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NISSAN BULLETIN

Electrically-Driven Intelligent Brake System Voluntary Service Campaign

Reference: P5327
Date: October 16, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

Potentially Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2013-15 LEAF (ZE0)	68,577	2,740	October 16, 2015

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

Nissan is conducting a voluntary service campaign on certain LEAF vehicles sold in North America to reprogram the e-ACT Electrically-driven Intelligent Brake Control Unit ("electronic brake booster") software in the vehicle. When the vehicle is shut off, a combination of high humidity and very low temperature conditions inside the relay box of the e-ACT control unit may cause the relay terminal to freeze. As a result, power will not be supplied to e-ACT control unit at vehicle startup. If this occurs when the vehicle is started, a brake warning lamp illuminates to alert the operator, and the system will switch to VDC Assist mode. In this mode, the brakes still function but they may require noticeably more pedal effort. This issue only occurs at vehicle startup.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P5327**.
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this service campaign until after the vehicle has been repaired to ensure customer satisfaction.
3. Dealers should use **NTB15-089** to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit a warranty claim and release the vehicle.

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

Parts	<ul style="list-style-type: none"> Updated e-ACT software is now available on ASIST No other parts are required for this campaign
Repair	<ul style="list-style-type: none"> NTB15-089
Claims	<ul style="list-style-type: none"> Additional parts, labor, and rental coverage is available in the event the Electrically-driven Intelligent Brake control unit fails during reprogramming. Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional claims information.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in November, 2015 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. When the vehicle is shut off, a combination of high humidity and very low temperature conditions inside the relay box of the e-ACT Electrically-driven Intelligent Brake Control Unit (“electronic brake booster”) may cause the relay terminal to freeze. As a result, power will not be supplied to e-ACT control unit at vehicle startup. If this occurs when the vehicle is started, a brake warning lamp illuminates to alert the operator, and the system will switch to VDC Assist mode. In this mode, the brakes still function but they may require noticeably more pedal effort. This issue only occurs at vehicle startup.

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

A. EV Certified Nissan dealers will reprogram the Electrically-driven Intelligent Brake Control Unit software in the vehicle.

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 1 hour 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 in November, asking them to bring their vehicles to an EV Certified Nissan dealer to have the Electrically-driven Intelligent Brake Control Unit reprogrammed.

Q. Are parts readily available?

A. No parts are required. The updated software is currently available on ASIST.

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. If your brake warning lamp illuminates during startup – please call your local Nissan EV dealer for immediate assistance. You may contact the LEAF Call Center for assistance in locating a dealer or roadside assistance. 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. 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 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 reprogramming 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 model year vehicles are involved?

A. Certain 2013-15 Nissan LEAF vehicles sold in North America and produced between November 19, 2012 and September 24, 2015.

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	68,504
CANADA	2,336
GUAM	12
PUERTO RICO	61
Total	70,913

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2013-15 Nissan LEAF (ZEO)	November 19, 2012 to September 24, 2015

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

A. No.