems and specific software versions. This issue is present only on certain rental fleet vehicles due to the unique combination of software logic and satellite radio subscription status when set to 'not subscribed' for the rental customer.

Non-rental fleet vehicles are instead put in a 'suspended' subscription status (as described in Section 5 below) when the owner does not have an active subscription, and are therefore unaffected by this issue. No other Nissan or INFINITI vehicles are affected by this issue.

The name, description and part number of the subject component is below:

<u>Part Name</u>	<u>Part Description</u>	<u>Applicable Model</u>	<u>Part Number(s)</u>
Software Program Version	IVI Software	Frontier	4612 / 4618
Software Program Version	IVI Software	Titan	5319
Software Program Version	IVI Software	Pathfinder	4901
Software Program Version	IVI Software	Rogue	4617

The name and address of the IVI software supplier is:

Robert Bosch GmbH (Bosch)
Robert-Bosch-Straße 200
31139 Hildesheim, Germany

Roland Schielke
+49 5121 49-5547
Roland.schielke@de.bosch.com

3. Total Number of Vehicles Potentially Involved:

Approximately 10,477 vehicles may be affected as shown in the table below:

<u>Model Year / Model</u>	<u>Number of Vehicles</u>
MY 2021-2022 Nissan Rogue	6,689
MY 2022 Nissan Frontier	40
MY 2022 Nissan Pathfinder	1,941
MY 2022 Nissan Titan	1,807

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

100%

5. Description of the Noncompliance:

On affected rental fleet vehicles, when the rental customer declines satellite radio service and the Sirius XM subscription is set to "Not Subscribed," the IVI will still attempt to fetch preset channel information. However, due to the subscription status, the head unit cannot receive channel information. After four (4) minutes of searching for channel information, an internal timer forces the IVI to reboot. The IVI unit may frequently reboot causing the backup camera to become inoperable during the reboot process.

This reboot condition can cause the rearview image to not be available or deactivate while the vehicle is in reverse, which does not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility. 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.

6. Basis for Determination of the Existence of a Noncompliance:

On November 9, 2021, Nissan received a customer complaint regarding an issue with a Model Year 2021 Rogue Enterprise rental car. The complaint alleged the In-Vehicle Infotainment (IVI) unit continually rebooted itself. Nissan scrambled to inspect the subject

Rogue rental vehicle and investigate the issue. During the scramble, the software was reinstalled on the IVI unit, however the issue persisted. The technician reverted to the previous software version which stopped the unit from rebooting. The vehicle was brought back to Nissan for further analysis.

December 2021 - Nissan reached out to the IVI supplier (Bosch) about the concern. The issue appeared to occur shortly after an over-the-air (OTA) update was sent to the vehicle's IVI unit. As a precaution, Nissan discontinued the OTA updates temporarily and requested Sirius XM set IVI units in rental fleet vehicles to 'Subscribed' mode.

January 2022 through February 2022 - Nissan continued to investigate the issue together with the supplier. The initial investigation pointed to a potential issue with the OTA software update that was deployed to the vehicle's IVI system. During this time, Nissan also investigated whether this issue affected other Nissan models that contained the same IVI unit.

March 2022 through May 2022 - The supplier investigation revealed that the issue was caused by a combination of a software logic update to refresh all preset channels at start-up and the use of a "Not subscribed" subscription setting in the Sirius XM module. When the subscription status is set to "Not subscribed" on a rental fleet vehicle, the IVI will still attempt to fetch preset channel information. However, due to the subscription status, the head unit cannot receive channel information. An internal timer forces the IVI to reboot after four (4) minutes of searching for channel information.

Bosch developed a software update to fix the concern which was implemented in production during April/May 2022 for the affected models. Nissan initiated a safety assessment to determine the regulatory impact of the subject issue on the rearview camera system on multiple Nissan models.

June 2022 - Nissan continued the halt of the OTA updates to prevent the subject issue from occurring until Nissan concluded its safety assessment. In the interim, Nissan also requested Sirius XM continue to keep IVI units in 'Subscribed' mode for all potentially affected rental fleet vehicles.

Nissan completed its safety assessment and concluded that the subject condition may cause the backup camera to become inoperable if the IVI unit enters a reboot process.

July 14, 2022 - Based on the foregoing, Nissan made a noncompliance determination.

Nissan is not aware of any accident or injuries related to the subject condition.

7. Description of Corrective Action:

Nissan will notify all rental fleet owners of potentially affected vehicles beginning July 29, 2022. Dealers will be notified on July 22, 2022.

For vehicles with over-the-air (OTA) update capability, Nissan will begin OTA deployment to update the IVI unit software for affected vehicles in July, 2022. Alternatively, fleet owners will have the option to take their vehicle to an authorized dealer to complete the software update. 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.

We 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.