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NISSAN BULLETIN

NissanConnect EVSM– Cellular Network Changes

Reference: NissanConnect EV
Date: February 26, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Vehicles:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2011-15 LEAF	N/A	N/A	N/A

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

Beginning February 29th, owners of model year 2011-2015 LEAF vehicles will receive a letter notification explaining how their vehicle’s NissanConnect EV (formerly CARWINGS®) features will be affected by AT&T’s planned discontinuation of the 2G cellular network.

A copy of the owner letter is included with this announcement. After June 30, 2016, affected owners will not be able to enroll in NissanConnect EV to access NissanConnect EV features unless an upgraded Telematics Control Unit (TCU) has been installed in their vehicles. Additionally, users enrolled in NissanConnect EV will not be able to access the NissanConnect EV features after December 31, 2016 without an upgraded TCU.

In late summer 2016, Nissan plans to provide further information to affected customers regarding the options to have their vehicle’s TCU hardware upgraded.

******* What Dealers Should Do *******

1. Dealer’s sales and service personnel should read the attached letter and familiarize themselves with the Q&A included to address any customer inquiries.
2. If you have any questions, please contact us at 877-664-2738 or view a list of frequently asked questions (FAQ) at <http://www.nissanusa.com/connect/faq#nissanconnectsm-ev>

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Frequently Asked Questions (FAQ):

Q. Will this be a campaign?

A. Additional information will be the subject of a future announcement. Nissan plans to send further information in summer 2016.

Q. AT&T has announced plans to discontinue its 2G cellular network coverage on December 31, 2016. How does this affect my access to NissanConnect EV (formerly CARWINGS)?

A. Like all devices, including vehicles, equipped to connect to a cellular network on the 2G access band, Nissan LEAF models with a 2G telematics control unit (TCU) will be unable to use or receive services from that device after 12/31/16. Without an upgrade to the TCU, NissanConnect EV features will not be available after that date and may be affected prior to that date depending upon AT&T's proprietary decisions regarding 2G network coverage.

Q. What is 2G cellular network access?

A. 2G means "Second Generation" and refers to digital cellular telephone technology; it is the name of a specific network that mobile telephone equipment uses to provide connectivity.

Q. What vehicles are affected by this issue? How do I know if this issue affects me?

A. Nissan will contact affected customers directly; customers can contact Nissan LEAF Owner Services at 1-877-664-2738 to verify if your vehicle requires upgrading.

The following models are equipped with 2G TCUs:

- All model years 2011-2015,
- Model 2016 LEAF is equipped with 3G TCU hardware and **is not** affected

Q. Will the new TCU hardware work with 4G cellular network?

A. The new TCU hardware will be equipped current 3G cellular network technology.

Q. Why is Nissan using 3G technology rather than 4G?

A. Nissan has studied how to integrate newer technology into your vehicle and developed solutions aimed at delivering a minimally invasive repair with the least inconvenience to customers. The 3G network is supported throughout the U.S. by AT&T and is expected to continue for years to come.

Q. When can I get a replacement Telematics Control Unit (TCU)?

A. Nissan will communicate with affected customers with additional information regarding options for upgrading the TCU hardware in their vehicles once the hardware is readily available.

Q. Why must I enroll in NissanConnect EV before June 30, 2016?

A. AT&T will suspend new enrollments in NissanConnect EV after June 30, 2016. If a Nissan LEAF with 2G equipment is purchased prior to June 30, 2016, the owner should be enrolled in NissanConnect EV on or prior to that date to ensure enrollment is able to be processed.

Q. What happens if I do not replace the TCU?

A. Once the 2G cellular network is discontinued, the TCU will no longer be able to access the NissanConnect EV telematics program features including Remote State of Charge and Climate Control.

Q. How much will the replacement TCU cost and when will the costs be provided?

A. Pricing of the replacement TCU is not yet available, however Nissan plans to communicate the options for equipment upgrades for affected customers subscribed or wanting to subscribe to the NissanConnect EV telematics program in late summer 2016.

Q. Will vehicle owners have to pay for the replacement TCU?

- A. Nissan is planning to offer support to all affected customers with a 2G equipped vehicle who are using NissanConnect EV.
- Owners of 2011-14 model year LEAF vehicles will be asked to contribute to the labor and parts cost of the hardware upgrade.
 - For owners of 2015 model year LEAF vehicles currently enrolled or choosing to use NissanConnect EV, Nissan plans to pay for the labor and parts cost of the upgraded TCU hardware.



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Sample Owner's Letter: 2011-14 Model Year LEAF

February 29, 2016

[Firstname] [Lastname]
[Street Address]
[City], [State] [Postal Code]

Dear [Firstname],

We are contacting you with an important update regarding upcoming cellular network changes and how these changes will affect your access to NissanConnect EV, formerly CARWINGS, in your [vehicle year] Nissan LEAF. Depending upon your interest, this update may require you to take some action.

The NissanConnect EV features available on your vehicle will be affected by the planned discontinuation of the 2G cellular network by our service provider, AT&T. Specifically, after December 31, 2016, the 2G network will be unavailable and your vehicle will be unable to access NissanConnect EV features such as Remote Climate Control and Driving History.

If you have not already enrolled, but are interested in doing so, please enroll in NissanConnect EV as soon as possible - you must enroll before June 30, 2016 to activate the service for utilization on the 2G network through December 31, 2016.**

If you desire to continue to utilize NissanConnect EV after the 2G network becomes unavailable, you will need to have the Telematics Control Unit (TCU) in your vehicle updated. For owners of model years 2011-2014 LEAF vehicles who are interested in continuing to use NissanConnect EV, Nissan plans to cover a substantial portion of the costs for parts and installation of the updated hardware. Nissan will communicate details regarding the options to update your vehicle once the hardware is readily available.

NissanConnect EV provides a suite of electric vehicle exclusive features such as State of Charge and Remote Charging allowing you to manage your Nissan LEAF from almost anywhere you need to be. With NissanConnect EV you can view your current estimated driving range, the estimated amount of time needed for charging completion as well as your driving history.

Nissan is committed to working with you to make this transition as seamless as possible. We look forward to staying connected with you through NissanConnect EV. If you have any questions, please contact us at 877-664-2738 or view a list of frequently asked questions (FAQ) at <http://www.nissanusa.com/connect/faq>.

Regards,

Nissan LEAF Owner Services

**2G cellular network is not available in all areas and/or available at all times and may become even more limited prior to December 31, 2016. NissanConnectSM EV requires compatible cellular network. Changes provided by independent companies are not within Nissan's control. While Nissan plans to provide assistance as provided in the above letter, Nissan is not responsible for associated costs that may be required for continued operation due to cellular network termination (including equipment upgrades, if available, or roaming charges on alternative networks) or other third party changes. Certain remote functions require compatible smartphone, not included with vehicle. NissanConnectSM EV subscription service requires owner consent to activate and may require purchase. Text rates and/or data usage may apply to NissanConnectSM EV communications received by email or SMS/text message. Terms and conditions of Subscription Agreement apply.



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Sample Owner's Letter: 2015 Model Year LEAF

February 29, 2016

[Firstname] [Lastname]
[Street Address]
[City], [State] [Postal Code]

Dear [Firstname],

We are contacting you with an important update regarding upcoming cellular network changes and how these changes will affect your access to NissanConnect EV, formerly CARWINGS, in your 2015 Nissan LEAF. Depending upon your interest, this update may require you to take some action.

The NissanConnect EV features available on your vehicle will be affected by the planned discontinuation of the 2G network by our service provider, AT&T. Specifically, after December 31, 2016, the 2G network will be unavailable and your vehicle will be unable to access NissanConnect EV features such as Remote Climate Control and Driving History.

If you have not already enrolled, but are interested in doing so, please enroll in NissanConnect EV as soon as possible - you must enroll before June 30, 2016 to activate the service for utilization on the 2G network through December 31, 2016.**

If you desire to continue to utilize NissanConnect EV after the 2G network becomes unavailable, you will need to have the Telematics Control Unit (TCU) in your vehicle updated. For owners of model year 2015 Nissan LEAF vehicles who are interested in continuing to use NissanConnect EV, Nissan plans to cover the parts and labor costs to install the new hardware in your vehicle. Nissan will communicate details regarding the process to update your vehicle once the new hardware is readily available.

NissanConnect EV provides a suite of electric vehicle exclusive features such as State of Charge and Remote Charging allowing you to manage your Nissan LEAF from almost anywhere you need to be. With NissanConnect EV you can view your current estimated driving range, the estimated amount of time needed for charging completion as well as your driving history.

Nissan is committed to working with you to make this transition as seamless as possible. We look forward to staying connected with you through NissanConnect EV. If you have any questions, please contact us at 877-664-2738 or view a list of frequently asked questions (FAQ) at <http://www.nissanusa.com/connect/faq>.

Regards,

Nissan LEAF Owner Services

**2G cellular network is not available in all areas and/or available at all times and may become even more limited prior to December 31, 2016. NissanConnectSM EV requires compatible cellular network. Changes provided by independent companies are not within Nissan's control. While Nissan plans to provide assistance as provided in the above letter, Nissan is not responsible for associated costs that may be required for continued operation due to cellular network termination (including equipment upgrades, if available, or roaming charges on alternative networks) or other third party changes. Certain remote functions require compatible smartphone, not included with vehicle. NissanConnectSM EV subscription service requires owner consent to activate and may require purchase. Text rates and/or data usage may apply to NissanConnectSM EV communications received by email or SMS/text message. Terms and conditions of Subscription Agreement apply.