



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Radiator
Voluntary Service Campaign

Reference: PC723
Date: January 24, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY 2019 LEAF (ZE1)	12*	NA	January 24, 2020	NO

*7 repairs completed under Quality Action PC708

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

Nissan is committed to the safety, security and satisfaction of our customers and their passengers. Nissan will be conducting a voluntary service campaign in North America on certain MY 2019 Nissan LEAF vehicles to replace the radiator and bolt. Due to a manufacturing assembly issue, that has since been corrected, the radiator may have been damaged during vehicle assembly.

An upper portion of the radiator tank may be pierced due to the assembly technician using a bolt that was longer than the design specified bolt. If seepage happens, Long Life Coolant (LLC) level may drop below the electric pump inlet resulting in rising temperature and triggering of the protection logic which will gradually cut motor torque. The vehicle may experience an EV warning light ON and Turtle Mode.

***** 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. PC723.
 - 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
- LEAF certified dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
- Dealers should use **NTB20-003** to replace the radiator, o-rings, and bolt.
- Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	
	<ul style="list-style-type: none"> Certified LEAF dealers may place an order via normal process to obtain parts as needed <ul style="list-style-type: none"> Each vehicle requires: <ul style="list-style-type: none"> BOLT – 01125-N6021 (Qty 1) RADIATOR ASSEMBLY – 21410-5SA0A (Qty 1) O-RING – 92470-HC050 (Qty 1) SEAL O-RING – 924743NF0B (Qty 1) ANTIFREEZE – 999MPL25500P (Qty 1)

	<ul style="list-style-type: none"> Parts replaced under this campaign will be on 100% parts return so that they can be inspected. <ul style="list-style-type: none"> Pursuant to APRM warranty parts return program policy, dealers are expected to comply with the parts return procedure NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified
Repair	<ul style="list-style-type: none"> NTB20-003 Repair requires a LEAF Certified Technician
Owner Notification	Nissan will notify owners of all potentially affected vehicles in February 2020.

******* 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 vehicle’s radiator may have been damaged during vehicle assembly.

Q. What is the possible effect of this condition?

A. The vehicle may experience an EV warning light ON and Turtle Mode due to rising temperature and triggering of the protection logic resulting from coolant leakage.

Q. What will be the corrective action?

A. LEAF certified dealers will replace the radiator, o-rings, and bolt.

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 two and a half (2.5) hours to complete. However, your LEAF certified 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 notify owners of all potentially affected vehicles in February 2020.

Q. Are parts readily available?

A. Yes.

Q. Does this condition affect any service parts in dealer inventory?

A. No. This manufacturing issue did not affect service parts and was limited to new vehicle production.

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 verify 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.

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. No.

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 LEAF certified Nissan 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 2019 LEAF vehicles within a specific production range are affected.

<u>Make/Model</u>	<u>Date of Manufacture</u>
MY2019 Nissan LEAF	May 2, 2019 – June 14, 2019

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

A. No.

Revision History:

Date	Announcement	Purpose
January 24, 2020	Original Document	New campaign announcement