

Qashqai e-POWER Step 2 (MY25)

Start of Production Date: 7-July-2025



If a customer experiences an e-POWER warning message, reduced power, or a complete loss of drive, use the guidance below to help them continue driving.

1. Complete loss of power

If the vehicle loses all power:

- Ask the customer to safely stop, turn the vehicle off, get out, lock it, and move the key(s) well away from the vehicle (at least 20 metres).
- The vehicle must remain off and locked for at least 30 minutes to allow the system to fully reset.
- After 30 minutes, the customer can unlock and start the vehicle again; it should then operate normally.

2. e-POWER warning / limited power

If an e-POWER warning message, MIL light, and/or limp mode (speed limited to around 30mph / 48kmh) appears in the instrument cluster:

- Advise the customer to switch the ignition off and then restart the vehicle.
- In most cases, this will clear the warning and allow the vehicle to be driven normally again.

3. Follow-up recommendation

After either situation:

- Advise the customer to book an appointment with their local dealer so the vehicle can be checked and any underlying issue can be diagnosed and repaired.