

## **OWNER'S LETTER**

Dear Nissan LEAF Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign for your Nissan LEAF.

## **REASON FOR SERVICE CAMPAIGN**

The Power Delivery Module (PDM) software logic of your vehicle may detect an error when subjected to high internal temperatures when no error is in fact present. As a result, vehicle charging may not occur. To correct this, the vehicle PDM software will need to be reprogrammed.

This voluntary service campaign is intended to address this issue and is being conducted for customer satisfaction purposes. No safety issue exists, and the vehicle still meets and/or exceeds applicable safety standards.

## **WHAT NISSAN WILL DO**

To assure your continued satisfaction and confidence in your vehicle, your EV Certified Nissan dealer will reprogram the PDM with updated software at **no charge to you for parts or labor**. The service should take less than an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

## **WHAT YOU SHOULD DO**

Nissan encourages you to contact your EV Certified Nissan dealer at your earliest convenience in order to arrange an appointment.

**To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service.** Please bring this notice with you when you keep your service appointment. 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.