



SAFETY RECALL

CAMPAIGN BULLETIN

Battery Junction Box
Voluntary Recall Campaign

Reference: R24A8

Date: July 30, 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)	1,167	9	July 30, 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 2023 Nissan ARIYA vehicles identified in Service Comm and DBS National Service History.

On affected vehicles, the current sensor inside the battery junction box may detect a gap in the current ripple frequency of the motor while operating at high speeds. The misdiagnosis results in the inverter's Power Electronics Box (PEB) taking a protective measure by cutting the motor's torque. If this issue occurs, affected vehicles may experience fail-safe mode resulting in a sudden loss of motive power without prior warning, increasing the risk of a crash. In this condition, a malfunction indicator lamp (MIL) and a warning message "EV System OFF" will illuminate on the instrument cluster display. The fail-safe mode is released after the vehicle is completely powered off, allowing for a possible restart.

Dealers will inspect affected vehicles and verify whether the vehicle received the inverter software reprogram from campaign R23C6 which improved fail-safe protocols. If campaign R23C6 reprogram was performed, no other action is necessary. If campaign R23C6 reprogram was not performed, the dealer will reprogram the inverter to improve fail-safe protocols.

****** 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. **R24A8**
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"> • NTB24-039
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning September 2024 .

****** 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, the current sensor inside the battery junction box may detect a gap in the current ripple frequency of the motor while operating at high speeds. The misdiagnosis results in the inverter’s Power Electronics Box (PEB) taking a protective measure by cutting the motor’s torque.

Q. What is the possible effect of the condition?

- A. If this issue occurs, affected vehicles may experience fail-safe mode resulting in a sudden loss of motive power without prior warning, increasing the risk of a crash. In this condition, a malfunction indicator lamp (MIL) and a warning message "EV System OFF" will illuminate on the instrument cluster display. The fail-safe mode is released after the vehicle is completely powered off, allowing for a possible restart.

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

- A. Dealers will inspect affected vehicles and verify whether the vehicle received the inverter software reprogram from campaign R23C6 which improved fail-safe protocols. If campaign R23C6 reprogram was performed, no other action is necessary. If campaign R23C6 reprogram was not performed, the dealer will reprogram the inverter's Power Electronic Box with updated software to improve fail-safe protocols. For All-Wheel-Drive (AWD) vehicles, both front and rear inverters will need to be reprogrammed.

Q. How long will the corrective action take?

- A. All inspections will be performed free of charge for labor and should take less than one half (0.5) hour to complete. If a repair is necessary, 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 **September 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. Are parts readily available?

A. The remedy involves dealers inspecting affected vehicles and verify whether the vehicle received the inverter software reprogram from campaign R23C6 which improved fail-safe protocols. If campaign R23C6 reprogram was performed, no other action is necessary. If campaign R23C6 reprogram was not performed, the dealer will reprogram the inverter to improve fail-safe protocols. No parts are required and updated software is available.

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
July 30, 2024	Original Document	New campaign announcement