

Part 573 Safety Recall Report

21V-774

Manufacturer Name : Nissan North America, Inc.**Submission Date :** NOV 24, 2021**NHTSA Recall No. :** 21V-774**Manufacturer Recall No. :** R21B4 R21B5**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 : 7,634

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2015-2016 Nissan Murano Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : This issue only affects models equipped with the hybrid powertrain produced at the Canton and Smyrna plants. The defect is unique to these models and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : AUG 22, 2014 - JUL 19, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2014-2015 Nissan Pathfinder Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : This issue only affects models equipped with the hybrid powertrain produced at the Canton and Smyrna plants. The defect is unique to these models and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : JUL 18, 2013 - JUN 21, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2014-2017 INFINITI QX60 Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : This issue only affects models equipped with the hybrid powertrain produced at the Canton and Smyrna plants. The defect is unique to these models and dates of manufacture; no other Nissan or INFINITI vehicles are affected.

Production Dates : JUL 18, 2013 - AUG 04, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The Hybrid Powertrain Control Module (HPCM) on certain Nissan Murano Hybrid, Pathfinder Hybrid and INFINITI QX60 Hybrid vehicles may contain software that can cause an engine stall under certain conditions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of bearing damage, the HPCM detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the customer may experience an engine stall while driving, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : There is no preceding warning.

Involved Components :

Component Name 1 : Hybrid Power Control Unit Module

Component Description : HPCM Module

Component Part Number : 237A1 3JV9B

Component Name 2 : Hybrid Power Control Unit Module

Component Description : HPCM Module

Component Part Number : 237A1 3JV9C

Component Name 3 : HPCM Software Program Version

Component Description : HPCM Software

Component Part Number : Ver. Ph5.421

Component Name 4 : HPCM Software Program Version

Component Description : HPCM Software

Component Part Number : Ver. Ph5.801

Component Name 5 : HPCM Software Program Version

Component Description : HPCM Software

Component Part Number : Ver. Ph5.831

Component Name 6 : HPCM Software Program Version

Component Description : HPCM Software

Component Part Number : Ver. Ph5.841

Supplier Identification :

Component Manufacturer

Name : Hitachi Astemo, Ltd.

Address : 8th Floor, Minatomirai Grand Central Tow

4-6-2 Minato Mirai Nishi-ku, Yokohama-sh Kanagawa Foreign States 220-0012

Country : Japan

Chronology :

March 2021 – Nissan became aware of reports of engine stall and power shutdown in the China market involving the subject vehicles.

April 2021 through July 2021 - Nissan focused its investigation on the motor and continuously variable transmission operation, in addition to the failsafe mode activation of the hybrid powertrain control module (HPCM). As part of the investigation, Nissan initiated a parts collection activity in China.

The analysis revealed that the HPCM failsafe mode might potentially disable drive power to the engine and

electric motor in the event of bearing damage.

August 2021 to September 2021 – Nissan performed a safety assessment of the failsafe mode to evaluate the potential conditions that could result from a power shutdown of the hybrid powertrain. If both the engine and electric motor are disabled, a stall condition may occur. This failsafe mode condition also reduces power steering assist and braking assist.

In addition, Nissan conducted a warranty review to determine any incidents in markets outside of China. Nissan identified thirty-five (35) claims related to the subject condition in the U.S. market.

September 27, 2021 – Based on the foregoing, Nissan decided to conduct a safety recall campaign to remedy potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : Dealers will reprogram the HPCM with updated software to enable EV only operation in the event of failsafe mode activation.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy since the repair is a reprogram.

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 December 3, 2021. Dealers were notified October 5, 2021.

Planned Dealer Notification Date : OCT 05, 2021 - NR

Planned Owner Notification Date : DEC 03, 2021 - NR

* NR - Not Reported