



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

HVAC Reprogram Voluntary Service Campaign

Reference: P4A17
Date: October 30, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2018-2025 LEAF (ZE1)	82,379	3,548	October 30, 2024	NO

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

Nissan is conducting a service campaign on certain specific MY2018-2025 Nissan LEAF vehicles identified in Service Comm and National Service History – Open Campaigns. On affected vehicles, at temperatures below -10°C/14°F, use of the blower motor at full speed can cause the defrost function to operate at a low electrical current and trigger failsafe logic. This may result in reduced defrost performance.

Dealers will update the HVAC control software.

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

- Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **P4A17**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.**
- If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the service campaign and communicate that the updated software is available.
- Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle to the customer.

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

Parts	The remedy involves updating the HVAC control software. No parts are required.
Repair	<ul style="list-style-type: none"> NTB24-048
Owner Notification	Nissan will notify the owners of potentially affected vehicles in November 2024.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns 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.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

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

A. On affected vehicles, at temperatures below -10°C /14°F, use of the blower motor at full speed can cause the defrost function to operate at a low electrical current and trigger failsafe logic.

Nissan previously provided an Owner's Manual update for model year 2018-2023 LEAF vehicles with instructions for cold weather operation in affected vehicles. This service campaign will improve defrost performance even if blower motor is used at full speed at temperatures below -10°C /14°F.

Q. What is the possible effect of the condition?

A. If the blower motor is used at full speed at temperatures below -10°C/14°F, it may result in reduced defrost performance.

Q. What will be the corrective action?

A. The Nissan dealer will update the HVAC control software.

Q. When will vehicle owners be notified?

A. Nissan will notify the owners of potentially affected vehicles in **November 2024**.

Q. Will I have to take my vehicle back to the selling dealer or contact a dealer?

A. No, any authorized Nissan dealer is able to perform this service campaign.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If parts replacement is necessary, rental is available upon customer request while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$156 (Max)
Contact the Warranty claims call center 1-800-777-9999 if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

Q. What model year vehicles are involved?

A. Certain model year 2018-2025 Nissan LEAF vehicles manufactured from September 29, 2017 to September 18, 2024.

Revision History:

Date	Announcement	Purpose
October 30, 2024	Original	New campaign announcement