



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 1, 2023

Mr. Will Swindell
Senior Engineer
Nissan North America, Inc.
P.O. Box 685001
Franklin, TN 37068

NEF-107DR
23V-296

Subject: Incorrect Information in Owner's Manual/FMVSS 103

Dear Mr. Swindell:

This letter serves to acknowledge Nissan North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

NISSAN/LEAF/2013-2017

Mfr's Report Date: April 26, 2023

NHTSA Campaign Number: 23V-296

Components:

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL
VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

Potential Number of Units Affected: 94,343

Problem Description:

Nissan North America, Inc. (Nissan) is recalling certain 2013-2017 LEAF vehicles. The Owner's Manual instructions for defroster operation are incorrect and may result in reduced defroster performance under specific conditions. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 103, "Windshield Defrosting and Defogging Systems."

Consequence:

Reduced defroster performance can limit visibility out of the windshield, increasing the risk of a crash.

Remedy:

Nissan will mail an addendum with updated instructions on how to operate the defroster, free of charge. Owner notification letters are expected to be mailed May 26, 2023. Owners may contact Nissan's customer service at 1-800-867-7669. Nissan's number for this recall is R23A1.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Nissan North America, Inc.'s contact for this recall will be Darishea Rollins who may be reached by email at darishea.rollins@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement