



SAFETY RECALL

CAMPAIGN BULLETIN

Lithium-ion Battery Interim Remedy Focus Group
Voluntary Recall Campaign

Reference: P5A22
Date: October 8, 2025

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)	129	NA	October 8, 2025	YES

****** Campaign Summary ******

Nissan previously notified the National Highway Traffic Safety Administration (NHTSA) that it issued a Voluntary Safety Recall Campaign on certain model year 2019-2020 Nissan LEAF vehicles identified in Service Comm and DBS National Service History under campaign I.D. R24B2.

Vehicles affected by campaign I.D. R24B2 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 has identified a selection of focus group vehicles to be among the first to receive interim remedy software for this recall which is now available. Dealers will reprogram the Lithium Battery Controller (LBC) with updated software. This new software will monitor the battery state-of-charge. If a fluctuation is detected, the software will display a "Service EV System Power reduced" message on the vehicle's information display screen and prevent vehicle recharging or restarting. After reprogramming is completed, dealers will fully recharge the EV battery and check to confirm that there are no Diagnostic Trouble Codes (DTCs) for the EV battery. If a DTC is detected, additional diagnostic service will be required to repair the EV battery.

****** What Dealers Should Do******

1. Verify if vehicles are included in the Interim remedy focus group for vehicles affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **P5A22**
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 use the appropriate campaign bulletin to apply the interim remedy to any vehicles subject to this campaign that are included in the focus group.

4. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer that Nissan has selected their vehicle to be among the first to receive the interim remedy software for this recall which is now available.

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

Parts	The interim remedy involves reprogramming the Lithium Battery Controller (LBC) with updated software and check for any EV battery DTCs. If a DTC is found, additional diagnostic service will be required to repair the battery. Dealers should contact FQA_Inspection_Support@nissan-usa.com for further instruction.
Repair	<ul style="list-style-type: none"> • NTB25-043 The interim remedy involves reprogramming the Lithium Battery Controller (LBC) with updated software and check for any EV battery DTCs. If a DTC is found, additional diagnostic service will be required to repair the battery. Dealers should contact FQA_Inspection_Support@nissan-usa.com for further instruction.
Owner Notification	Nissan will begin sending invitation letters via U.S. Mail to owners of vehicles selected for this interim remedy deployment program in October 2025 . <u>In addition, the Nissan Consumer Affairs team will be contacting affected owners to encourage participation in this interim repair and optional customer satisfaction incentive program.</u>

**** **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. Vehicles affected by campaign I.D. R24B2 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. If quick charging continues, a battery fire may occur increasing the risk of injury.

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 interim corrective action for this voluntary recall campaign?

A. Nissan has identified a selection of focus group vehicles to be among the first to receive the interim remedy software for this recall which is now available. Dealers will reprogram the Lithium Battery Controller (LBC) with updated software. This new software will monitor the battery state-of-charge. If a fluctuation is detected, the software will display a "Service EV System Power reduced" message on your vehicle's information display screen and prevent vehicle recharging or restarting. After reprogramming is completed, dealers will fully recharge the EV battery and check to confirm that there are no Diagnostic Trouble Codes (DTCs) for the EV battery. If a DTC is detected, additional diagnostic service will be required to repair the EV battery.

Customers will be instructed to drive their vehicles to 20% battery state of charge before the first recharging to allow the diagnostic software to complete a full monitoring cycle before recharging. Recharging before the software monitoring cycle is complete could potentially result in a lack of detection of increased electrical resistance, which could increase the risk of rapid heating and battery fire occurring during Level 3 quick charging.

Nissan will notify all affected customers when the final remedy is ready to launch.

Q. My vehicle is not included in the focus group to be among the first to receive the interim remedy software. When can I expect to receive the remedy?

A. Nissan has identified a selection of focus group vehicles whose owners frequently utilize Level 3 charging to be among the first to receive the interim remedy software. Providing the interim remedy to a subset of affected customers will allow Nissan to optimize our customer experience for the final remedy rollout. Nissan will notify all affected customers when the final remedy is ready to launch.

Q. How long will the interim corrective action take?

A. The reprogramming process and DTC check should take approximately one and a half (1.5) hours

to complete, followed by time to charge the EV battery to 100%. However, depending upon the dealer's work schedule, your Nissan dealer may require additional time to perform the repair. If an EV battery DTC is detected after reprogramming, additional diagnostic services will be required to repair the EV battery. Based on the diagnostic result, your Nissan dealer will provide you an estimated time for repair. This service will be conducted at no charge to you for parts and labor.

Customers will be instructed to drive their vehicles to 20% battery state of charge before the first recharging to allow the diagnostic software to complete a full monitoring cycle before recharging. Recharging before the software monitoring cycle is complete could potentially result in a lack of detection of increased electrical resistance, which could increase the risk of rapid heating and battery fire during Level 3 quick charging.

Nissan will notify all affected customers when the final remedy is ready to launch.

Q. I've completed the interim remedy for this campaign and everything appears to be functioning properly. Is there any further action required on my part?

- A. Customers will be instructed to drive their vehicles to 20% battery state of charge before the first recharging to allow the diagnostic software to complete a full monitoring cycle before recharging. Recharging before the software monitoring cycle is complete could potentially result in a lack of detection of increased electrical resistance, which could increase the risk of rapid heating and battery fire during Level 3 quick charging.

Nissan is offering an incentive for your participation in an optional customer satisfaction focus group following the completion of the interim remedy. Your vehicle will be remedied free of charge regardless of your participation in this incentive program.

Nissan will notify all affected customers when the final remedy is ready to launch.

Q. What is involved with the optional post-interim remedy incentive program?

- A. Nissan is offering an incentive for customers who choose to participate in this post-interim remedy incentive program remedy to assist in improving customer satisfaction. Participation in this program is entirely voluntary and will not affect the completion of the remedy.

To qualify, you must:

- (1) complete your recall interim repair appointment on or before November 15, 2025, and
- (2) drive your vehicle and accumulate at least 500 miles with the use of Level 3 (CHAdeMO) quick charging after the battery has been depleted to 20% state of charge, and
- (3) complete a follow-up appointment with your Nissan dealer for a battery performance log data check by December 31, 2025.

After completion of the second dealer appointment, Nissan will mail qualifying owners a \$100 USD Mastercard® gift card.

Q. Can I use Level 3 quick charging after the initial phase software update?

A. Not immediately. After the software update, you must drive your Nissan LEAF until your battery capacity is at or below 20% state of charge before the first re-charging.

Q. When will vehicle owners be notified?

A. Nissan will begin sending invitation letters to owners of vehicles selected for this remedy deployment program in **October 2025**.

Q. Is my vehicle eligible for the initial remedy deployment program?

A. If you received an invite letter, your vehicle has been selected for the interim remedy software deployment. You can confirm eligibility by contacting your Nissan dealer or contacting Nissan Consumer Affairs at 1-800-867-7669.

Q. Is my vehicle safe to drive?

A. Once you receive the letter inviting you to receive the interim remedy software deployment for this recall, Nissan recommends contacting your dealer to have the Lithium Battery Controller (LBC) in their vehicle reprogrammed with the updated software as soon as possible upon notification.

Do not use Level 3 quick charging until the software update has been applied and your Nissan LEAF has been driven until your battery capacity is at or below 20% state of charge before the first re-charging. If you experience fluctuation in the battery state of charge or battery warning lights, contact your dealer for immediate diagnosis.

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

A. Customers should not use Level 3 quick charging until the interim remedy is completed and they have completed driving until the battery state of charge is at or below 20%. Once the customer receives the letter inviting them to receive the interim remedy software deployment for this recall, Nissan recommends contacting your dealer to have the Lithium Battery Controller (LBC) in their vehicle reprogrammed with the updated software as soon as possible upon notification.

Q. Are parts readily available?

A. The remedy involves reprogramming the Lithium Battery Controller (LBC) with updated software. If an EV battery DTC is detected after reprogramming, additional diagnostic services will be required to repair the EV battery. Based on the diagnostic result, your Nissan dealer will provide you an estimated time for repair. This service will be conducted at no charge to you for parts and labor.

Q. Is there any charge for this service?

A. No, the interim 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 certified EV 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. Once available, the final 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 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. Certain Model Year 2021-2022 Nissan LEAF vehicles equipped with a quick charge port (for level 3 charging via CHAdeMO connector) manufactured at the Nissan Smyrna plant from November 3, 2020, to May 23, 2022.

Revision History:

Date	Announcement	Purpose
October 8, 2025	Original Document	New campaign announcement