VOLUNTARY RECALL CAMPAIGN

Classification:	Reference:	Date:
EL25-008A	NTB25-043A	October 15, 2025

VOLUNTARY SAFETY RECALL CAMPAIGN
2019-2020 LEAF; HV BATTERY

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: P5A22
APPLIED VEHICLES: Specific 2019-2020 LEAF (ZE1)

Check Service COMM or Dealer Business Systems (DBS) National Service History to confirm campaign eligibility.
Do NOT apply this interim remedy Lithium Battery Controller (LBC) software to vehicles that do NOT have Campaign ID P5A22 applied.

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2019-2020 LEAF vehicles to receive interim remedy Lithium Battery Controller (LBC) software. Technicians will check for specific EV Battery DTCs, and if detected, additional diagnostic service will be required to repair the EV battery. This service will be performed at no charge to the customer for parts or labor.

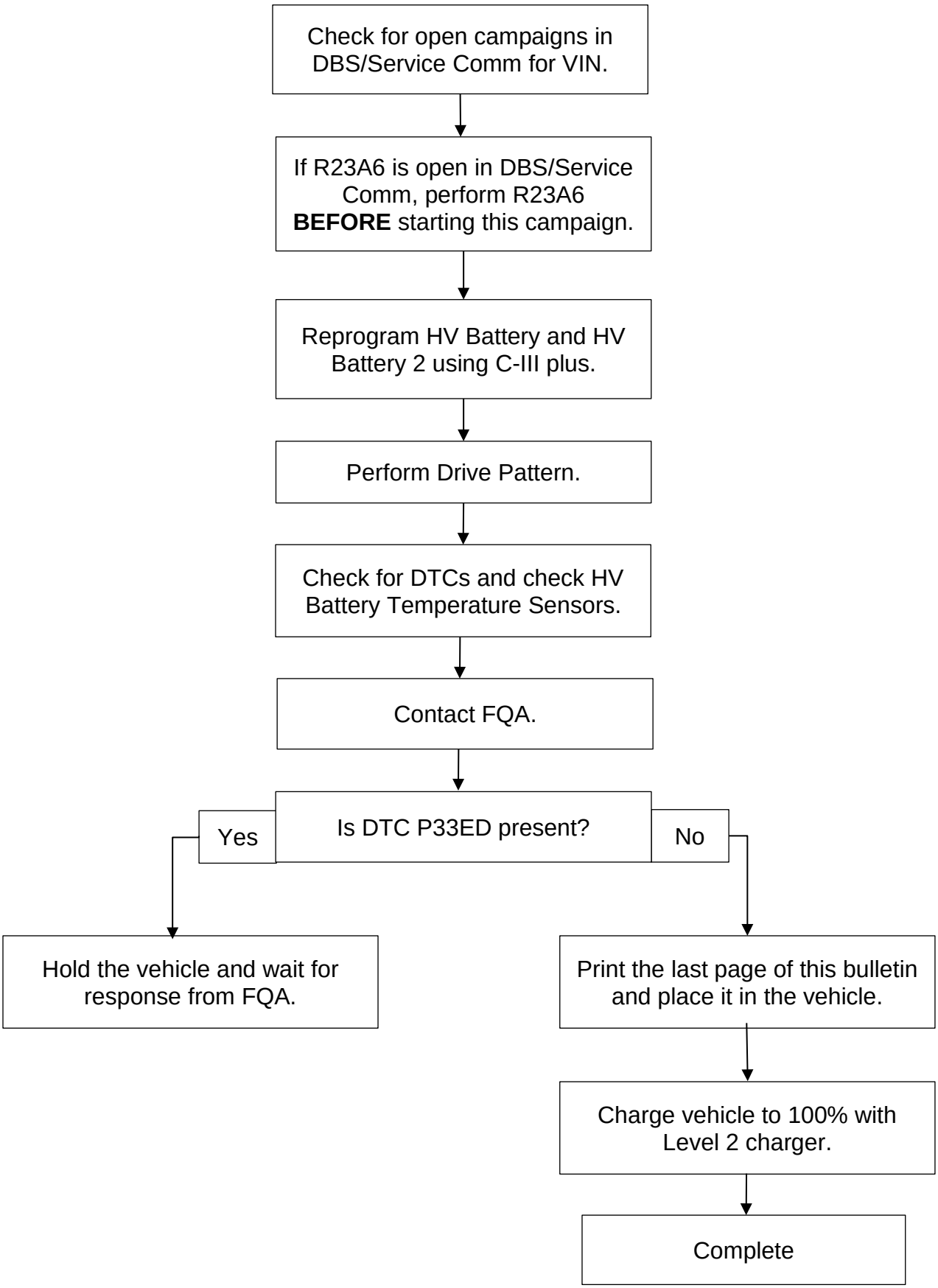
IDENTIFICATION NUMBER

Nissan has assigned identification number P5A22 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration**. While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Repair Overview



SERVICE PROCEDURE

Confirm the HV Battery Part Number

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 13.5V during reprogramming, the HV Battery may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, the HV Battery may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the HV Battery may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI3. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the HV Battery may be damaged.

1. Confirm that the CONSULT PC is connected to Wi-Fi.

2. Connect the Vehicle Interface (VI3) to the vehicle.

3. Turn the EV system ON (Not Ready mode) by pressing the power switch two (2) times WITHOUT depressing the brake pedal.

4. Start C-III plus on the CONSULT PC.

5. If prompted, select **USA/CANADA Dealers** from the drop-down menu, and then select **OK**.

6. Login using your NNAnet credentials.

   IMPORTANT: If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

7. Wait for the VI3 to be recognized (Figure 1).

   · The serial number will be displayed when the VI3 is recognized.

8. Select **Re/programming, Configuration**.

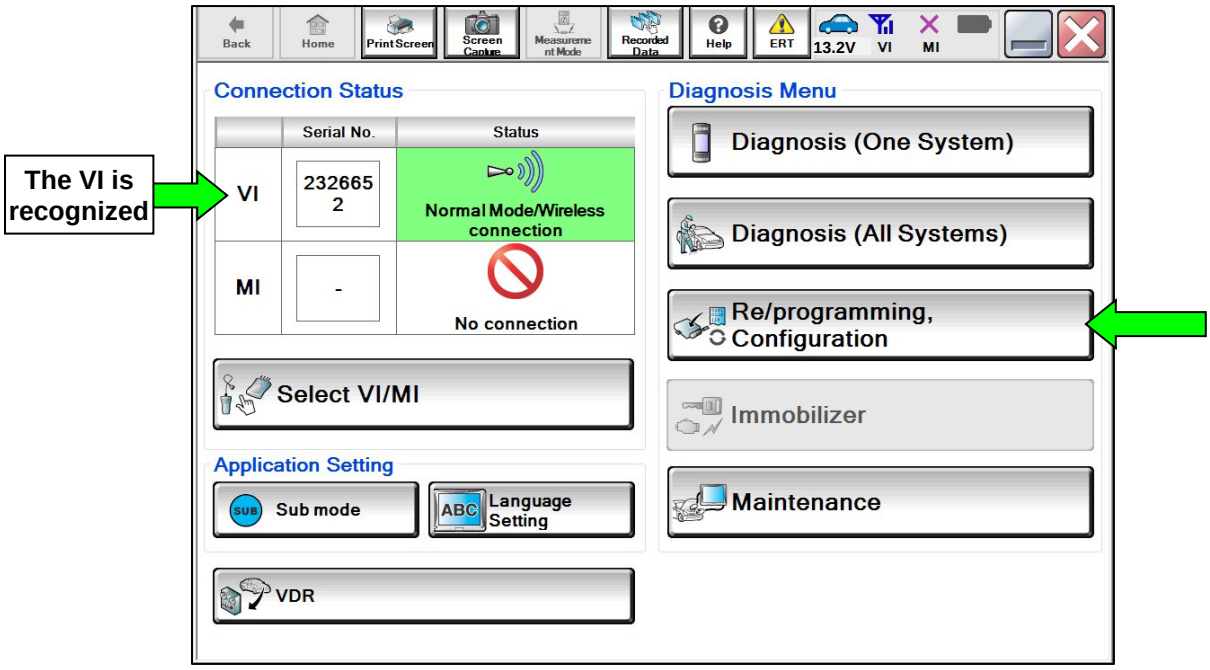


Figure 1

9. Use the arrows (if needed) to view and read all precautions.

10. Check the box confirming the precautions have been read, and then select **Next**.

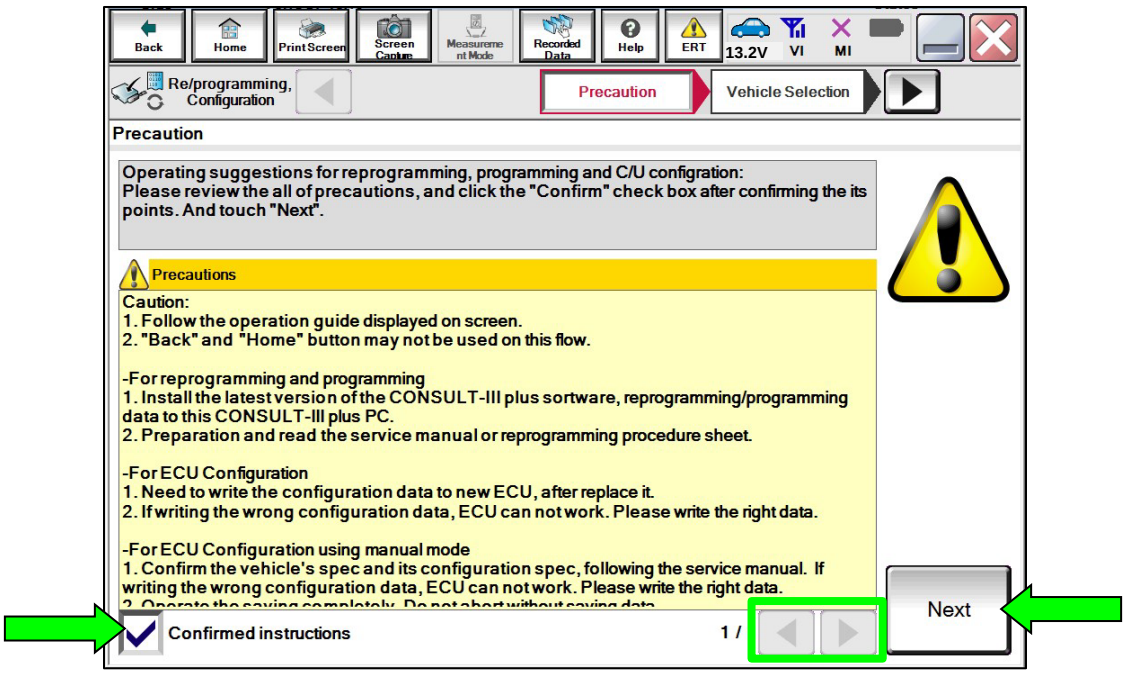


Figure 2

11. Select **Automatic Selection(VIN)**.

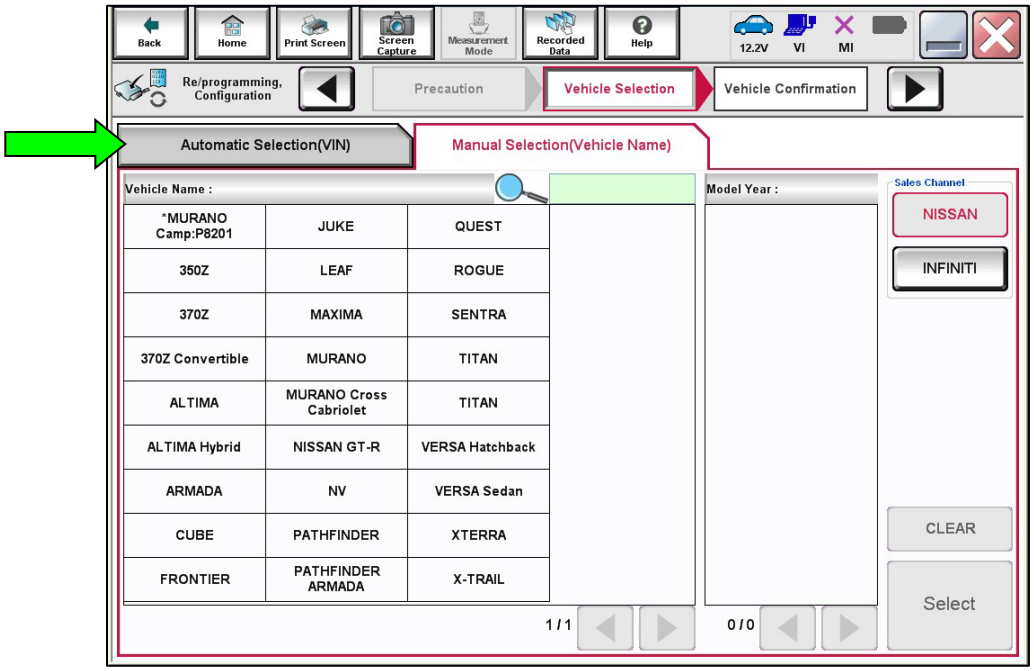


Figure 3

12. Allow the CONSULT to perform automatic VIN selection.

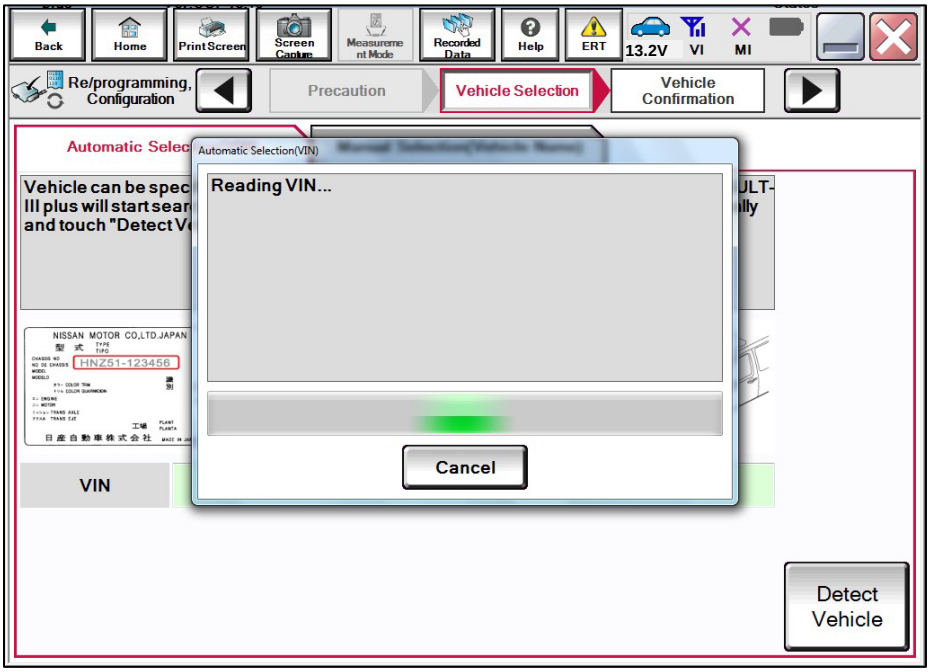


Figure 4

13. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.

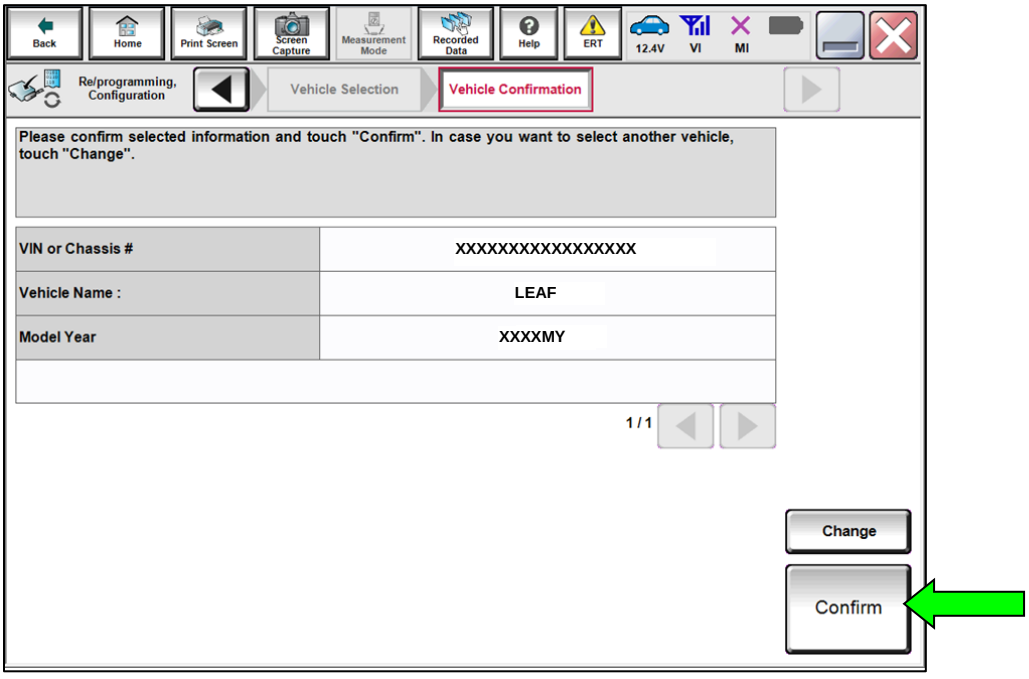


Figure 5

14. Allow the **System call** to complete.

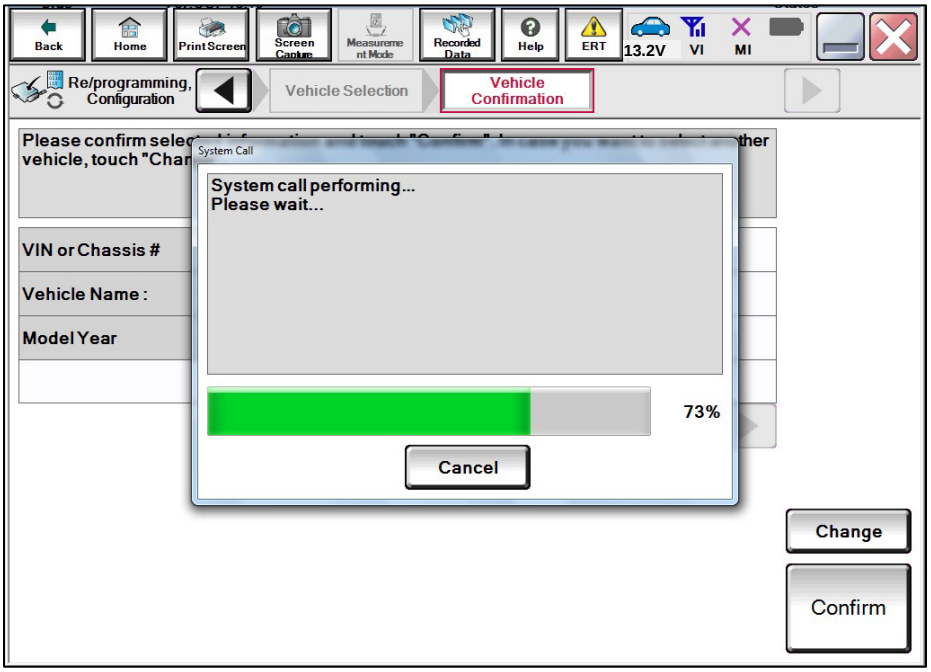


Figure 6

15. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

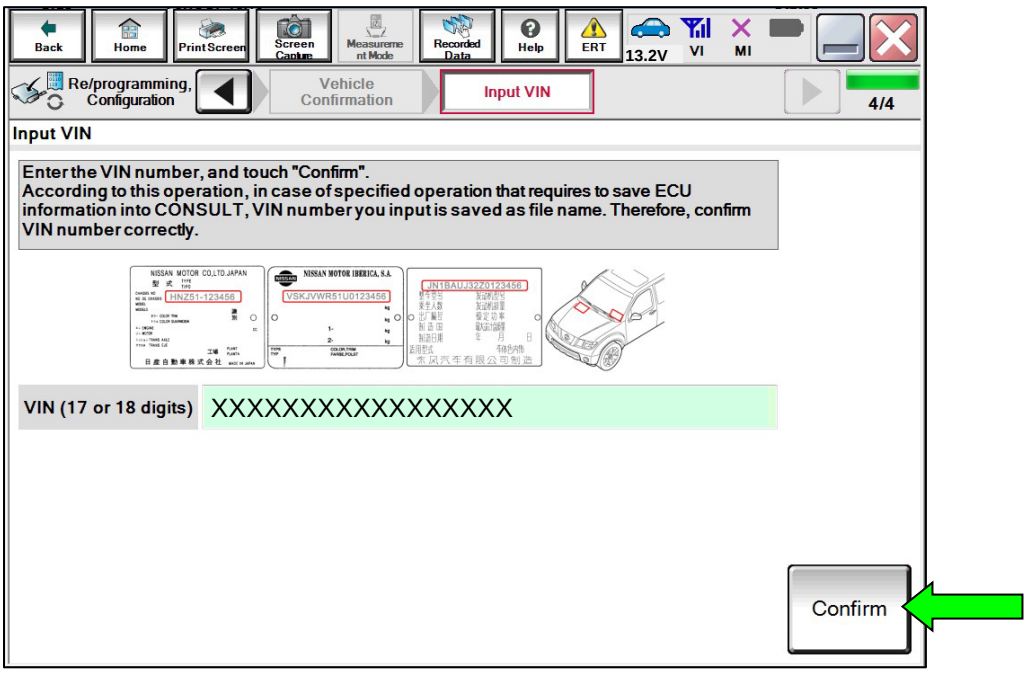


Figure 7

16. Use the arrows (if needed) to locate and select **HV BATTERY**.

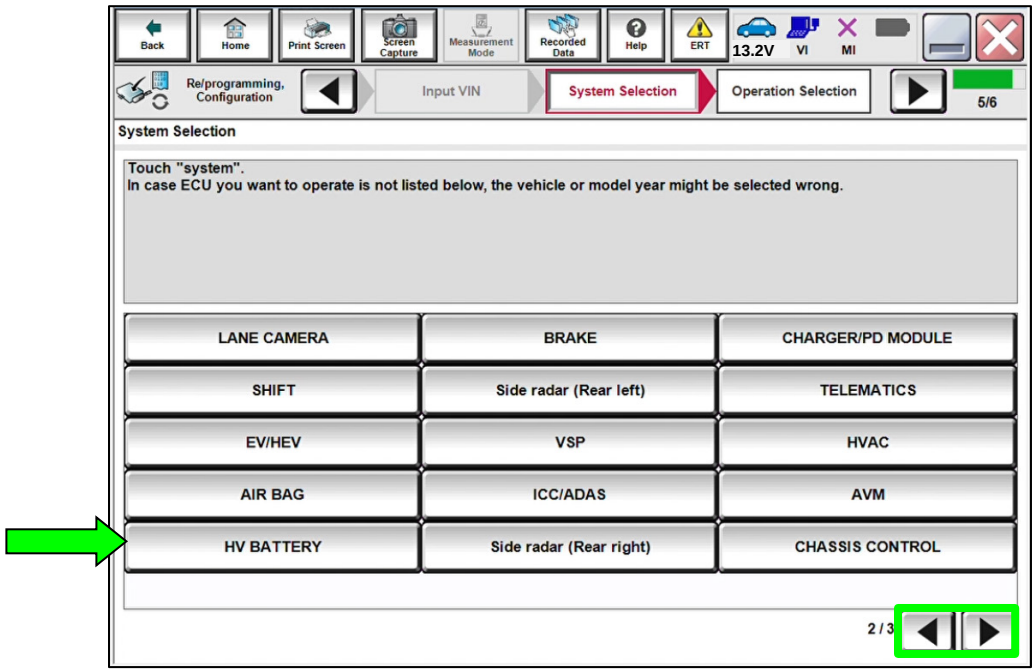


Figure 8

17. Select **Reprogramming**.

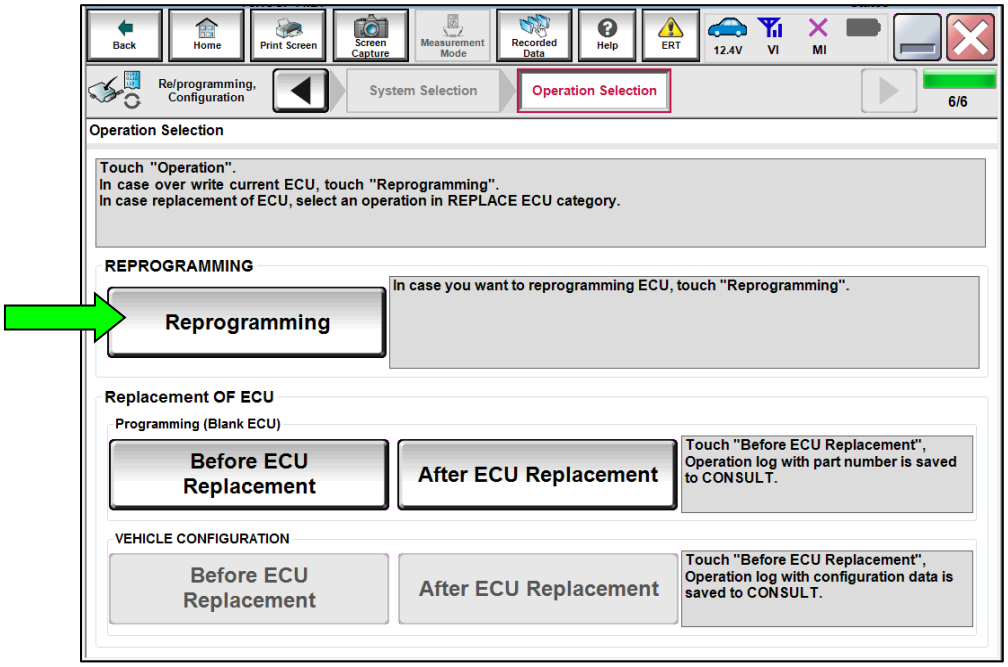


Figure 9

18. Locate the HV Battery **Part Number** and write it on the repair order.
    - This is the current HV Battery Part Number (P/N).

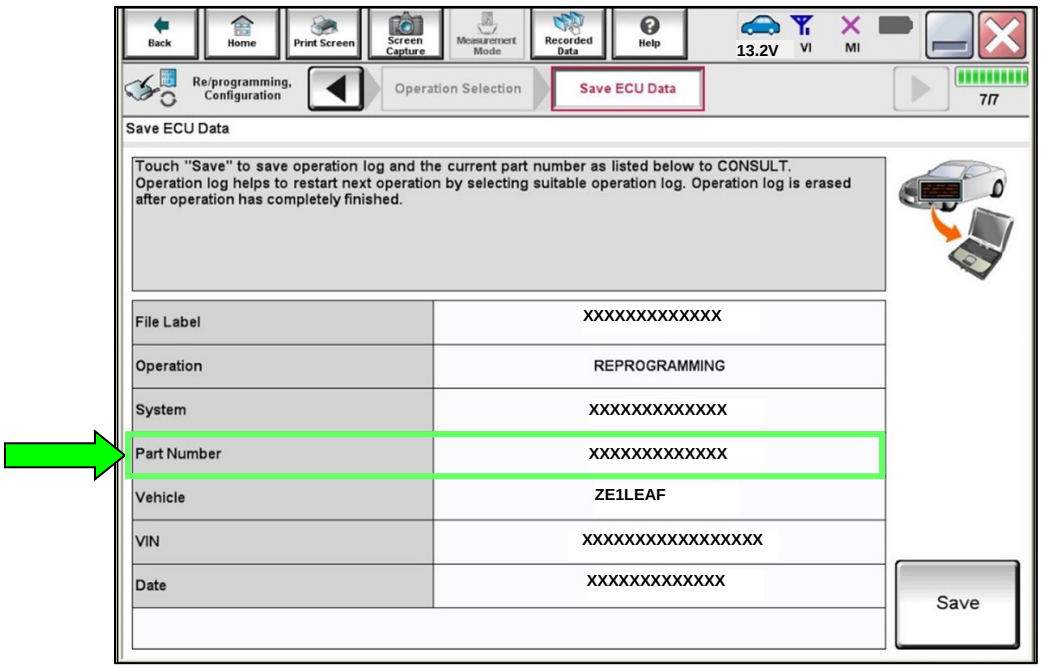


Figure 10

19. Compare the P/N you wrote down in step 18 to the **Current HV Battery Part Number** in **Table A**.

Table A

MODEL	CURRENT HV BATTERY PART NUMBER: 293A0 -
2019-2020 LEAF	5SA2A, 5SA2B, 5SA2C, 5SA3A, 5SA3B, 5SA3C, 5SF0A, 5SF0B

- If it matches one of the part numbers in **Table A**, continue to step 20 on page 10.
- If it does not match one of the part numbers in **Table A**, send an email to FQA_Inspection_Support@nissan-usa.com and include **ALL of the below information.**
  - Email Subject line: P5A22 - Leaf HV Battery
  - Dealer Name:
  - Dealer Code:
  - VIN:
  - Contact Name:
  - Contact Phone Number:
  - Contact Email Address:
  - HV Battery ECU part number:

20. Select **Save**.

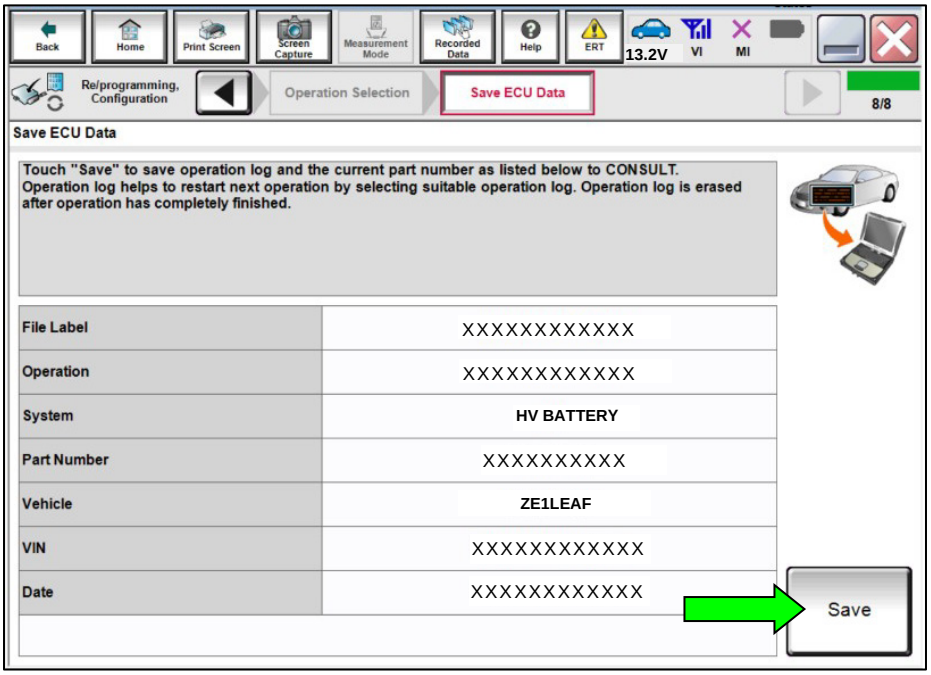


Figure 11

21. Use the arrows (if needed) to view and read all precautions.

22. Check the box confirming the precautions have been read, and then select **Next**.

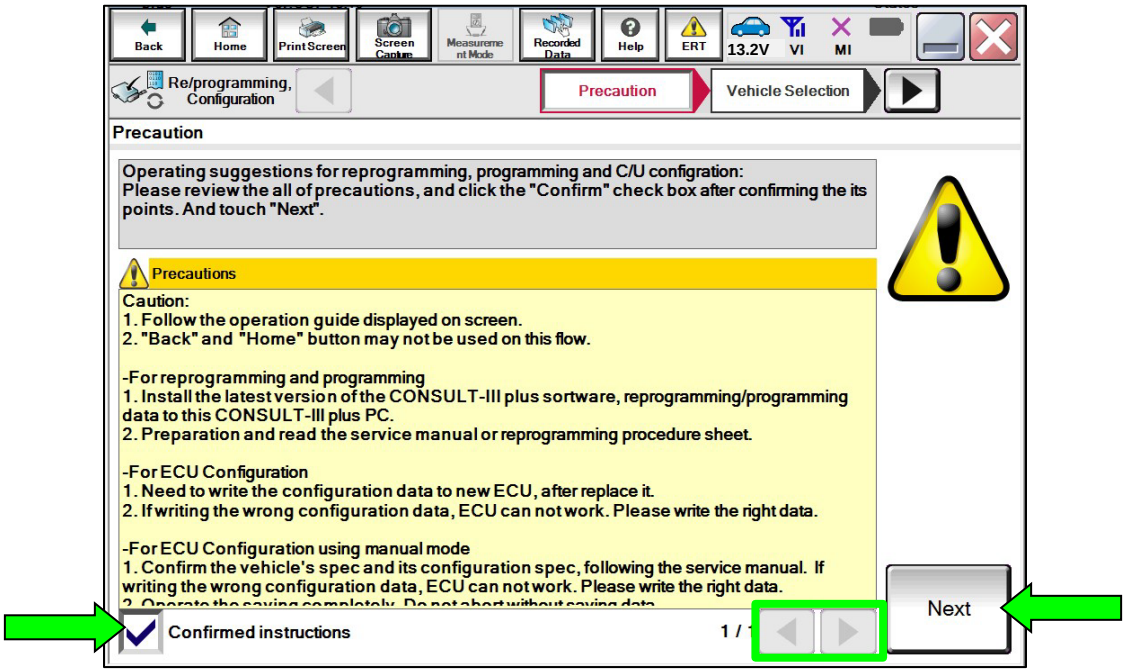


Figure 12

23. Select **Next**.

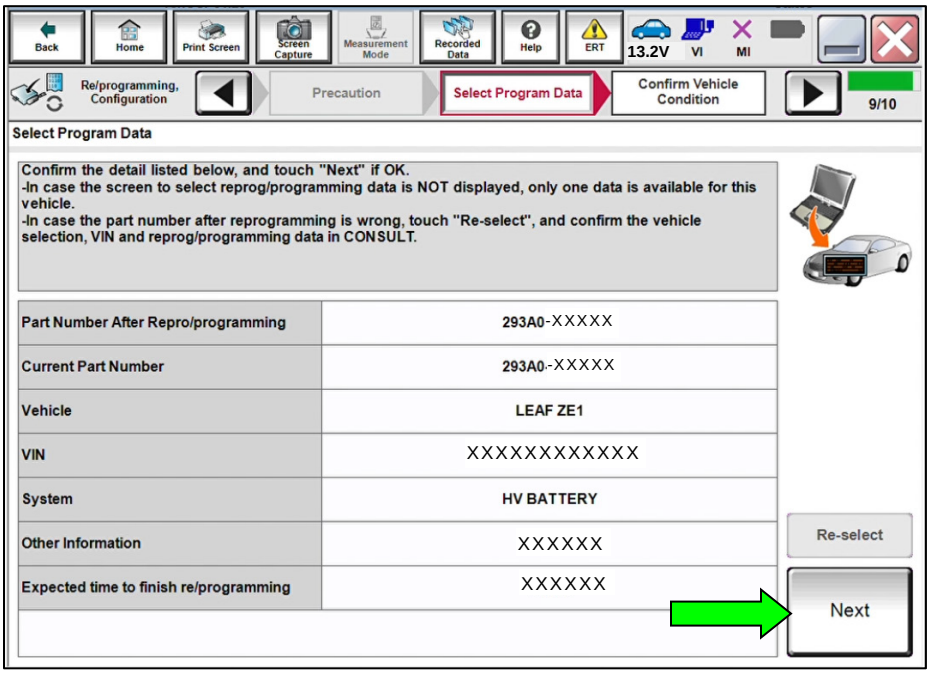


Figure 13

24. Confirm the battery voltage Result is “OK”, and then select **Next**.

HINT: If the battery voltage result in Figure 14 shows “NG”, verify the battery charger cables are connected properly at the battery and the charger is turned ON.

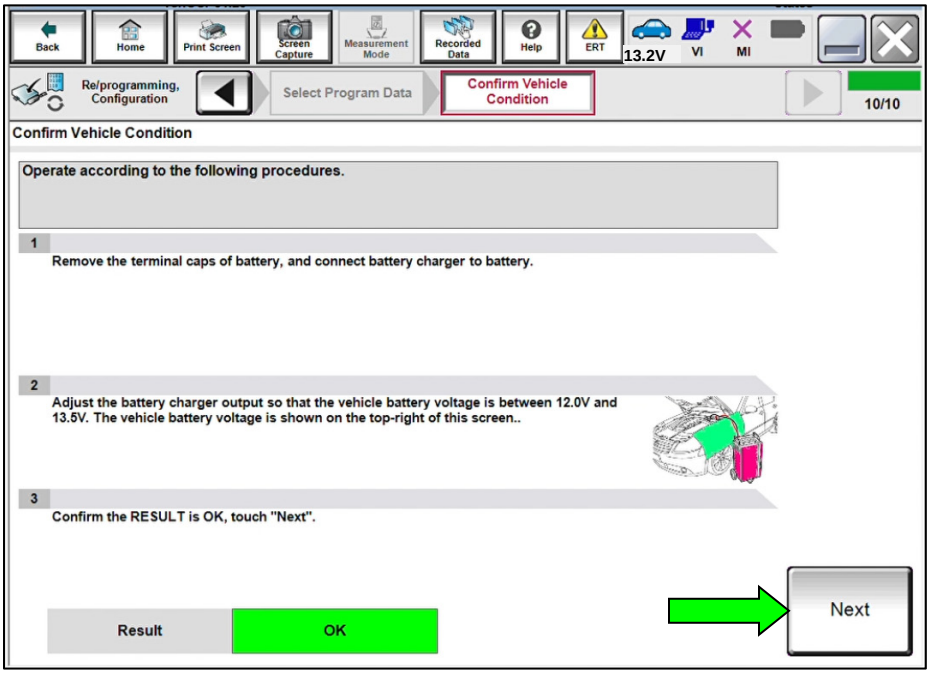


Figure 14

25. Confirm all Items listed have a judgement of “OK”, and then select **Start**.

· The reprogramming process will take approximately 10 minutes.

HINT: If any of the items shown in Figure 15 have a status of “NG”, verify the battery charger/maintainer is connected correctly and the vehicle is NOT in ready mode.

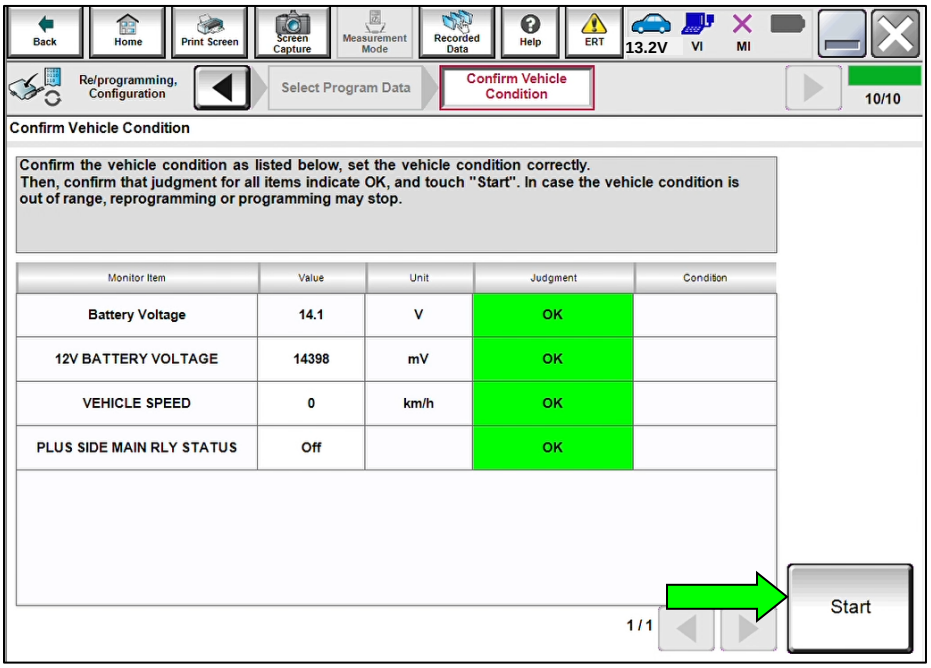


Figure 15

26. Once the screen in Figure 16 displays, the reprogramming is complete. Select **Next**.

HINT: When the screen in Figure 16 displays, HV Battery reprogramming is complete. If the screen in Figure 16 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on page 27.

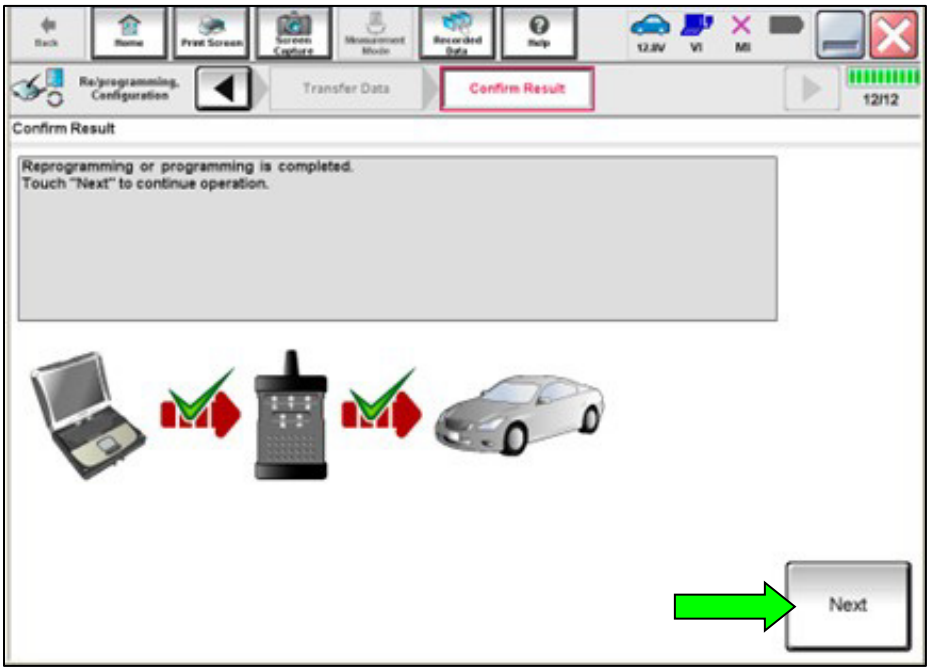


Figure 16

27. Press the power switch one (1) time to turn OFF the EV system and immediately press the power switch two (2) times to turn the EV system ON (Not Ready mode).

· C-III plus will automatically proceed to erasing DTCs.

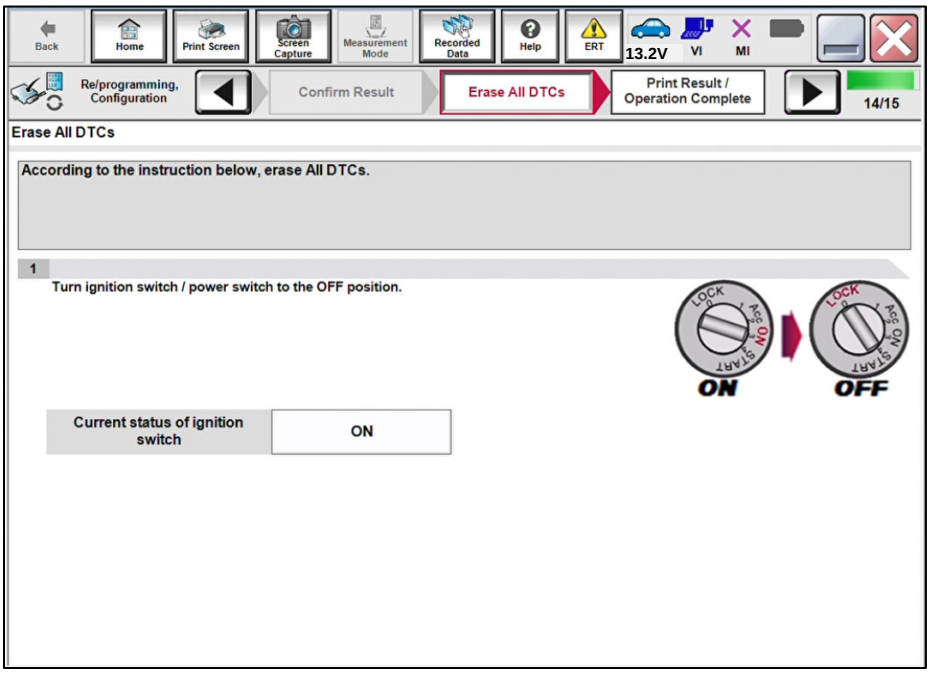


Figure 17

28. Select **Print** and attach the reprogramming result to the repair order.

· Select **Other Operation**.

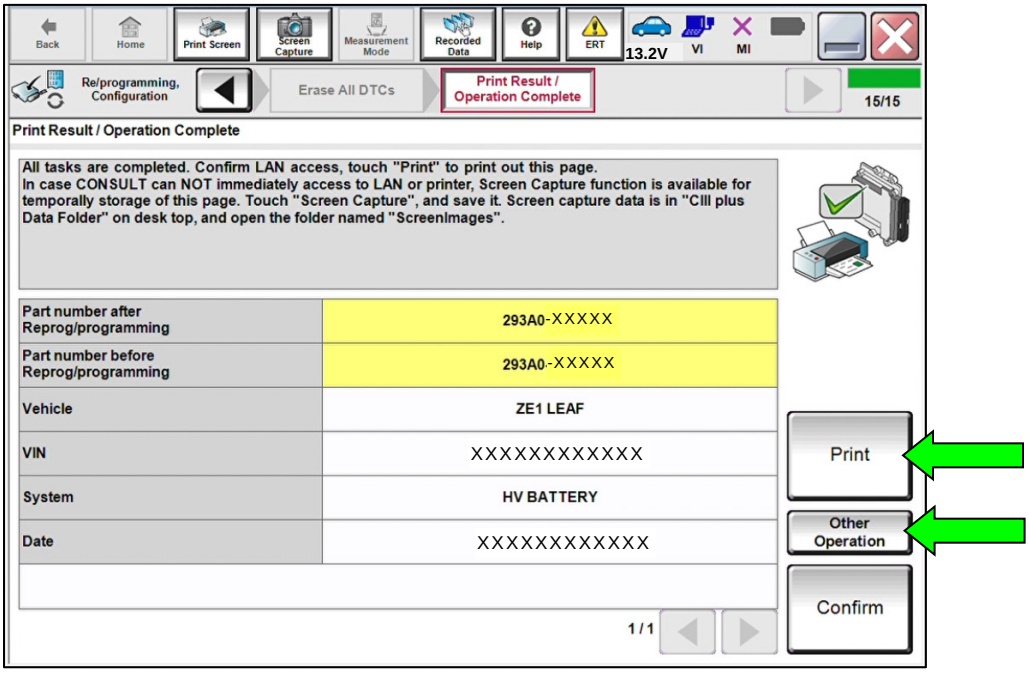


Figure 18

29. Select **End**.

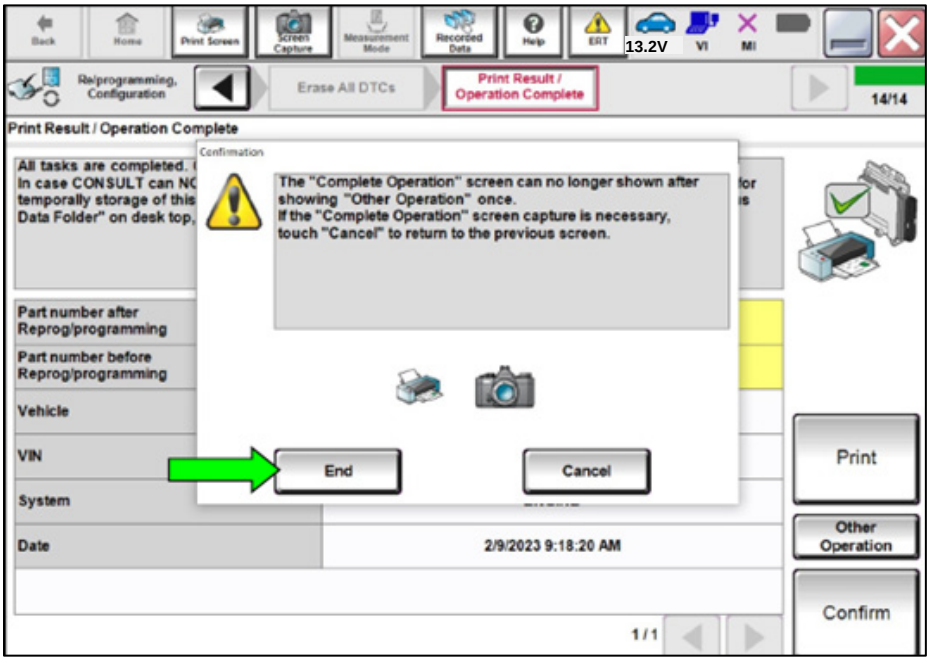


Figure 19

30. Use the arrows (if needed) to locate and select **HV BATTERY 2**.

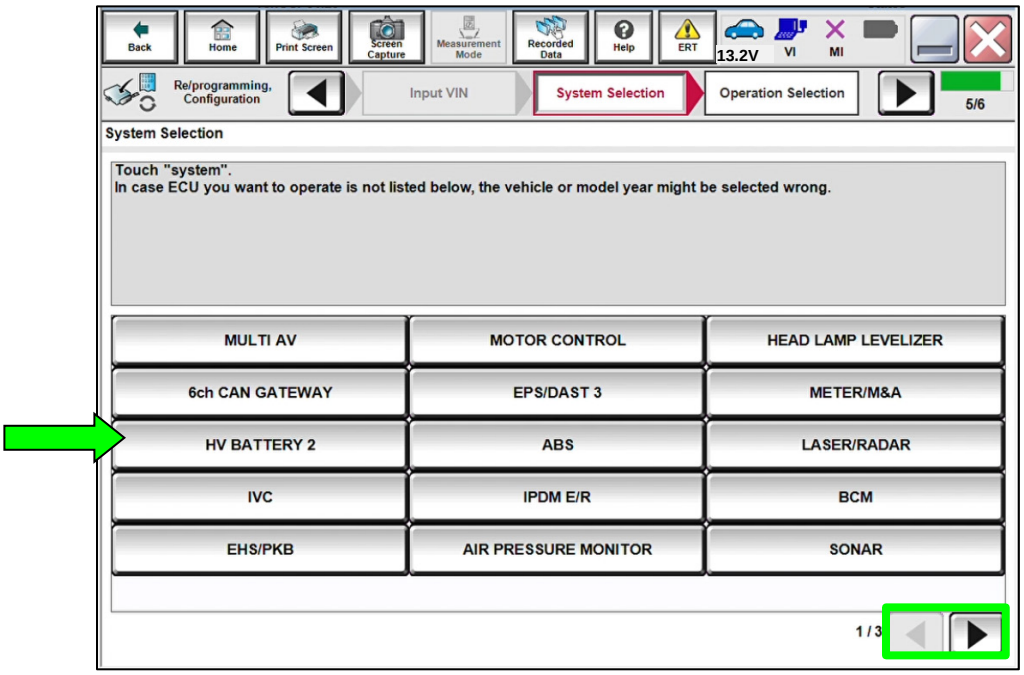


Figure 20

31. Select **Reprogramming**.

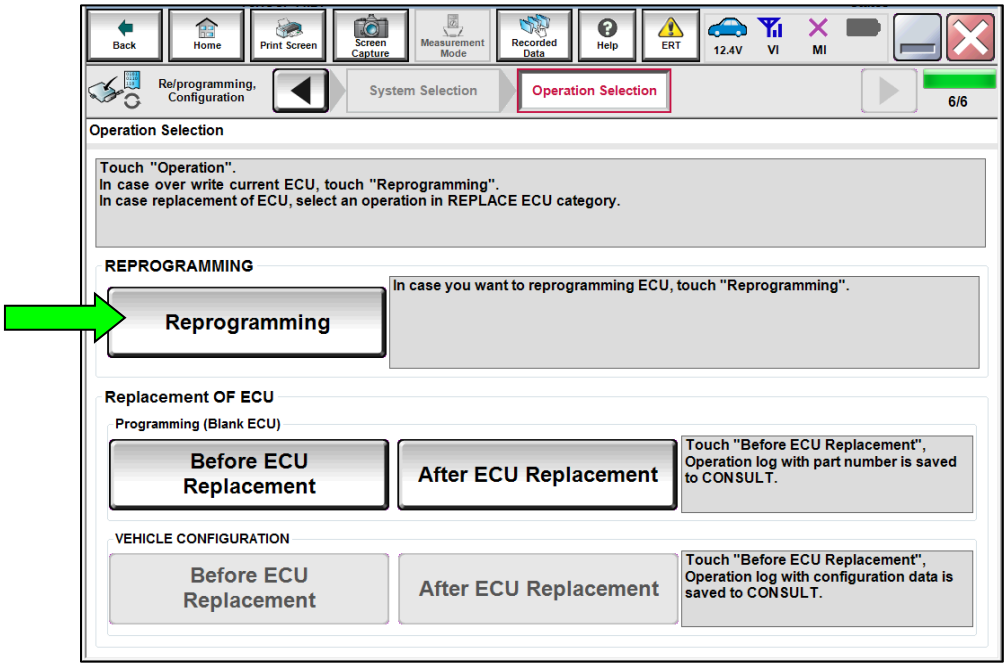


Figure 21

32. Locate the HV Battery 2 **Part Number** and write it on the repair order.

- This is the current HV Battery 2 Part Number (P/N).

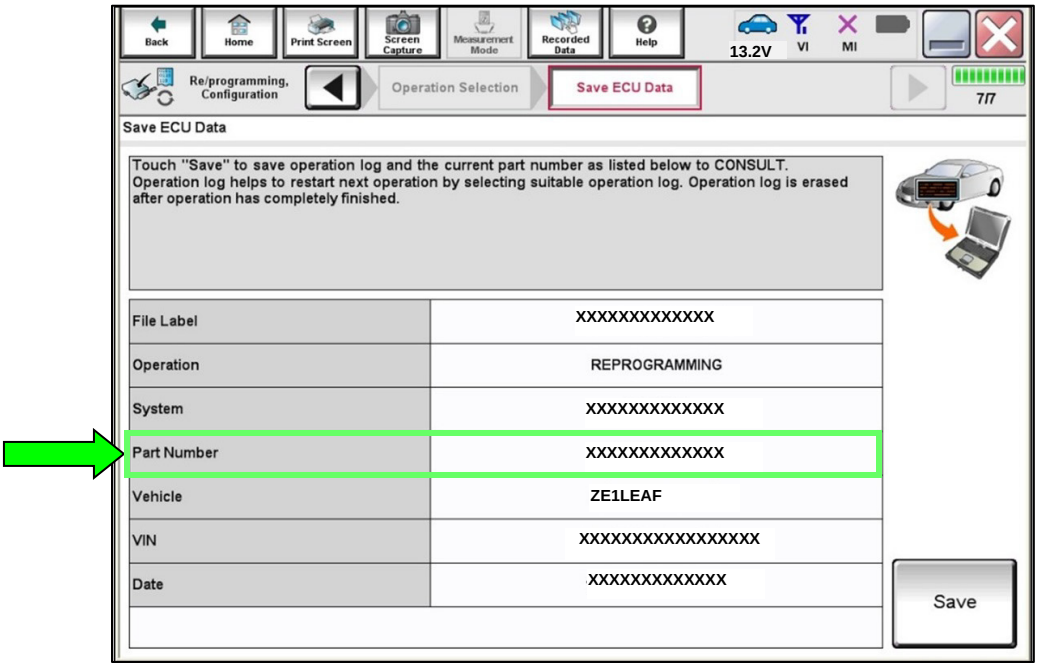


Figure 22

33. Compare the P/N you wrote down in step 32 to the **Current HV Battery 2 Part Number** in **Table B**.

Table B

MODEL	CURRENT HV BATTERY 2 PART NUMBER: 293A0 -
2019-2020 LEAF	5SA2A, 5SA2B, 5SA2C, 5SA3A, 5SA3B, 5SA3C, 5SF0A, 5SF0B

- If it matches one of the part numbers in **Table B**, continue to step 34 on page 17.
- If it does not match one of the part numbers in **Table B**, send an email to FQA_Inspection_Support@nissan-usa.com and include **ALL of the below information**.
  - Email Subject line: P5A22 - Leaf HV Battery
  - Dealer Name:
  - Dealer Code:
  - VIN:
  - Contact Name:
  - Contact Phone Number:
  - Contact Email Address:
  - HV Battery 2 ECU part number:

34. Select **Save**.

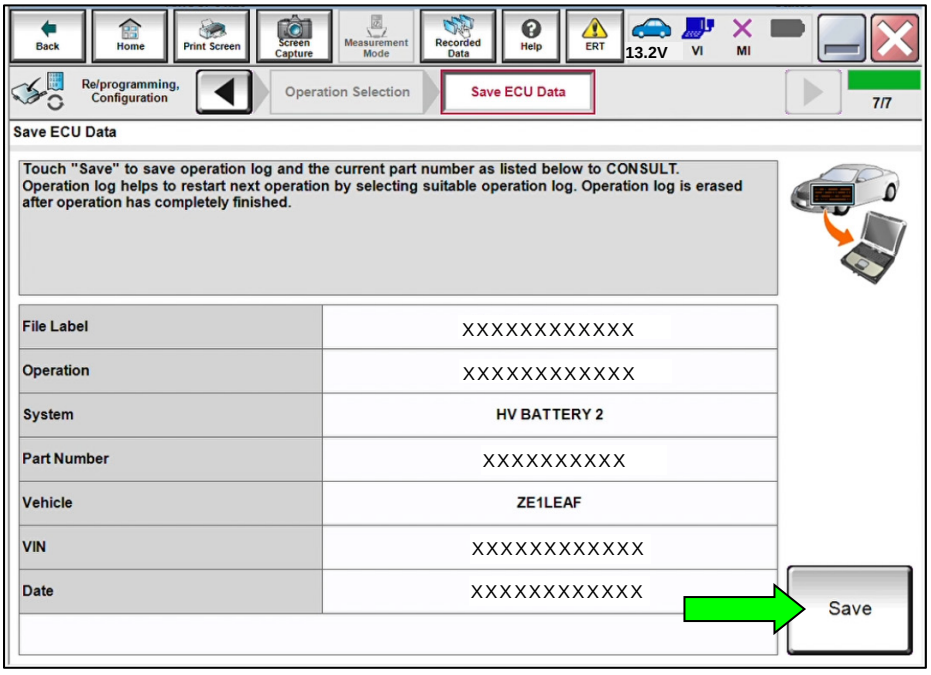


Figure 23

35. Use the arrows (if needed) to view and read all precautions.

36. Check the box confirming the precautions have been read, and then select **Next**.

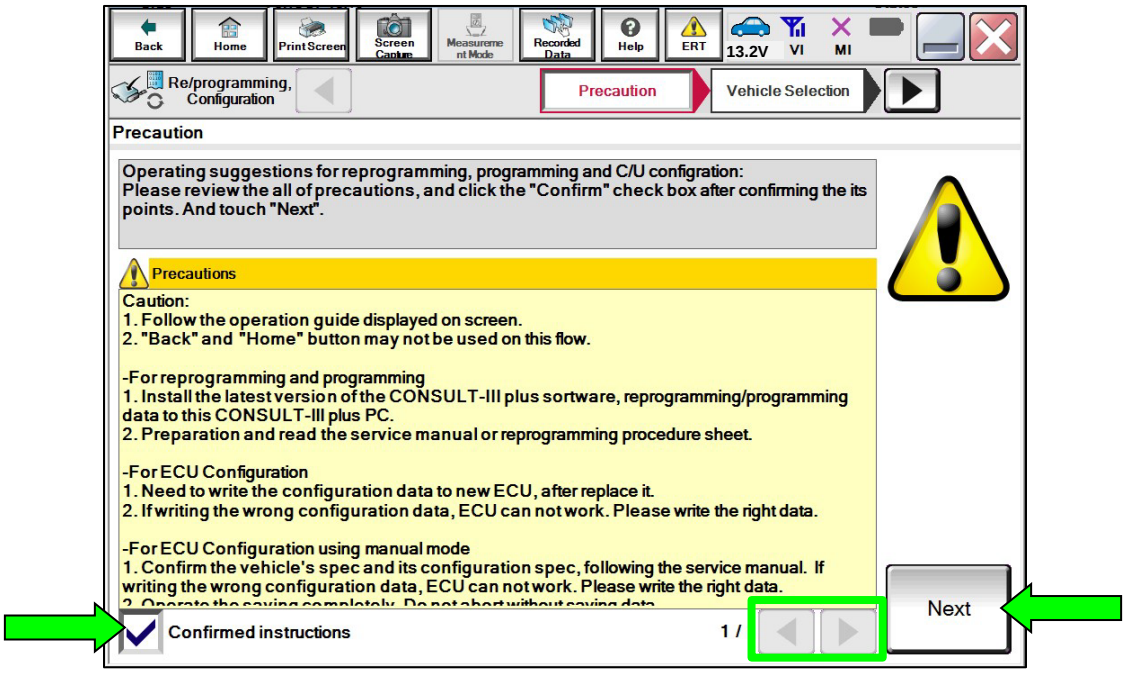


Figure 24

37. Select **Next** again.

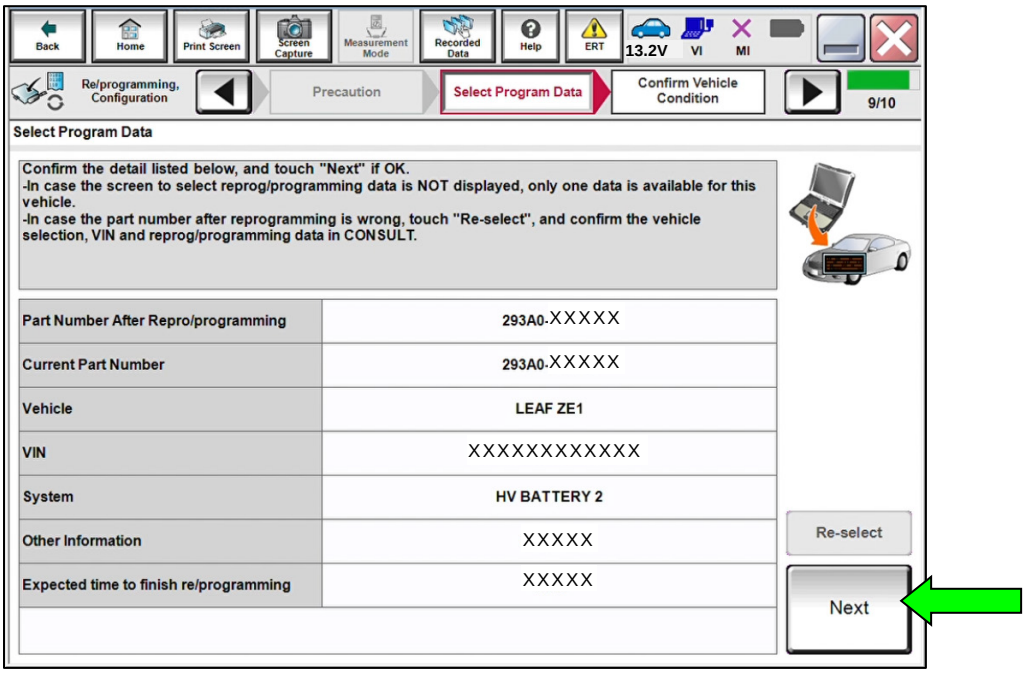


Figure 25

38. Confirm the battery voltage Result is “OK”, and then select **Next**.

HINT: If the battery voltage result in Figure 26 shows “NG”, verify the battery charger cables are connected properly at the battery and the charger is turned ON.

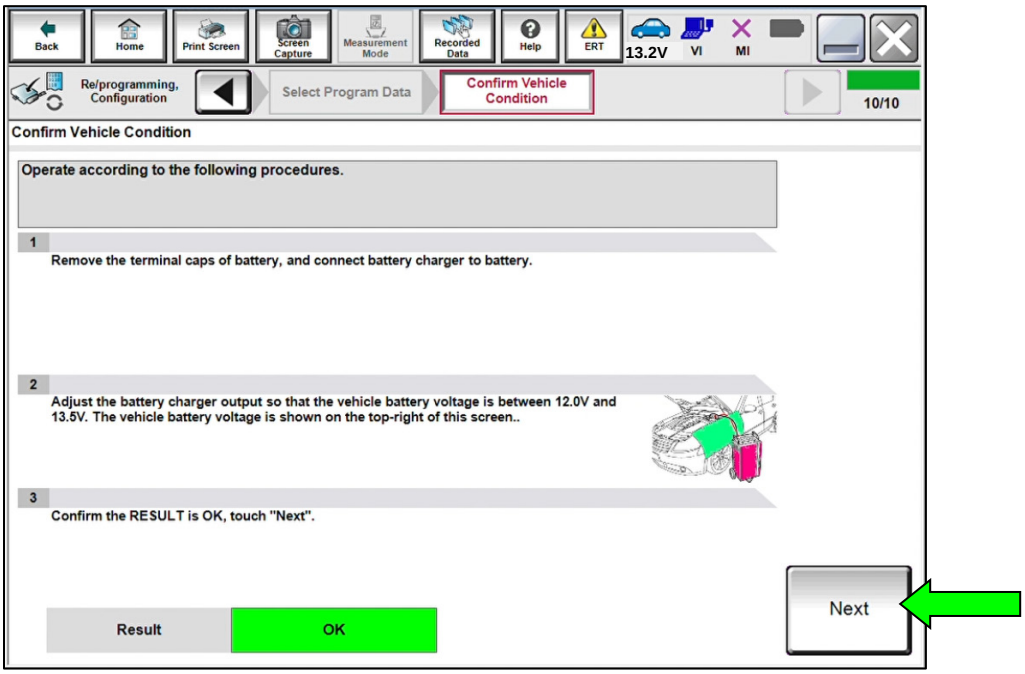


Figure 26

39. Confirm all Items listed have a judgement of “OK”, and then select **Start**.

· The reprogramming process will take approximately 10 minutes.

HINT: If any of the items shown in Figure 27 have a status of “NG”, verify the battery charger/maintainer is connected correctly and the vehicle is NOT in ready mode.

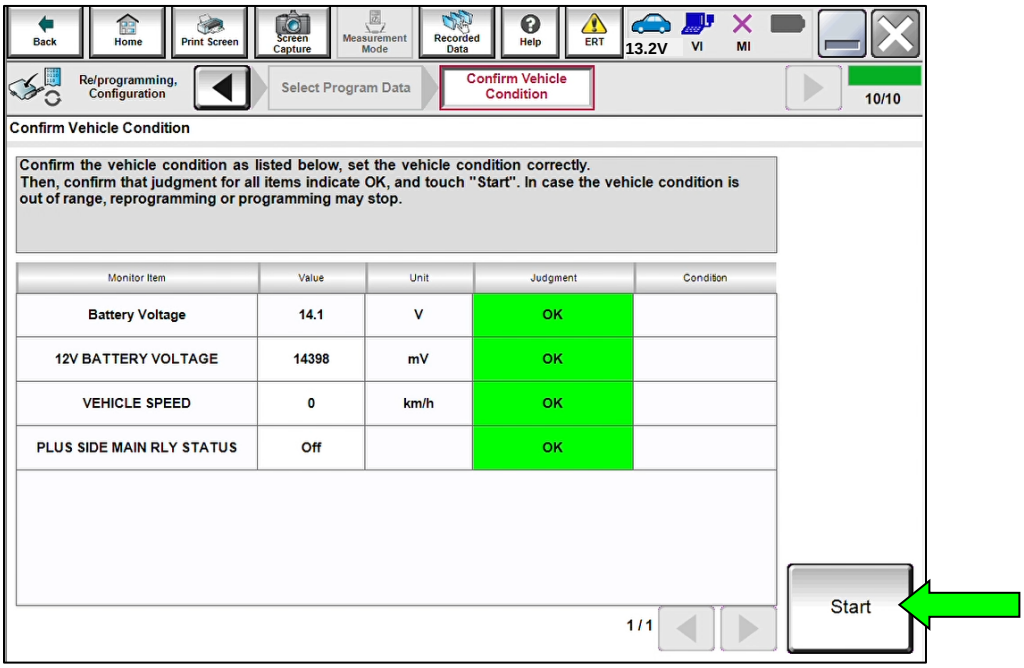


Figure 27

40. Once the screen in Figure 28 displays, the reprogramming is complete. Select **Next**.

HINT: When the screen in Figure 28 displays, HV Battery reprogramming is complete. If the screen in Figure 28 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on page 27.

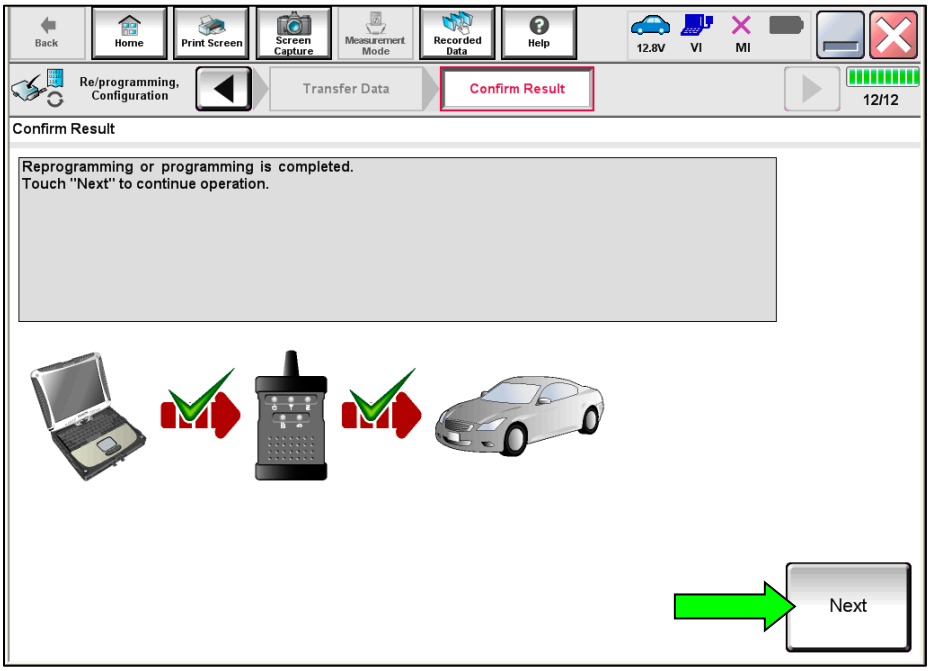


Figure 28

41. Press the power switch one (1) time to turn OFF the EV system and immediately press the power switch two (2) times to turn the EV system ON (Not Ready mode).

- C-III plus will automatically proceed to erasing DTCs.

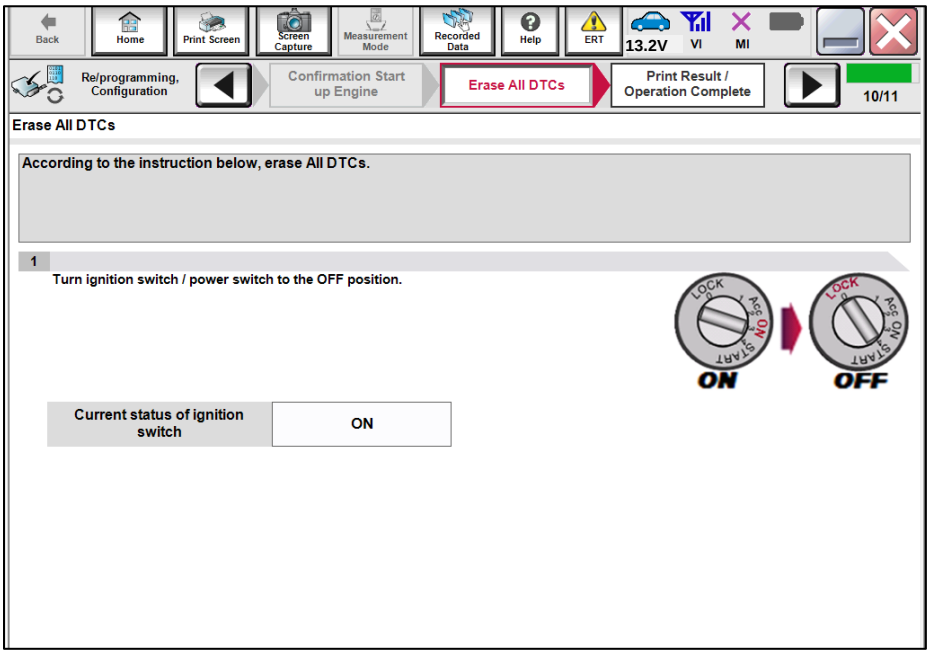


Figure 29

42. Select **Print** and attach the reprogramming result to the repair order, and then select **Confirm** to return to the Home screen.

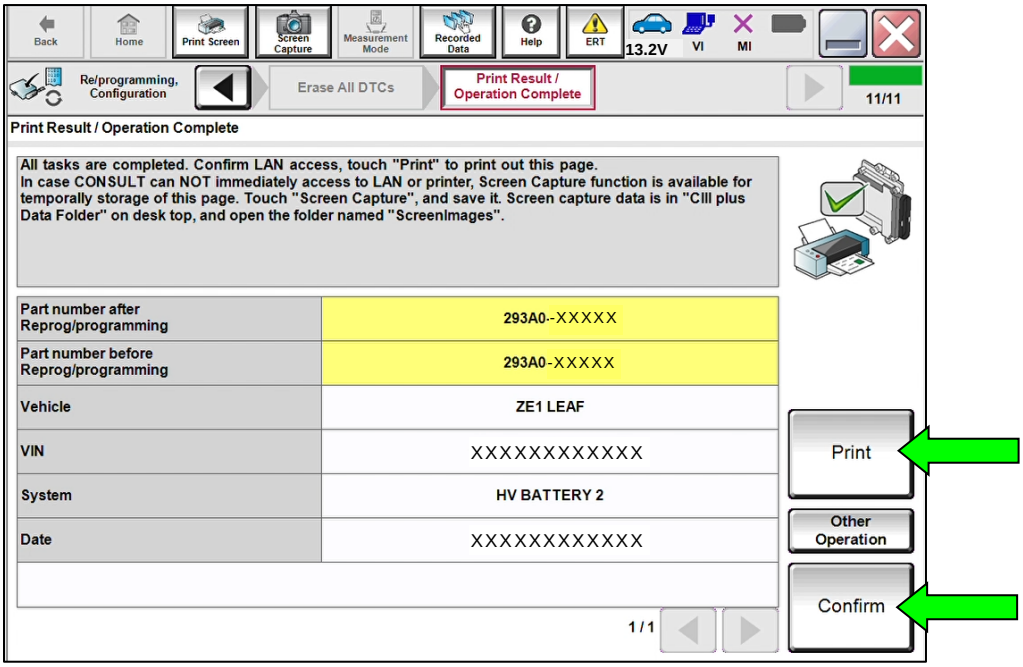


Figure 30

43. Press the power switch one (1) time to turn the EV system OFF.

44. Turn the battery charger/maintainer OFF and disconnect it from the 12V battery.

    IMPORTANT: The vehicle must remain OFF for a minimum of two (2) minutes before starting step 45.

45. Select **Diagnosis (All Systems)** and navigate to All Systems call screen.

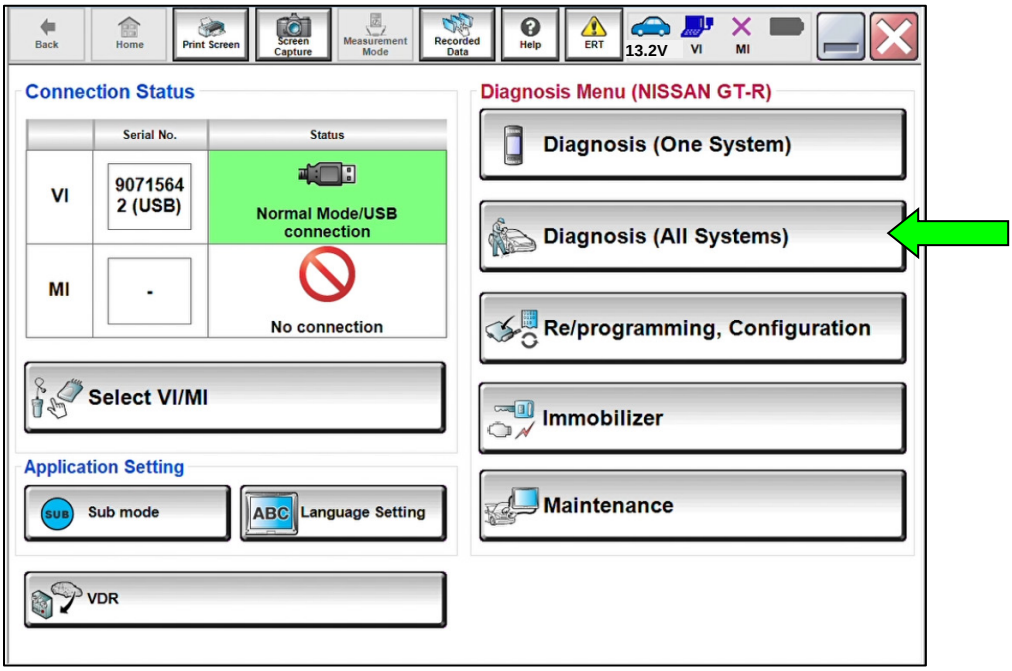


Figure 31

46. Erase all DTCs.

    · Verify all DTCs erase normally.

47. Press the power switch one (1) time to turn the EV system OFF for a minimum of 10 minutes.

    · Close C-III plus.

    · Disconnect the VI3 from the data link connector.

Drive Pattern

WARNING

To avoid the risk of serious personal injury, follow all applicable traffic laws when performing test drive. Failure to do so could result in injury or death.

IMPORTANT:

- Be sure to review and understand the drive pattern before beginning.
- If one of the warning messages shown in Figure 32 and Figure 33 sets during the drive pattern, return to the dealership without turning the vehicle OFF.
  - Do NOT turn the vehicle OFF until the vehicle has been returned to the dealership as the vehicle may not restart (Enter Ready mode) until DTCs are checked/erased. Skip to step 49 on page 26.

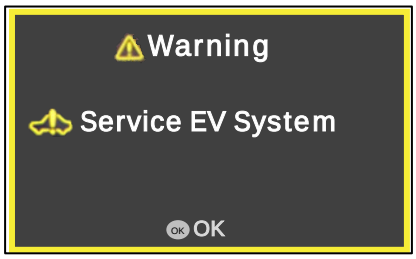


Figure 32

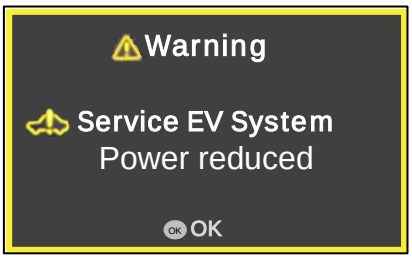


Figure 33

48. Perform the below drive pattern while following all applicable traffic laws.

    a. Accelerate from 0-45 mph using **LESS than 50%** throttle application and maintain 45 mph for a minimum of 3 minutes.

    b. When safe to do so, stop the vehicle, place into Park position and press the power switch one (1) time to turn the EV system OFF.

    c. Leave vehicle OFF for a minimum of 2 minutes.

    d. Accelerate from 0-45 mph using **LESS than 50%** throttle application and maintain 45-60 mph for 10 minutes.

    IMPORTANT: Step 49 on page 23 MUST be performed immediately after completing the test drive and returning to the dealership.

49. Reconnect the VI3 to the data link connector (DLC).

50. Open C-III plus and select **Diagnosis (All Systems)** from the C-III plus Home screen.

51. Navigate to the All Systems call screen.

52. Locate and select HV Battery.

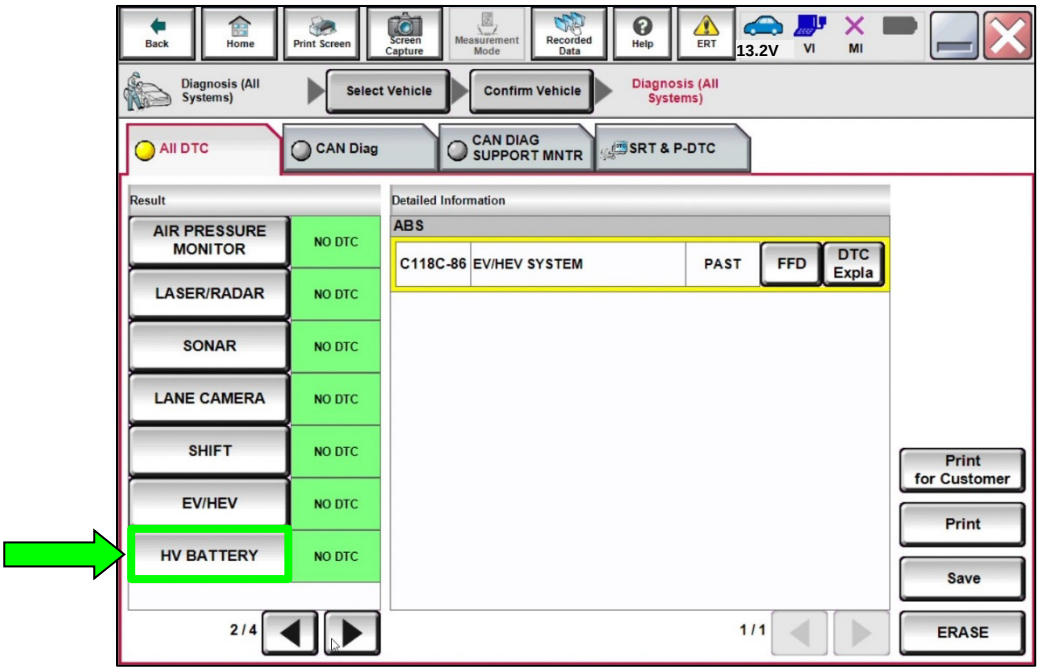


Figure 34

53. If DTC P33ED is stored (in ANY status) capture a screen shot to be provided to Nissan FQA.

54. Select **Data Monitor**.

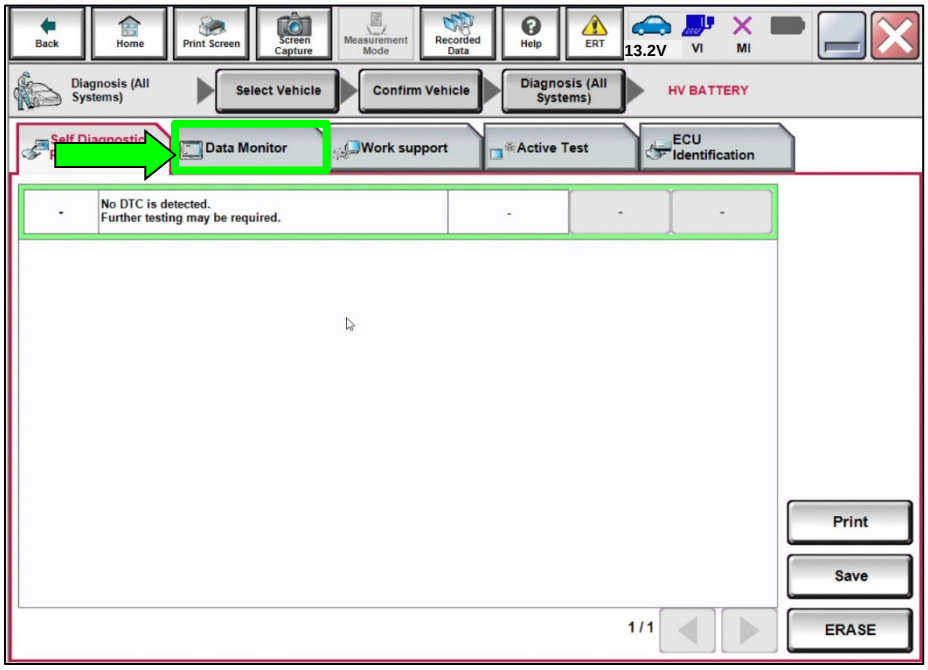


Figure 35

55. Locate and select ALL available battery temperature sensors and select **START**.

HINT: Depending on the model year and battery, C-III plus may have three (3) or four (4) temperature sensors available in Data Monitor.

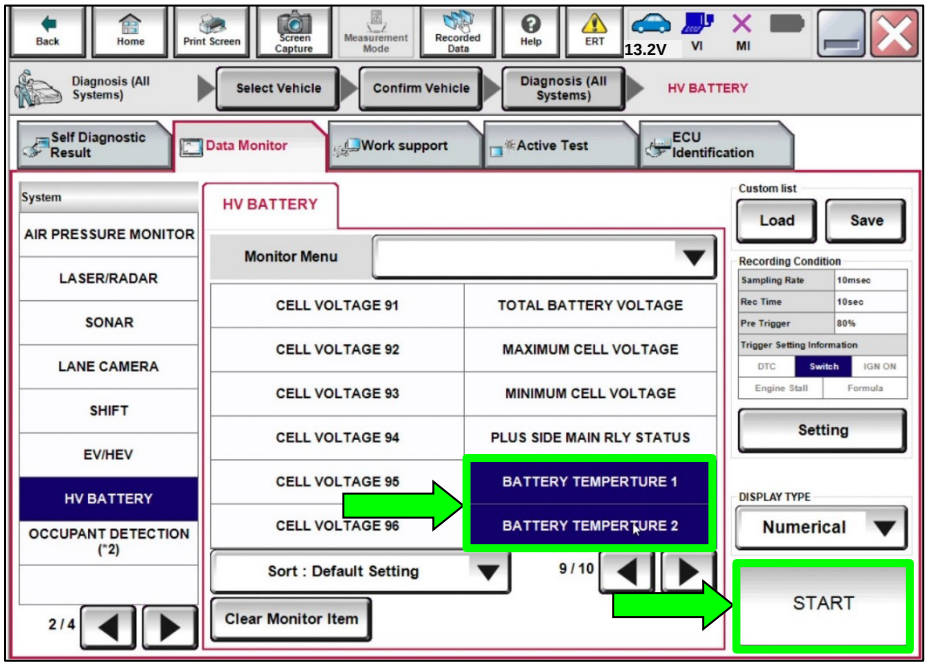


Figure 36

56. Capture a screen shot of the Data Monitor screen and document the lowest temperature on the repair order to be provided to Nissan FQA.

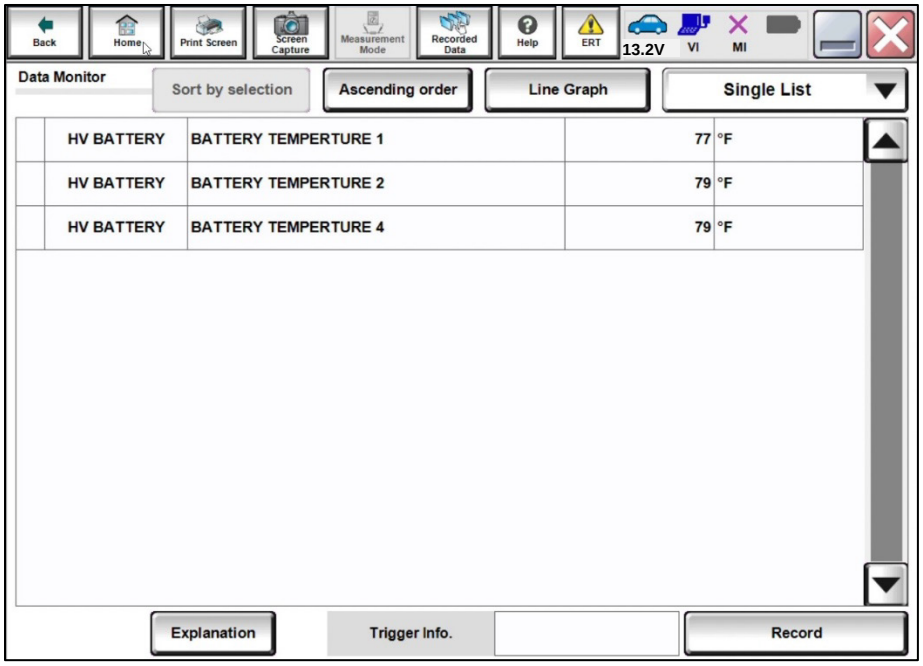


Figure 37

IMPORTANT: Carefully read step 57 and provide ALL of the requested information.

57. Send an email to FQA_Inspection_Support@nissan-usa.com and include **ALL of the below information**.
    - Email Subject line: P5A22- Leaf HV Battery
    - Dealer Name:
    - Dealer Code:
    - VIN:
    - Contact Name:
    - Contact Phone Number:
    - Contact Email Address:
    - Is the DTC P33ED stored in HV Battery?
        - Include a photo or screen shot of the DTC stored in CONSULT.
    - What was the lowest battery temperature?
        - Include a photo or screen shot of the battery temperature.
            - If DTC P33ED is stored in HV Battery, a response should be received in 24-48 business hours.
            - If DTC P33ED is NOT stored in HV Battery, a response will not be provided, continue to step 58.

58. Close C-III plus.

59. Turn the ignition OFF.

60. Disconnect the VI3 from the DLC.

61. Connect the vehicle to a Level 2 charger and fully charge the HV battery before returning the vehicle to the customer.

IMPORTANT:

- Do NOT use a Level 3 Quick charger to charge the HV Battery.
- Vehicle must be at 100% charge prior to returning the vehicle to the customer.

62. Print the last page of this bulletin and place it in the customer's vehicle.

HV Battery Unit Reprogramming Operation is Unsuccessful (Recovery)

<u>Do not disconnect the VI or shut down CONSULT if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays, as shown in Figure 38:

- Check battery voltage (12.0 - 13.5 V).
- EV system ON, Not in Ready mode.
- External Bluetooth® devices are OFF.
- **All** electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.
- **<u>Retry</u>** <u>may not go through on first attempt and can be selected more than once</u>.

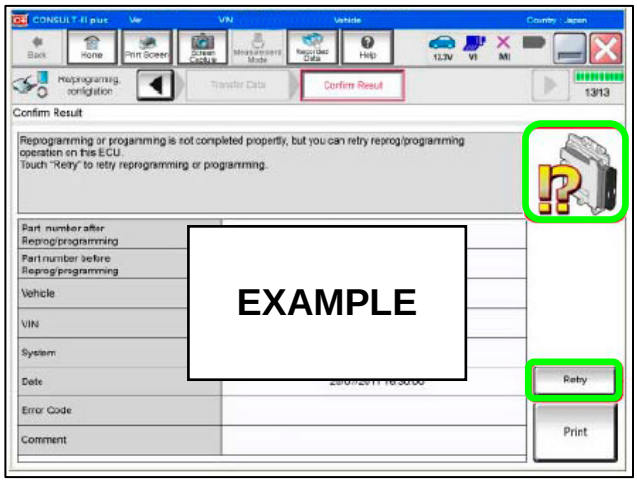


Figure 38

If reprogramming does <u>not</u> complete and the "X" icon displays, as shown in Figure 39:

- Check battery voltage (12.0 - 13.5 V).
- CONSULT A/C adapter is plugged in.
- EV system ON, Not in Ready mode.
- Transmission is in Park.
- All CONSULT VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and restart the reprogram procedure from the beginning.

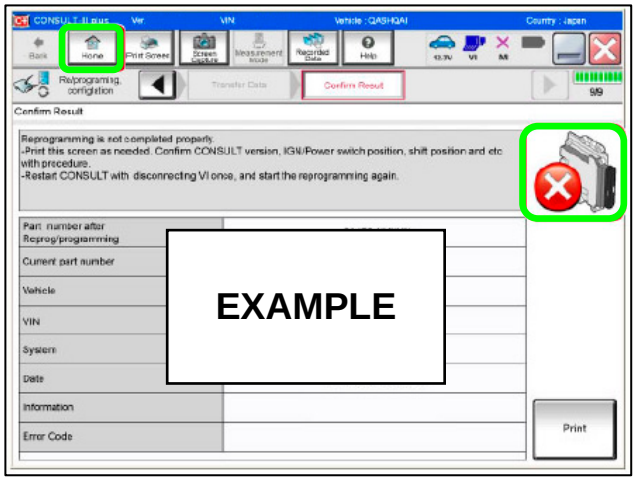


Figure 39

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
P5A22	Reprogram HV Battery controller, Test Drive, Contact FQA	P5A220	1.8 hr

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 7, 2025	NTB25-043	Original bulletin published
October 15, 2025	NTB25-043A	**Table A** and **Table B** revised

LEAF HV Battery Interim Remedy Customer Information

Nissan appreciates your participation in the first phase of software deployment. After the interim remedy software is applied to your LEAF vehicle, the dealer will fully charge your battery. **Following your completed interim remedy appointment:**

- **Drive until your battery capacity is at or below 20% state of charge before the first re-charging to allow the diagnostic software to complete a full monitoring cycle. Recharging before the software monitoring cycle completes 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.**
- If a state of charge 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. If you experience a state of charge fluctuation or battery warning lights, contact your dealer for immediate diagnosis.
- **Nissan will notify you of next steps when the final remedy is available.**

Nissan encourages your participation in an **optional post-interim remedy incentive program to assist us in improving customer satisfaction.** To qualify, you must:

(1) complete your interim recall 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 capacity is at or below 20% for the first recharging, 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 each qualifying vehicle owner a $100 USD Mastercard® gift card.

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Contact Nissan Consumer Affairs at 1-800-867-7669 for Incentive Program Assistance