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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

30 kWh Lithium-ion Battery Controller (LBC) Reprogram
Voluntary Service Campaign

Reference: PC630
Date: June 6, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-17 LEAF (ZE0)	19,514	7	June 6, 2018	NO

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

Nissan is conducting a Voluntary Service Campaign to reprogram the 30 kWh Lithium-ion Battery Controller (LBC) in 2016-17 model year LEAF vehicles. Nissan data gathering has shown the vehicle's driving range gauge and Lithium-ion battery capacity level gauge may indicate a range/capacity that is lower than the actual amount due to a design issue associated with an improper capacity calculation. This error results in an understated remaining charge and driving distance available.

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

- Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.D. **PC630**.
 - 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
- Nissan requests dealers repair any affected vehicles in retailer new or pre-owned inventory to ensure customer satisfaction.
- Dealers should use **NTB18-039** to correct any vehicles subject to this campaign.
- Once repaired, dealer should submit a warranty claim and release the vehicle.

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

Parts	Dealers will reprogram the 30 kWh Lithium-ion Battery Controller (LBC) with updated software. <ul style="list-style-type: none"> Parts are only needed in the event of LBC failure during reprogramming
Special Tools	<ul style="list-style-type: none"> CONSULT III
Repair	<ul style="list-style-type: none"> NTB18-039 <p>NOTE: A LEAF certified technician is not required unless high voltage system needs to be accessed for repair (in the event of LBC replacement).</p>
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in June 2018 via U.S. Mail, in-vehicle message, and direct email.

******* 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. There is no safety concern related to this issue and the software update will not affect vehicle performance in any way. However, it is important that all vehicles subject to this service campaign receive updated software. If customers call, encourage them to schedule an appointment.

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

A. The software used by the Lithium-ion Battery Controller to calculate the battery's driving range and capacity is using incorrect parameters, resulting in the display of a capacity less than the actual amount. The new software corrects these parameters to provide an accurate representation of the battery's capacity on the driving range and Lithium-ion battery capacity level gauges.

Q. Can this software update be delivered over the air?

A. No. Customers must visit a LEAF certified dealer to receive this software update at no cost to them for parts or labor.

Q. Will the software update increase the vehicle's range?

A. The 2016-2017 LEAF's range will stay the same, but the battery gauge will reflect an accurate reading of the battery's capacity after the software update is performed.

Q. What will be the corrective action?

A. Dealers will reprogram the 30 kWh Lithium-ion Battery Controller (LBC) to correct the software used for the distance remaining and battery capacity gauges.

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 (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. How much will this improve the driving range and capacity gauge readings?

A. While the increase will vary by vehicle, customers can expect to see an accurate display of the LEAF's battery capacity and driving range.

Q. What can an owner expect after the updated software is installed?

A. Driving range is calculated based on past driving history and the battery capacity. The software will immediately update the battery capacity level gauge; however, owners may notice a slight fluctuation in the displayed driving range for approximately one drive and charge cycle until the owner's driving history is taken into account.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **June 2018** via U.S. Mail, in-vehicle message, and email.

In Vehicle Message: SOFTWARE UPDATE AVAILABLE: Nissan has released new software for this vehicle. Please contact your nearest LEAF certified Nissan dealer to have this software installed at no cost to you.

Q. Are parts readily available?

A. Dealers will reprogram the 30 kWh Lithium-ion Battery Controller (LBC) with updated software. Parts are not necessary for this remedy.

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. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If the reprogramming cannot be performed successfully** and a Lithium-ion Battery Controller needs to be ordered, rental is available upon customer request.

EXPENSE CODE	DESCRIPTION	
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

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 repair?

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. 2016-17 Nissan LEAF vehicles equipped with a 30 kWh battery and produced in Smyrna, TN between May 19, 2015 and July 12, 2017.

Q. There have been reports of higher than normal degradation rates with the 30 kWh LEAF battery. Are these degradation rates caused by the inaccurate State of Health (SOH) readings?

A. Some customers with the 30 kWh battery may have been seeing lower than actual battery capacity level readings, which has contributed to the perception of degradation. After the software update, customers will now see an accurate representation of battery capacity.

Q. Does this software update have an effect on my battery warranty?

A. After the software update is performed, the balance of the original Lithium-ion Battery and Battery Capacity warranty (8 years/100,000 miles) will remain in effect.

Q. How many vehicles are involved in the campaign?

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

Region	LEAF (ZEO)
USA	19,511
CANADA	2,133
GUAM	3
MEXICO	38
Total	21,685

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016-17 Nissan LEAF (ZEO) equipped with 30 kWh battery	May 19, 2015 and July 12, 2017

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

A. No, but all 2016 and 2017 model year LEAFs equipped with the 30 kWh battery globally are affected.