



SAFETY RECALL

CAMPAIGN BULLETIN

Lithium-ion Battery
Voluntary Recall Campaign

Reference: R24B2

Date: September 20, 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
2019-2020 LEAF (ZE1)	23,887	NA	September 20, 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 model year 2019-2020 Nissan LEAF vehicles identified in Service Comm and DBS National Service History.

Affected vehicles may experience excessive lithium deposits within battery cells, increasing the electrical resistance and potentially causing a fluctuation in the state of charge. While the vehicle is Level 3 quick charging, the increased electrical resistance could result in rapid heating of the battery. If quick charging continues, a battery fire may occur increasing the risk of injury.

Nissan will send an Interim Owner Letter instructing customers not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed.

Nissan is currently developing a remedy plan that includes software to prevent progression to thermal incidents. The remedy is expected to be available November 2024. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

**** 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. **R24B2**
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. Dealers should not use Level 3 quick charging for any vehicles subject to this campaign until the vehicle has been remedied.
4. 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 Nissan is currently developing a remedy plan. Customers should be instructed not to use Level 3 quick charging until the remedy is completed.

**** Release Schedule ****

Parts	Nissan is currently developing a remedy and is expected to be available November 2024 .
Repair	Nissan is currently developing a remedy and is expected to be available November 2024 .
Owner Notification	Nissan will begin sending interim notification letters to owners of affected vehicles in October 2024 , via U.S. Mail. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner. The remedy is expected to be available in November 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. Affected vehicles may experience excessive lithium deposits within battery cells, increasing the electrical resistance and potentially causing a fluctuation in the state of charge. While an affected vehicle is Level 3 quick charging, the increased electrical resistance could result in rapid heating of the battery.

Q. What is the possible effect of the condition?

- A. While an affected vehicle is Level 3 quick charging, the increased electrical resistance could result in rapid heating of the battery. If quick charging continues, a battery fire may occur increasing the risk of injury.

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

- A. Nissan is currently developing a remedy plan that includes software to prevent progression to thermal incidents. The remedy is expected to be available **November 2024**. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

Q. How long will the corrective action take?

- A. Nissan is currently developing a remedy plan that is expected to be available **November 2024**.

Q. When will vehicle owners be notified?

- A. Nissan will begin sending interim notification letters to owners of affected vehicles in **October 2024**, via U.S. Mail instructing customers not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed. Once the remedy is available, owners will receive an invitation to repair letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner. The remedy is expected to be available in **November 2024**.

Q. Is my vehicle safe to drive?

- A. Nissan will send an Interim Owner Letter instructing customers not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed. The remedy is expected to be available in **November 2024**.

Q. Is there anything owners can do to mitigate this condition?

- A. Nissan instructs customers not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed. The remedy is expected to be available in **November 2024**.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

- A. Rental is available upon customer request until the final remedy is available.

Q. Are parts readily available?

A. Nissan is currently developing a remedy that is expected to be available **November 2024**

Q. Is there any charge for this service?

A. No, once the remedy is available 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, once available 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, once available, 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 2019-2020 Nissan LEAF vehicles equipped with a quick charge port (for level 3 charging via CHAdeMO connector) manufactured at the Nissan Smyrna Plant from August 29, 2018 to November 3, 2020.

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

A. No.

Revision History:

Date	Announcement	Purpose
September 20, 2024	Original Document	New campaign announcement