Part 573 Safety Recall Report 21V-234

Manufacturer Name : Nissan North America, Inc.
Submission Date : JUN 30, 2021
NHTSA Recall No. : 21V-234
Manufacturer Recall No. : R20C5

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 : 12,943
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2021 INFINITI Q60
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS
Descriptive Information : No other INFINITI (or Nissan) models with the subject Engine Control Module (ECM) software are affected because they do not have a turbo charger or they have a smaller engine. Previous model years do not contain the subject ECM software.
Production Dates : JUN 23, 2020 - MAR 08, 2021
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2021-2021 INFINITI Q50
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : No other INFINITI (or Nissan) models with the subject Engine Control Module (ECM) software are affected because they do not have a turbo charger or they have a smaller engine. Previous model years do not contain the subject ECM software.
Production Dates : JUN 23, 2020 - MAR 08, 2021
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Certain INFINITI Q50 and Q60 vehicles may have been manufactured with a software issue that prevents the Engine Control Module (ECM) from correctly reducing engine speed after an excessive torque detection. Upon detection of an excessive torque input, the ECM should shut off fuel to reduce the engine speed. However, due to the software issue, a separate software function stops the fuel injector driver input controller operation that can result in an engine stall while driving.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	If the engine stalls while driving it could lead to a crash.
Description of the Cause :	NR
Identification of Any Warning that can Occur :	The customer may experience a MIL 'ON' condition and reduced power, which may precede the engine stall.

Involved Components :

Component Name 1 :	Engine Control Module
Component Description :	ECM Module
Component Part Number :	23703-6HN1A

Component Name 2 :	Software Program Version
Component Description :	ECM Software
Component Part Number :	F1FZ5TDNXN0

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

February 2021 through March 2021 – In early February, Nissan initiated an investigation due to several field reports related to a Malfunction Indicator Lamp 'MIL' ON, reduced power and engine stall under certain conditions. The first known issue occurred on December 7, 2020 on two incident vehicles. Since that time, forty-two (42) total incidents occurred through February 2021. Nissan began an investigation into the reports to determine the cause of the issue.

The ECM in the subject vehicles contains a software function to prevent unintended acceleration based on monitoring torque input. The investigation revealed that the software in the ECM prevented it from correctly reducing engine speed after an excessive torque detection. As a result, the software causes the vehicle to go into limp-home mode (reducing engine power); the 'MIL' illuminates and the engine may stall while driving. The vehicle can be restarted after engine stall and driven normally.

Nissan received one (1) report of an accident without injuries potentially related to this issue on January 5, 2021.

March 25, 2021 - Nissan determined that a safety defect may exist and decided to conduct a voluntary safety recall campaign.

Description of Remedy :

Description of Remedy Program :	The INFINITI retailer will reprogram the ECM software to the correct specification. 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 :	Retailers were notified on March 27, 2021. Owners of all potentially affected vehicles will be notified beginning on May 25, 2021, to bring their vehicle to the retailer for repair. Placeholder date "April 4, 2021" added here since the system would not allow the actual dealer notification date of March 27, 2021 to be entered.
Planned Dealer Notification Date :	APR 04, 2021 - NR

Planned Owner Notification Date : MAY 25, 2021 - NR

* NR - Not Reported