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# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Air Conditioning (A/C) Pipe Replacement Voluntary Service Campaign

Reference: PC421  
Date: August 29, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE August 29, 2016

**The announcement from June 14<sup>th</sup>, 2016 has been revised to include:**

- Parts are no longer on restriction and may be ordered freely through normal process
- Orders currently open in DCS will be approved and do not need to be reordered
- **Please discard earlier versions of this bulletin.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY 2013-15 (S-grade ONLY)	39,968	53	May 13 <sup>th</sup> , 2016	<b>NO</b>

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

Nissan is conducting a voluntary service campaign on approximately 39,968 MY 2013-15 Nissan S-grade LEAF vehicles sold in the United States, Canada, Guam, and Puerto Rico to replace the air conditioning (A/C) system line and remove a bracket. This action is being taken to prevent damage to the A/C line near the connection between the line assembly and condenser from electric motor movement, which could result in refrigerant leakage and poor air conditioning system performance. The new parts and bracket removal will allow for additional flex in the A/C line during electric motor movement.

Nissan is committed to a high level of customer safety, service, and satisfaction and are working with dealers to provide an outstanding ownership experience.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC421.**
  - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB16-050** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

\*\*\*\*\* Release Schedule \*\*\*\*\*

<b>Parts</b>	<ul style="list-style-type: none"><li>• The campaign repair requires replacement of the high pressure pipe (<b>92440-3NFOC</b>) <b>and</b> the high pressure flexible hose (<b>92490-4NPOA</b>).<ul style="list-style-type: none"><li>○ <b>Parts are no longer on restriction</b> and may be ordered freely through normal process</li><li>○ Orders currently open in DCS will be approved and do not need to be reordered</li></ul></li></ul>
<b>Special Tools</b>	<ul style="list-style-type: none"><li>• AC Refrigerant Collection and Recovery Tool</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• <b>NTB16-050</b></li></ul>
<b>Claims</b>	<ul style="list-style-type: none"><li>• Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional claims information.</li></ul>
<b>Owner Notification</b>	Nissan began notifying owners of all potentially affected vehicles in <b>July, 2016</b> via U.S. Mail.

\*\*\*\*\* Dealer Responsibility \*\*\*\*\*

It is the dealer's responsibility to check Service Comm 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 safety recall?**

A. No.

**Q. What is the reason for this voluntary service campaign?**

A. The particular A/C line design unique to the S-grade LEAF does not allow sufficient "flex" during electric motor movement. The lack of flex may result in a small crack to form at one end of the A/C line. As a result, certain vehicles may exhibit evidence of refrigerant leak in the A/C system near the connection between the condenser and line assembly.

**Q. What will be the corrective action for this voluntary service campaign?**

A. EV Certified Nissan dealers will replace the air conditioning (A/C) system line and remove a bracket to allow for additional flex in the line during electric motor movement.

**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 3 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 began notifying owners in **July**, asking them to bring their vehicles to an EV Certified Nissan dealer to have the air conditioning (A/C) system line replaced and the bracket removed.

**Q. Are parts readily available?**

A. Yes.

**Q. Is my vehicle safe to drive?**

A. Yes. However, if your vehicle is subject to this voluntary service campaign, you should make arrangements to have your vehicle remedied as soon as possible. You may contact the LEAF Call Center for assistance in locating a dealer. The toll free number is 1-877-N0-GAS-EV-(1-877-664-2738).

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

A. A rental is available for up to 1 day for this repair.

EXPENSE CODE		DESCRIPTION
502		Rental Expense \$40 (Max)

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

A. The repair 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, except to make arrangements to have your vehicle remedied as soon as possible after they receive notification of the service campaign.

**Q. Is there any charge for the repair?**

A. No, the repair 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 EV 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 if the customer has already had their AC pipe replaced due to this issue?**

A. Customers who have already had their AC pipe replaced due to this campaign issue may be eligible for reimbursement once the campaign has been performed. For reimbursement consideration, please ensure you have the following documentation available:

- Repair order(s)
- Proof of payment (may be on repair order(s))
- Proof of ownership if repair is over \$1,000

Once you have gathered the necessary documentation, please contact the LEAF Call Center at 1-877-N0-GAS-EV-(1-877-664-2738).

**Q. What model year vehicles are involved?**

A. Certain 2013-15 Nissan LEAF S-grade vehicles produced in Smyrna, TN between November 19, 2012 and July 31, 2015.

**Q. How many vehicles are involved in the campaign?**

A. The potentially affected vehicles in the North American Market are as follows:

<b>Region</b>	<b>LEAF (ZEO)</b>
USA	39,641
CANADA	307
GUAM	6
PUERTO RICO	14
<b>Total</b>	<b>39,968</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2013-15 Nissan LEAF (ZEO) S-grade ONLY	November 19, 2012 and July 31, 2015

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

A. No.