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2013 LEAF Power Delivery Module (PDM) Software Update Voluntary Service Campaign – Preliminary Announcement

Reference:
Date: November 14, 2013

Attention: Dealer Principal, Sales, Service & Parts Managers

******* Preliminary Announcement *******

Nissan is conducting a Voluntary Service Campaign on certain MY2013 LEAF vehicles to reprogram the Power Delivery Module (PDM) control software. Nissan will begin notifying customers of affected vehicles in December. Nissan dealers will reprogram the PDM with updated software at no cost to customers for parts and labor.

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

Nissan is currently preparing for the launch of this campaign. Further campaign details including vehicle identification, software availability, and repair instructions will be provided by November 22nd

FAQ:

Q. What model year Nissan vehicles are involved?

A. Certain specific MY2013 LEAF (ZE0) vehicles manufactured in Smyrna, TN from Sept. 13, 2012 - July 15, 2013

Q. When will vehicle owners be notified?

A. Nissan will begin notifying customers of affected vehicles in December.

Q. What is the reason for this campaign repair?

A. The PDM software logic may detect an error when subjected to higher internal temperatures when no error is present. As a result, vehicle charging will not occur.

Q. Is this a safety recall?

A. No, this voluntary service campaign is being conducted for customer satisfaction purposes. ***The vehicle will still meet and exceed applicable safety standards and no safety issue exists.***

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION