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NISSAN BULLETIN

Electrically-Driven Intelligent Brake System Voluntary Recall Campaign

Reference: P5327
Date: March 2, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

A STOP SALE CONDITION IS IN EFFECT.

Potentially Affected Models/Years:	Remaining Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2013-15 LEAF (ZE0)	46,859	167	October 16, 2015

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

Nissan has notified the National Highway Traffic Safety Administration that it has reclassified the previously announced Service Campaign (P5327) as a Recall.

MY 2013-2015 LEAF (ZE0) vehicles manufactured from November 19, 2012 through July 31, 2015 are affected. The current remedy continues unchanged, but owners who have not yet elected to repair their vehicles will receive a new recall letter.

The campaign involves reprogramming of the e-ACT Electrically-driven Intelligent Brake Control Unit ("electronic brake booster") software in the vehicle. When the affected vehicle is parked in extremely cold temperature conditions for a prolonged period of time, upon startup, the brake warning lamp may illuminate and the brake system may switch to a special "assist mode." In this mode, the brakes are operational, but require more pedal effort.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan LEAF owners.

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

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **P5327.**
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers should use **NTB15-089** to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit a warranty claim and release the vehicle.

******* Release Schedule *******

Parts	<ul style="list-style-type: none">• Updated e-ACT software is now available on ASIST• No other parts are required for this campaign
Repair	<ul style="list-style-type: none">• NTB15-089• The campaign bulletin is available on ASIST and NNA.net.com
Claims	<ul style="list-style-type: none">• Additional parts, labor, and rental coverage is available in the event the Electrically-driven Intelligent Brake control unit fails during reprogramming.• Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional claims information.
Owner Notification	<ul style="list-style-type: none">• Owners have already been notified.• Owners who have not already had their vehicles remedied will be notified again in within 60 days via U.S. Mail.

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm 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 dealer inventory. If a VIN subject to this voluntary recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for repair completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes, a stop sale is in effect.

Q. What is the reason for this voluntary recall campaign?

A. When the affected vehicle is parked in extremely cold temperature conditions for a prolonged period of time, upon startup, the brake warning lamp may illuminate and the brake system may switch to a special "assist mode." In this mode, the brakes are operational, but require more pedal effort.

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

A. EV Certified Nissan dealers will reprogram the Electrically-driven Intelligent Brake Control Unit software in the vehicle.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately 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. Owners were originally notified of the original Service Campaign in November, 2015. Owners who have not already had their vehicles remedied will be notified again in within 60 days via U.S. Mail.

Q. Are parts readily available?

A. No parts are required. The updated software is currently available on ASIST.

Q. Is my vehicle safe to drive?

A. Yes. However, if your vehicle is subject to this voluntary recall campaign, you should make arrangements to have your vehicle remedied as soon as possible. If your brake warning lamp illuminates during startup – please call your local Nissan EV dealer for immediate assistance. You may contact the LEAF Call Center for assistance in locating a dealer or roadside assistance. The toll free number is 1-877-N0-GAS-EV-(1-877-664-2738).

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

A. No, please check with your dealership for alternate transportation availability.

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

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

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

A. No, except to make arrangements to have your vehicle remedied as soon as possible.

Q. Is there any charge for the repair?

A. No, the reprogramming will be performed for the customer free of charge for parts and labor.

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

A. No, any EV Certified Nissan dealer is able to perform the voluntary recall campaign.
For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2013-15 Nissan LEAF vehicles sold in North America and produced between November 19, 2012 and July 31, 2015.

Q. How many vehicles are involved in the campaign?

A. The potentially affected vehicles in the North American Market are as follows:

Region	LEAF (ZE0)
USA	46,859
CANADA	679
Total	47,538

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2013-15 Nissan LEAF (ZE0)	November 19, 2012 through July 31, 2015

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

A. No.