



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 4, 2023

Mr. Will Swindell
Senior Engineer
Nissan North America, Inc.
P.O. Box 685001
Franklin, TN 37068

NEF-107DR
23V-657

Subject: Loss of Drive Power from Inverter Software Error

Dear Mr. Swindell:

This letter serves to acknowledge Nissan North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

NISSAN/ARIYA/2023

Mfr's Report Date: September 28, 2023

NHTSA Campaign Number: 23V-657

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:INVERTER

Potential Number of Units Affected: 9,813

Problem Description:

Nissan North America, Inc. (Nissan) is recalling certain 2023 Ariya vehicles. The inverter software may detect a short circuit and shut down the EV system, resulting in a loss of drive power.

Consequence:

An unexpected loss of drive power increases the risk of a crash.

Remedy:

Dealers will reprogram the inverter software, free of charge. Owner notification letters are expected to be mailed October 20, 2023. Owners may contact Nissan's customer service at 1-800-867-7669. Nissan's number for this recall is R23C6.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

We have received Nissan's proposed owner notification letter, and it has been approved for distribution.

Please be reminded of the following requirements:



Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Nissan North America, Inc.'s contact for this recall will be Darishea Rollins who may be reached by email at darishea.rollins@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement