



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

LEAF Lithium-ion Battery Post-Remedy Program Dealer Notification

Reference: Lithium-ion Battery
Date: June 2, 2026

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	SERVICE COMM [†] Activation date:	Stop Sale In Effect
2019-2022 LEAF (ZE1)	44,781	June 2, 2026	NO

* Eligibility will appear in Service Comm

*****Dealer Announcement*****

Nissan is committed to delivering the highest levels of product quality and customer satisfaction. In support of this commitment, Nissan is implementing a Lithium-ion Battery Post-Remedy Program for certain Model Year 2019–2022 Nissan LEAF vehicles that were previously remedied under voluntary safety recall campaigns R24B2 and R25C8.

As a reminder, campaigns R24B2 and R25C8 addressed a potential risk of battery fire that could occur during Level 3 (CHAdeMO) Quick Charging. The remedy involved a software update designed to improve battery State-of-Charge (SOC) fluctuation detection. In rare cases, a Diagnostic Trouble Code (DTC) associated with SOC fluctuation may be detected after the remedy has been performed and the vehicle returned to the customer.

To provide additional customer assurance regarding the long-term effectiveness of the remedy, Nissan is offering a Post-Remedy Program. Under this program, if a SOC fluctuation-related DTC is confirmed within twelve (12) months from the date the remedy software update was completed, the customer will be eligible for further support.

Upon dealer diagnosis and confirmation of the applicable SOC fluctuation DTC:

- Nissan will arrange for Lithium-ion battery replacement free of charge, or
- If a replacement battery is not available, Nissan will initiate the process to offer vehicle repurchase at an amount exceeding the Kelley Blue Book (KBB) Private Party value.

The above available remedy is available for all MY19-22 LEAFs regardless of mileage and whether the Lithium-Ion Battery Coverage under the New Electric Vehicle Limited Warranty is still in effect. Dealers must follow standard diagnostic procedures to confirm the condition prior to escalation. Once confirmed, Nissan will provide directions on next steps, including coordination of battery replacement or initiation of the repurchase process.

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

1. Verify if vehicles are eligible for this Post-Remedy Program using the warranty extension page of Service Comm.

2. If a customer contacts the dealer with a Lithium-ion Battery concern in an owned or leased vehicle, dealers should first confirm that voluntary safety recall campaign PNC R24B2 or R25C8 has already been completed for the customer's vehicle and then use the ESM to diagnose the root cause of the customer concern and identify the correct repair to resolve the customer concerns.

NOTE: Dealers will need to follow the warranty process and obtain pre-approval when the repair cost exceeds a Dealer's Claims Administration/Authorization Limits (DCAL).

3. The service department should submit the applicable warranty claim for the action performed.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a recall?

- A. No, this is not a recall. This is a post-remedy program designed to ensure customers receive the recall remedies associated with R24B2 and R25C8 if the SOC DTC occurs within 12 months of the installation of the recall remedy software.

Q. How long is the Post-Remedy Program?

- A. If the SOC DTC occurs within 12 months of the installation of the recall remedy software, Nissan will arrange for battery replacement, free of charge, or if a battery replacement is unavailable, Nissan will initiate the process to offer vehicle repurchase at an amount exceeding the Kelley Blue Book (KBB) Private Party value.

Q. What is the reason for this Post-Remedy Program?

- A. Campaigns R24B2 and R25C8 addressed a potential risk of battery fire that could occur during Level 3 (CHAdeMO) Quick Charging. The remedy involved a software update designed to improve battery SOC fluctuation detection. In rare cases, a DTC associated with SOC fluctuation may be detected after the remedy has been performed and the vehicle returned to the customer.

Q. If my Lithium-ion Battery is replaced, what are the new terms of the warranty?

- A. If the battery is replaced, it will be covered by a 12-month/12,000-mile warranty from the date of installation. However, if the replacement battery was installed during the New Vehicle Limited Warranty period, the warranty on the replacement battery will extend through, and will not end before, the end of the original battery warranty.

Q. Do owners need to take any action for this Post-Remedy Program?

A. No action is required. Any MY19-22 LEAFs with the recall remedy software installed will be eligible for this Post-Remedy Program. Owners will receive a letter, which should be kept in their glovebox alongside the owner's manual for future reference.

Q. What will the Post-Remedy Program cover?

A. To provide additional customer assurance regarding the long-term effectiveness of the remedy, Nissan is offering a Post-Remedy Program. Under this program, if a SOC fluctuation-related DTC is confirmed within twelve (12) months from the date the remedy software update was completed, the customer will be eligible for further support.

Upon dealer diagnosis and confirmation of the applicable SOC fluctuation DTC:

- Nissan will arrange for Lithium-ion battery replacement, or
- If a replacement battery is not available, Nissan will initiate the process to offer vehicle repurchase at an amount exceeding the Kelley Blue Book (KBB) Private Party value.

The above available remedy is available for all MY19-22 LEAFs with the recall remedy software installed regardless of mileage and whether the Lithium-Ion Battery Coverage under the New Electric Vehicle Limited Warranty is still in effect. All original terms, conditions, limitations, and exclusions outlined in the New Electric Vehicle Limited Warranty continue to apply.

Q. Are parts readily available?

A. Battery supply is extremely limited. Where the dealer is unable to replace the battery, Nissan will contact the customer to initiate an offer to repurchase the vehicle.

Q. When will vehicle owners be notified of this Post-Remedy Program?

A. Nissan will begin notifying eligible owners in June 2026 via U.S. Mail.

Q. How can a dealer identify vehicles eligible for the Post-Remedy Program?

A. Dealers can check the VIN in Service Comm for eligibility.

Q. I did not receive a letter; how can I tell if my vehicle is affected?

A. Dealers can use the vehicle identification number (VIN) to check if your vehicle is eligible for this program.

Q. Is my vehicle safe to drive?

A. Customers who have already received the remedy for voluntary safety recall campaign PNC

R24B2 or R25C8 are encouraged to resume using Level 3 quick charging. If the updated software detects an SOC fluctuation, the system will record a specific EV battery DTC and the warning message "Service EV System: Power Reduced" will display on the vehicle's information screen. To ensure safety, the software will prevent the vehicle from recharging or restarting. Customers should contact an authorized Nissan dealer immediately for diagnosis.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy software installed on the vehicle for the voluntary safety recall campaign R24B2 or R25C8 is designed to detect the condition subject to the recall. If the DTC related to SOC fluctuation appears within twelve (12) months after the remedy software installation, the customer will be eligible for a battery replacement, or if a battery is not available a vehicle repurchase will be offered to the customer, even if the Lithium-Ion Battery Coverage under the New Electric Vehicle Limited Warranty period has expired.

Q. Is this Post-Remedy Program transferable?

A. Yes. Customers should place this letter in the vehicle's glovebox alongside the owner's manual for future reference.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle for a Lithium-ion Battery concern?

A. If rental is requested, dealers are to follow the Assurance Products Resource Manual (APRM) 2.2: Goodwill Rental Guidelines for rental coverage during repairs.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer can perform this service.

Q. What is the production range for vehicles subject to this warranty extension?

A. The potentially affected vehicles in the United States are as follows:

<u>Make/Model</u>	<u>Dates of Manufacture</u>
2019-2022 LEAF (ZE1)	8/29/2018 to 5/3/2022

Revision History:

Date	Announcement	Purpose
June 2, 2026	Original Document	Post-Remedy Program