



NISSAN NORTH AMERICA, INC.
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OWNER NOTIFICATION

Dear Nissan LEAF Owner:

Nissan is committed to providing the highest levels of customer satisfaction. With that in mind, we want to inform you of important information regarding a Nissan customer satisfaction initiative that provides you with an opportunity to update the Telematics Control Unit (TCU) in your vehicle.

REASON FOR CUSTOMER SATISFACTION INITIATIVE

Your vehicle is equipped with a TCU designed to connect to the 2G cellular network in order to operate the NissanConnect EV, formerly CARWINGS, telematics program. AT&T has stopped accepting enrollments on the 2G cellular network, and will discontinue its 2G cellular network coverage on December 31, 2016. Without an upgrade to the TCU, NissanConnect EV features (including Remote State of Charge Check, Remote Climate Control and Driving History) will not be available after December 31, 2016 and may be impacted prior to that date depending upon AT&T's proprietary decisions regarding discontinuing 2G cellular network coverage.

If you are not enrolled in NissanConnect EV: You will not be able to access the Nissan Connect EV app features without a TCU hardware upgrade.

If you are currently enrolled in NissanConnect EV: Once the 2G cellular network is discontinued, you will not be able to access the NissanConnect EV features without a TCU hardware upgrade.

WHAT NISSAN WILL DO

If you elect to upgrade your vehicle's TCU, an authorized Nissan LEAF dealer can perform the upgrade for you. You will have to contribute a co-payment of \$199 which will be applied to the cost of the parts and labor for the upgrade. If you choose to upgrade your vehicle's TCU and pay the applicable co-payment, Nissan will cover the remaining cost of the parts and labor for the TCU upgrade.

This upgrade will take approximately two (2) hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon its work schedule. If necessary, please check with your dealer regarding the availability of alternate transportation while your vehicle is being upgraded.

WHAT YOU SHOULD DO

Nissan encourages you to contact an authorized Nissan LEAF dealer at your earliest convenience in order to arrange an appointment.

We understand your time is valuable so your dealer will work with you to make this service as convenient as possible. To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan LEAF dealer.

After the upgrade to your vehicle's TCU is complete, you will need to log into NissanConnect EV using your vehicle's information screen.

If you have an existing NissanConnect EV account:

1. Press the **Zero Emission button** on the Multifunction Control Panel
2. Select **CARWINGS** and then **CARWINGS Settings** on the center display screen
3. Select **Sign in** on the center display screen and enter the user ID and password
 - If your vehicle's information screen is not pre-populated, the User ID and Password can be obtained from your Nissan Owner Portal (<https://owners.nissanusa.com/nowners/>)
 - Under the Manage Vehicle tab, click the link to obtain your NissanConnect EV PIN and Password
 - Follow these instructions using the provided PIN and Password

If you do not have an existing NissanConnect EV account:

1. Create a Nissan Owner Portal account (<https://owners.nissanusa.com/nowners/>)
2. Add your contact information and VIN
3. Agree to the Terms & Conditions
4. Press the Confirm button to obtain the instructions for providing your User ID and Password for the vehicle's information screen
5. Download the NissanConnect EV companion app and log in using your Nissan Owner Portal ID & Password

Should you have any questions, our representatives would be pleased to assist you.

- Call Nissan Owner Services at 1-877-664-2738
- Visit <http://www.nissanusa.com>

*Driving is serious business. Only use NissanConnect EV when safe to do so. Never program while driving. NissanConnectSM EV requires compatible GSM/GPRS cellular network provided by independent cellular companies not within Nissan's control. Cellular network not available in all areas and/or available at all times. In areas with network coverage, signal strength may vary and/or not be available at all times. Technology is evolving, and changes to cellular networks or other third party changes may affect future NissanConnectSM EV functionality. Should a third party provider terminate/further restrict network service, NissanConnectSM EV service may be suspended or terminated without notice or liability to Nissan and/or its agents or affiliates. Like other devices that rely on network coverage, once the network is terminated, NissanConnectSM EV will not function unless equipment replacements, upgrades, or alternative network coverage are available at that time, which Nissan cannot guarantee. Nissan is not responsible for associated costs that may be required for continued NissanConnectSM EV operation due to cellular network termination (including equipment upgrades, if available, or roaming charges on alternative networks) or other third party changes. Certain remote functions require compatible smartphone, not included with vehicle. NissanConnectSM EV subscription service requires owner consent to activate. Text rates and/or data usage may apply to NissanConnectSM EV communications received by email or SMS/text message. Terms and conditions of Subscription Agreement apply.