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Nissan North America, Inc.

One Nissan Way  
Franklin, TN 37067

Mailing Address:  
PO Box 685001  
Franklin, TN 37068

August 12, 2021

Mr. Jeff Giuseppe  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
Room W48-302  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Dear Mr. Giuseppe:

We are transmitting the enclosed supplement to the Noncompliance Information Report filed on August 2, 2021. This supplement updates section(s) 1, 6 and 7: Manufacturer, Chronology of Principal Events and Description of Corrective Action, respectively.

Very truly,

A handwritten signature in black ink, appearing to read "D. Latta", with a long horizontal stroke extending to the right.

Derek Latta  
Manager,  
Technical Compliance

Encl.

## **NONCOMPLIANCE INFORMATION REPORT**

### 1. Manufacturer:

Nissan Motor Co., Tochigi plant  
Nissan Shatai Co. Ltd., Kyushu plant

The telematics control unit (TCU) supplier is:

Continental Automotive Japan K.K.  
1-32, Shin Urashima-cho, 1-chome, Kanagawa-ku  
Yokohama-shi, Kanagawa, Japan

Hiroshi Harada,  
Head of Customer Center Nissan MMC  
+81 45 444 4139  
hiroshi.harada@continental.com

### 2. Vehicles Potentially Involved:

Production period of affected vehicles involved:

<b><u>Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY 2021 INFINITI Q50	January 20, 2021 to February 4, 2021
MY 2021 INFINITI Q60	January 20, 2021 to February 4, 2021
MY 2021 INFINITI QX80	November 20, 2020 to February 11, 2021

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, described in Section 5 below.

The name, description and part number of the subject component is below:

<b><u>Part Name</u></b>	<b><u>Part Description</u></b>	<b><u>Part Number(s)</u></b>
Telematics Control Unit Module	TCU Module	28275-5SN9B
IVC Software Program Version	IVC Software	Ver. 2.9.752

### 3. Total Number of Vehicles Potentially Involved:

Approximately 3,569 INFINITI Q50, Q60 and QX80 vehicles are potentially affected:

<b><u>Make/Model</u></b>	<b><u>Number of Vehicles</u></b>
MY 2021 INFINITI Q50	302
MY 2021 INFINITI Q60	77
MY 2021 INFINITI QX80	3,190

4. Percentage of Vehicles Estimated to Actually Contain the Noncompliance:

100%

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

6. Basis for Determination of the Existence of a Noncompliance

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.

7. Description of Corrective Action:

Nissan will notify all owners of potentially affected vehicles beginning September 14, 2021. Dealers were notified August 3, 2021. 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.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.