

# NISSAN

10V-401  
(9 pages) Supplemental

NISSAN NORTH AMERICA, INC.

Corporate Headquarters  
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Nashville, TN 37201-1800

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Franklin, TN 37068-5001

Telephone: 615.725.3111

September 3, 2010

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 Sir:

We are transmitting the enclosed Defect Information Report in accordance with 49 CFR Part 573.

Garmin International has reported to NHTSA (see attached Defect Information Report #**10E-039**) that certain specific Garmin nüvi® portable automotive GPS units may contain a safety defect. Nissan purchased some of the potentially affected GPS units from Garmin and sold them as an accessory.

Nissan is conducting a campaign in support of Garmin's recall campaign. First, Nissan plans to notify dealers to stop selling the potentially affected GPS units. Second, Nissan plans to notify customers that purchased the potentially affected GPS unit as either a factory-installed or dealer-installed accessory. Third, Nissan will inform dealers to address accessory parts they have in stock by following Garmin's procedure. Fourth, Nissan will issue a press release directing Nissan Garmin nüvi® purchasers to the Garmin web site for remedy instructions. Finally, a link to the Garmin website will be added to Nissan's web page devoted to accessories.

Nissan plans to notify dealers on September 10, 2010 and begin owner notifications on September 27, 2010 in the manner outlined in the attached report. Your office will be provided with the copy of the notices.

Very truly,



John Gibbons  
Senior Manager,  
Technical Compliance

Encl.

## DEFECT INFORMATION REPORT

### 1. Manufacturer:

Nissan North America, Inc., purchased the subject accessory Garmin nüvi® 750 portable automotive GPS units from the manufacturer Garmin.

For details on the manufacturer identification, please see Item 1 in the attached Part 573 Defect Information Report submitted by Garmin (NHTSA recall #**10E-039**).

### 2. Units Potentially Involved:

Nissan nüvi® 750 (Part numbers 999Q5-GU012 and 999Q5-KU000).

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

Approximately 5,508 Garmin nüvi® 750 GPS units were installed at Vehicle Processing Centers (VPC) in the following Nissan vehicle lines: Versa, Sentra, Altima, Rogue, Frontier, Xterra and Pathfinder.

Another approximately 2,440 GPS units were sold to dealers through Nissan Parts Distribution Centers (PDC).

### 4. Percentage of Accessories Estimated to Actually Contain the Defect:

According to Item 4 in the attached Part 573 Defect Information Report submitted by Garmin (NHTSA recall #**10E-039**), the percentage of potentially affected Garmin nüvi 750® units is extremely low.

### 5. Description of the Defect:

Please see Item 5 in the attached Part 573 Defect Information Report submitted by Garmin (NHTSA recall #**10E-039**).

### 6. Chronology of Principal Events:

August 25, 2010 - Garmin notified Nissan that it submitted a defect information report concerning certain specific Garmin nüvi® portable automotive GPS units, including Garmin nüvi® 750 units sold at Nissan dealerships.

Nissan immediately began an internal investigation of this issue and placed unsold inventory of the potentially affected Garmin GPS units in sales hold.

August 25 through September 2, 2010 - Nissan conducted an internal investigation to identify the scope of the potentially affected Garmin GPS units that may have been sold to Nissan customers.

September 2, 2010 - Nissan confirmed that some of the potentially affected Garmin GPS units had been sold to customers and decided that a safety recall should be conducted to support Garmin's recall.

7. Description of Corrective Action:

Nissan will issue a press release directing Nissan customers who may have purchased a potentially affected Garmin GPS to the Garmin web site. The Garmin web site provides customers with an easy way to check if their GPS is affected using the serial number. If the customer's GPS is confirmed to be affected, Garmin provides easy procedures for product exchange. Customers who are specifically confirmed through Nissan records to have purchased the potentially affected GPS units as a factory-installed or dealer-installed accessory will be notified directly by mail. Nissan will also inform dealers to address accessory parts they have in stock by following Garmin's procedure. In addition, a link to the Garmin recall will be added to the Nissan accessories web page for each of the aforementioned affected models.

8. Copy of Notices:

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



1200 East 151st Street  
Olathe, Kansas 66062  
P: 913-397-8200 F: 913-397-8282

August 17, 2010

**By E-mail and Overnight Delivery**

Ms. Jennifer Timian  
Acting Chief  
Recall Management Division  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590  
202-366-0699, Fax 202-366-7882

Dear Ms. Timian:

This report is submitted by Garmin International, Inc., pursuant to 49 CFR Part 573, to advise NHTSA that the Garmin group of companies ("Garmin") will be voluntarily recalling a subset of numerous nüvi® branded portable automotive GPS products that contain lithium-ion batteries manufactured by a third-party supplier within a defined date code range and a particular printed circuit board (PCB) design.

**1. Full corporate name of the fabricating manufacturer of the recalled item of equipment.**

Garmin Corporation\*  
No. 68, Jangshu 2<sup>nd</sup> Road  
Shijr, Taipei County  
Taiwan, R.O.C.

\* The Garmin entity that manufactured the GPS products at issue.

Garmin International, Inc.\*  
1200 E. 151<sup>st</sup> Street  
Olathe, KS 66061

\* The Garmin entity that designed and developed the products at issue and through which the products were sold in the United States.

The lithium-ion battery packs were manufactured and assembled by a non-Garmin entity.

**2. Identity of the items of equipment involved in the recall.**

Only a small subset of the following nüvi® model numbers are potentially implicated by this recall:

- nüvi 2x0W (where x is a 0, 5 or 6)

- nüvi 7xx (where xx is a two-digit number)

See the attached Appendix 1 for a complete list of potentially-affected nüvi models by number and, where applicable, name (some models are sold to OEM and rental car customers as OEM accessories).

**3. Number of units being recalled.**

Approximately 1.25 million units. This constitutes the Garmin automotive GPS models referenced above -- in the field or in distribution channels -- containing batteries from a third-party supplier manufactured during a 22-week date code range from approximately October 15, 2007 through March 28, 2008.

**4. Approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance and determination of the recall range.**

The percentage of reported failures is extremely low. We have identified 8<sup>1</sup> unexplained reported field failures involving overheating out of the approximate 1.25 million Garmin models referenced above manufactured with batteries from the date range specified in paragraph number 3 above and which have the specific PCB design. This equates to a failure percentage of 6.67 parts per million.

**5. Description of potential defect.**

Garmin has identified potential overheating issues when the third-party supplier's batteries manufactured within this limited date code range are used in certain Garmin devices with a specific printed circuit board (PCB) design. It appears that the interaction of these factors can, in rare circumstances, increase the possibility of overheating, which may lead to a fire hazard. The batteries are installed partially under the PCB inside the GPS products and are not user-replaceable by consumers.

None of the reported incidents has caused significant property damage and no injuries have occurred. Nevertheless, given Garmin's longstanding commitment to safety and customer satisfaction, Garmin is proactively recalling the nüvi units with the specific PCB design and with batteries from the specified date code range out of an abundance of caution.

No failures have been reported with any devices with this specific PCB design containing batteries manufactured outside of the date code range of interest.

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<sup>1</sup> A total of 9 failures were reported but one failure was attributed to abuse by the independent investigative lab due to clear signs of external mechanical abuse in the location of the battery.

**6. Chronology.**

The 8 incidents reported to Garmin occurred between July 8, 2009 and July 12, 2010. Upon receiving each report, Garmin worked to identify and understand the root cause of each incident. Garmin enlisted the assistance of a third party laboratory as well as the battery manufacturer. With the occurrence of the four most recent incidents between May 15, 2010 and July 12, 2010, and based on the clustering of the incidents within a specific date range of batteries where those range of batteries are combined with a certain Garmin PCB design, Garmin concluded on August 10, 2010 that the affected Garmin models with the specific PCB design using batteries within this date range should be recalled out of an abundance of caution.

**7. Description of the remedy and distinguishing characteristics of new parts.**

Garmin customers in possession of affected GPS units will be instructed to return the affected nüvi to a Garmin authorized service center for service. The unit's battery will be replaced with a new battery and Garmin is evaluating the insertion of a spacer on top of the battery next to the PCB. It is currently believed that the insertion of the spacer will help minimize any interference between the PCB and the battery. Once the battery is replaced and the service concluded, the nüvi will be immediately returned to the customer. Garmin will pay for all associated service and shipping charges (the battery supplier will share in those costs).

Garmin has set up a dedicated website for customers and dealers to visit to determine if their unit is implicated by this recall (by simply typing in their unit's serial number).

Garmin will also use the recall communication materials as an opportunity to re-emphasize the instructions and warnings contained in Garmin's existing product literature warning customers not to expose the products to high temperatures by leaving their units in vehicles while unattended because of the extremely high temperatures that can be reached on a car dashboard on a hot, sunny day. These high temperatures can cause the battery to swell, which may have contributed to the reported incidents.

**8. Recall communications.**

Garmin plans to make the following core recall announcements/communications in the U.S. as soon as our plans are approved by the Administration (Garmin will also be coordinating with regulatory authorities in other affected countries, as appropriate):

- issue press release;
- post a Service Alert Recall information document to a prominent location on Garmin's website;
- send an e-mail to the individual customers with affected units whom we can identify by serial number information contained in our registration records;
- send appropriate notification communications to Garmin's retailer/distributor customers and automotive OEM customers.

Drafts of these communication documents can be immediately provided to the Administration under separate cover. If you care to identify the NHTSA staff member to whom this recall will

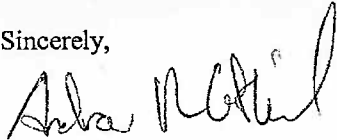
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be assigned, we will be happy to proactively contact the staff member to discuss our communication documents.

Please call me at 913-440-1212 if you have any questions about this Report. We would appreciate the Administration's urgent attention to this matter. Garmin is currently concluding all recall implementation plans and would like to launch the recall publicly as soon as possible.

Thank you for your assistance and cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew R. Etkind". The signature is fluid and cursive, with a large initial "A" and "R".

Andrew R. Etkind  
Vice President & General Counsel

APPENDIX 1

nüvi 200W  
nüvi 250W  
nüvi 260W  
nüvi 710  
nüvi 715  
nüvi 750  
nüvi 755  
nüvi 755T  
nüvi 760  
nüvi 765  
nüvi 765T  
nüvi 770  
nüvi 775  
nüvi 775T  
nüvi 780  
nüvi 785T

Avis nüvi 760  
Avis/Budget nüvi 780  
Europcar nüvi 760  
Hertz nüvi 765  
Honda nüvi 760  
Landrover nüvi 750  
Mazda nüvi 760  
Mercedes nüvi 760  
Mopar nüvi 250  
Nissan nüvi 750  
Nissan nüvi 760  
Smart nüvi 760  
Suzuki nüvi 750  
Suzuki nüvi 760  
Suzuki nüvi 765



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Volkswagon nüvi 765

Volkswagon nüvi 765T

Volvo nüvi 760

Volvo nüvi 765