

**RECEIVED**

By Recall Management Division at 3:45 pm, Nov 20, 2013

**NISSAN NORTH AMERICA, INC.**

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Nashville, TN 37201-1800

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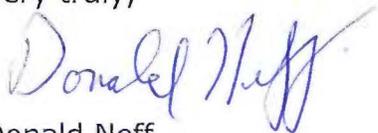
November 19, 2013

Ms. Nancy Lewis  
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 Madam:

We are transmitting the enclosed Defect Information Report in accordance with 49 CFR Part 573. A voluntary safety recall has been initiated and your office will be provided with the notices.

Very truly,



Donald Neff  
Manager,  
Technical Compliance

Encl.

## **DEFECT INFORMATION REPORT**

1. Manufacturer:

Nissan Motor Co., Ltd.

2. Vehicles Potentially Involved:

Certain 2014 Model Year Infiniti Q50 vehicles equipped with Direct Adaptive Steering that received a software update to address a power steering assist calibration issue.

Vehicles that were not subjected to the reprogramming are not affected. No other Infiniti vehicles are equipped with Direct Adaptive Steering.

3. Total Number of Vehicles Potentially Involved:

23 vehicles are affected.

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

100%

5. Description of the Defect:

The subject vehicles are equipped with a Direct Adaptive Steering (steer-by-wire) system with a mechanical backup designed to engage if the system experiences an issue. During normal operation, the amount of electrical current delivered to the steering actuator motors is designed to vary based on ambient temperatures, with increased current in colder temperatures.

Nissan recently reprogrammed a small number of Q50 vehicles equipped with Direct Adaptive Steering to address a power steering assist calibration issue. It was subsequently discovered that, if the interior of the engine compartment reaches freezing temperatures, this reprogram may cause an interruption of the electrical current to the steering actuators, and may also delay the engagement of the mechanical backup system. If this delay occurs, it could increase the risk of a crash.

6. Chronology of Principal Events:

November 8, 2013 to November 12, 2013 – Nissan identified a vehicle in Canada that had been reprogrammed to address a power steering assist calibration issue and that subsequently experienced an issue with steering performance. Upon investigation, Nissan was able to confirm that the power steering assist calibration reprogramming contained an error that could affect the Direct Adaptive Steering performance at temperatures below freezing.

Nissan immediately initiated activities to identify the small number of Q50 vehicles that received the reprogramming and reached out to the potentially affected customers.

November 13, 2013 – Nissan determined that a safety-related defect exists and that a Defect Information Report would be submitted to NHTSA.

7. Description of Corrective Action:

Nissan contacted all affected owners by phone and is arranging to have their vehicles towed to the nearest Infiniti retailer. Customers were instructed not to drive their vehicles until they were repaired. Infiniti retailers are providing affected customers with loaner vehicles, while Nissan prepares a software update remedy. These services will be provided at no cost to the customer.

8. Copy of Notices:

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