

Subject: **2011-2012 Nissan LEAF Li-ion Battery Controller and On-Board Charger Reprogram Voluntary Service Campaign**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

******* Corporate Statement *******

Nissan is conducting a Voluntary Service Campaign which is providing a new software enhancement for model year 2011-2012 LEAF vehicles, updating them with the software currently used in production for 2013 model year LEAF vehicles. The software enhancement is aimed at improving the accuracy of the battery capacity level gauge and providing greater compatibility with an expanded range of EV charging equipment.

This campaign affects about 20,500 vehicles in the U.S.

******* Parts Information *******

As this is a reprogramming, repair parts should not be needed as part of this service campaign.

******* Repair Instructions *******

Nissan has developed the Service Campaign Bulletin NTB13-061 containing instructions to perform this campaign repair and claims information. These instructions are available on ASIST and on NNA.net under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

******* Vehicle Identification *******

MY 2011-12 LEAF vehicles subject to this service campaign can be identified as follows:

- **Service Comm** – Beginning June 7, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **P3227** – to determine if a vehicle is subject to this recall campaign.

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm – Campaign I.D. P3227 - for the campaign status on each vehicle falling within the range of this voluntary service 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 an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

******* Owner Notification *******

Nissan plans to begin notifying owners June 24, 2013.

Nissan Parts and Service Dealer Support
6/06/13

FAQ

Q. What model year LEAF vehicles are involved?

A. Model year 2011-2012 vehicles are affected including about 20,500 vehicles in the U.S.

Q. What is the reason for this reprogramming?

A. The software enhancement is aimed at improving the accuracy of the battery capacity level gauge and providing greater compatibility with an expanded range of EV charging equipment.

Q. Is this a safety recall?

A. No.

Q. When will vehicle owners be notified?

A. We plan to begin notifying owners of potentially affected vehicles June 24, 2013.

Q. What will be the service department action?

A. Dealers will reprogram the LBC and OBC per the Service Campaign Bulletin, at no cost to the owner for parts or labor.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This recall campaign is identified as **P3227**.

Q. A customer brought in a 2011-2012 Leaf vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?

A. Check SERVICE COMM to confirm **P3227** is displayed as an open campaign.

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

A. No

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

A. Loaner vehicles are not provided as part of this campaign.