



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 9, 2021

Mr. Will Swindell
Senior Engineer
Nissan North America, Inc.
P.O. Box 685001
Franklin, TN 37068

NEF-107SS
21V-599

Subject: Rear-view Camera Image May Not Display/FMVSS 111

Dear Mr. Swindell:

This letter serves to acknowledge Nissan North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

INFINITI/Q50/2021
INFINITI/Q60/2021
INFINITI/QX80/2021

Mfr's Report Date: August 2, 2021

NHTSA Campaign Number: 21V-599

Components:

BACK OVER PREVENTION:DISPLAY FUNCTION

Potential Number of Units Affected: 3,569

Problem Description:

Nissan North America, Inc. (Nissan) is recalling certain 2021 Infiniti Q50, Q60, and QX80 vehicles. A software error may deactivate the audio/video control unit screen, preventing the rear-view image from displaying. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A rear-view camera that does not display an image reduces the driver's rear view, increasing the risk of a crash.

Remedy:

Dealers will update the control unit software, free of charge. Owner notification letters are expected to be mailed September 14, 2021. Owners may contact Nissan customer service at 1-800-867-7669. Nissan's number for this recall is R21A9.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please ensure the following requirements are met:

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the IVC software. If your company manufactured the software itself, then please state so in 573.

AMENDED 573 REQUIRED.

As required in Part 573.6(c)(7), in the case of a noncompliance, please provide the test results and other information used to determine the existence of the noncompliance. Include the date of each test and observation that indicated that a noncompliance might or did exist.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Nissan North America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement