



SAFETY RECALL

CAMPAIGN BULLETIN

Vehicle Control Module (VCM) Reprogram Voluntary Recall Campaign

Reference: R23A6
Date: July 18, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018-2023 LEAF (ZE1)	66,077	369	July 18, 2023	YES

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

Nissan is issuing a Voluntary Safety Recall Campaign to reprogram the Vehicle Control Module (VCM) on certain 2018-2023 LEAF vehicles identified in Service Comm and DBS National Service History.

On vehicles with affected VCM software, there is a risk of sustained motor torque if a driver takes both of the following actions within 8 seconds after deactivating cruise control, Intelligent Cruise Control or ProPILOT Assist functions: (a) switches driving mode (i.e. from 'D' to 'B' position, or 'ECO' mode, or e-Pedal 'ON'); and (b) then applies and releases the accelerator pedal. If this condition occurs, in certain operating conditions the vehicle may continue acceleration unless the brake is applied or may not slow down as expected following release of the accelerator, which may increase the risk of a crash.

Dealers will reprogram the VCM with updated software to remedy this potential issue.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history - Open Campaign I.D. **R23A6**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. If a retailed vehicle affected by one of these Campaign ID's visits the dealer for service, the dealer should inform the customer about the recall and communicate that the software update is available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	The remedy involves reprogramming by CONSULT III+. No parts are required.
Special Tools	<ul style="list-style-type: none">CONSULT III+
Repair	<ul style="list-style-type: none">NTB23-057
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning August 30, 2023 .

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

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. There is a risk of sustained motor torque if a driver takes both of the following actions within 8 seconds after deactivating cruise control, Intelligent Cruise Control or ProPILOT Assist functions: (a) switches driving mode (i.e. from 'D' to 'B' position, or 'ECO' mode, or e-Pedal 'ON'); and (b) then applies and releases the accelerator pedal.

Q. What is the possible effect of the condition?

A. If this occurs, in certain operating conditions the vehicle may continue acceleration unless the brake is applied or may not slow down as expected following release of the accelerator, which may increase the risk of a crash.

Q. What will be the corrective action for this voluntary recall campaign?

A. Your Nissan dealer will reprogram the VCM with updated software to remedy this issue.

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) 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 begin sending notifications to affected owners beginning **August 30, 2023**, via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible.

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

A. No.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If parts replacement is necessary, rental is available upon customer request while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.

Q. Are parts readily available?

A. The remedy involves reprogramming the Vehicle Control Module (VCM) with updated software. No parts are required.

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 is able to perform the recall campaign.

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

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Model year 2018-2023 Nissan LEAF vehicles manufactured from September 29, 2017 to April 6, 2023.

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

A. No.

Revision History:

Date	Announcement	Purpose
July 18, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement