



SAFETY RECALL

CAMPAIGN BULLETIN

Lithium-ion Battery Voluntary Safety Recall Campaign

Campaign ID: R24B2, R25C8

Date: May 19, 2026

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.

REVISION 3
Please discard earlier versions of this bulletin.

The announcement from December 24, 2024, has been revised to include the following:
The remedy is now available for this campaign. Please refer to the appropriate Campaign Bulletin:
• **NTB26-029 for both R24B2 & R25C8**

R24B2

Affected Models/Years:	Affected Population:	New Dealer Inventory:	SERVICE COMM Activation date:
MY2019-2020 LEAF (ZE1)	23,887	NA	September 20, 2024

R24B2: Expanded Population

Affected Models/Years:	Affected Population:	New Dealer Inventory:	SERVICE COMM Activation date:
MY2019-2020 LEAF (ZE1)	1,817	NA	November 15, 2024

R25C8

Affected Models/Years:	Affected Population:	New Dealer Inventory:	SERVICE COMM Activation date:
MY2021-2022 LEAF (ZE1)	19,077	NA	October 3, 2025

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

Nissan is committed to the safety and security of our customers and passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Safety Recall Campaign on certain model year 2019-2022 Nissan LEAF vehicles identified in Service Comm and DBS National Service History.

Condition:

Some affected vehicles 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.

Remedy:

Nissan has finalized the software remedy and is now ready to install. The new software incorporates logic to detect state of charge (SOC) fluctuations. If a SOC fluctuation is detected, the software will record a Diagnostic Trouble Code (DTC) and the following message "Service EV System Power reduced" will display on the vehicle's information display screen. If a SOC fluctuation is detected, the software prevents recharging or restarting the vehicle, requiring a battery replacement.

The Nissan dealer will reprogram the Lithium Battery Controller (LBC) and Vehicle Control Module (VCM) software. Once the reprogram is complete, the dealer will perform a drive cycle and Diagnostic Trouble Code check for the EV battery and take the appropriate action as described below:

- If there is no DTC for the EV battery, the dealer will fully recharge the EV battery and release the vehicle. Upon release of the vehicle, the customer may resume using Level 3 charging.
- If a particular DTC for the EV battery is detected, the vehicle cannot be operated without a battery replacement; however, battery supply is extremely limited. Where the dealer is unable to replace the battery, Nissan will contact the customer within three (3) business days to initiate an offer to repurchase the vehicle. Nissan will provide a complimentary rental vehicle for a limited period.
- For affected pre-owned dealer inventory, dealers must conduct the full remedy procedure.
 - If a particular DTC for the EV battery is generated after completion of the remedy procedure, Nissan will extend an offer to repurchase the vehicle at an amount exceeding the Kelley Blue Book (KBB) "Private Party" value if the vehicle was in the dealer's inventory as of the remedy launch on May 19, 2026.
 - For pre-owned vehicles acquired by dealers after the remedy launch on May 19, 2026, that generate a particular DTC for the EV battery after completion of the remedy procedure, Nissan will extend a repurchase offer based on an amount equal to the Kelley Blue Book (KBB) "Private Party" value.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R24B2 & R25C8**
2. Dealers should not sell, lease, trade, rent, or loan any vehicles in new dealer inventory subject to this recall campaign until after the vehicle has been remedied. See Policies and Procedures section for more information.
3. Dealers should not use Level 3 quick charging for any vehicles subject to this campaign until the vehicle has been remedied and no DTC was generated.
4. Dealers should use the appropriate campaign bulletin to remedy any vehicles subject to this campaign.

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

Parts & Repair	The remedy for this campaign is now available. Please refer to the applicable Campaign Bulletin for detailed repair instructions and parts information. <u>Parts are on restriction and require preauthorization through the Warranty Contact Center (WCC). Ensure all steps outlined in the Campaign Bulletin are followed.</u> <ul style="list-style-type: none">• NTB26-029 for both R24B2 & R25C8
Owner Notification	Nissan will begin sending a final remedy invitation letter to owners of all potentially affected vehicles in May 2026, via U.S. Mail.

**** **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 enters the service department for any reason. This includes vehicles purchased from private parties or presented by transient (tourist) owners as well as vehicles in dealer 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

Policies and Procedures:

New Vehicles in Dealer Inventory

New vehicles in dealer inventory subject to a Safety Recall must be remedied before sale, lease or delivery, including dealer-to-dealer trades or sales.

IMPORTANT

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when notice has been given that the vehicle is subject to a safety recall until the remedy is completed.

Nissan Certified Pre-owned

The Nissan CPO policy prohibits the certification of any vehicle with an outstanding Recall or Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a Nissan CPO until all applicable Recalls and Service Campaigns have been completed on that vehicle.

Pre-owned Vehicles in Dealer Inventory

Pre-owned vehicles in dealer inventory subject to a Safety Recall should be remedied before sale, lease, rental, loan, or delivery.

IMPORTANT

Under Title 49, Section 30120 of the United States Code, a "rental company" cannot sell, rent, or lease covered rental vehicles subject to a safety or compliance recall until the remedy is completed. Please consult your legal counsel for legal advice.

State laws may restrict the sale of used vehicles with open safety recalls. Please consult your legal counsel for legal advice.

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. Some affected vehicles 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.

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 corrective action for this voluntary recall campaign?

A. Your Nissan dealer will reprogram the Lithium Battery Controller (LBC) and Vehicle Control Module (VCM) software. Once the reprogram is complete, the dealer will perform a drive cycle and Diagnostic Trouble Code check for the EV battery and take the appropriate action as described below:

- If there is no DTC for the EV battery, the dealer will fully recharge the EV battery and release the vehicle to the customer. Upon release of the vehicle, the customer may resume using Level 3 charging. The reprogramming process and DTC check should take approximately two (2) hours to complete, followed by time to charge the EV battery to 100%. This remedy will be conducted free of charge.
- If a particular DTC for the EV battery is generated, the vehicle cannot be operated without a battery replacement; however, battery supply is extremely limited. Where the dealer is unable to replace the battery, Nissan will contact the customer within three (3) business days to initiate an offer to repurchase the vehicle for above the Kelley Blue Book "private party" value. In the event a battery replacement can be provided, the repair may take up to four and a half (4.5) hours to complete, followed by additional time to charge the EV battery to 100%. This repair will be performed free of charge for parts and labor. Under either situation, Nissan will provide a complimentary rental vehicle for a limited period at no cost to the customer.

Q. How long will the corrective action take?

A. If there is no DTC, the reprogramming process and DTC check should take approximately two (2) hours to complete, followed by time to charge the EV battery to 100%.

If a DTC for the EV battery is generated, a temporary rental will be provided, and Nissan will contact the customer within three (3) business days to initiate an offer to repurchase the vehicle. The repurchase process may take several weeks to complete and may be shorter with timely customer response. In the event a battery replacement can be provided, the repair may take up to four and a half (4.5) hours to complete, followed by additional time to charge the EV battery to 100%.

Q. When will vehicle owners be notified?

A. Beginning in May 2026, Nissan will send a final remedy invitation letter instructing owners of affected vehicles to bring their vehicle to an authorized Nissan dealer for the remedy work at no cost. Customers have been instructed not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed.

Q. Is my vehicle safe to drive?

A. Nissan instructs customers not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed. Owners of potentially affected vehicles who receive an Owner Notification letter from Nissan are encouraged to schedule an appointment to have their vehicles remedied as soon as possible upon notification.

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

A. Nissan instructs customers not to use Level 3 quick charging via the CHAdeMO connector until the remedy is completed.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Nissan will provide a complimentary rental vehicle for a limited period at no cost to the customer where a DTC for the EV battery is detected.

Q. Are remedy parts readily available?

A. Battery supply is extremely limited. Where the dealer is unable to replace the battery, Nissan will contact the customer within three (3) business days to initiate an offer to repurchase the vehicle.

Q. Is there any charge for this service?

A. No, the 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 dealer will be able to perform the recall campaign.

Q. My vehicle received a software update as part of the interim remedy focus group launched in late 2025. Do I need to bring my vehicle in again?

A. Yes, the final software remedy is now ready to install on your vehicle.

Q. The dealer installed the remedy software and returned the vehicle to me because it didn't generate the particular DTC requiring battery replacement. I have lost confidence in the vehicle. Will Nissan repurchase the vehicle?

A. The remedy software installed on your vehicle is designed to detect the condition subject to the recall. If the drive cycle performed by the dealer did not generate the particular DTC for EV battery, the condition is not present in your vehicle at this time, so there is no basis for repurchasing your vehicle. In rare cases, the particular EV battery DTC may appear after the dealer installed the remedy software, performed the drive cycle, and returned the vehicle to you. If the particular EV battery DTC appears within one (1) year after the remedy software was installed, a vehicle repurchase will be offered to you, even if the new vehicle limited warranty period has expired.

Q. What model year vehicles are involved?

A. Certain Model Year 2019–2022 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 May 23, 2022.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. No.

Revision History:

Date	Announcement	Purpose
September 20, 2024	Original Document	New campaign announcement
November 15, 2024	REVISION 1	Affected population expanded

December 4, 2024	REVISION 2	Remedy plan now expected Spring 2025
October 3, 2025	Original Document	New campaign announcement for R25C8 (MY2021-2022 LEAF)
May 19, 2026	REVISION 3	Remedy available. Combined R24B2 and R25C8 in one dealer announcement.