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QUALITY ACTION

CAMPAIGN BULLETIN

2G Telematics Hardware Replacement Customer Satisfaction Initiative

Reference: PC449, PC450

Date: February 17, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE February 17, 2017

The announcement from December 15, 2016 has been revised to include:

- Campaign repair bulletin, NTB17-015, has been developed and is now available on NNAnet, and ASIST

Please discard earlier versions of this bulletin.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2011-14 LEAF	NA	NA	November 16, 2016	NO
2015 LEAF				

******* Customer Satisfaction Initiative Summary *******

On February 26, 2016 Nissan announced that it was sending a reminder notification to owners affected by AT&T's planned discontinuation of the 2G cellular network. At this time, Nissan is beginning the process of making 3G compatible hardware available to owners of affected vehicles as identified above. This upgrade may require an owner to make a co-payment in order to receive the 3G hardware update. Please refer to the chart provided on page 2 to determine if an owner co-pay is required. This customer satisfaction initiative will cover some or all of the parts and labor cost required to upgrade the vehicle's telematics hardware to be 3G compatible.

Note: Vehicle eligibility will be viewed on the second page of Service Comm. This activity is not displayed on the main page of Service Comm because it is optional for customers to participate.

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          S E R V I C E - C O M M
          SERVICE BULLETINS                CICSWB06
PRTMARY DATA      NMC MODEL:
  LEAF ELECTRIC     AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT
MANUFACTURE DATE: 09/25/13  PLANT: SMYRNA, TN.
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---REF---  --POSTED--  -----DESCRIPTION-----
PC449      2016-10-10  2G TELEMATICS UPDATE TO 3G COMPATIBLE CONTROL UNITS
APPLIED REMARKS:  VEHICLE MUST HAVE NAVIGATION;CHECK REPAIR HISTORY FOR
                   PREVIOUS UPGRADE.UPDATE REQUIRES CUST CO-PAY OF $199
                   NISSANCONNECT EV APP FEATURES WILL REQUIRE TCU UPDATE

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                S E R V I C E - C O M M
                SERVICE BULLETINS
                CICSWB06
PRIMARY DATA   NMC MODEL:           VIN:
  LEAF ELECTRIC  AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT
MANUFACTURE DATE: 09/25/13  PLANT: SMYRNA, TN.
-----
---REF--- --POSTED-- -----DESCRIPTION-----
PC450      2016-10-10  2G TELEMATICS UPDATE TO 3G COMPATIBLE CONTROL UNITS
APPLIED REMARKS:  VEHICLE MUST HAVE NAVIGATION;CHECK REPAIR HISTORY FOR
                  PREVIOUS UPGRADE.UPDATE REQUIRES CUSTOMER CO-PAY OF $0
                  NISSANCONNECT EV APP FEATURES WILL REQUIRE TCU UPDATE

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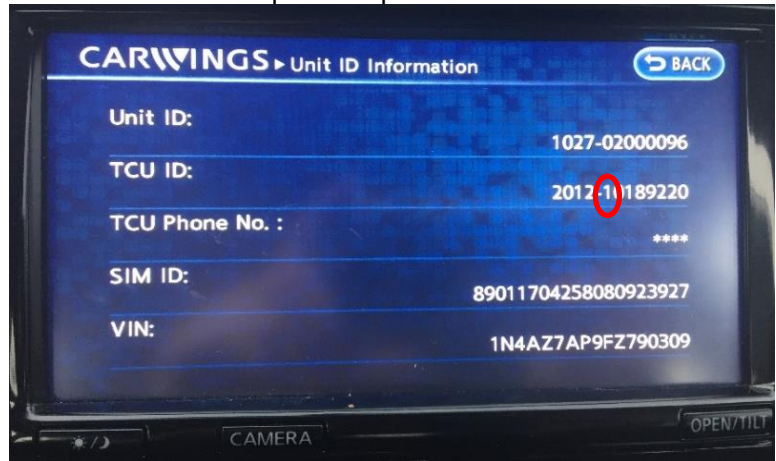
******* What Dealers Should Do *******

1. Verify if vehicles are affected by this customer satisfaction initiative using Service Comm I.D. **PC449 and PC450**, which can be found on the second page.
2. The PC449 and PC450 notice on page 2 of Service Comm is not VIN specific and does not disappear after a vehicle has been upgraded. Service Advisors should verify if the vehicle is still eligible for an upgrade before informing a customer.

NOTE: Vehicles without Navigation are ineligible as they are not equipped with TCUs.

Verify applicability using one of the following methods:

1. Check vehicle service history for previous repair (PC449 or PC450).
2. Check the TCU ID number on the vehicle information screen as follows:
 1. Press the hard button labeled Menu.
 2. Press the "CARWINGS" soft button on the center display screen.
 3. Press the "CARWINGS Settings" soft button on the center display screen.
 4. Select the down arrow on the center display screen.
 5. Press "Unit ID information" soft button on the center display screen.
 6. Look at the digit in the 5th position of the TCU ID number.
 - If the digit in the 5th position in the TCU ID is a "1" then it is a 3G TCU and **does not** require an update
 - If the digit in the 5th position in the TCU ID is a number other than 1, it is a 2G TCU and requires replacement.



3. If applicable, dealers should ensure customers are informed of the 3G upgrade option when bringing their vehicle in for service **and that customers understand a co-pay may be involved.**
4. Dealers must obtain customer approval in advance of the upgrade being performed. If a customer approves, update the vehicle using the procedure included with this announcement.

MODEL	MODEL YEAR	CO-PAY AMOUNT	PNC
LEAF	2011-2014	\$199	PC449
	2015	\$0	PC450

- If a customer elects to have a 3G compatible Telematics Control Unit installed, the dealer is responsible for collecting the co-pay from the customer
- Upon completion of the installation of the 3G hardware, dealers will file a warranty claim for the parts and labor
 - Dealers will initially be paid for the full amount of the claim
 - Nissan will subsequently debit the dealers Non Vehicle Account for the amount of the co-pay they collected from the customer
 - Dealers will be able to view debits on their monthly Dealer Claims Status Reports

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • There are three different part numbers required based on production date • 12/1/2012 - 09/30/2015: use part number 283B0-3NF2A • 9/20/2011 - 11/30/2012: use part number 283B0-3NA2A • 11/1/2010 - 09/19/2011: use part number 283B0-3NA1A • Parts are not restricted, please order as needed using the normal service parts ordering process
Repair	<ul style="list-style-type: none"> • NTB17-015
Owner Notification	Nissan began notifying owners of potentially affected vehicles the week of November 28, 2016 via U.S. Mail.

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

It is the dealer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the status on each vehicle falling within the range of this customer satisfaction initiative which for any reason enters the service department. If a VIN subject to this customer satisfaction activity was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for upgrade completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. What is the reason for this customer satisfaction activity?

A. AT&T will discontinue its 2G cellular network coverage on December 31, 2016. Like all cellular-equipped devices designed to connect to the 2G cellular network, Nissan LEAF vehicles with a 2G-compatible telematics control unit (TCU) will be unable to use or receive services from that device after December 31, 2016. Without an upgrade to the TCU (and enrollment), NissanConnect EV App features will not be available after that time and may be impacted prior to that date depending upon AT&T's proprietary decisions regarding discontinuing 2G network coverage. Also AT&T stopped accepting new enrollments on the 2G network on July 1, 2016. If an affected vehicle has not had a hardware upgrade and was not enrolled in NissanConnect EV before June 30, 2016, then it will not have access to the available NissanConnect EV features, including Remote Climate Control and Driving History, until the upgraded hardware has been installed.

Q: What is 2G cellular network access?

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

Q. Which vehicles have 2G compatible TCUs?

A. All model year 2011-2015 Nissan LEAF (SV and SL trims only) are equipped with a 2G TCU.

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 features, including Remote Charge Status Check, Remote Climate Control and Driving History, without a hardware upgrade. For new vehicles (MY2015 or older) sold after June 30, 2016, these vehicles will not be able to be enrolled in NissanConnect EV until the hardware has been upgraded to be compatible with the 3G cellular network.

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

A: No. The new TCU hardware is designed to connect to the current AT&T 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 hardware update option with the least inconvenience to owners. The 3G network is supported throughout the U.S. by AT&T. However, Nissan has no control over availability of any cellular network.

Q: How much will the replacement TCU cost?

A. Owners of model years 2011-14 TCU-equipped LEAFs are asked to participate in the cost of the parts and labor to upgrade the TCU. The customer co-pay amount varies by model year and is listed in the chart below. Nissan will cover the balance of the upgrade cost.

MODEL	MODEL YEAR	CO-PAY AMOUNT	PNC
LEAF	2011-2014	\$199	PC449
	2015	\$0	PC450

Q: A customer has a 2G-equipped Nissan LEAF and is enrolled in NissanConnect EV already. Why do they have to pay for a replacement TCU (PC449)?

A: The discontinuation of the 2G cellular network is outside of Nissan’s control. The NissanConnect EV subscription agreement states that owners are responsible for any hardware upgrades due to changes in telecommunication systems. However, Nissan offers NissanConnect EV services free of charge, so it is the customer’s choice to upgrade if they wish to continue accessing these free services.

Q: Will my vehicle's navigation system feature be affected by the discontinuation of the 2G cellular network?

A: No. If your vehicle is equipped with a Nissan Navigation system, the navigation system is unaffected by the discontinuation of AT&T's 2G cellular network.

Q. What will be the service department action?

A. If an owner elects to upgrade to a 3G compatible TCU and agrees to pay the applicable co-pay, the dealer’s service department should install the 3G hardware using the procedure accompanying this announcement (see instructions after FAQ).

Dealers may order parts using normal service parts procurement process and activate the new TCU using the process outlined in the repair procedure included with this announcement.

Q. How long will the upgrade take?

A. The upgrade will typically take under two (2) hours to complete.

Q. When will vehicle owners be notified?

A. Nissan began notifying owners of potentially affected vehicles the week of **November 28, 2016** via U.S. Mail. Owners may contact Nissan Owner Services at 877-664-2738 to verify if their vehicle is affected by this issue.

Q. Are parts readily available?

- A. Yes. Dealers can order parts as needed through the normal service part procurement process; parts are not restricted. There are three different part numbers required based on production date
- **12/1/2012 - 09/30/2015:** use part number 283B0-3NF2A
 - **9/20/2011 – 11/30/2012:** use part number 283B0-3NA2A
 - **11/1/2010 – 09/19/2011:** use part number 283B0-3NA1A

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

- A. Please check with your dealer for alternate transportation availability and further details.

Q. Will I have to take my vehicle back to the selling dealer to have this service performed?

- A. No, any authorized Nissan LEAF dealer is able to perform this service.
For Consumer Affairs: Please inform us of the dealer where you would like to have the upgrade completed.

Q. Does this issue affect any other Nissan (or Infiniti) models?

- A. Model year 2013-15 and select model year 2016 Infiniti M37, M56, JX35, QX56, Q50, Q70, QX60 and QX80 vehicles are also affected.

Q. I did not receive a letter. How can I tell if my vehicle is affected?

- A. Please provide your vehicle identification number (VIN) to the dealer so that the dealer can check if your vehicle is included in this campaign. Owners may also contact Nissan Owner Services at 877-664-2738 to verify if their vehicle is affected by this issue.

Dealer Service Questions:

Q. What does the LEAF TCU Replacement Support Center need in order to complete a TCU Swap?

- A. The dealer should have the original (old) IMEI number, VIN, and the new TCU IMEI number available when calling to activate the new TCU. Dealers will also need to have the model, model year, sales country (i.e. USA), and marketing color name of the vehicle available.

The LEAF TCU Replacement Support center can be reached at 1-800-922-1528. The support center is only able to assist with TCU activation and deactivation.

Q. Does an owner need to do anything after the TCU is swapped?

A. Yes, an owner will have to sign into NissanConnect EV in the vehicle once the new TCU is installed if they do not want to provide their ID and password to the dealer.

If the owner has an existing NissanConnect EV account:

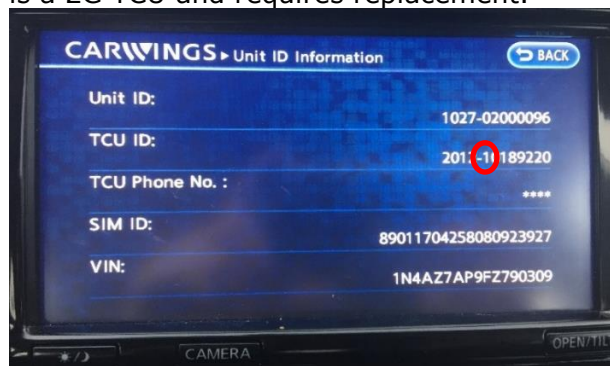
1. Press the **Zero Emission button** on the Multifunction Control Panel
2. Select **CARWINGS** and then **CARWINGS Settings** on the center display screen
3. Select **Sign in** on the center display screen and enter the user ID and password
 - If your vehicle's information screen is not pre-populated, the User ID and Password can be obtained from your Nissan Owner Portal (<https://owners.nissanusa.com/nowners/>)
 - Under the Manage Vehicle tab, click the link to obtain your NissanConnect EV PIN and Password
 - Follow these instructions using the provided PIN and Password

If the owner does not have an existing NissanConnect EV account:

1. Create a Nissan Owner Portal account (<https://owners.nissanusa.com/nowners/>)
2. Add your contact information and VIN
3. Agree to the Terms & Conditions
4. Press the Confirm button to obtain the instructions for providing your User ID and Password for the vehicle's information screen
5. Download the NissanConnect EV companion app and log in using your Nissan Owner Portal ID & Password

Q. Is it possible to identify if a vehicle has a 2G or 3G TCU without removing the TCU?

- A. Verify applicability using as follows:
1. Press the hard button labeled Menu.
 2. Press the "**CARWINGS**" soft button on the center display screen.
 3. Press the "**CARWINGS Settings**" soft button on the center display screen.
 4. Select the down arrow on the center display screen.
 5. Press "**Unit ID information**" soft button on the center display screen.
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Q. What if the 2G or 3G TCU part is missing the IMEI (International Mobile Equipment Identity) number that is used to identify the TCU?

- A. The IMEI number can be found on the label adhered to the TCU part. If this label is missing or is not legible, you can use the SIM ID/ICCID instead. The SIM ID/ICCID is located on the head unit "Unit ID" screen, you can locate this screen by following the steps in the question above. You will need to locate this number prior to calling the SiriusXM agent to deactivate the 2G TCU and activate the 3G TCU.

Dealers will also need to have the model, model year, sales country (i.e. USA), marketing color name of the vehicle and VIN available.

Q. Who can I call with Telematics system specific questions?

- A. Contact the Nissan Owner Services call center @ 877-664-2738. The call center is operational between 8AM-12AM EST Monday through Saturday.

Q. Which part should be used?

- A. There are three different part numbers required based on production date
- **12/1/2012 - 09/30/2015:** use part number 283B0-3NF2A
 - **9/20/2011 - 11/30/2012:** use part number 283B0-3NA2A
 - **11/1/2010 - 09/19/2011:** use part number 283B0-3NA1A

Q. May a dealer offer dealer goodwill to cover the cost of an owner's co-pay for this upgrade?

- A. The dealer is responsible for collecting the copay from an owner electing to upgrade to a 3G compatible TCU and may choose to not collect co-pays as service to their customers. Nissan will debit a dealer's non-vehicle account for each claim submitted when a co-pay applies.

Q. Will Nissan cover an owner's co-pay using factory goodwill?

- A. No. Factory goodwill will not cover a co-pay for owner's electing to upgrade to a 3G compatible TCU.