

Part 573 Safety Recall Report

21V-599

Manufacturer Name : Nissan North America, Inc.

Submission Date : AUG 02, 2021

NHTSA Recall No. : 21V-599

Manufacturer Recall No. : R21A9



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 : 3,569

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 INFINITI Q50

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Based on supplier production records, the subject In-Vehicle Connectivity (IVC) software (installed in the TCU) is used in specific vehicles produced at the Tochigi and Shatai Kyushu plants during the specified time period.

Previous model years do not contain the subject IVC software.

Production Dates : JAN 20, 2021 - FEB 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2021-2021 INFINITI Q60

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Based on supplier production records, the subject In-Vehicle Connectivity (IVC) software (installed in the TCU) is used in specific vehicles produced at the Tochigi and Shatai Kyushu plants during the specified time period.

Previous model years do not contain the subject IVC software.

Production Dates : JAN 20, 2021 - FEB 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2021-2021 INFINITI QX80

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Based on supplier production records, the subject In-Vehicle Connectivity (IVC) software (installed in the TCU) is used in specific vehicles produced at the Tochigi and Shatai Kyushu plants during the specified time period.

Previous model years do not contain the subject IVC software.

Production Dates : NOV 20, 2020 - FEB 11, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : In the affected INFINITI Q50, Q60 and QX80 vehicles, the customer can activate privacy mode to disable data transfer related to the vehicles' connected services. Due to a supplier error with the In-Vehicle Connectivity (IVC) software, when privacy mode is activated, the ACC power is turned off cutting power to the Audio/Video (AV) control unit. If the customer enables privacy mode and if the vehicle is not started in the following 14 days, the rear view monitor/navigation screen/multifunction control touch screen cannot be operated upon engine start. With the screen inactive, the rear view image cannot be displayed, which does not comply with S5.5.6 and S6.2.6 of FMVSS 111; Rear Visibility.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : If the rear view image is not available while backing up, it could lead to an increased risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : There is no preceding warning, however the rearview monitor/navigation screen/multifunction touch screen will not be visible at the start of the backing event if the issue occurs.

Involved Components :

Component Name 1 : Telematics Control Unit Module

Component Description : TCU Module

Component Part Number : 28275-5SN9B

Component Name 2 : IVC Software Program Version

Component Description : IVC Software

Component Part Number : Ver. 2.9.752

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

The chronology will be supplemented.

Description of Remedy :

Description of Remedy Program : Dealers will reprogram the TCU with updated IVC 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 beginning September 14, 2021. Dealers will be notified August 3, 2021.

Planned Dealer Notification Date : AUG 03, 2021 - NR

Planned Owner Notification Date : SEP 14, 2021 - NR

* NR - Not Reported