



SAFETY RECALL

CAMPAIGN BULLETIN

Inverter Reprogram
Voluntary Recall Campaign

Reference: R23C6
Date: October 20, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

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

REVISION 1
Please discard earlier versions of this bulletin.

The announcement from September 29, 2023 has been revised to include the following:

- **NTB23-074** has been updated, please discard earlier versions of this TSB.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 ARIYA (FE0)	9,813	2,800	September 29, 2023	YES

**** Campaign Summary ****

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing a Voluntary Safety Recall Campaign to reprogram the inverter on certain 2023 Nissan ARIYA vehicles identified in Service Comm and DBS National Service History.

On affected vehicles, there is a potential that conductive fibrous shavings from the drive motors' slip ring assembly can momentarily short circuit the two slip rings. If this occurs, the fibrous shavings are instantaneously burnt out resulting in no damage to any components. However, due to the fail-safe protocols, when the inverter detects a momentary over-current due to the short circuit, it cuts the motor torque to protect internal components of the controller, resulting in a loss of drive and "EV System Off" message displayed on the dashboard to alert the driver. If this issue occurs, the torque to the driven wheels will be cut off until the fail-safe mode is released following a vehicle power off and restart. An unexpected loss of motive power while driving at high speed may increase the risk of a crash

Dealers will reprogram the inverter with updated software to improve failsafe protocols. For AWD (all-wheel drive) vehicles, both front and rear inverters will need to be reprogrammed.

**** 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. **R23C6**
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 this Campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the software update is available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

****** Release Schedule ******

Parts	The remedy involves reprogramming by CONSULT IV . No parts are required.
Special Tools	<ul style="list-style-type: none"> • CONSULT IV
Repair	<ul style="list-style-type: none"> • NTB23-074
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning October 2023 .

****** 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. On affected vehicles, there is a potential that conductive fibrous shavings from the drive motors'

slip ring assembly can momentarily short circuit the two slip rings. If this occurs, the fibrous shavings are instantaneously burnt out resulting in no damage to any components. However, due to the fail-safe protocols, when the inverter detects a momentary over-current due to the short circuit, it cuts the motor torque to protect internal components of the controller, resulting in a loss of drive and "EV System Off" message displayed on the dashboard to alert the driver.

Q. What is the possible effect of the condition?

A. If this issue occurs, the torque to the driven wheels will be cut off until the fail-safe mode is released following a vehicle power off and restart. An unexpected loss of motive power while driving at high speed may increase the risk of a crash

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

A. Your Nissan dealer will reprogram the inverter with updated software. On AWD equipped vehicles, both the front and rear inverters will need to be reprogrammed.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one and a half (1.5) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to affected owners beginning **October 2023**, via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible.

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

A. No.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If parts replacement is necessary, rental is available upon customer request while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

Q. Are parts readily available?

A. The remedy involves reprogramming the inverter with updated software. On AWD equipped vehicles, both the front and rear inverters will need to be reprogrammed. No parts are required.

Q. Is there any charge for this service?

A. No. The remedy will be performed 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, any authorized Nissan dealer is able to perform the recall campaign.

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. Model year 2023 Nissan ARIYA AWD vehicles manufactured from March 2022 to May 19, 2023 and 2023 Nissan ARIYA 2WD vehicles manufactured from June 2022 to March 27, 2023.

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

A. No.

Revision History:

Date	Announcement	Purpose
September 29, 2023	Original Document	New campaign announcement
October 20, 2023	REVISION 1	NTB23-074 has been updated