

IMPORTANT SAFETY RECALL PROGRAMA DE SEGURIDAD IMPORTANTE

- Your Nissan LEAF is subject to a safety recall. During Level 3 Quick Charging via the CHAdeMO port, increased resistance in the battery could result in rapid heating and lead to a fire.
- **Interim remedy software is now available for your vehicle which has been selected for the first phase of software deployment.** Your Nissan dealer will reprogram your vehicle's Lithium Battery Controller and, if necessary, repair your EV battery free of charge.
- Please contact your Nissan dealer to schedule your *FREE* interim repair.
- **After the interim remedy is applied to your vehicle, drive your Nissan LEAF 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 is complete could 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.**
- **Do NOT use Level 3 quick charging until the interim remedy is applied to your vehicle and your battery capacity is at or below 20% state of charge.**
- Nissan is offering an incentive for your participation in an optional customer satisfaction focus group following the completion of the first phase interim remedy. (See details below.) Your vehicle will be remedied free of charge regardless of your participation in this incentive program.
- Nissan will notify you of next steps when the final remedy is launched.

OWNER NOTIFICATION

NOTIFICACIÓN AL PROPIETARIO

NHTSA Recall 24V-700

This notice applies to your vehicle, [VIN].

October 16, 2024

Dear Nissan LEAF 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 **2019** Model Year Nissan LEAF vehicles. Our records indicate that you own or lease the Nissan vehicle subject to this recall as identified by the VIN above and on the inside of this notice.

Reason for Recall

Motivo del Retiro

Your vehicle's lithium-ion battery may experience excessive lithium deposits within certain battery cells which could increase the electrical resistance and result in a fluctuation in the state of charge. While your 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.

What Nissan Will Do

Qué Hará Nissan

Nissan has selected your vehicle to be among the first to receive the interim remedy software for this recall which is *now* available. Your Nissan dealer 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 Unable to Restart after Power Off" message on your vehicle's information display screen and prevent vehicle recharging or restarting. After reprogramming is completed, your Nissan dealer 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.

The reprogramming process and DTC check should take approximately 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.

What You Should Do Qué Debes Hacer

Please contact your Nissan dealer at your earliest convenience to schedule your appointment to complete your free interim repair as soon as possible.

→ On the day of your appointment:

- **Arrive with your Nissan LEAF's battery as close to 100% charged as possible. If not, your Nissan dealer may require extra wait time to charge your vehicle's battery. Reminder: your vehicle is equipped with two charge ports as shown in the illustration below. Do NOT use the Level 3 quick charge port (CHAdeMO).**

→ Following your completed interim remedy appointment:

- **Drive your Nissan LEAF 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 before Level 3 Quick Charging. Recharging before the software monitoring cycle is complete could 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 Unable to Restart after Power Off" message on your vehicle's information display screen and prevent vehicle recharging or restarting. **If you experience a battery 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 launched.**

→ Optional post-remedy incentive program:

- Nissan encourages your participation in a post-remedy incentive program to assist us in improving customer satisfaction.
- To qualify, you must:
 - (1) complete your 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 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 you a \$100 USD Mastercard® gift card.

Your vehicle is equipped with two charge ports (shown in the illustration below). Until your vehicle is remedied and you have completed driving to deplete the battery charge to 20% or less, do NOT use the Level 3 quick charge port (CHAdeMO).



For more information about the recall, please scan the code or visit <https://nna.secure.force.com/recall?camp=P5A22>.

Para obtener más información sobre el retiro, por favor escanee el código o visite <https://nna.secure.force.com/recall?camp=P5A22>.

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: 1-888-275-9171); or go to <http://www.safercar.gov>.

If you have paid previously to have your EV battery repaired, you may be eligible for reimbursement of the related expense. For more information or to submit a request, please visit <https://nissanassist.com>.

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.