

IMPORTANT SAFETY RECALL

OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 24V-391

This notice applies to your vehicle, [VIN].

Dear Nissan ARIYA Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2023 Model Year Nissan ARIYA vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN above and on the inside of this notice.

Reason for Recall Motivo del Retiro

The O-rings inside of your vehicle's traction motor may have been damaged during the supplier assembly process. 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 electric current flow within the traction motor. Subsequently, the abnormal condition may cause your vehicle to activate "fail-safe" mode, potentially resulting in loss of motive power without warning, and no ability to restart. If loss of motive power occurs without warning while driving, it may increase the risk of a crash. If the condition occurs, a Malfunction-Indicator-Lamp (MIL) along with a warning message "Restart is prohibited" will illuminate on the vehicle information display.

What Nissan Will Do Qué Hará Nissan

Your Nissan dealer will replace the front traction motor assembly with a new one. This service, which is conducted at no charge to you for parts and labor, could take up to ten and a half (10.5) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do Qué Debes Hacer

Please contact your local Nissan dealer in order to arrange an appointment to have your vehicle repaired as soon as possible. Please bring this notice with you when you keep your service appointment.

Comuníquese con su concesionario Nissan local para concertar una cita para la reparación gratuita de su vehículo lo antes posible. Traiga este aviso con usted cuando asista a su cita de servicio.



For more information about the recall, please scan the QR code or visit <https://nna.secure.force.com/recall?camp=R24A3>.

Para obtener más información sobre el retiro, por favor escanee el código QR o visite <https://nna.secure.force.com/recall?camp=R24A3>.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have moved or no longer own this vehicle, please fill out the enclosed change of information card.

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.

