



## NISSAN NEW ZEALAND LIMITED

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**Memo to:** Henrik Moller,  
Director, Ecosystems Consultants  
30 Warden Street  
Dunedin 9010

**Copy to:** Daniel Myall, Dima Ivanov (*Flip the Fleet*)  
Clem Arlidge (*Energy Efficiency & Conservation Authority, New Zealand*)  
David Vinsen (*CEO, Imported Motor Vehicle Industry Association, New Zealand*)  
Suzanne Chetwin (*CEO, Consumer NZ Incorporated*)  
Greig Epps (*Industry Relationship Manager, Motor Trade Association, New Zealand*)

**From:** John Manley

**Date:** 2 August 2018

**Sent:** via e-mail

**Subject:** Nissan New Zealand response to Flip the Fleet Report: *Accelerated reported battery capacity loss in 30 kWh Nissan Leaf.*

Dear Henrik,

Thank you for your report received by Nissan New Zealand on 16th March which was sent to those copied on this memo.

Nissan New Zealand is aware of concerns expressed by some owners of used Nissan LEAF imported vehicles fitted with the 30kWh battery regarding the battery State of Health.

As the 30kWh Nissan LEAF was not sold by Nissan New Zealand we have no local technical information relating to this vehicle specification and have consulted with our parent company in Japan to determine an appropriate response.

Through this consultation process, Nissan New Zealand can now advise of the availability of a software upgrade to reprogramme the 30 kWh Lithium-ion Battery Controller (LBC) on the 30kWh Nissan LEAF.

### **REASON FOR THE SOFTWARE UPGRADE:**

Driving range (DTE: distance to empty) displayed on the vehicle instruments on the first generation 30kWh LEAF is lower than the actual range. Nissan New Zealand has been provided with the new software to update the software parameters and provide an accurate representation of the capacity and range.

**NEXT STEPS:**

If owners of a Nissan LEAF fitted with the 30kWh battery believe their vehicle may be displaying incorrect capacity and range readings, a LEAF certified Nissan dealer is now able to reprogram the 30 kWh LBC with updated software to correct the calculation for the driving range and Lithium-ion battery capacity gauge indicators.

**WHAT NISSAN LEAF OWNERS CAN DO:**

Should owners of a Nissan LEAF fitted with the 30kWh battery choose to have the software upgrade Nissan New Zealand asks they contact a LEAF certified Nissan dealer at their earliest convenience in order to arrange a service appointment. To minimize any inconvenience, it is important that owners have an appointment before bringing their vehicle to the dealer for service.

Detailed instructions have been sent to LEAF certified Nissan dealers.

**Please note:**

As the 30kWh Nissan LEAF was not imported into New Zealand or sold by Nissan New Zealand the cost for this upgrade is at the owner's expense.

The cost for this service will be a fixed charge of \$115 (\$100 plus GST)

**Cc:**

Nic Thomas (Director, Global EV Business, Nissan Motor Corporation)

Gareth Dunsmore (Electric Vehicle Director, Nissan Europe)

Wayne Harris (General Manager – Technology Cross Carline Projects, Nissan Motor Corporation, Australia)