

IMPORTANT SAFETY RECALL

OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 24V-560

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 current sensor inside your vehicle's 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.

Your vehicle may activate "fail-safe" mode, potentially resulting in loss of motive power without warning, increasing the risk of a crash. If the condition occurs, a Malfunction-Indicator-Lamp (MIL) along with a warning message "EV System OFF" will illuminate on the vehicle information display. The fail-safe mode is released after the vehicle is completely powered off, allowing for a possible restart.

What Nissan Will Do Qué Hará Nissan

Your Nissan dealer will inspect and verify whether your vehicle has received the inverter software from campaign Recall 23V-657 which improved fail-safe protocols.

- If the Recall 23V-657 reprogram was performed, no other action is necessary.
- If the Recall 23V-657 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.

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.

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 code or visit <https://nna.secure.force.com/recall?camp=R24A8>.



Para obtener más información sobre el retiro, por favor escanee el código o visite <https://nna.secure.force.com/recall?camp=R24A8>.

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.