

Part 573 Safety Recall Report

21V-599

Manufacturer Name : Nissan North America, Inc.**Submission Date :** AUG 12, 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 : Continental Automotive Japan K.K.

Address : 1-32, Shin Urashima-cho, 1-chome

Kanagawa-ku Yokohama-shi Kanagawa Foreign States 221-0031

Country : Japan

Chronology :

On February 2, 2021, Nissan identified a potential concern involving privacy mode activation and interruption of power to the AV control unit. Nissan began an investigation into the issue.

March 7, 2021 – A Nissan dealer in Russia observed that the rear view image was not being displayed after the ignition was turned ON. The vehicle in question was a MY20 Nissan QX80. The issue was reported to Nissan for further analysis.

April 2021 – Nissan received a separate market claim in the U.S. on April 2, 2021, which reported the infotainment screen did not deactivate immediately when the engine was turned off and the door was opened. In this case, the vehicle was a MY21 INFINITI Q50. Nissan issued a Technical Service Bulletin [ITB21-010] on April 28, 2021 to address this condition of the infotainment screen failing to deactivate.

May 2021 through June 2021 – Nissan continued to study the reports to determine if they were connected. During the investigation, Nissan identified the IVC software as a potential source for both conditions described in the reports. Nissan evaluated the issue and any potential impact under FMVSS regulations.

July 2021 – As a result of the investigation, Nissan determined that the IVC software error could potentially cut the ACC power to the Audio/Video control unit under specific conditions. If privacy mode is enabled and 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.

July 27, 2021 – Based on the foregoing, Nissan decided to conduct a noncompliance recall

to remedy affected vehicles. Nissan is aware of the two (2) reports described above and is not aware of any injuries related to this condition.

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 were notified August 3, 2021.

Planned Dealer Notification Date : AUG 03, 2021 - NR

Planned Owner Notification Date : SEP 14, 2021 - NR

* NR - Not Reported