



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 12, 2021

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

NEF-107SS  
21V-774

**Subject:** HPCM Software May Cause Loss of Drive Power

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/QX60 HYBRID/2014-2017  
NISSAN/MURANO HYBRID/2015-2016  
NISSAN/PATHFINDER HYBRID/2014-2015

**Mfr's Report Date:** October 4, 2021

**NHTSA Campaign Number:** 21V-774

**Components:**

ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE  
HYBRID PROPULSION SYSTEM

**Potential Number of Units Affected:** 7,634

**Problem Description:**

Nissan North America, Inc. (Nissan) is recalling certain 2014-2015 Nissan Pathfinder Hybrid, 2015-2016 Murano Hybrid, and 2014-2017 INFINITI QX60 Hybrid vehicles. The Hybrid Powertrain Control Module (HPCM) software may shut down the hybrid system and the engine under certain conditions, causing a loss of drive power.

**Consequence:**

A loss of drive power increases the risk of a crash.

**Remedy:**

Dealers will reprogram the HPCM software, free of charge. Owner notification letters are expected to be mailed December 3, 2021. Owners may contact Nissan customer service at 1-800-867-7669 or INFINITI customer service at 1-800-662-6200. Nissan's numbers for this recall are R21B4 and R21B5.

**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](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**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).

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](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



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