

Office of Defects Investigation (NVS-210)

1200 New Jersey Ave. SE

Washington, DC 20590

RE: Nissan Smart Alternator Not Charging Batteries

For Five Years Now. Time to Recall

3/29/2025

To Whom it May Concern;

I purchased a 2019 Nissan Armada in 2024. Within a few months of the purchase, I started experiencing a dead battery. The battery wasn't that old and I took it into the dealership to be checked. They said the battery was fine but wasn't getting charged up. They put a charger on the battery for a few hours, for which they charged me, and it worked fine for about a couple of weeks. At first, they tried to sell me a new battery until I insisted that there was still plenty of battery life left in the one I already had.

I am [REDACTED] and there is no way to plug in a battery charger. Please note that I cannot drive the vehicle at night with headlights or use the air conditioning because the voltage meter shows the system discharging immediately. I now have to watch the voltage meter to make sure it remains within the normal range.

I searched the internet for known issues with the battery not charging and I found a lot of info as well as videos by fellow Nissan owners. The issue is that the smart alternator does not fully charge the battery. In order to get better gas mileage, the alternator stops charging the battery which is a really stupid concept. The problem could go back further than 2019 and is still prevalent in the new 2025 models according to information shared by consumers on the internet.

There is a work around where you can remove the negative battery cable and unplug certain wires but not everyone can do this. I can't imagine that a dealership would do this for you and certainly not for free. Consumers report that their batteries are fine after performing this fix, but gas mileage goes down considerably.

I also found a law firm that is investigating this issue.



[REDACTED]
[REDACTED]
[REDACTED]

"Many owners and drivers the Nissan Armada and the Infiniti QX80 are waking up to their vehicles' batteries losing charge. In some instances, battery drains were suspected to have been caused by issues from over-the-air software updates for these technologically equipped vehicles. However, an increase in these batter drain issues drives consumers to wonder what may really be causing this."

I feel this has gone on long enough, at least 5 years, and Nissan has been ignoring the issue. Getting stranded with a dead battery is a safety hazard as well as a great inconvenience. Not being able to use your headlights or air-conditioning is ridiculous and also a safety hazard.

There should be an immediate recall where dealerships unhook the wiring to the smart alternator. Consumers reported that their vehicles ran just fine, and their batteries charged up properly with no warnings or engines lights.

Going forward, Nissan should add a button for Fuel Economy that can be disabled at will from inside of the vehicle.

Sincerely,

[REDACTED]
[REDACTED]
Bountiful UT [REDACTED]

[REDACTED]

3/29/2025

Bountiful UT

SALT LAKE CITY UT 840

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