



Nissan North America, Inc.

One Nissan Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

August 2, 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 Non-Compliance Information Report in accordance with 49 CFR Part 573. A voluntary recall campaign will be initiated and your office provided with the notices.

Very truly,

A handwritten signature in black ink, appearing to read "D. Latta".

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 information will be supplemented.

2. Vehicles Potentially Involved:

Production period of affected vehicles involved:

<u>Model</u>	<u>Dates of Manufacture</u>
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:

<u>Part Name</u>	<u>Part Description</u>	<u>Part Number(s)</u>
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:

<u>Make/Model</u>	<u>Number of Vehicles</u>
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

The chronology will be supplemented.

7. Description of Corrective Action:

Nissan will notify all owners of potentially affected vehicles beginning September 14, 2021. Dealers will be 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.