



# SAFETY RECALL

## CAMPAIGN BULLETIN

Defrost Owner’s Manual Addendum  
Voluntary Safety Recall Campaign

Reference: R22C5/R23A1

Date: April 27, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

**IMPORTANT:** It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

**UPDATE April 27, 2023**  
Please discard earlier versions of this bulletin.

- The announcement from March 31, 2023 has been revised to include the following:**
- A new PNC R23A1 has been added specifically for 2013-2017 Nissan LEAF (ZE0) vehicles
    - Repair bulletin NTB23-013 has been amended

### R22C5 (2018-2023 LEAF)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2018-2023 LEAF (ZE1)	64,732	1,539	February 3, 2023	<b>YES</b>

### R23A1 (2013-2017 LEAF)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013-2017 LEAF (ZE0)	94,267	NA	April 27, 2023	<b>YES</b>

#### \*\*\*\* Campaign Summary \*\*\*\*

Nissan is committed to the safety and security of our customers and their passengers. Nissan previously notified the National Highway Traffic Safety Administration (NHTSA) that the previously announced Voluntary Safety Recall Campaign (R22C5) for MY2018-2023 LEAF vehicles was being expanded to include certain MY2013-2023 LEAF vehicles to correct the instructions for defrost operation in very cold temperatures. After further discussions with NHTSA, Nissan is removing the MY2013-2017 LEAF vehicles from R22C5 and moving them to a new campaign R23A1.

Following the Owner’s Manual instructions for defroster operation may result in reduced defroster performance under specific conditions. More specifically, in very cold temperatures (below 23 F/-5 C), maximum fan speed can result in the Positive Temperature Coefficient (“PTC”) heater entering failsafe

mode for undercurrent protection, which can limit defroster output. This reduced defroster performance can limit visibility out of the windshield, which does not meet the requirements of S4.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 103; Windshield defrosting and defogging systems. The potential for loss of forward visibility may lead to the increased risk of a crash or injury to the vehicle occupants.

The dealer will add an addendum to the Owner’s Manual to vehicles in their inventory with updated instructions on how to operate the defroster under the subject conditions. Owners of 2018-2023 Nissan LEAF vehicles will be mailed the addendum with the updated instructions beginning in **April 2023**, and owners of 2013-2017 Nissan LEAF vehicles will be mailed the addendum with the updated instructions beginning in **May 2023**.

**\*\*\*\* What Dealers Should Do\*\*\*\***

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R22C5 & R23A1**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. If a retailed vehicle affected by these Campaign IDs visits the dealer for service, the dealer should inform the customer about the recall and communicate that an addendum to the Owner’s Manual with updated instructions on how to operate the defroster under subject conditions is available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**\*\*\*\* Release Schedule \*\*\*\***

<b>Parts</b>	No parts are required. The dealer will add an addendum to the Owner’s Manual to vehicles in their inventory with updated instructions on how to operate the defroster under the subject conditions. <ul style="list-style-type: none"> <li>• Owners of 2018-2023 Nissan LEAF vehicles will be mailed the addendum with the updated instructions beginning in <b>April 2023</b>, and owners of 2013-2017 Nissan LEAF vehicles beginning in <b>May 2023</b></li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• No special tools required</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB23-013</b></li> </ul>
<b>Owner Notification</b>	Nissan will notify the owners of potentially affected 2018-2023 Nissan LEAF vehicles beginning in <b>April 2023</b> , and potentially affected 2013-2017 Nissan LEAF vehicles beginning in <b>May 2023</b> .

**\*\*\*\* Dealer Responsibility \*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in new vehicle inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**NISSAN NORTH AMERICA, INC.**

Total Customer Satisfaction

**Frequently Asked Questions (FAQ):**

**Q. Is this a recall?**

A. Yes.

**Q. Is this a Stop Sale?**

A. Yes.

**Q. What is the reason for the recall?**

A. Following the Owner's Manual instructions for defroster operation may result in reduced defroster performance under specific conditions. More specifically, in very cold temperatures (below 23° F/-5° C), maximum fan speed can result in the Positive Temperature Coefficient ("PTC") heater entering failsafe mode for undercurrent protection, which can limit defroster output.

**Q. What is the possible effect of the condition?**

A. This reduced defroster performance can limit visibility out of the windshield, which does not meet the requirements of S4.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 103; Windshield defrosting and defogging systems. The potential for loss of forward visibility may lead to the increased risk of a crash or injury to the vehicle occupants.

**Q. What will be the corrective action for this voluntary recall campaign?**

A. Nissan is providing affected owners with an addendum to the Owner's Manual with updated instructions on how to operate the defroster under the subject conditions. Customers will be

asked to attach the addendum to the vehicle Owner's Manual. Owners of 2018-2023 Nissan LEAF vehicles will be mailed the addendum with the updated instructions beginning in **April 2023**, and owners of 2013-2017 Nissan LEAF vehicles beginning in **May 2023**.

**Q. When will vehicle owners be notified?**

A. Owners of 2018-2023 Nissan LEAF vehicles will be mailed the addendum with the updated instructions beginning in **April 2023**, and owners of 2013-2017 Nissan LEAF vehicles beginning in **May 2023**.

**Q. Is my vehicle safe to drive?**

A. When outside air temperature is below 23°F (-5°C), turn on the defrost, set the temperature to the high temperature and the fan speed to lowest setting (1/7) for 2 minutes, then adjust fan speed to maximum level and allow the windshield to properly defrost before driving. If your vehicle is subject to this campaign, you will receive an addendum to the Owner's Manual with updated instructions on how to operate the defroster under the subject conditions. Customers will be asked to attach the addendum to the vehicle Owner's Manual.

**Q. Is there anything owners can do to mitigate this condition?**

A. When outside air temperature is below 23°F (-5°C), turn on the defrost, set the temperature to the high temperature and the fan speed to lowest setting (1/7) for 2 minutes, then adjust fan speed to maximum level and allow the windshield to properly defrost before driving. If your vehicle is subject to this campaign, you will receive an addendum to the Owner's Manual with updated instructions on how to operate the defroster under the subject conditions. Customers will be asked to attach the addendum to the vehicle Owner's Manual.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. No. The remedy involves an addendum to the Owner's Manual that the dealer or customer will attach to the vehicle Owner's Manual. No rental will be needed.

**Q. Are parts readily available?**

A. The remedy involves attaching an addendum to the Owner's Manual. No parts are required.

**Q. Is there any charge for this service?**

A. No. The remedy will be provided for the customer free of charge.

**Q. Will I have to take my vehicle back to the selling dealer to have the service performed?**

A. No, if your vehicle is subject to this campaign, you will receive an addendum to the Owner's Manual with updated instructions on how to operate the defroster under the subject conditions. Customers will be asked to attach the addendum to the vehicle Owner's Manual.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. What model year vehicles are involved?**

A. Certain specific model year 2013-2017 Nissan LEAF vehicles manufactured between November 19, 2012 to July 12, 2017, and 2018-2023 Nissan LEAF vehicles manufactured between September 29, 2017 to January 27, 2023.

**Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?**

A. No.

**Revision History:**

Date	Announcement	Purpose
February 7, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
March 31, 2023	REVISION 1	Add 2013-2017 LEAF (ZE0)
April 27, 2023	REVISION 2	Add PNC R23A1 LEAF (ZE0)