



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Lithium-ion Battery Bonding Plate
Voluntary Service Campaign

Reference: P9312
Date: July 10, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY 2011-19 LEAF	129,848	347	July 10, 2019	NO

***** Campaign Summary*****

Nissan is committed to the safety, security and satisfaction of our customers and their passengers, as well as the safety of Nissan technicians. Nissan will be conducting a voluntary service campaign in North America on certain MY 2011-19 Nissan LEAF vehicles to replace the Lithium-ion Battery Bonding Plates.

The plates may corrode and in areas where road salt is extensively used, could break. In rare cases during vehicle servicing in which both plates fail, the battery cover plate is removed and the vehicle is left in READY mode, a technician could be exposed to electric shock if all EV servicing safety instructions are not followed. Although no such incidents have been reported to Nissan, this voluntary service campaign is being conducted as a preventative measure out of an abundance of caution. The issue does not affect battery or vehicle performance.

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

- Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P9312**.
 - New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
- Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
- Dealers should use **NTB19-055** to remedy any vehicles subject to this campaign.
- Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts

- Nissan has developed an automatic parts shipment to provide enough parts to each Certified LEAF dealer to remedy each affected vehicle in dealer inventory as well as a small quantity for retail service needs.
 - Shipments will begin to arrive at dealers on **July 11, 2019 (see attached list)**.
 - Dealers may place an order via normal process to obtain additional parts as needed.
 - Each vehicle requires:

	<ul style="list-style-type: none"> • PLATE-FRAME (Bonding Plate) - 744J7-5SB0A (Qty 2) • Mounting fasteners - 01456-00031 (Qty 4)
Repair	<ul style="list-style-type: none"> • NTB19-055
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in July 2019 via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No, but it is important that all vehicles subject to this service campaign be remedied, when entering the service department for any reason. If customers call, encourage them to schedule an appointment at their earliest convenience.

Q. What is the reason for this Voluntary Service Campaign?

A. Due to a manufacturing issue, which has since been corrected, certain LEAF (ZE0/ZE1) vehicle's lithium-ion battery bonding plates may not meet Nissan Internal standards. The plates may corrode and in areas where road salt is extensively used, could break.

Q. What is the possible effect of this condition?

A. In rare cases during vehicle servicing in which both plates fail, the battery cover plate is removed and the vehicle is left in READY mode, a technician could be exposed to electric shock if all Electric Vehicles (EV) servicing safety instructions are not followed.

Q. What will be the corrective action?

A. Dealers will replace the bonding plate and mounting bolts on both sides with countermeasure parts.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one and a half (1.5) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **July 2019** via U.S. Mail.

Q. Are parts readily available?

A. Yes, Nissan will begin automatic shipments of parts to dealers on July 10, 2019.

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

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No, please check with your dealership for alternate transportation availability.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the remedy?

A. No, the remedy will be performed for the customer free of charge for parts and labor.

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

A. No, any Certified Nissan LEAF dealer is able to perform the voluntary service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2011-19 LEAF vehicles produced in Oppama, Japan and Smyrna, TN within a specific production range are affected.

<u>Make/Model</u>	<u>Date of Manufacture</u>
MY2011-19 Nissan LEAF	June 3, 2010 and October 16, 2018

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

A. No.

Revision History:

Date	Announcement	Purpose
July 10, 2019	Original Document	New campaign announcement