

Part 573 Safety Recall Report

24V-391

Manufacturer Name : Nissan North America, Inc.

Submission Date : MAY 31, 2024

NHTSA Recall No. : 24V-391

Manufacturer Recall No. : R24A3C



Manufacturer Information :

Manufacturer Name : Nissan North America, Inc.

Address : P. O. BOX 685001

Franklin TN 37068-5009

Company phone : 800-647-7261

Population :

Number of potentially involved : 84

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Nissan Ariya

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : HYBRID ELECTRIC

Descriptive Information : According to internal Nissan plant production records, the issue occurred on certain Model Year 2023 Ariya vehicles during traction motor assembly throughout a specific time period. No additional Nissan or INFINITI vehicles are affected.

Production Dates : MAY 30, 2022 - FEB 27, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : During the traction motor assembly process, O-rings inside the motor may have been damaged on certain Ariya vehicles. If the O-rings are damaged, it can lead to an oil leak within the motor, causing abnormal wear and debris. Over time, the debris and oil may combine, forming a mixture that can accumulate between the brush terminal and the motor housing. The build-up of this mixture has a risk of generating an abnormal electrical current flow within the Electric Vehicle (EV) traction motor. Subsequently, the abnormal condition may cause the vehicle to activate "fail-safe" mode, potentially resulting in loss of motive power without warning, and no ability to restart.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If loss of motive power occurs without warning while driving, it may increase the risk of a crash

Description of the Cause : NR

Identification of Any Warning : If the condition occurs, a Malfunction-Indicator-Lamp (MIL) along with a

that can Occur : warning message "Restart is prohibited" will illuminate on the vehicle information display.

Involved Components :

Component Name 1 : Motor Assy-Traction

Component Description : Traction Motor Assembly

Component Part Number : 290A0 5MPOF

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

See attached Part 573 for Chronology details.

Description of Remedy :

Description of Remedy Program : Beginning July 12, 2024, owners of all potentially affected vehicles will be notified to bring their Ariya to a Nissan dealer for replacement of the front traction motor assembly. All repairs will be performed free of charge for parts and labor and may take up to ten and a half (10.5) hours to complete.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy because the subject vehicles are under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the recall on June 4, 2024. Beginning July 12, 2024, owners of all potentially affected vehicles will be notified.

Planned Dealer Notification Date : JUN 04, 2024 - NR

Planned Owner Notification Date : JUL 12, 2024 - NR

* NR - Not Reported