

Part 573 Safety Recall Report

20V-412

Manufacturer Name : Nissan North America, Inc.

Submission Date : JUL 17, 2020

NHTSA Recall No. : 20V-412

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Nissan North America, Inc.

Address : P. O. BOX 685001

Franklin TN 37068-5009

Company phone : 800-647-7261

Population :

Number of potentially involved : 6,157

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Nissan LEAF

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : HYBRID ELECTRIC

Descriptive Information : Based on production records, the subject software version is unique to the subject Nissan LEAF vehicles produced at the Smyrna plant and this issue affects no other Nissan or Infiniti vehicles.

Production Dates : DEC 03, 2019 - MAR 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : When the shifter is in Reverse and the following conditions occur within 25 seconds of head unit cold start, the Around View Monitor (AVM) and Rear View Monitor (RVM) rearview image disappears and is replaced with the previous screen display:

1. If the driver presses "OK" to acknowledge the sonar pop-up display on the combi meter; or
2. If the reverse driving speed is 7.5 mph or greater.

Both scenarios cause the rearview image to deactivate while the vehicle is in reverse, which does not meet the requirements of S5.5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : There is no preceding warning.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

January 2020 - During a routine internal vehicle audit, an engineer observed that the Around View Monitor (AVM) display disappeared during a backing event. Nissan began an investigation into the issue to determine root cause.

February 2020 – Nissan initiated in-vehicle testing as part of the investigation process.

March 2020 to June 2020 – Nissan experienced business interruptions of U.S. operations due to COVID-19 public health concerns. The Smyrna, TN plant was shut down during March 28, 2020 to June 28, 2020. During the shutdown, the investigation process was slowed due to disruptions while complying with stay-at-home orders. The testing confirmed the condition was able to be replicated in production vehicles in some instances.

June 2020 to July 2020 – Nissan analyzed the investigation findings as the initial cause of the condition was unclear. The analysis revealed the issue could only occur within twenty-five (25) seconds after “cold start” while the head unit may experience a higher CPU load. During that time period, specific actions requiring either driver input or higher vehicle speed during the backing event (as described in Section 5 above) must occur for the rear view image to disappear. Nissan determined that the camera priority mode setting within the head unit software was incorrect, resulting in the potential for the camera image display to disappear and revert to the previous screen during a backing event under these very specific set of vehicle and driver

conditions.

July 9, 2020 – Based on the foregoing, Nissan made a noncompliance determination.

Description of Remedy :

Description of Remedy Program : Dealers will reprogram the head unit with updated software.

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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Nissan will notify all owners of potentially affected vehicles on August 17, 2020. Dealers will be notified on July 17, 2020.

Planned Dealer Notification Date : JUL 17, 2020 - NR

Planned Owner Notification Date : AUG 17, 2020 - NR

* NR - Not Reported