



# VOLUNTARY RECALL CAMPAIGN

Classification: EL23-020	Reference: NTB23-074	Date: September 28, 2023
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2023 ARIYA; INVERTER REPROGRAM

**CAMPAIGN ID #:** R23C6  
**APPLIED VEHICLES:** 2023 ARIYA (FE0)

**Check Service COMM or Dealer Business Systems (DBS)  
National Service History to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2023 ARIYA vehicles to reprogram the Inverter. This service will be performed at no charge to the customer for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number R23C6 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

### Reprogram the Inverter(s) (MOTOR CONTROL) (and REAR MOTOR CONTROL on AWD MODELS)

**IMPORTANT:** Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-4 software updates (if any) have been installed.
- Connect the CONSULT PC to the Internet via Wi-Fi.

**HINT:** If Wi-Fi connection is not sufficient or is unstable, data may not download correctly during the reprogramming procedure.

#### **NOTICE**

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the inverter may be damaged.
- Be sure to turn OFF all vehicle electrical loads (e.g. A/C, headlamps, audio). If a vehicle electrical load remains ON, the inverter may be damaged.
- Be sure to connect the AC Adapter.  
If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the inverter may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the inverter may be damaged.

1. Make sure the vehicle is OFF.
2. Connect the VI3 to the vehicle.
3. Set the vehicle to ACC mode.
  - Press the start button one (1) time without depressing the brake pedal.
4. Verify the Consult PC is connected to the internet.
5. Start CONSULT-4 on the CONSULT PC.

6. If prompted, select **USA/CANADA Dealers** from the drop-down menu, and then select **OK**.

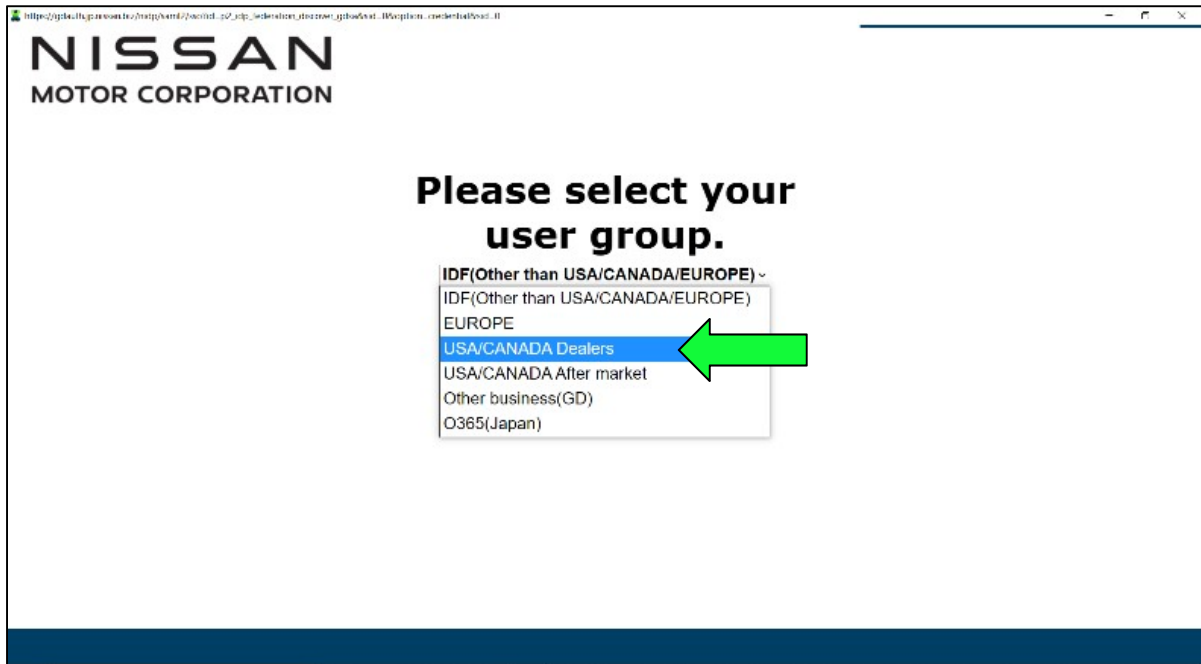


Figure 1

7. Login using your NNAnet credentials, and then select **Submit**.

**IMPORTANT:** If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close CONSULT-4, confirm the CONSULT PC is connected to Wi-Fi, and then reopen CONSULT-4.

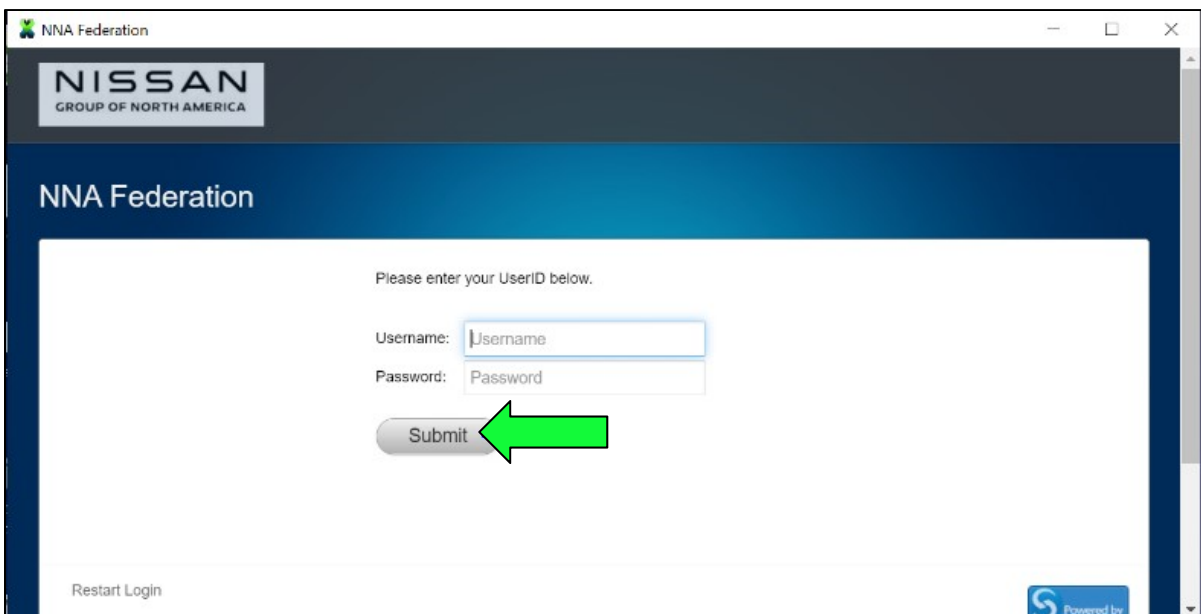


Figure 2

8. Allow CONSULT-4 to connect to VI3 and to perform vehicle system call.

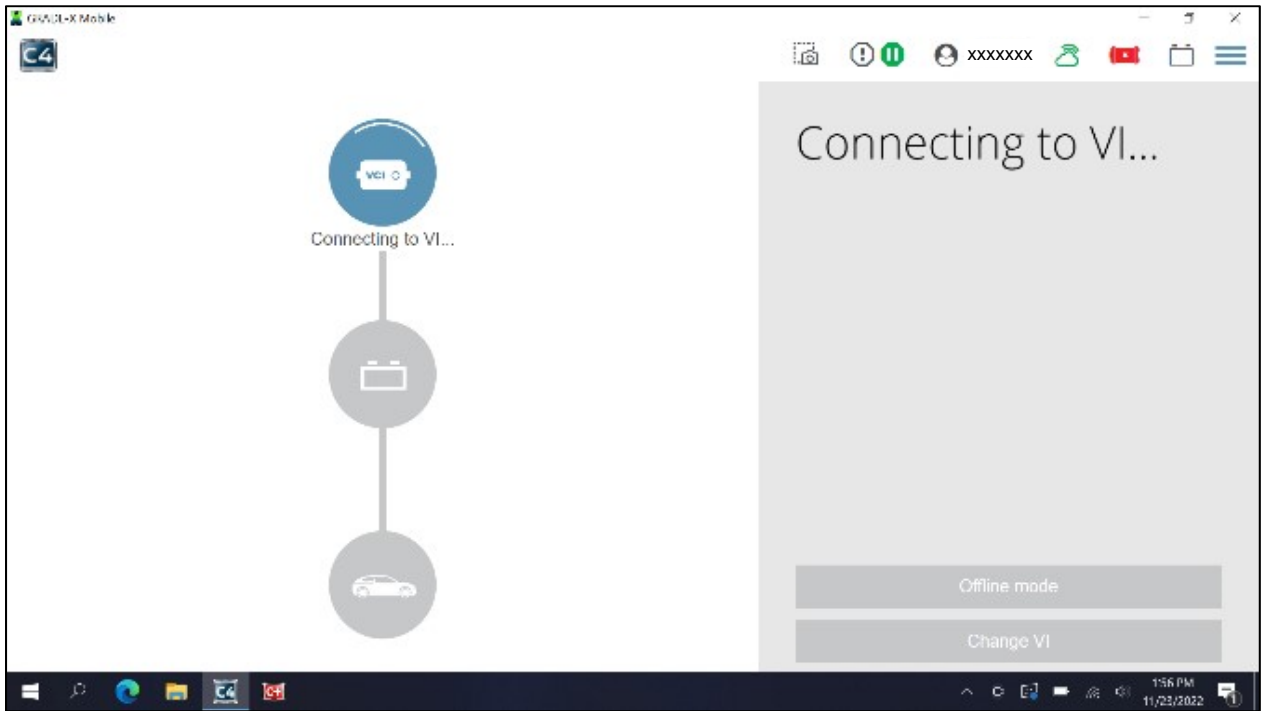


Figure 3

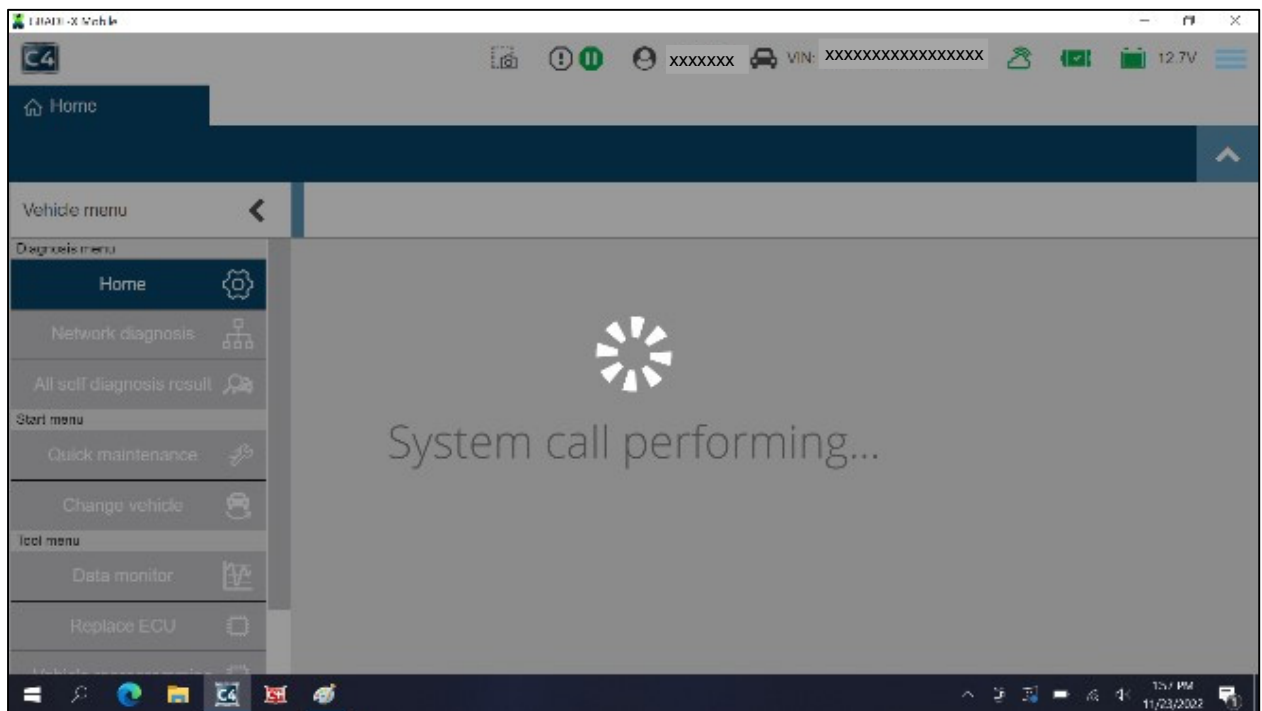


Figure 4

9. Ensure that the vehicle's 12 volt battery voltage stays between 12-13.5V.

10. Select **Vehicle reprogramming**.

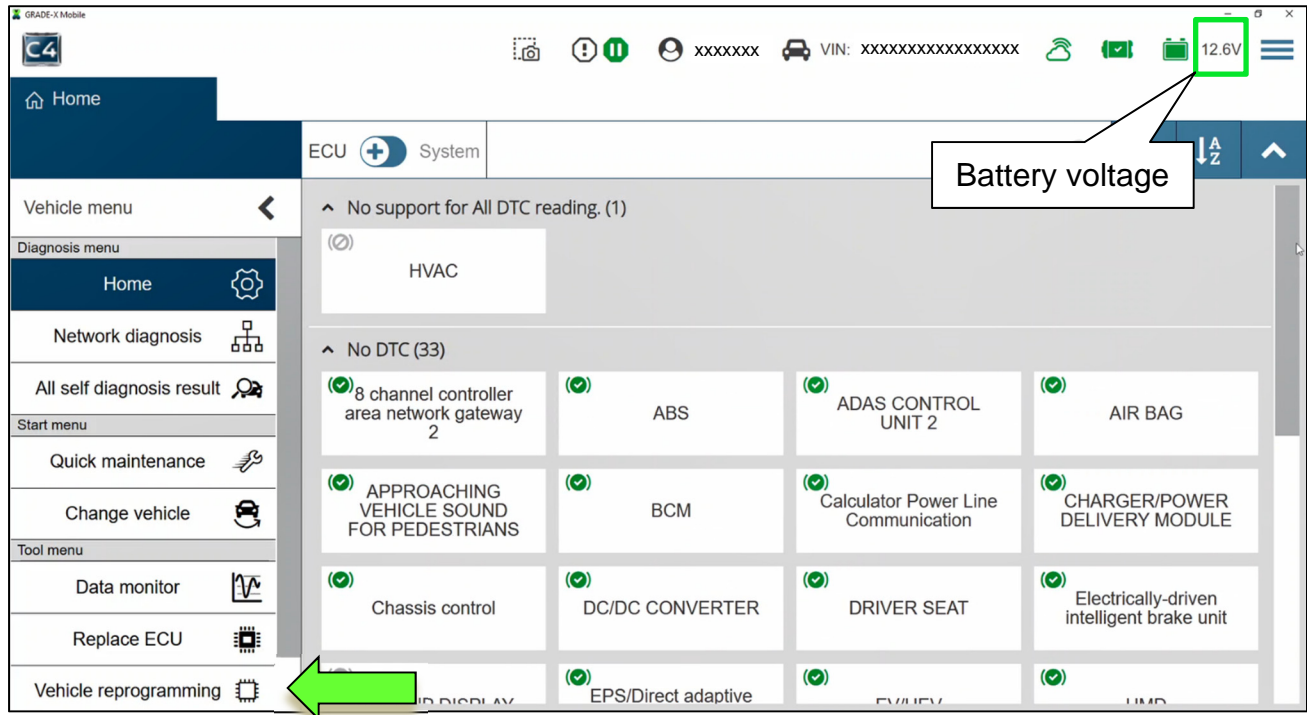


Figure 5

11. Allow CONSULT-4 to check for reprograms.

- This process may take several minutes.

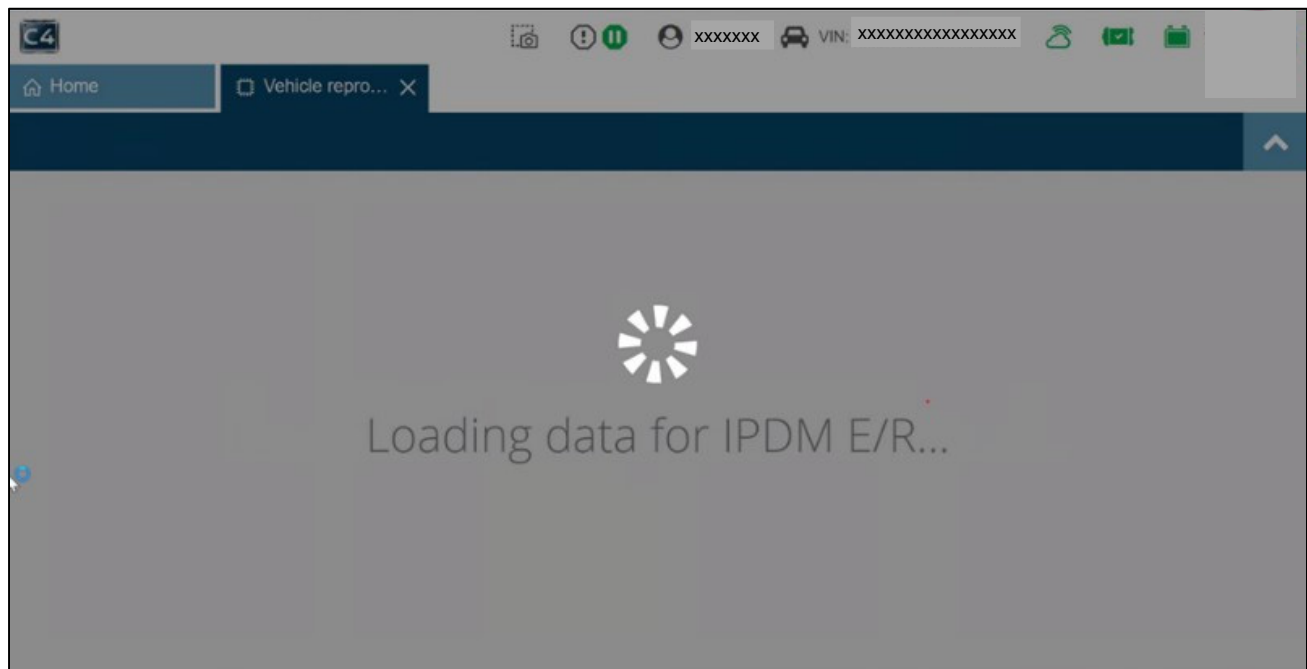


Figure 6

12. Scroll down to locate **MOTOR CONTROL**.

- Select the “play” icon for **MOTOR CONTROL**, as shown in Figure 7.

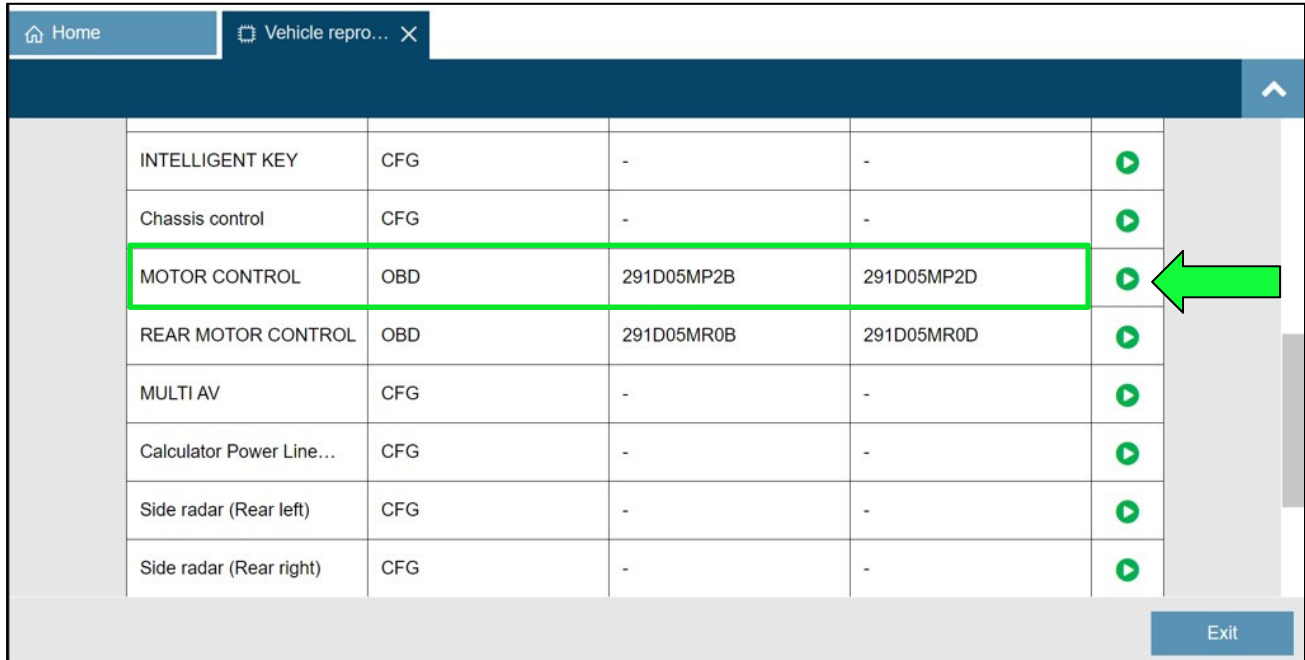


Figure 7

13. Select the “X” as shown in Figure 8.

- Do not enter anything into the **Vehicle information** box.

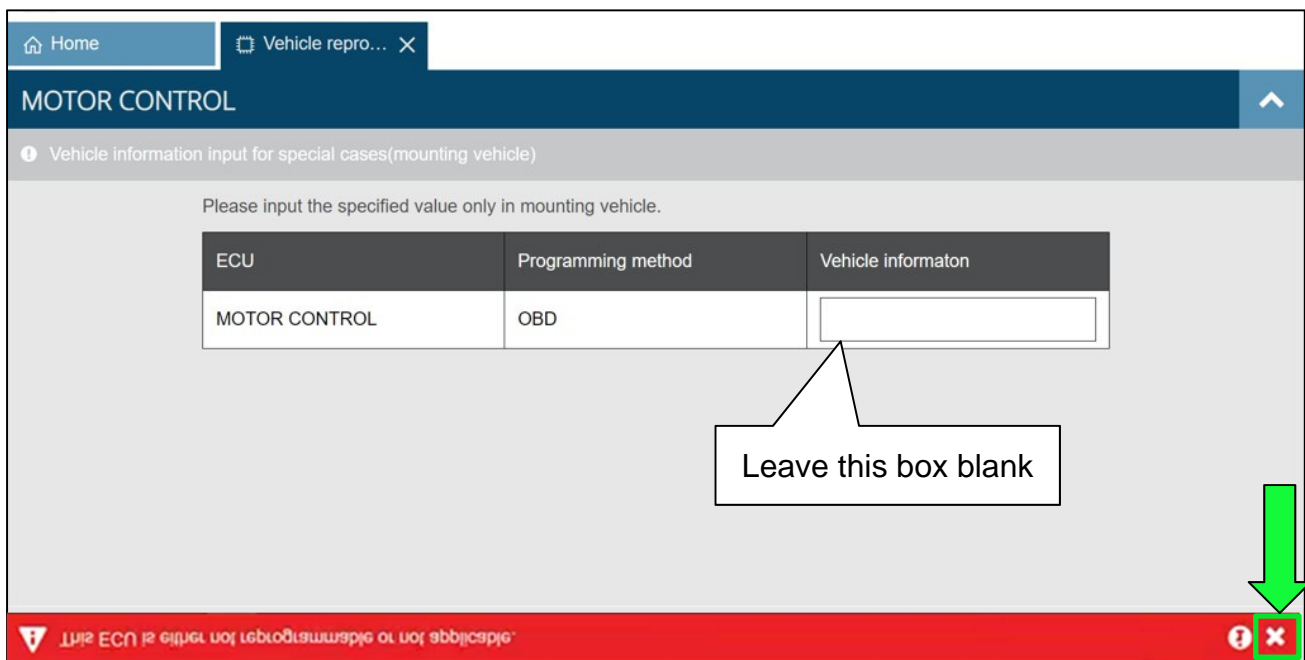


Figure 8

14. Select **Next**.

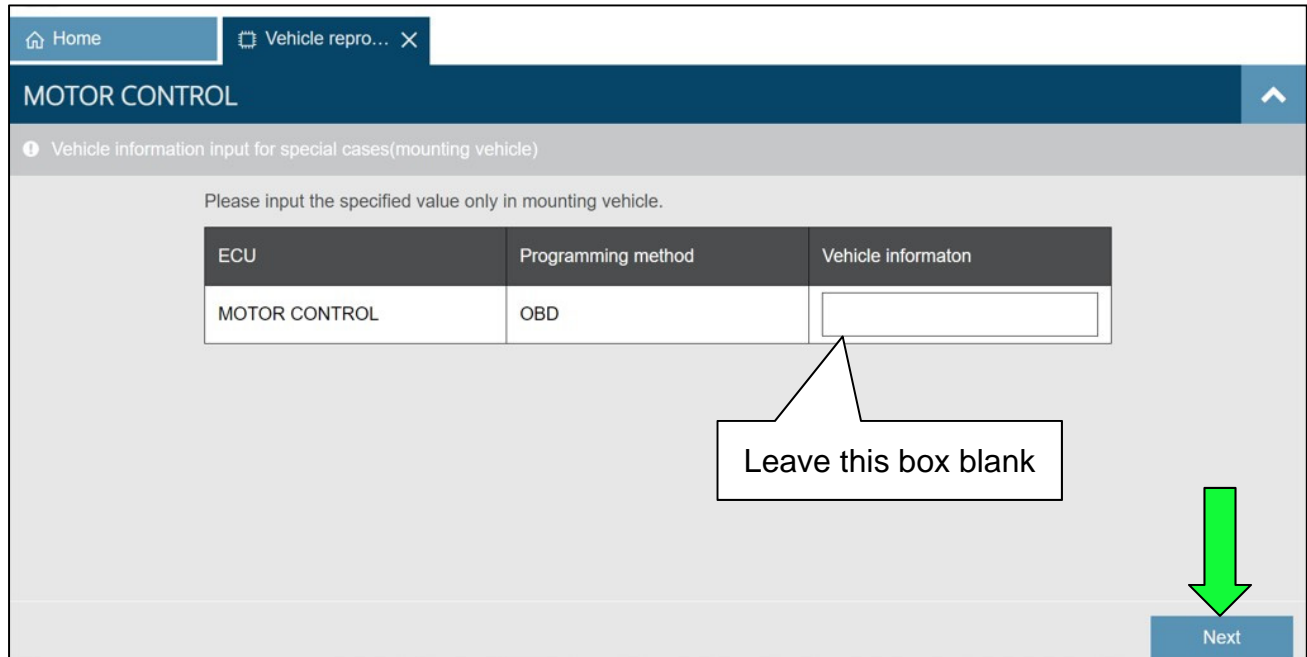


Figure 9

15. Verify VIN and select **Next** to download the software.

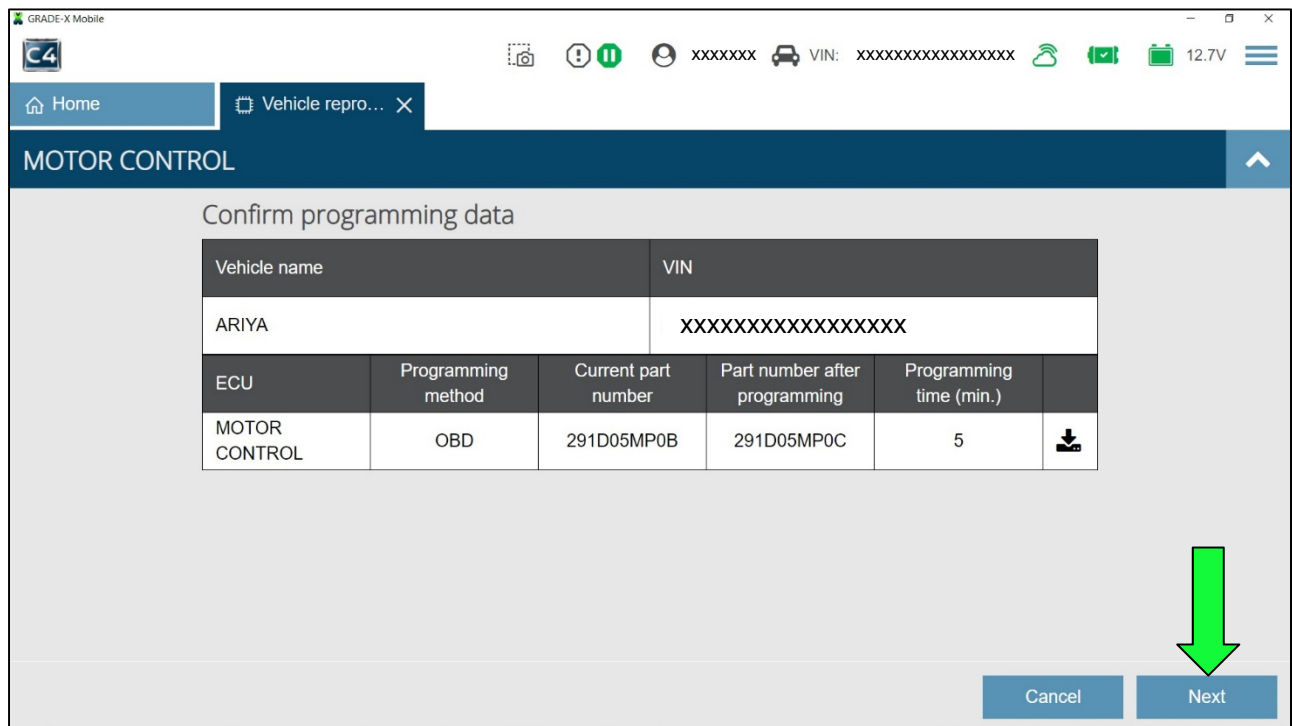


Figure 10

16. Select **Next**.

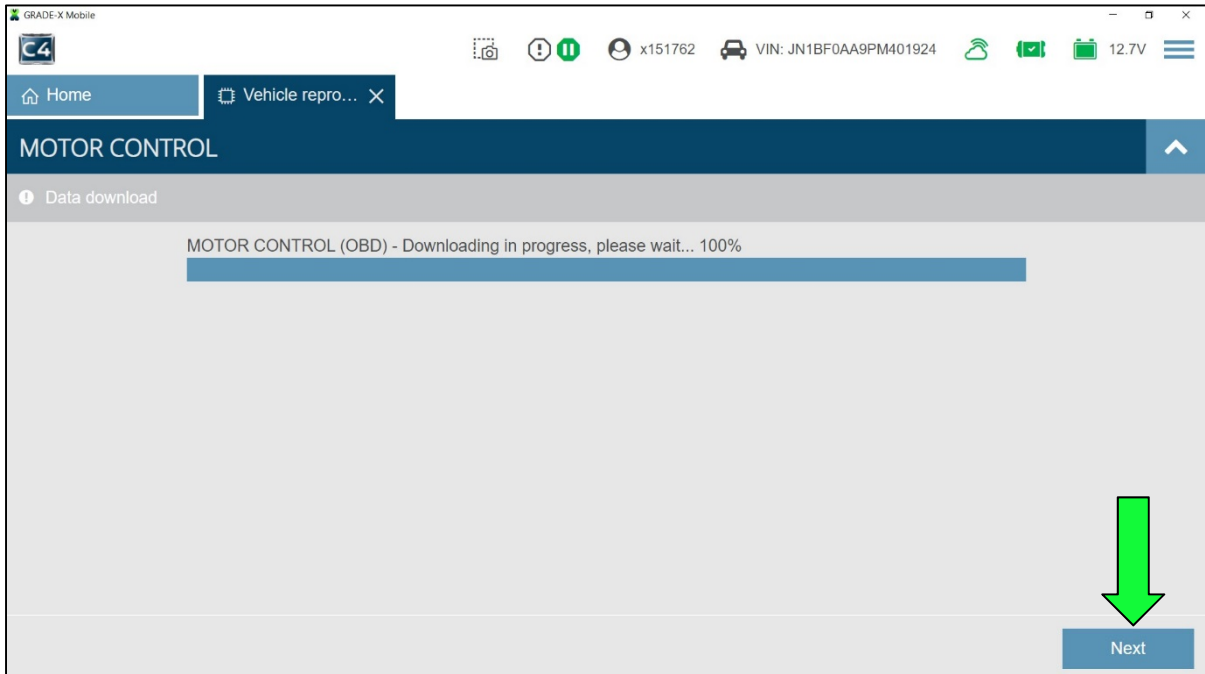


Figure 11

17. Verify the 12V battery is between 12.0V and 13.5V, and then select **Next**.

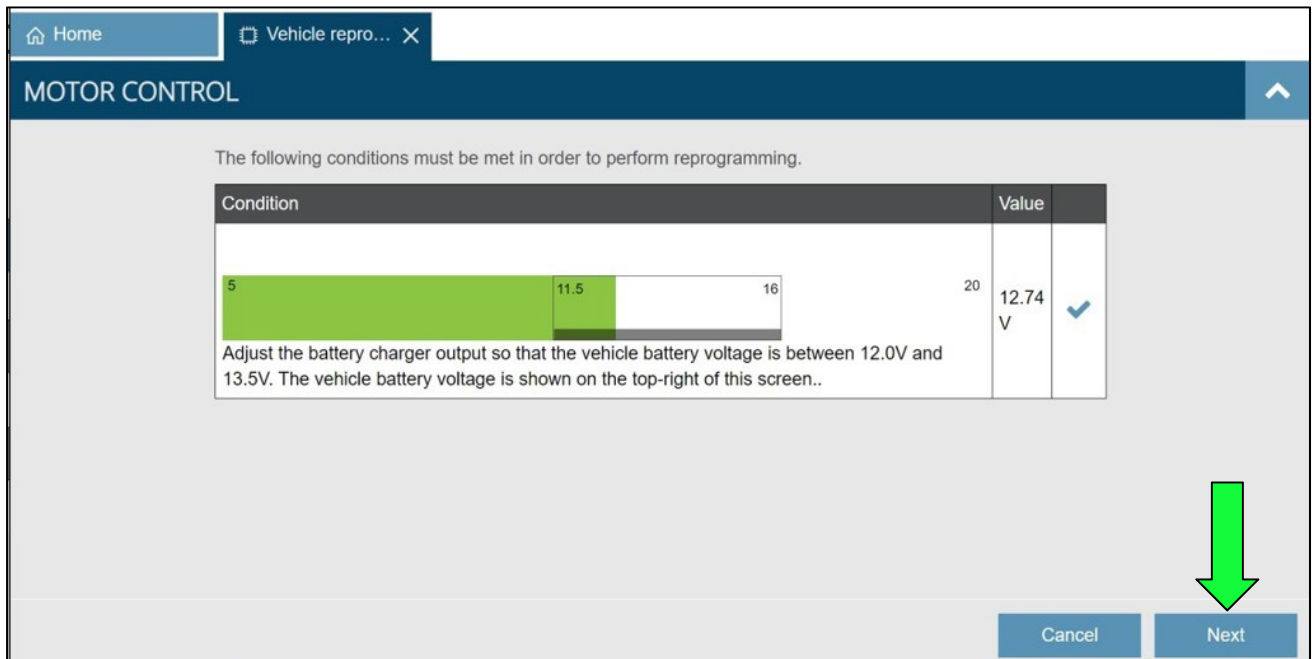


Figure 12



- 18. When the screen in Figure 13 is displayed, verify the headlamps and HVAC are turned OFF, and then press and hold the power switch for 5 seconds to turn the ignition OFF.

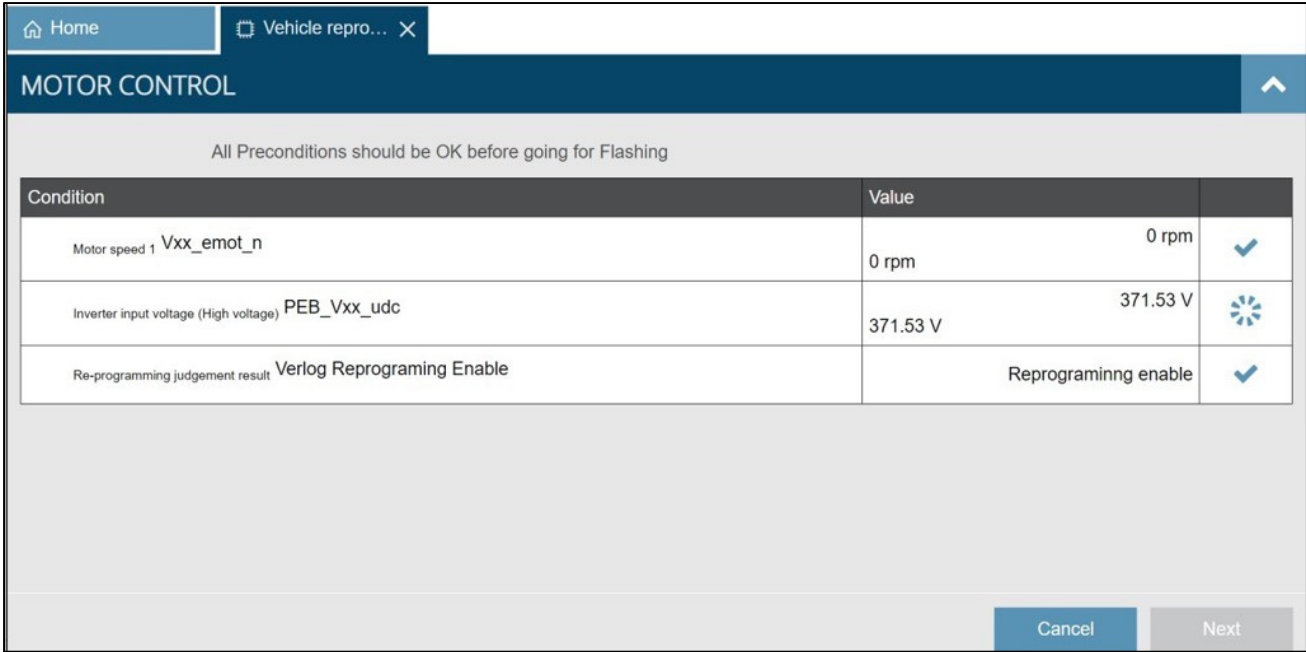


Figure 13

- 19. Once the **Inverter input voltage (High voltage) PEB\_Vxx\_udc** shows the check mark, as shown in Figure 14, press the power switch one time to turn the ignition to ACC mode.

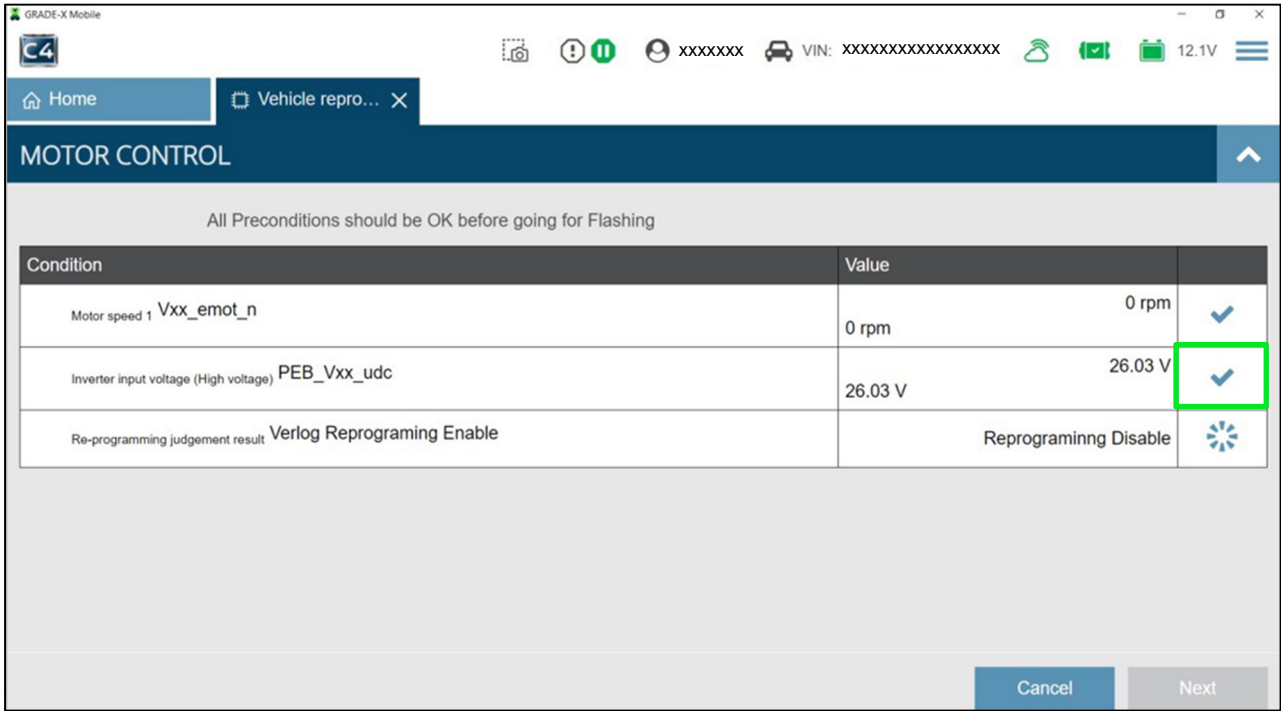


Figure 14

20. Once all three (3) items display a check mark, as shown in Figure 15, select **Next**.

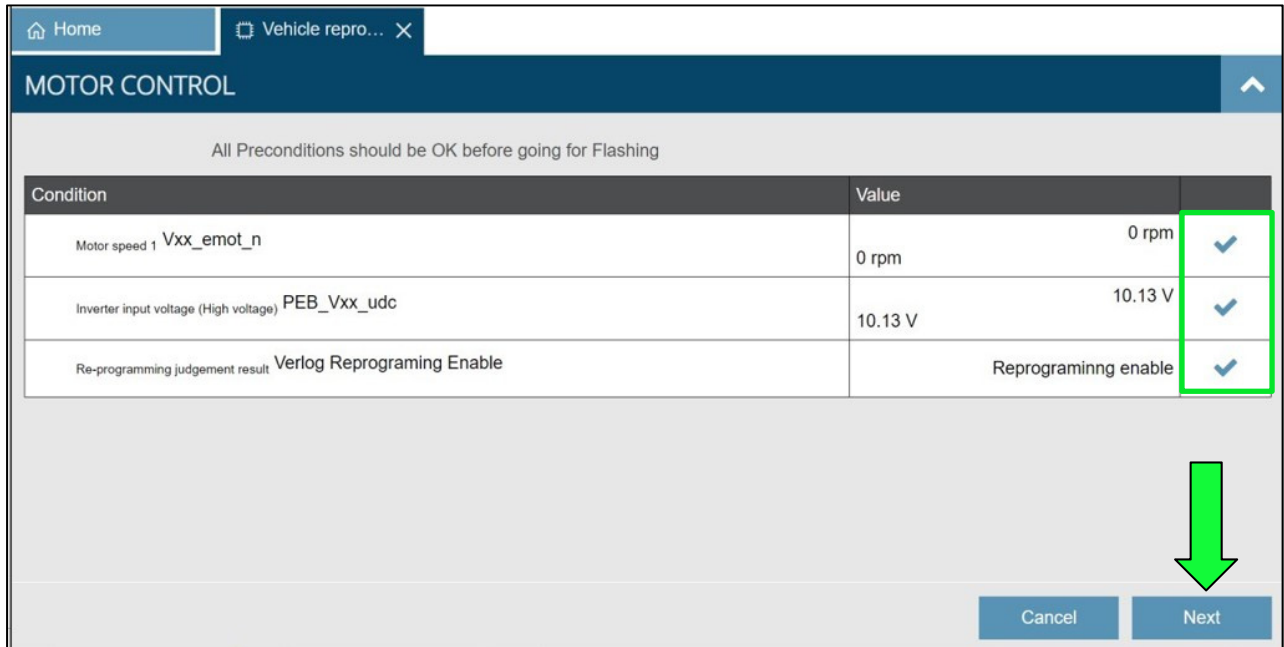


Figure 15

21. Allow the reprogram to complete.

- This process takes approximately 10 minutes.

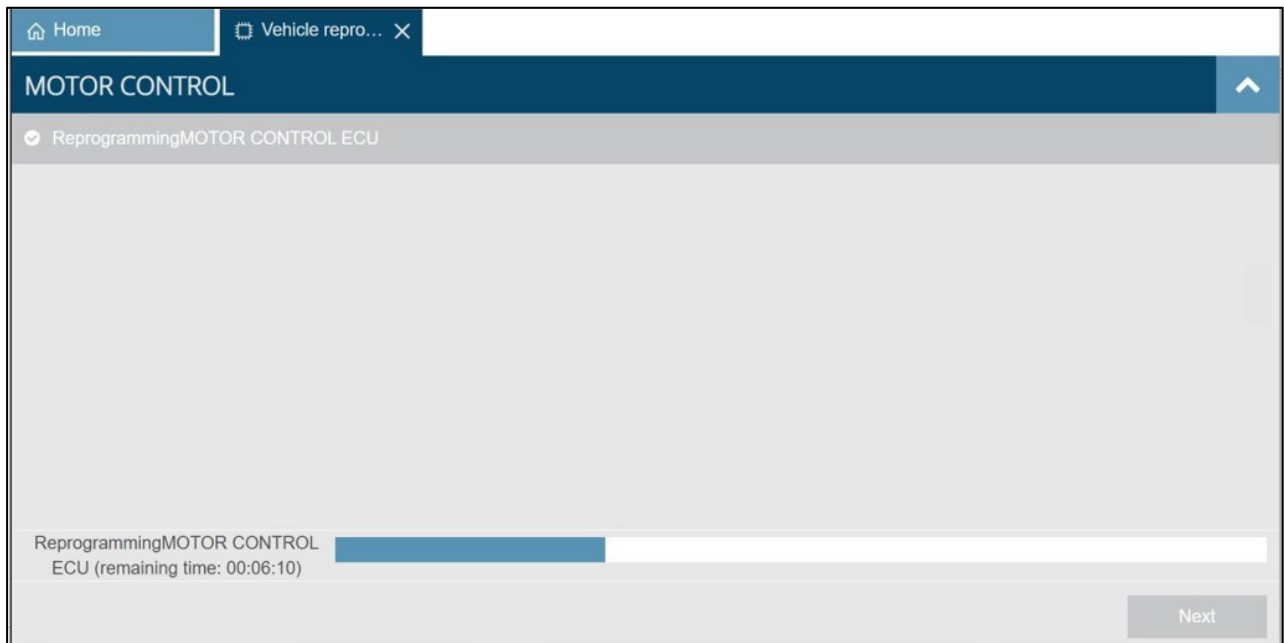


Figure 16

22. Once the screen in Figure 17 is displayed, select **START**.

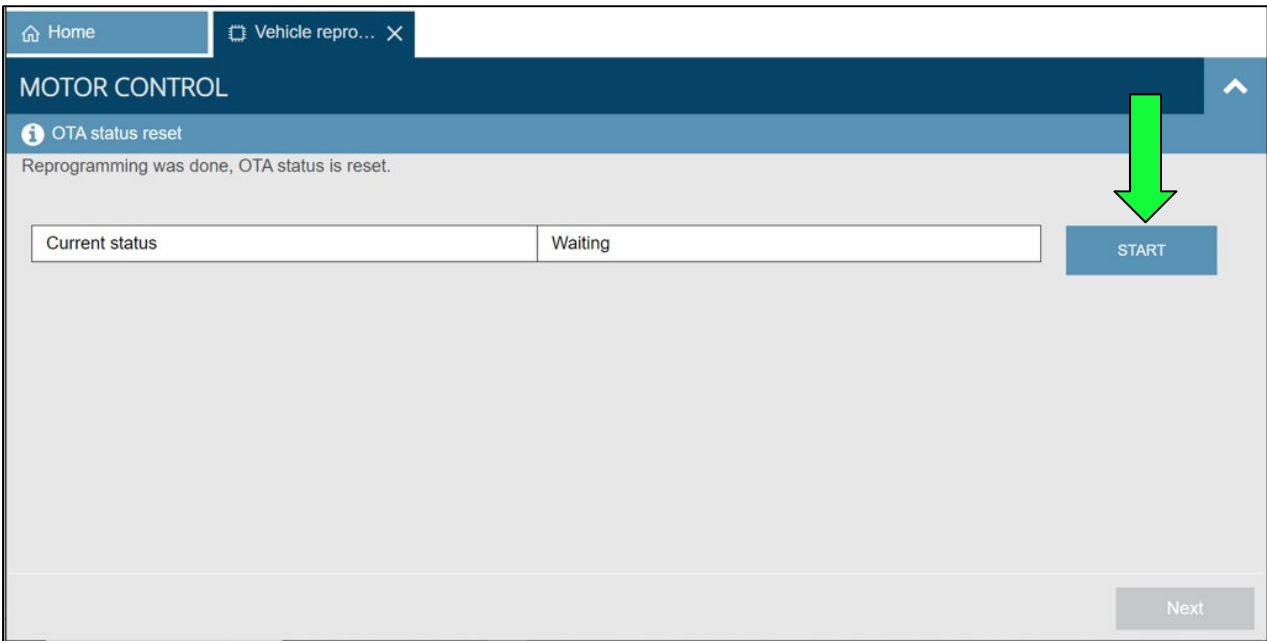


Figure 17

23. Confirm the **Current status** has changed to “Completed” and then select **Next**.

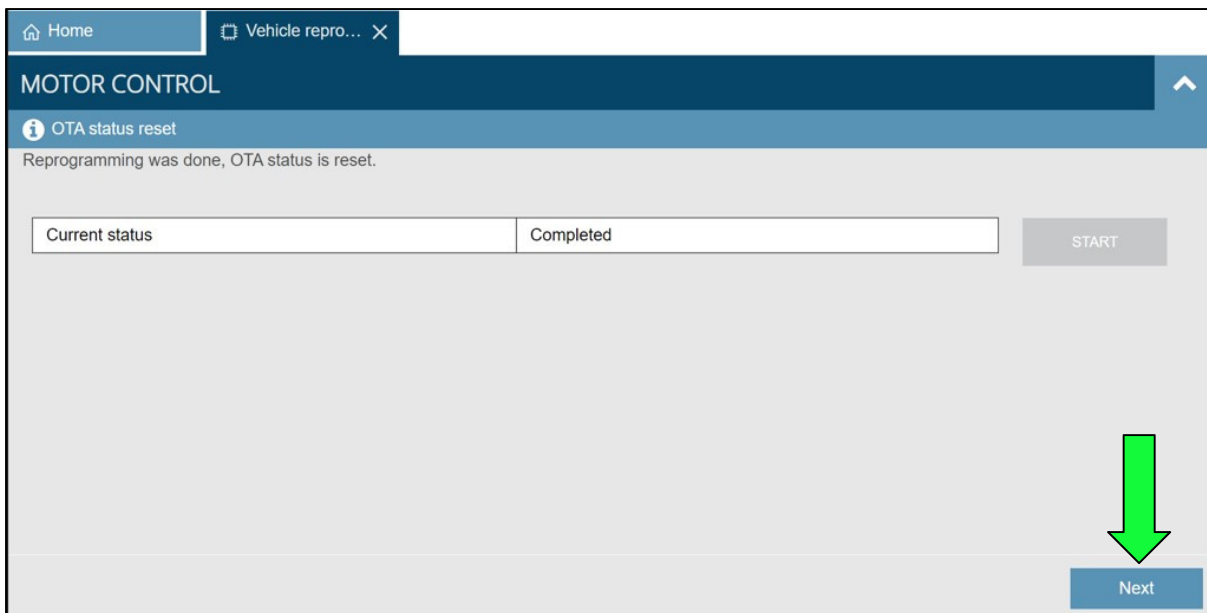


Figure 18

**IMPORTANT:** The screens in Figure 19 and Figure 20 will NOT display when reprogramming REAR MOTOR CONTROL on AWD vehicles.

24. Confirm that the **IGN SW** status is “On” and has a **Waiting time** of “300” seconds.
  - This is equal to 5 minutes.
25. Press the power switch one (1) time, to turn the ignition “Off”.
  - Waiting time should count down automatically; leave the vehicle OFF until the count reaches “0”.
  - Select **Next**.

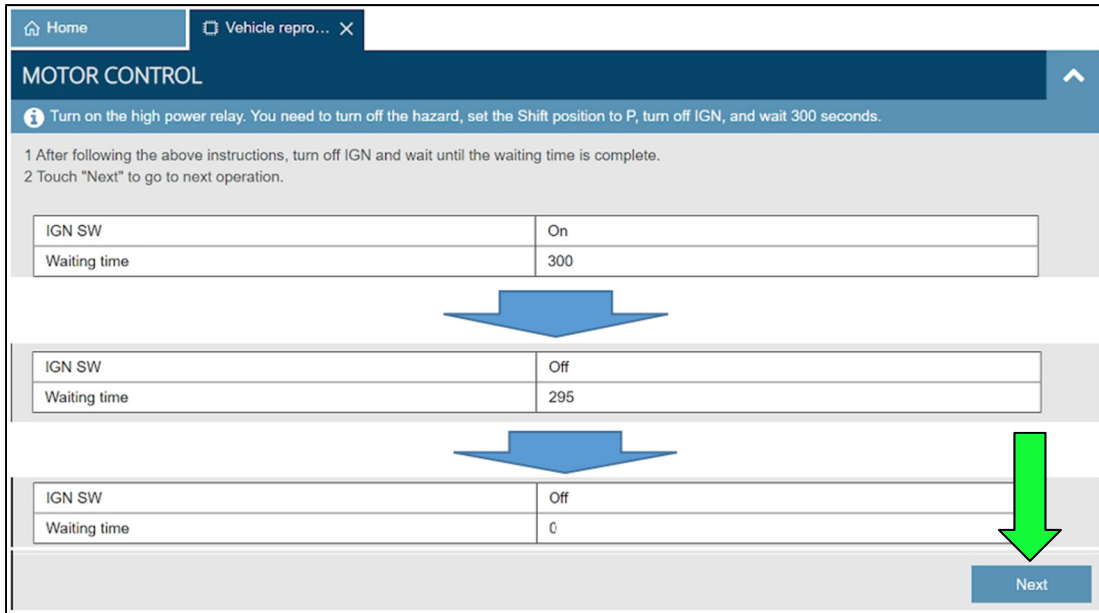


Figure 19

26. Press the power switch one (1) time to turn the ignition to ACC mode, and then select **Next**.

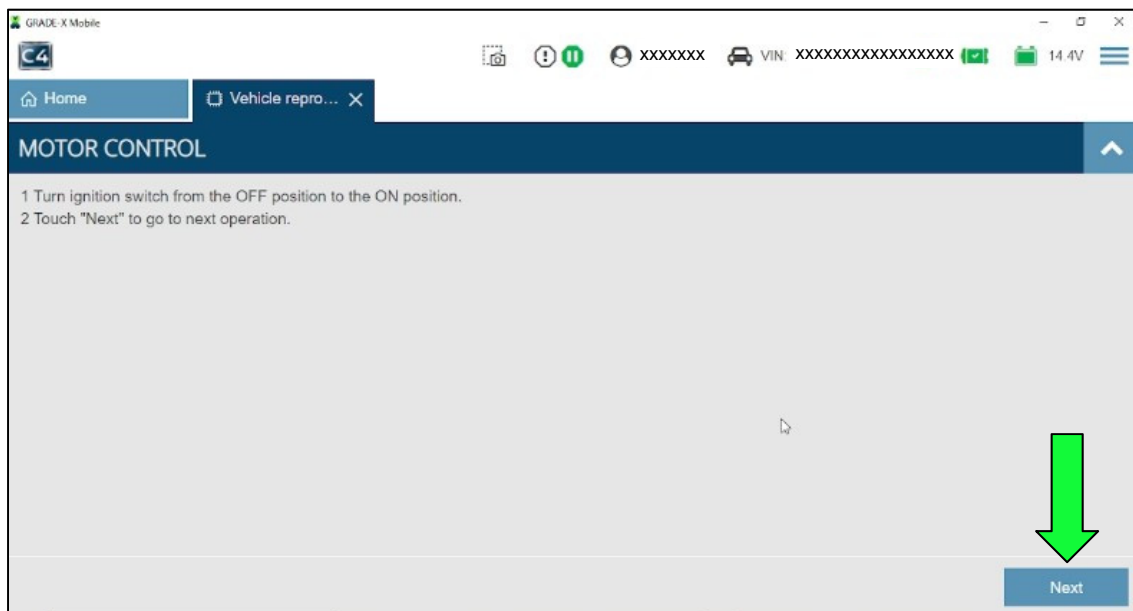


Figure 20

27. Verify the **Current** (New) Part Number is different than the **Previous** (Old) Part Number, and then select **Complete**.

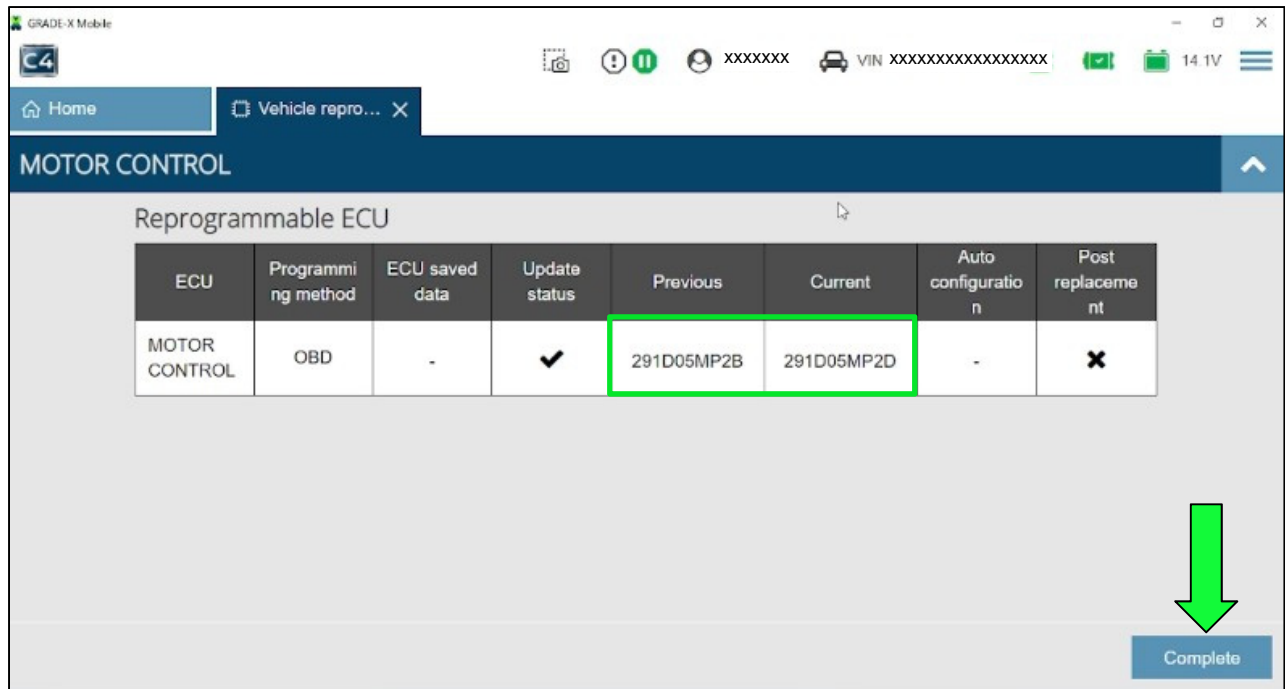


Figure 21

28. Is the vehicle equipped with AWD?

**YES:** Go back to step 12 on page 6 and select REAR MOTOR CONTROL to reprogram the Rear Motor Control, and then proceed to step 29.

**NO:** Continue to step 29.

29. Close CONSULT-4 by selecting the X in the upper right hand corner.
30. Turn the vehicle OFF by depressing the Start button one (1) time.
31. Disconnect the VI3 from the vehicle.
32. Remove the keys from the vehicle.
33. Disconnect the battery maintainer/smart charger.
34. Close the hood and all doors, and then lock the vehicle using the key fob.

**IMPORTANT:** Do NOT disturb the vehicle during the 5 minute wait period to ensure the vehicle goes into sleep mode.

35. Wait at least five (5) minutes.
36. Reconnect the VI3 and set the vehicle to “READY” mode by depressing the brake pedal and depressing the power switch one (1) time.
37. Start CONSULT-4 on the CONSULT PC, and perform System Call.
38. Confirm if any Past DTCs are present.

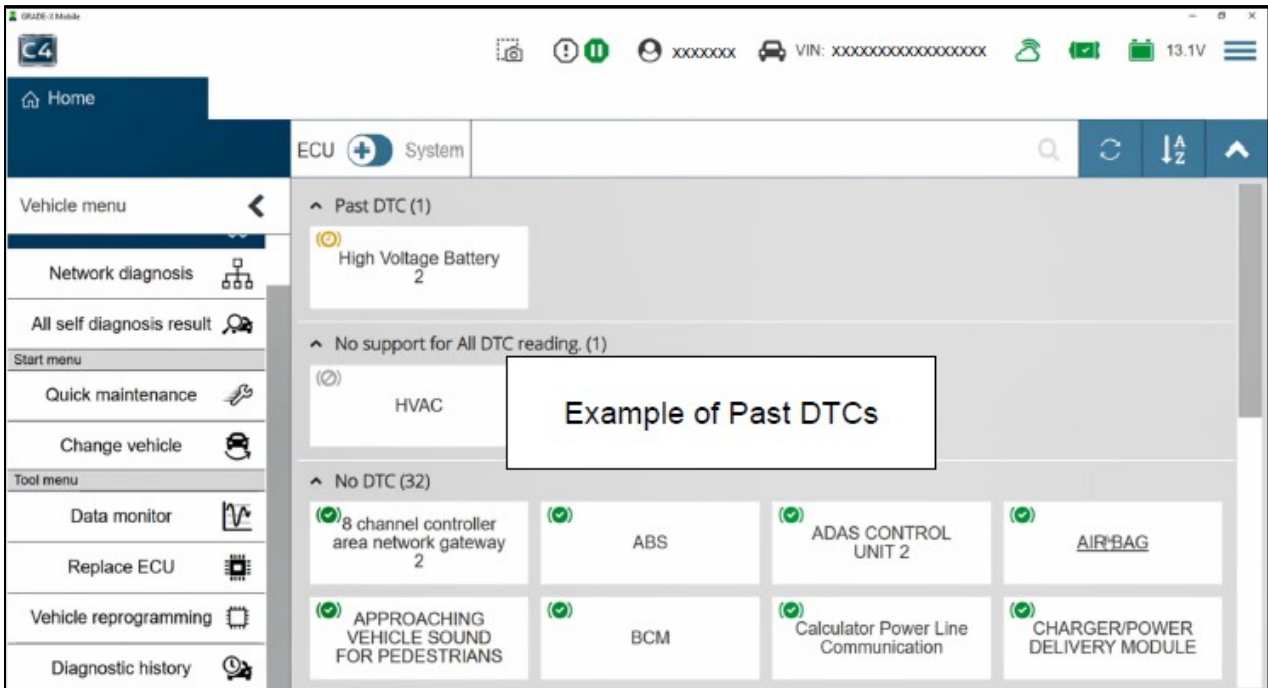


Figure 22

39. If any Past DTCs are present, perform **Erase All DTC** as follows:

a. Select **All self diagnosis result** (Figure 23)

b. Select the **Erase DTC** icon, and then select **Yes** to erase (Figure 24).

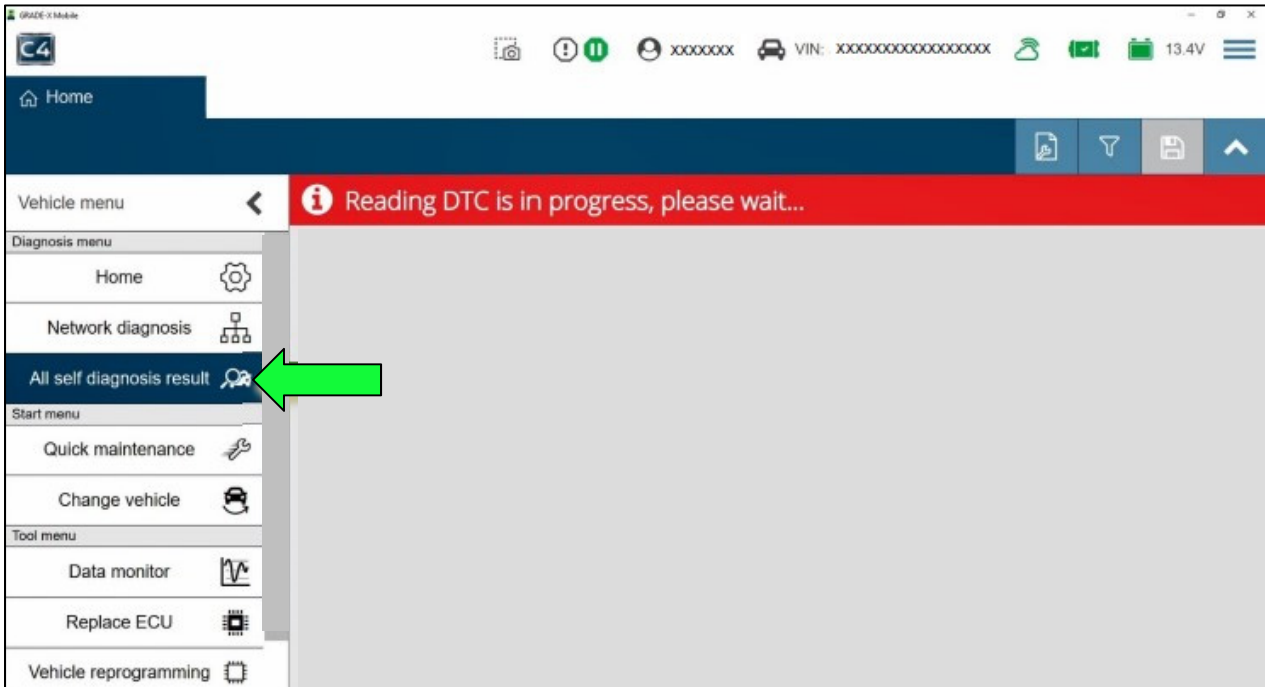


Figure 23

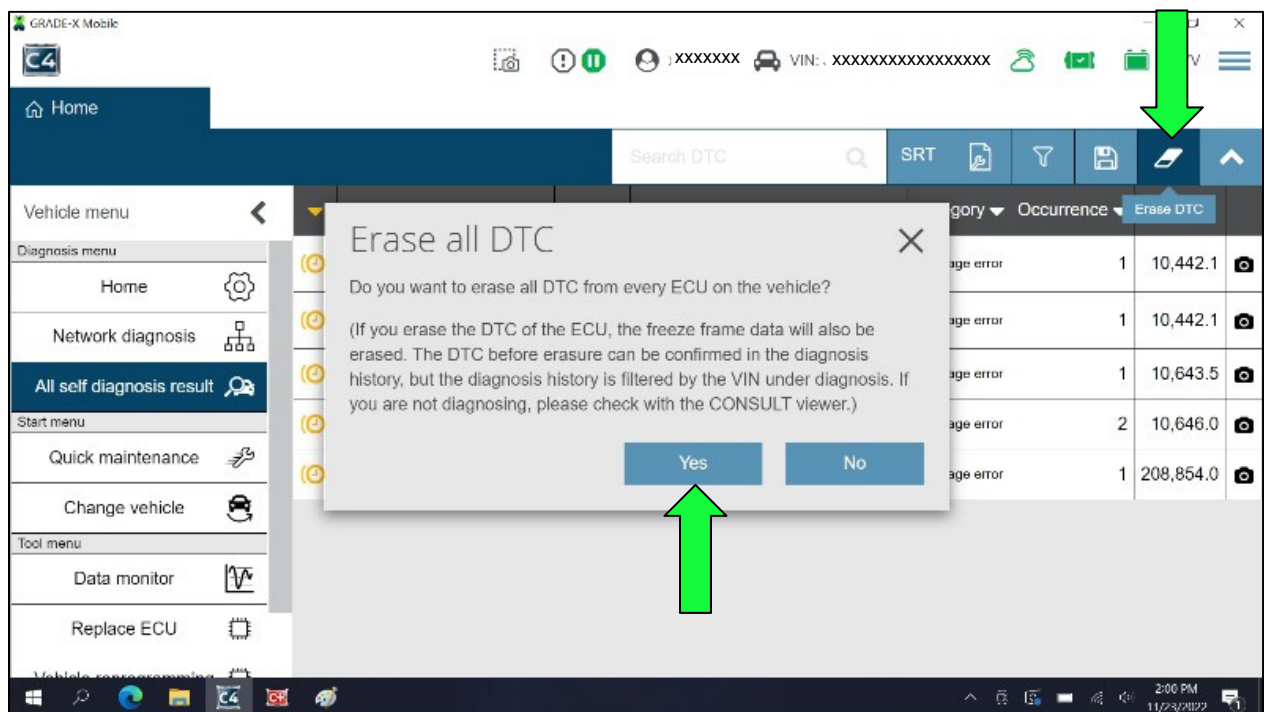


Figure 24

40. Verify all DTCs have erased.

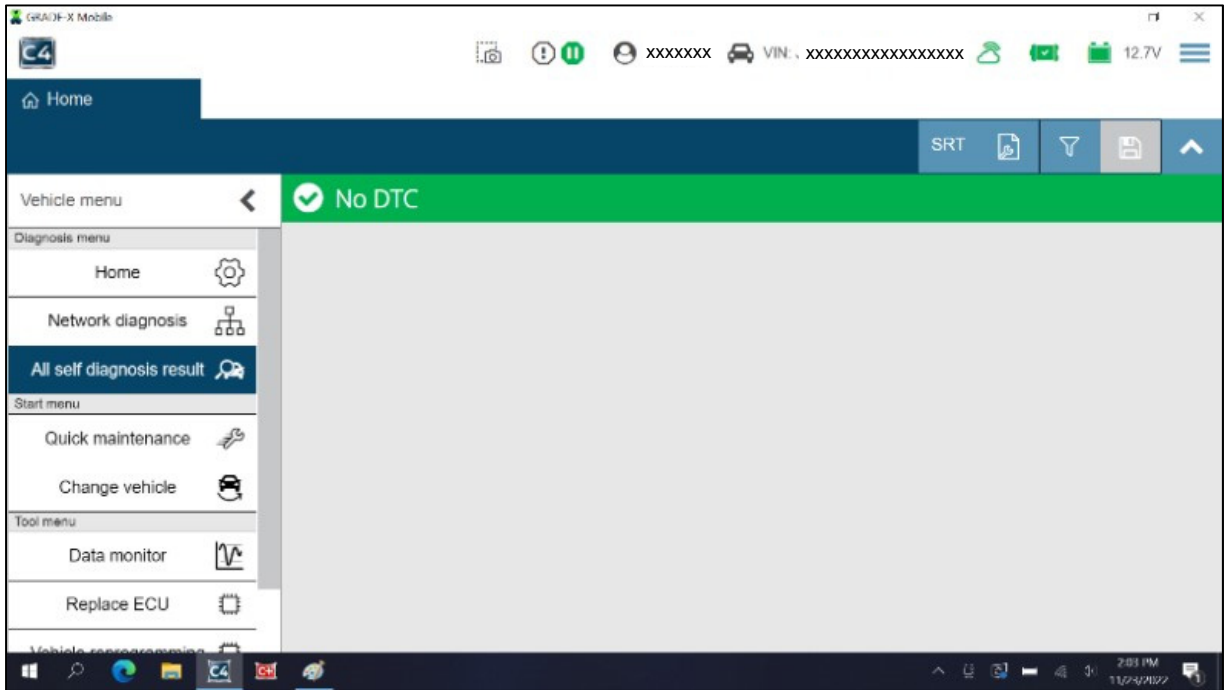


Figure 25

41. Close CONSULT-4 by selecting the X in the upper RH corner (Figure 26).
  - a. Turn the vehicle OFF by depressing the power switch one (1) time.
  - b. Disconnect the VI3 from the vehicle.

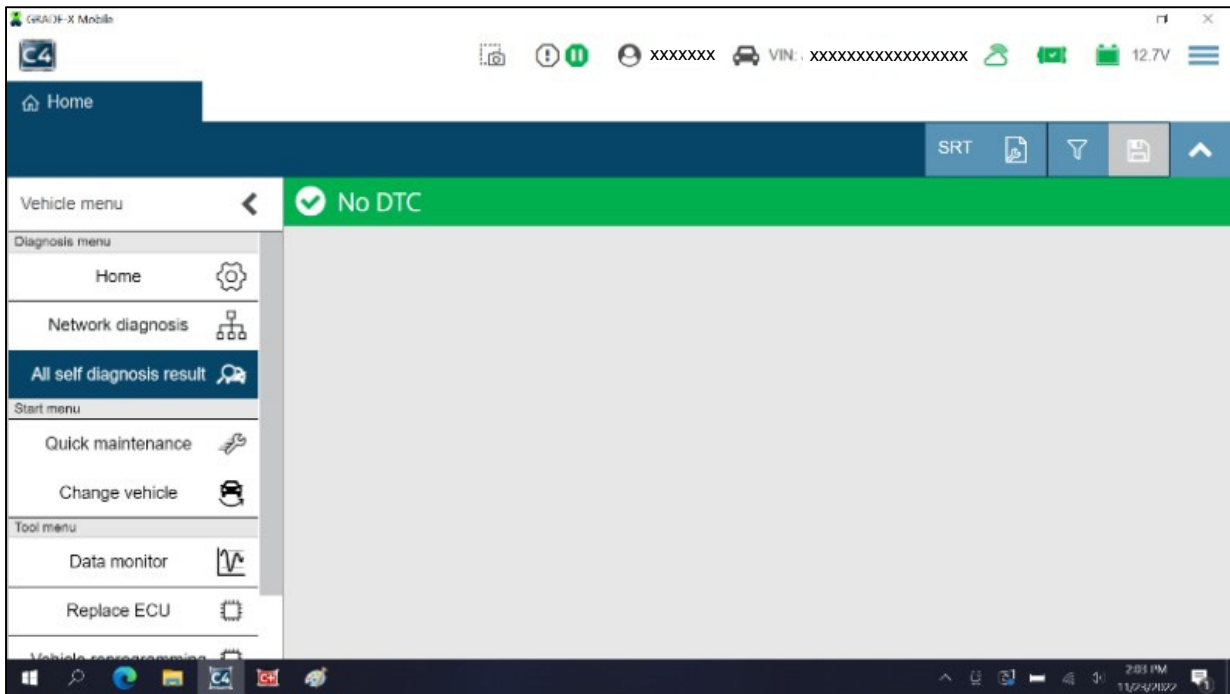


Figure 26



## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R23C6	Reprogram Inverter (FWD)	R23C60	0.8
	Reprogram Inverter (AWD)	R23C61	1.2
	Reprogram Not Needed	R23C62	0.3

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 28, 2023	NTB23-074	Original bulletin published

