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CARWINGS®

## **Carwings account set up and activation**

Carwings is the telematics system that is in 2011 to 2015 models of Leaf. Carwings is standard in the SV and SVE models and is not available in the XE models. It was replaced by NissanConnect EV from 2016 models onwards.

To set up a Carwings account, please follow the below steps.

1. Via a desktop, go to the below link  
<http://cq5.prod.nissan.eu/IE/en/YouPlus/register/registerStep1APCWS.html>
2. Enter your VIN number, then validate. (Please be advised that the letters "O" or "I" never appear in a VIN number.) Enter details as requested and please remember to click to accept the terms and conditions as required to create a Carwings account.
3. You will now be taken to the CARWINGS OVERVIEW, please click on YES! SUBSCRIBE TO CARWINGS.
4. Please accept the terms and conditions at the very bottom and then VALIDATE.
5. You will now be asked to fill in MY CARWINGS SERVICES details, write a vehicle display name (a unique name) and add another email, fill in a question and answer and then click CONFIRM.
6. All of your Carwings details will be on the screen, accept the terms and condition and then click VALIDATE.
7. CONGRATULATIONS! Your Carwings account is created.



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To complete the activation process, please go to your LEAF and follow the below steps for your on board activation:

- 1 In your Leaf, push the Zero Emission button. (found on the bottom right hand corner of the centre screen)
- 2 Touch CARWINGS.
- 3 Touch CARWINGS settings.
- 4 Touch security settings.
- 5 Touch User ID. (Note: This is not your email address but your Carwings Login ID. If you aren't sure what it is, you can find out what this is by logging into your Carwings account, clicking "Configure" link, and then the CARWINGS UPDATE button.)
- 6 Enter User ID and touch OK. (Note: User ID is case sensitive).
- 7 Touch Password. (Note: Password is also case sensitive).
- 8 Enter password and touch OK.
- 9 Touch Activate Security Settings.
- 10 Confirm and touch Yes.

Once you have completed your onboard activation successfully:

You can now log into the "Nissan Connect EV" mobile app using your Carwings Login ID (not your e-mail address) and your password. Download the mobile app (available for Android and iPhones) and log into it if you haven't already. Please make sure you download the correct app. On the app's log in screen, it will say "Welcome to NissanConnect EV" (above "SIGN IN & CONTROL").

In the event that you are unable to complete your onboard activation successfully:

- If you get an error message after clicking Yes, please see if you can update charging stations or not (Zero Emissions button > then Update Stations on the SatNav screen). Also, look for a car icon on the Zero Emission or Carwings settings screen in your vehicle. The car icon should be white with signals coming out from it. If it is grey, then you are in an area with no signal and need to drive around until the car icon becomes white with signals coming out.

- If it is grey with a strike through it and/or if you cannot update charging stations, then the dealer needs to switch on or reset the TCU (Telematics Control Unit). Until you can update charging stations, you will not be able to use any connected services successfully such as viewing vehicle data (i.e. battery status) or using remote functions (i.e. remote climate control) with the website or mobile app. In order to get a TCU Reset, please contact your local Nissan dealership.

## **NissanConnect EV App**

To manage your Connected Services from your smartphone, you must download the NissanConnect EV app from your phones app store.

Log in using the details used when setting up your account. The NissanConnect system will allow you access to the below features

1. Remote Climate Control
2. Remote Charging
3. ECO Rankings
4. Driving Analysis
5. Search for nearest charge points

