



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Front Suspension Bolts Voluntary Service Campaign

Campaign ID: P6A01

Date: April 21, 2026

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	New Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 Ariya (FEO)	84	NA	April 21, 2026	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a service campaign on certain model year 2023 Nissan Ariya vehicles identified in Service Comm and National Service History – Open Campaigns.

**Condition:**

The affected vehicles were previously subject to a global recall related to the front traction motor initiated in May 2024 (Recall 24V-391 in the US). The repair instructions contained incorrect torque tightening specifications, and as a result, the front two (2) mounting bolts may have been overtightened during reinstallation of the traction motor assembly. Overtightened bolts may loosen resulting in abnormal noise from the front suspension. However, the bolts will be retained even if they loosen because they are fully covered by the fender protector and air guide.

**Remedy:**

The dealer will replace the two front side mounting bolts and tighten with correct torque.

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

1. Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaign I.D. **P6A01**
2. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the service campaign and complete the remedy.
3. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle to the customer.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts &amp; Repair</b>	Dealers should use the appropriate campaign bulletin to determine the correct parts and remedy for any vehicles subject to this campaign. <u>Parts are on restriction and can be ordered via DBS.</u> <ul style="list-style-type: none"> <li>• <b>NTB26-020</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in May 2026, via U.S. Mail.

\*\*\*\* **Dealer's Responsibility** \*\*\*\*

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign, which for any reason, enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary service 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

**Frequently Asked Questions (FAQ):**

**Q. Is this a Stop Sale?**

A. No.

**Q. Is this a safety recall?**

A. No.

**Q. What is the reason for this Voluntary Service Campaign?**

A. The affected vehicles were previously subject to a global recall related to the front traction motor initiated in May 2024 (Recall 24V-391 in the US). The repair instructions contained incorrect torque tightening specifications, and as a result, the front two (2) mounting bolts may have been overtightened during reinstallation of the traction motor assembly.

**Q. What is the possible effect of the condition?**

A. On affected vehicles, overtightened bolts may loosen resulting in abnormal noise from the front suspension. However, the bolts will be retained even if they loosen because they are fully covered by the fender protector and air guide.

**Q. What will be the corrective action?**

A. The dealer will replace the two front-side mounting bolts and tighten with correct torque.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1.0) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan will notify the owners of potentially affected vehicles in **May 2026** via U.S. Mail.

**Q. Will I have to take my vehicle back to the selling dealer or contact a dealer?**

A. No, any authorized Nissan dealer is able to perform this service campaign.

**Q. What model year vehicles are involved?**

A. Certain model year 2023 Nissan Ariya vehicles manufactured from May 30, 2022, to February 27, 2023.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
April 21, 2026	Original	New campaign announcement