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

Reference: P3259
Date: November 21, 2013

Attention: Dealer Principal, Sales, Service & Parts Managers

******* Dealer Announcement *******

Nissan is conducting a Voluntary Service Campaign on certain MY2013 LEAF vehicles to reprogram the Power Delivery Module (PDM) control software. Nissan plans to complete notification to all owners of potentially affected vehicles by mid-December 2013. 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.

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

This campaign potentially affects approximately 13,086 Nissan vehicles in the U.S., of which approximately 671 are currently in dealer inventory.

The software update is available on ASIST. No other parts are required.

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

Nissan has developed Campaign Bulletin **NTB13-098** containing instructions to perform this campaign repair, part information, 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 2013 LEAF vehicles subject to this service campaign can be identified as follows:

- **Service Comm** – Beginning November 22nd, Dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **P3259** – to determine if a vehicle is subject to this service campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code. This VIN list is available on NNA.net under My Documents Sales>Campaigns>, Parts>Campaigns>, Service>Campaigns> categories.

******* Dealer's 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 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 a VIN subject to this service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

Dealers that are not EV-Certified cannot perform this repair and must locate an EV-Certified Nissan dealer to direct the customer to for repair. Nissan EV-Certified dealers can be located using the www.nissanusa.com website.

1. Click on Find A Dealer in the upper right corner
2. Enter zip code
3. Check LEAF under Find Dealers By:
4. Offer to make an appointment for the customer. If the customer prefers to make the appointment on their own, print a list of contact information for the EV-Certified Nissan dealers in their area.

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

Nissan plans to complete notification to all owners of potentially affected vehicles by mid-December 2013 via U.S. Mail.

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 plans to complete notification to all owners of potentially affected vehicles by mid-December 2013 via U.S. Mail.

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.***

Q. Is it safe for a customer to drive their vehicle until the repairs can be made?

A. Yes. No safety issue exists, and the vehicle still meets and/or exceeds applicable safety standards.

Q. What will be the service department action?

A. Nissan has developed Campaign Bulletin **NTB13-098** containing instructions to perform this campaign repair, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

Q. Are there any parts required for the dealer to perform this service campaign?

A. No. This is a software reprogram and no parts should be required.

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

A. This service campaign is identified as Campaign I.D. P3259.

Q. A customer brought in a potentially affected 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 **P3259** is displayed as an open campaign. If a customer vehicle is identified in SERVICE COMM, the campaign repair procedure should be performed.

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

A. No. This condition does not affect any other Nissan (or Infiniti) vehicles.

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

A. No.

Q. Can I perform this repair if I am not an EV-Certified dealership?

A. No. Please direct the customer to the nearest EV-Certified dealership using the instructions in the dealer responsibility section of the announcement.