



SAFETY RECALL

CAMPAIGN BULLETIN

Front Traction Motor
Voluntary Recall Campaign

Reference: R24A3

Date: June 4, 2024

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.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 ARIYA (FE0)	84	1	June 4, 2024	YES

**** Campaign Summary ****

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

On affected vehicles, an internal O-ring may have been damaged during the traction motor assembly. As a result, an oil leak may occur, mix with debris, and overtime, accumulate between the brush terminal and the motor housing. This build-up can lead to an abnormal electric current, resulting in activation of the fail-safe mode and the potential of loss of motive power while driving.

The customer may experience a sudden loss of motive power without the ability to restart; increasing the risk of a crash. In this condition, a MIL ON and warning message "Restart is prohibited" will illuminate on the combi meter.

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.

**** 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. **R24A3**
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 that 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.

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

Parts	Nissan will replace the front traction motor assembly and is currently developing the repair procedure, which is anticipated to be available by June 21, 2024 .
Repair	Nissan will replace the front traction motor assembly and is currently developing the repair procedure, which is anticipated to be available by June 21, 2024 .
Owner Notification	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.

****** 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, an internal O-ring may have been damaged during the traction motor assembly. As a result, an oil leak may occur, mix with debris, and overtime, accumulate between the brush terminal and the motor housing. This build-up can lead to an abnormal electric current, resulting in activation of the fail-safe mode and the potential of loss of motive power while driving.

Q. What is the possible effect of the condition?

A. The customer may experience a sudden loss of motive power without the ability to restart; increasing the risk of a crash. In this condition, a MIL ON and warning message "Restart is prohibited" will illuminate on the combi meter.

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

A. Nissan will replace the front traction motor assembly and is currently developing the repair procedure, which is anticipated to be available by **June 21, 2024**.

Q. How long will the corrective action take?

A. 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.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to affected owners beginning **July 12, 2024**, 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. Rental is available upon customer request while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$260 (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. Nissan will replace the front traction motor assembly and is currently developing the repair procedure, which is anticipated to be available by **June 21, 2024**.

Q. Is there any charge for this service?

A. No, the repair 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 will be 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. Certain Model year 2023 Nissan ARIYA vehicles manufactured from May 30, 2022 to February 27, 2023.

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

A. No.

Revision History:

Date	Announcement	Purpose
June 4, 2024	Original Document	New campaign announcement