

## **OWNER'S LETTER**

Dear Nissan LEAF Owner:

Nissan is committed to providing the highest level of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding your Nissan LEAF.

### **REASON FOR CAMPAIGN**

Nissan continually improves product performance through ongoing enhancements. Based on the production date of your LEAF vehicle, Nissan would like to offer a complimentary update of the vehicle software. Nissan has added an additional driver convenience alert designed to notify the driver if their door is opened while the vehicle is still in the "ON" or "READY" mode and the shift selector is not in "P".

The software update also includes various enhancements to, among other things, information displays, HVAC operation, and diagnostic systems.

### **WHAT NISSAN WILL DO**

To assure your continued satisfaction and confidence in your car, your EV Certified Nissan dealer will update the software at no cost for parts and labor at a time and location that best meets your needs. Typically performed at your Nissan EV dealer, the update can also be completed by an EV Certified technician at your home or place of business, provided there is a suitable and safe work area. Please discuss with your Nissan EV dealer regarding timing and location.

In support of this software update a new Owner's Manual will also be provided.

### **WHAT YOU SHOULD DO**

Contact your EV Certified Nissan dealer at your earliest convenience in order to arrange your appointment. This service is free of charge and the work should take about one hour to complete. **To ensure the least inconvenience to you, it is important that you have an appointment before bringing your vehicle to the dealer for service.** Please bring this notice with you to your service appointment. Detailed instructions have been sent to your EV Certified Nissan dealer.

If the dealer is unable to complete the service free of charge, or for any other reason you may contact the Nissan LEAF Call Center, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-877-N0-GAS-EV-(1-877-664-2738).

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan LEAF. We are sorry for any inconvenience this may have caused you.