



July 16, 2020

Mr. Jeff Giuseppe  
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 Mr. Giuseppe:

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 "Derek Latta".

Derek Latta  
Manager,  
Technical Compliance

Encl.

## **NONCOMPLIANCE INFORMATION REPORT**

1. Manufacturer:

Nissan North America, Inc., Smyrna plant

2. Vehicles Potentially Involved:

Certain Model Year 2020 Nissan LEAF vehicles manufactured in the Smyrna, TN plant from December 3, 2019 (Start of Production) to March 31, 2020.

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.

3. Total Number of Vehicles Potentially Involved:

Approximately 6,157 Nissan LEAF vehicles

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

100%

5. 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. 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

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.

7. Description of Corrective Action:

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

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.