

IMPORTANT SAFETY RECALL

OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA Recall 23V-657

Dear Nissan ARIYA Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2023 Nissan ARIYA vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall Motivo del Retiro

On affected ARIYA vehicles, the inverter software could cut-off motor force when it detects a short circuit, which results in loss of drive power and an "EV System Off" message on the vehicle information display. If this condition occurs, the vehicle will be unable to accelerate or maintain speed until the fail-safe mode is released following a vehicle power-off and restart. An unexpected loss of motive power increases the risk of a crash.

What Nissan Will Do Qué Hará Nissan

Your Nissan dealer will reprogram the inverter with updated software. On All-Wheel-Drive (AWD) equipped vehicles, both the front and rear inverters will be reprogrammed. This free service could take up to an hour and a half (1.5) to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do Qué Debes Hacer

Please contact your local Nissan dealer in order to arrange an appointment to have your free vehicle repair as soon as possible. Please bring this notice with you when you keep your service appointment.

Comuníquese con su concesionario Nissan local para concertar una cita para la reparación gratuita de su vehículo lo antes posible. Traiga este aviso con usted cuando asista a su cita de servicio.



For more information about the recall, please visit <https://nna.secure.force.com/recall?camp=R23C6>.

Para obtener más información sobre el retiro (recall), visite <https://nna.secure.force.com/recall?camp=R23C6>.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have moved or no longer own this vehicle, please fill out the enclosed change of information card.

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.