



VOLUNTARY RECALL CAMPAIGN

Classification: DA23-006	Reference: NTB23-070	Date: September 11, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2019-2021 ALTIMA AND 2020-2021 SENTRA; REAR CAMERA

CAMPAIGN ID #: R23C3
APPLIED VEHICLES: 2019-2021 Altima (L34) - Platinum
2020-2021 Sentra (B18) - All

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2019-2021 Altima and 2020-2021 Sentra vehicles to inspect the rear camera operation, and if necessary, replace the rear camera. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

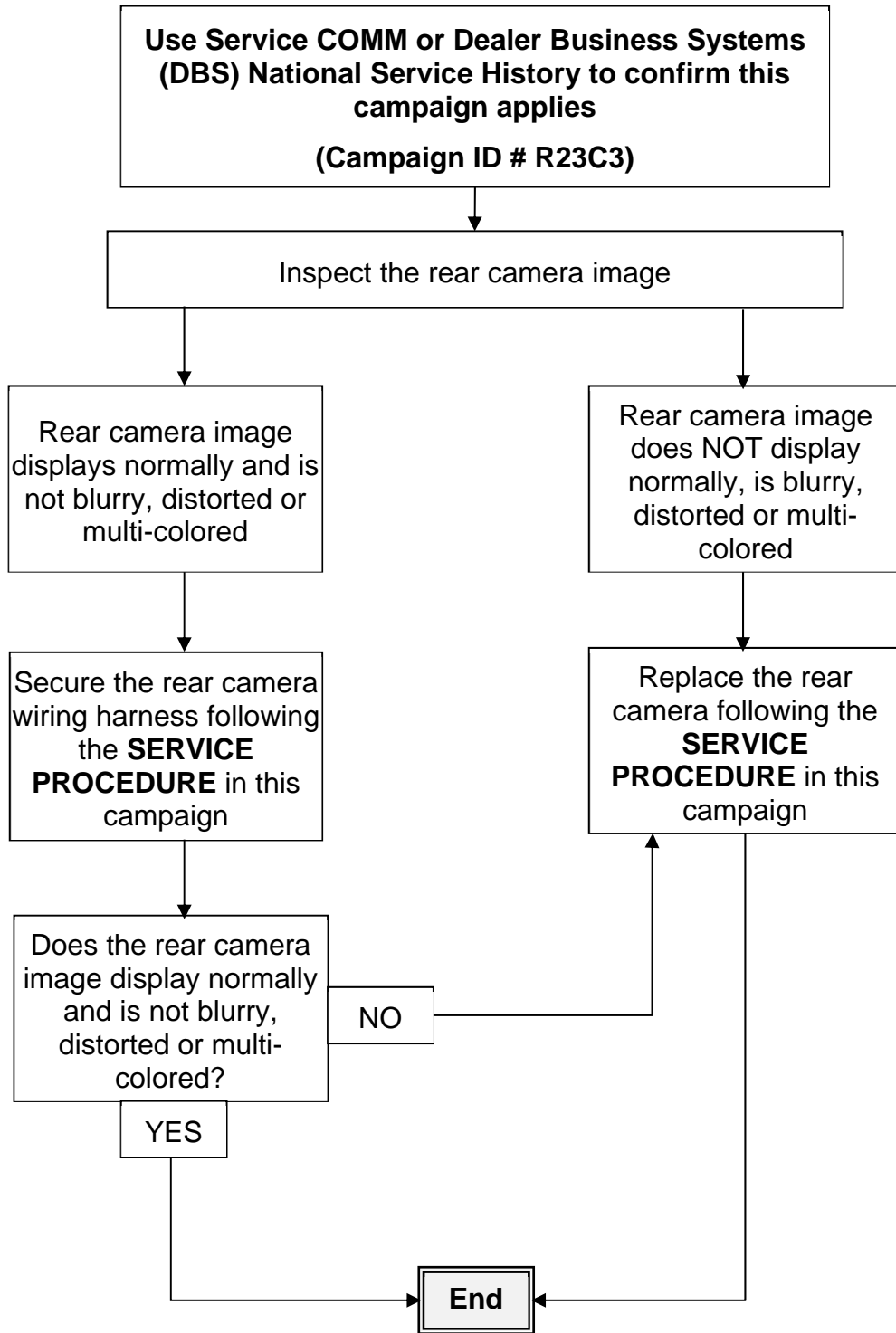
Nissan has assigned identification number R23C3 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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.

REPAIR OVERVIEW



SERVICE PROCEDURE

1. Clean the rear camera lens using a suitable soft cloth and glass cleaner.
2. Set the parking brake.
3. Turn the ignition ON with the engine OFF.
4. While depressing the brake pedal, shift the transmission to Reverse and check that the camera image is NOT blurry, distorted or multi-colored.

- Does the rear camera image display normally? (NOT blurry, distorted or multi colored)

YES: Rear camera image is displayed normally (NOT blurry, distorted or multi colored).

- For Altima, perform steps 5-20 on pages 4-12 to secure the rear camera wiring harness.
- For Sentra, perform steps 21-30 on pages 13-17 to secure the rear camera wiring harness.

NO: The rear camera image does not display normally: Replace the rear camera.

- On Altima, refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR VIEW MONITOR SYSTEM > WITH NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > REAR CAMERA > REAR CAMERA: Removal & Installation**
- On Sentra, refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR VIEW MONITOR WITH 7" COLOR DISPLAY OR WITH 8" COLOR DISPLAY > REMOVAL AND INSTALLATION > REAR VIEW CAMERA > Removal & Installation**

Altima Platinum Models

HINT: Steps 5-20 on pages 4-12 apply only to Altima Platinum models.

5. Remove the trunk lid finisher.
 - a. Using a suitable tool, remove the trunk lid pull handle.



Figure 1

- b. Release the ten (10) trunk lid finisher clips.

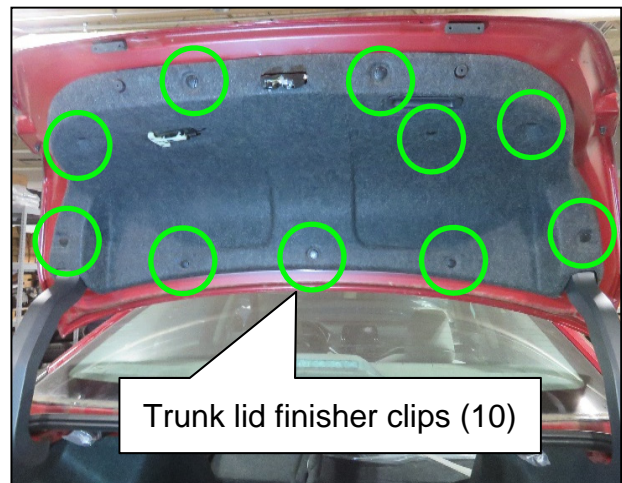


Figure 2

- c. Release the emergency trunk release cable from the trunk lid finisher and remove the trunk lid finisher.

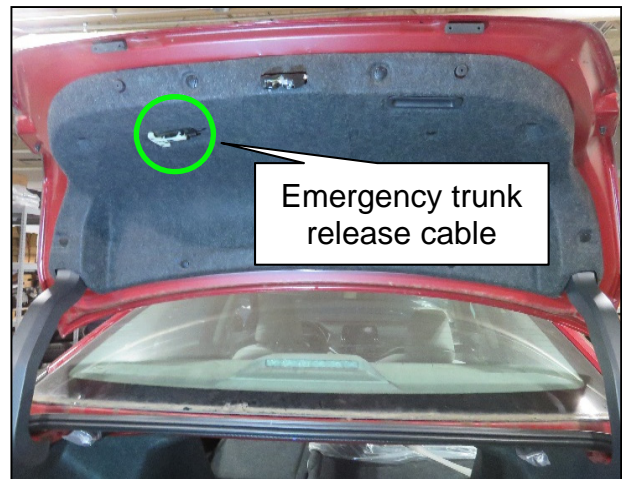


Figure 3

6. Locate the rear camera wiring harness.

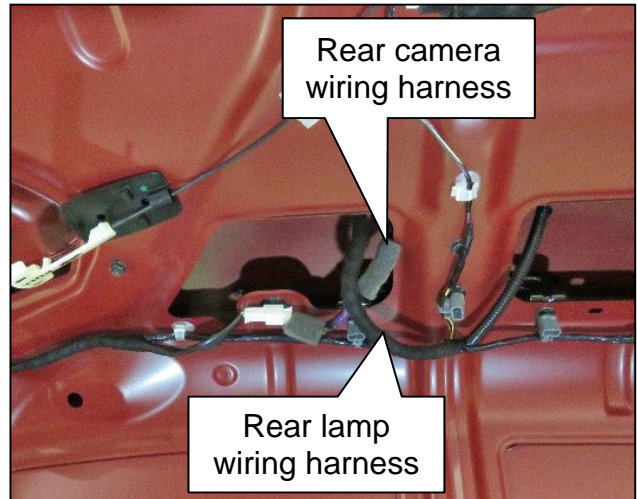


Figure 4

7. Measure 30 mm from the white rear camera wiring harness connector, as shown in Figure 5.

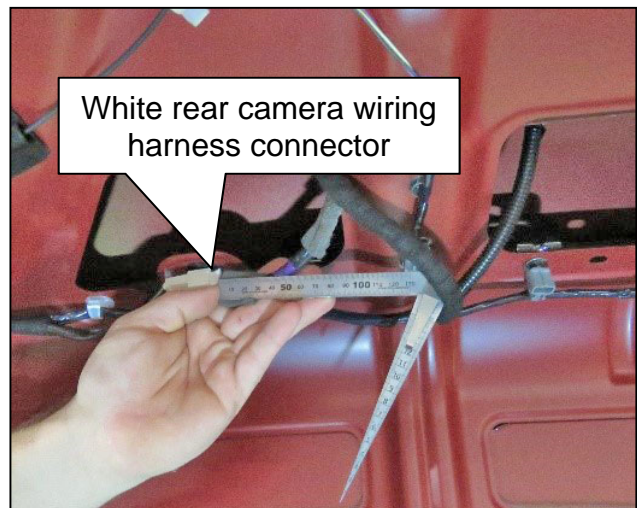


Figure 5

8. Starting at approximately 30 mm from the white rear camera wiring harness connector, wrap tape around the rear camera wiring harness and the rear lamp wiring harness to secure them together, for a width of 20 mm.

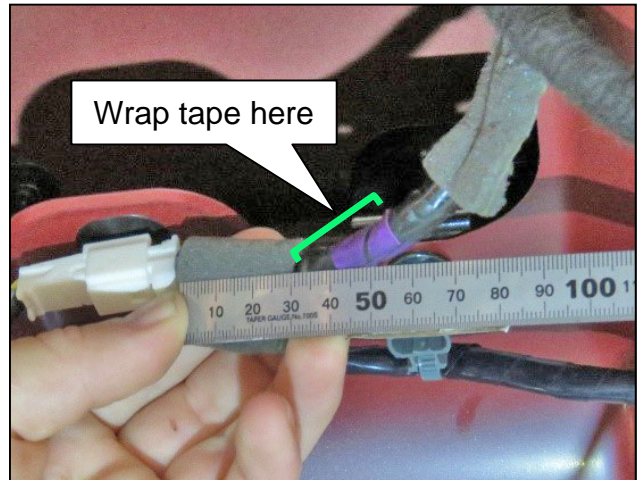


Figure 6

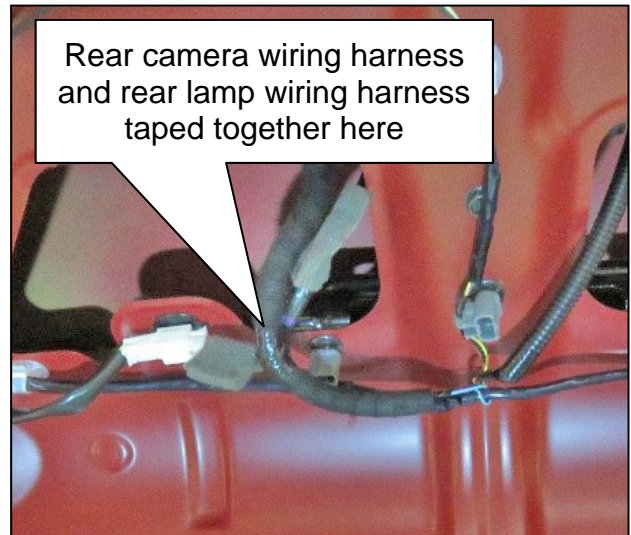


Figure 7

9. Measure 35 mm down from where the rear camera wiring harness connects to the rear camera, as shown in Figure 8 and Figure 9.

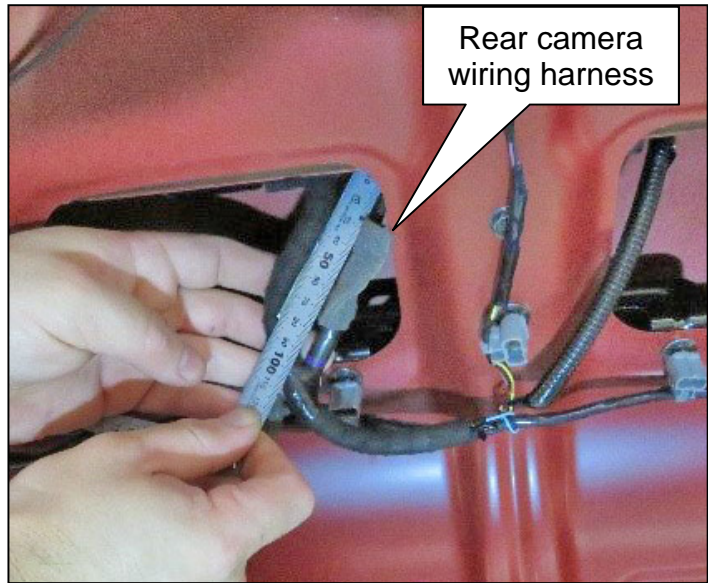


Figure 8

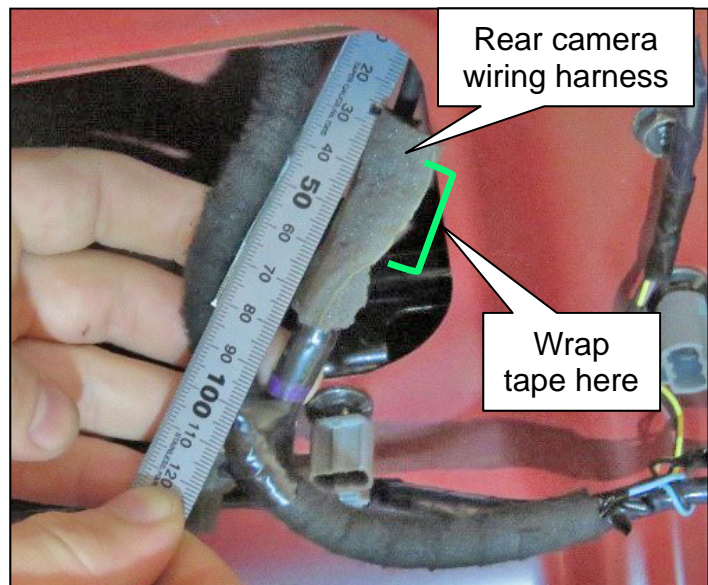


Figure 9

10. Grasp the rear camera wiring harness and the rear lamp wiring harness, and hold them together, as shown in Figure 10.

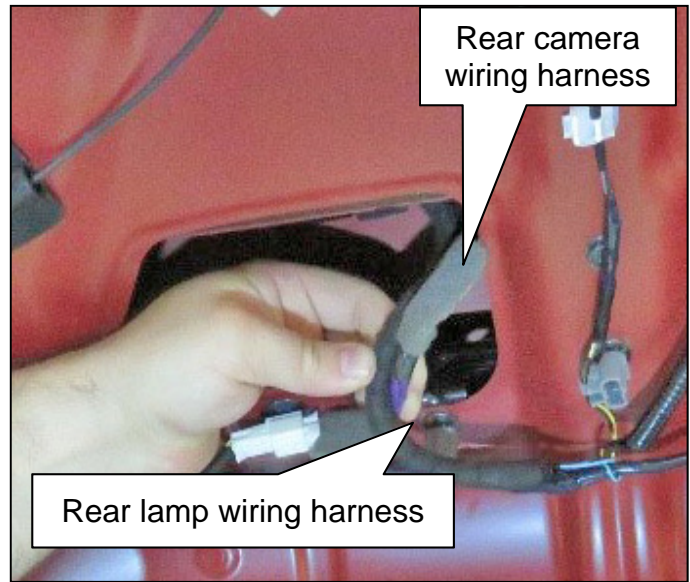


Figure 10

11. Starting at the 35 mm measurement that was taken in step 9, wrap tape around the rear camera wiring harness and the rear lamp wiring harness to secure them together, for a width of 20 mm.

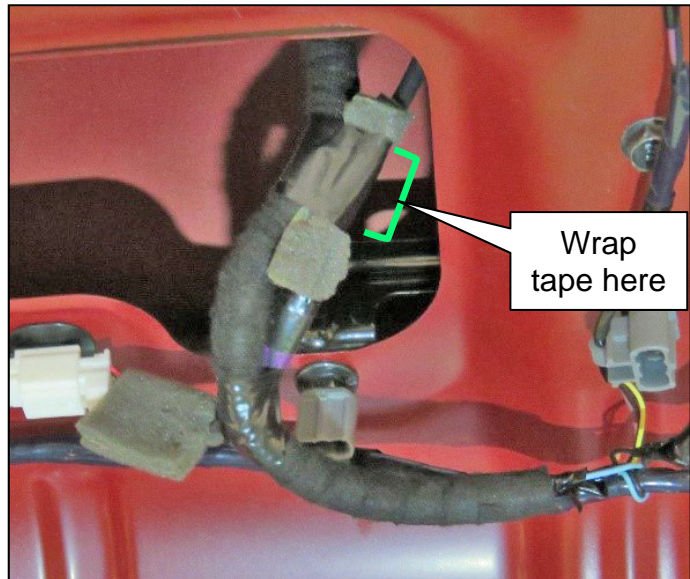


Figure 11

12. Locate the gray wiring harness retainer shown in Figure 12.

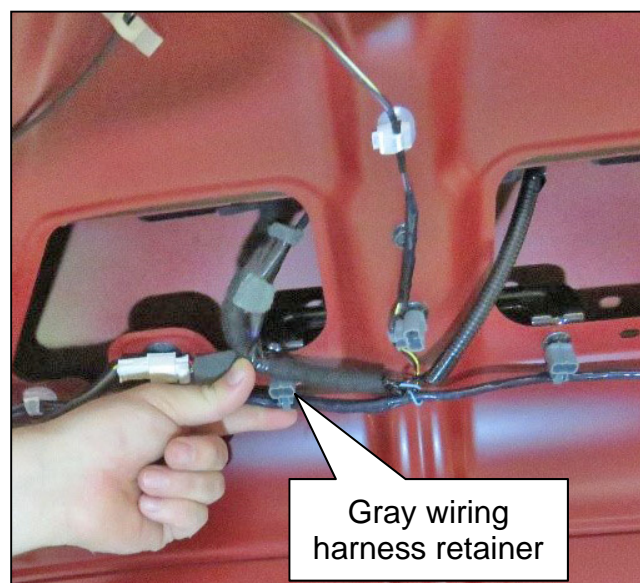


Figure 12

13. Measure approximately 15 mm from the gray wiring harness retainer, as shown in Figure 13.

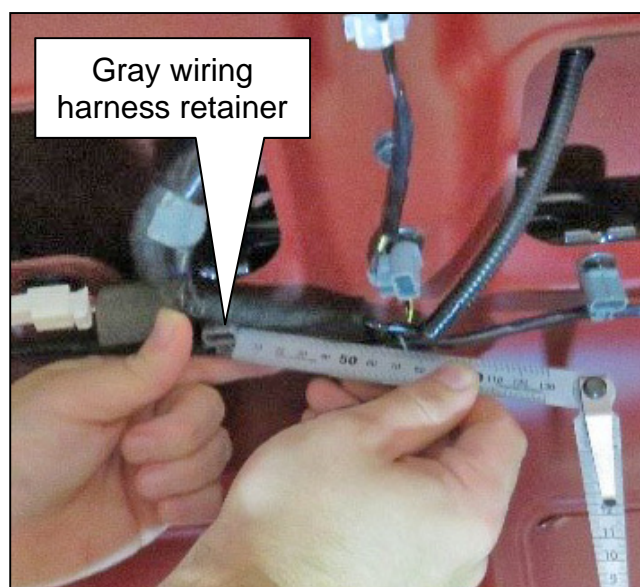


Figure 13

14. Starting at approximately 15 mm from the gray wiring harness retainer, wrap tape around the rear camera wiring harness and the rear lamp wiring harness to secure them together, for a width of 20 mm.

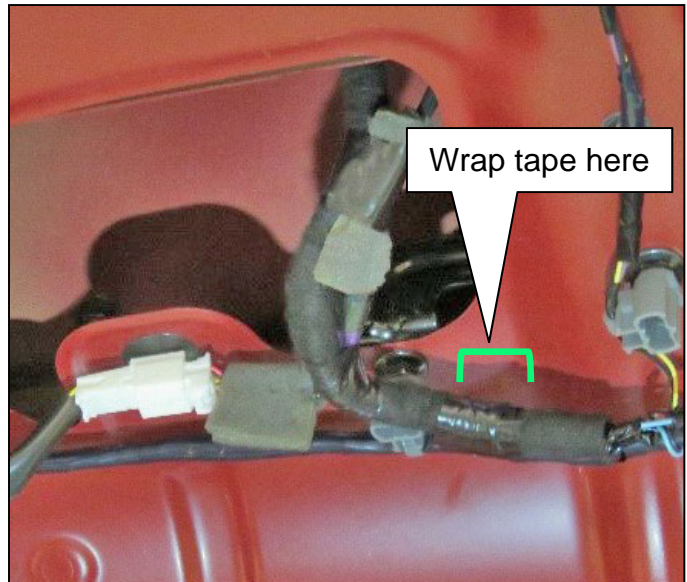


Figure 14

15. Place one (1) wire tie securely around the wiring harnesses where they were taped together in step 8 on page 6, as shown in Figure 15.

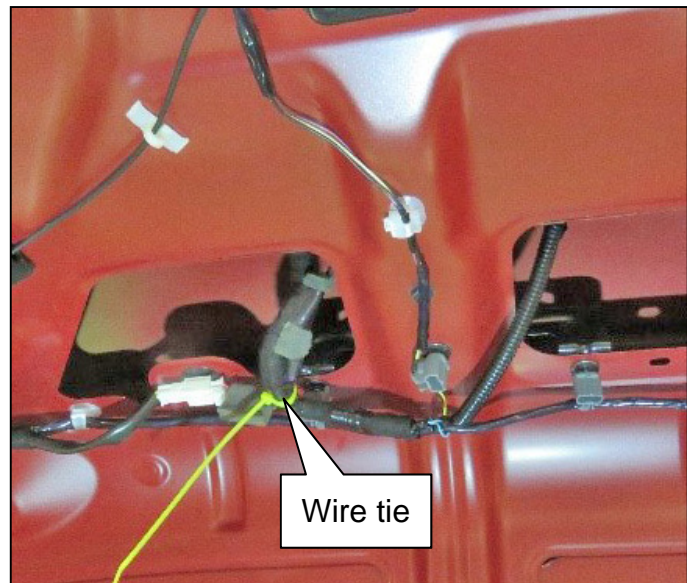


Figure 15

16. Place one (1) wire tie securely around the wiring harnesses where they were taped together in step 11 on page 8, as shown in Figure 16.

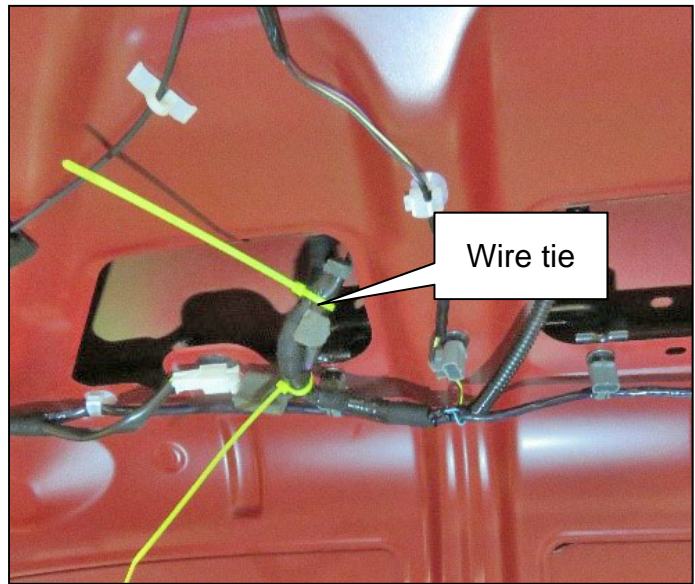


Figure 16

17. Place one (1) wire tie securely around the wiring harnesses where they were taped together in step 14 on page 10, as shown in Figure 17.

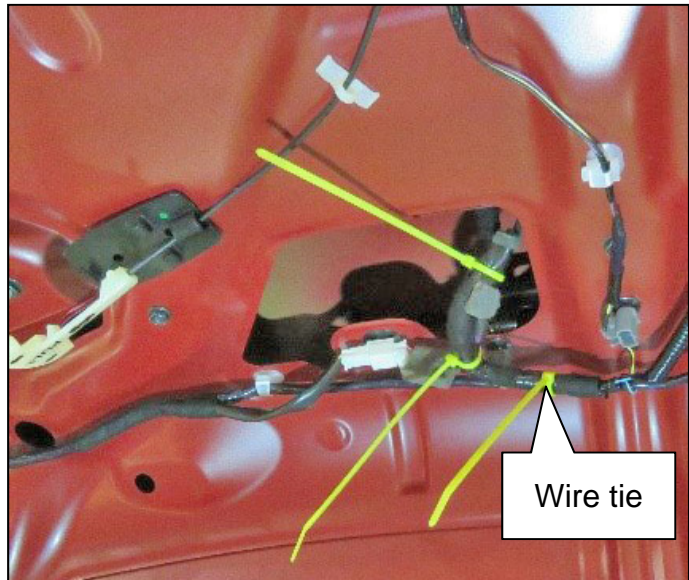


Figure 17

18. Cut the excess off from the wire ties using a suitable tool.



Figure 18

19. Reinstall the trunk lid finisher in the reverse order of removal.
20. Check the rear camera operation by repeating steps 2–4 on page 3.
- If the rear camera image displays normally, continue to **CLAIMS INFORMATION** on the last page.
 - If the rear camera image does not display normally, replace the rear camera.
 - Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR VIEW MONITOR SYSTEM > WITH NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > REAR CAMERA > REAR CAMERA: Removal & Installation**

Sentra Models

HINT: Steps 21-30 on pages 13-17 apply only to Sentra models.

21. Remove the trunk lid finisher.
 - a. Release the twelve (12) trunk lid finisher clips.
 - b. Release the emergency trunk release cable from the trunk lid finisher and remove the trunk lid finisher.

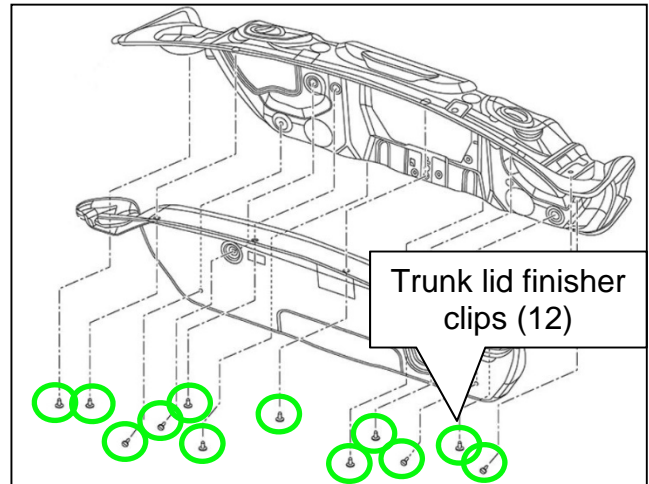


Figure 19

22. Remove the four (4) trunk lid dampener bolts, and then remove the trunk lid dampener.

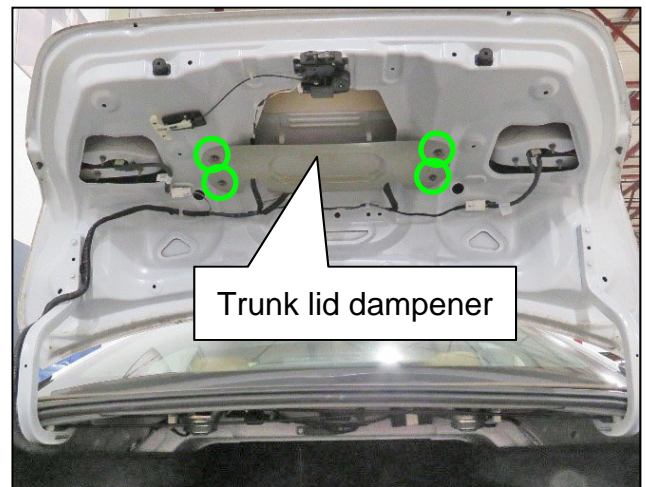


Figure 20

23. Locate the rear camera wiring harness.

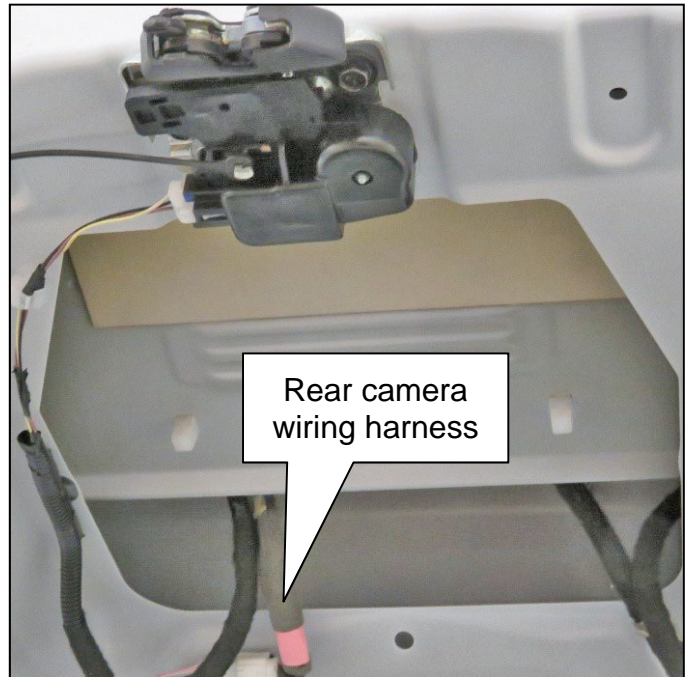


Figure 21

24. Measure 40 mm down from the top of the rear camera wiring harness foam.

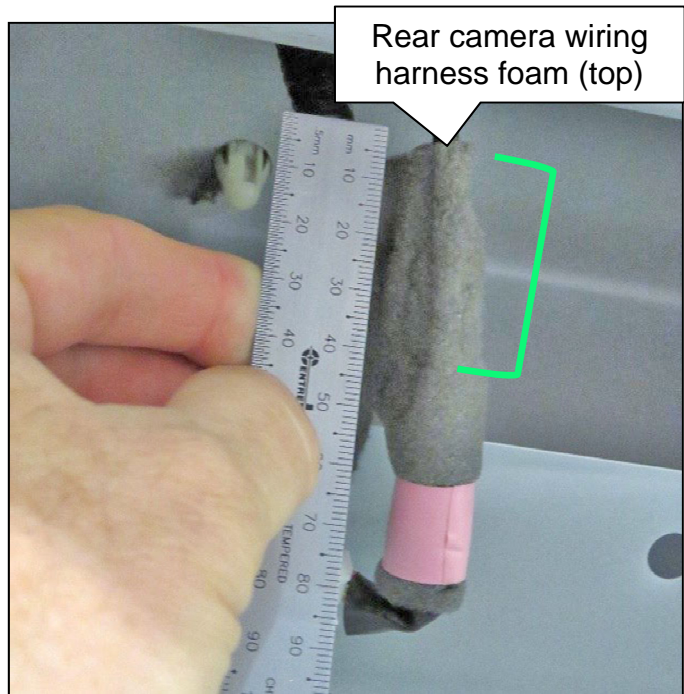


Figure 22

25. Starting at the top of the rear camera wiring harness foam, wrap tape around the rear camera wiring harness and the rear lamp wiring harness for a length of 40 mm, as shown in Figure 23 and Figure 24.

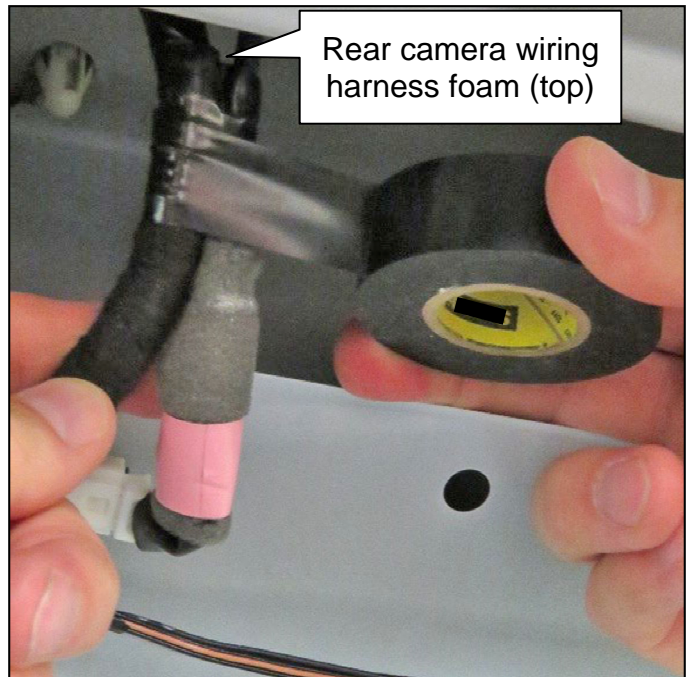


Figure 23

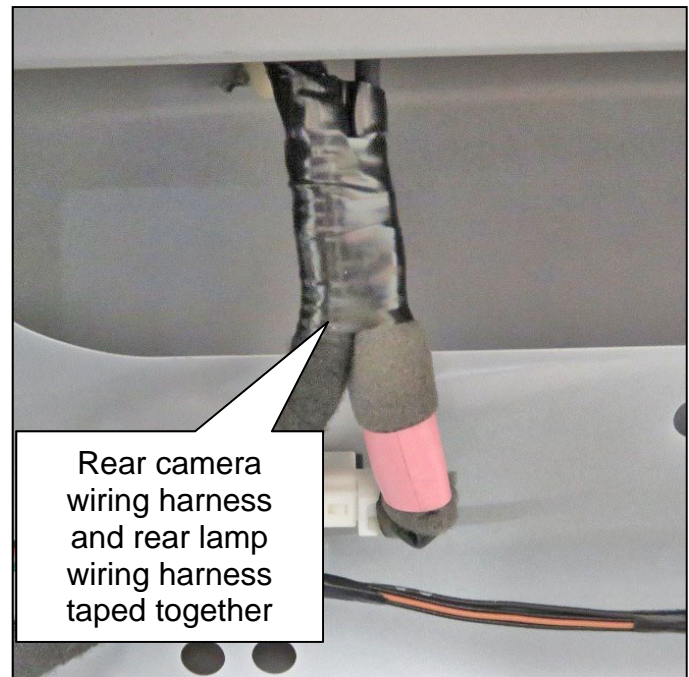


Figure 24

26. Place two (2) wire ties securely around the taped section, as shown in Figure 25.

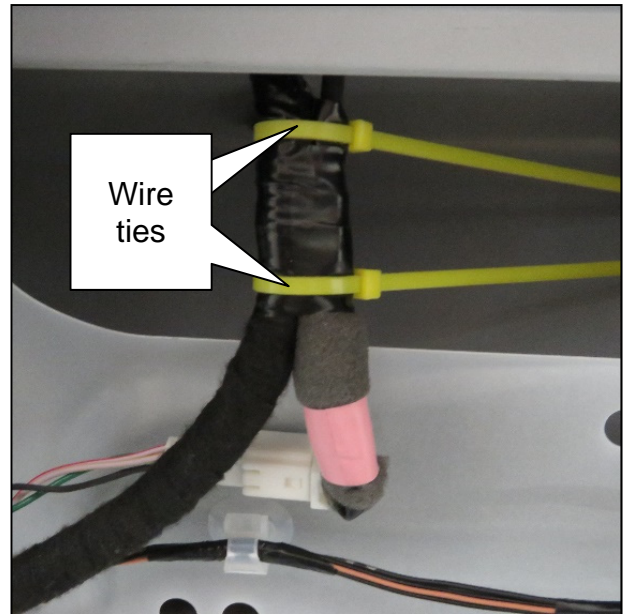


Figure 25

27. Cut the excess off from the wire ties using a suitable tool.

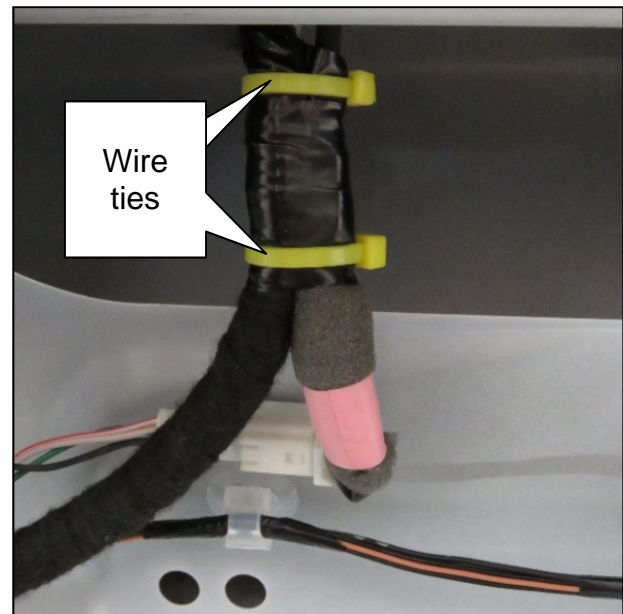


Figure 26

28. Reinstall the trunk lid dampener.
 - Trunk lid dampener bolt torque: 8.0 N•m (0.82 kg-m, **71 in-lb**)
29. Reinstall the trunk lid finisher in the reverse order of removal.
30. Check the rear camera operation by repeating steps 2–4 on page 3.
 - If the rear camera image displays normally, continue to **CLAIMS INFORMATION** on the last page.
 - If the rear camera image does not display normally, replace the rear camera.
 - Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR VIEW MONITOR WITH 7" COLOR DISPLAY OR WITH 8" COLOR DISPLAY > REMOVAL AND INSTALLATION > REAR VIEW CAMERA > Removal & Installation**

PARTS INFORMATION

DESCRIPTION	MODEL	PART NUMBER	QUANTITY
CAMERA ASSY-BACK VIEW	Altima	284426CA3B	1 As needed
	Sentra	28442-***** (1)	1 As needed

(1) Use the EPC and the VIN of the vehicle you are working on to obtain the correct part number.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R23C3	Inspect camera image and secure wiring harness (camera image OK)	R23C30	0.3
	Inspect camera image and replace camera (camera image NG)	R23C31	0.6

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
041	Supplies	\$2.00

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 11, 2023	NTB23-070	Original bulletin published