

## FINAL

Subject: **2005-10 Frontier, Pathfinder, and Xterra Radiator Assembly  
Additional Warranty Extension**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

### \*\*\*\*\* Warranty Extension Announcement \*\*\*\*\*

Nissan has decided in the interest of customer satisfaction, to further extend the warranty for the Radiator Assembly on all 2005-10 Frontier, Pathfinder, and Xterra vehicles equipped with automatic transmissions.

On a small percentage of vehicles, an internal crack on the oil cooler tube may occur leading to internal leakage of engine coolant. While the majority of vehicles will not experience this issue, for customer satisfaction purposes, Nissan has decided to further extend the coverage of the New Vehicle Limited Warranty on the radiator assembly, subject to certain customer co-pays that vary with age/mileage.

The New Vehicle Limited Warranty coverage on applied vehicles for the Radiator Assembly (original terms 3 years/36,000 miles) will be extended from the current extension of 8 years/80,000 miles to 10 years/100,000 miles (whichever occurs first), including damage, repairs, replacement, and towing resulting from this issue.

With the additional extension, the following warranty coverage and corresponding customer co-pays will now apply:

- Up to 8 years/80,000 miles (whichever comes first): **No customer co-pay**
- After 8 years/80,000 miles (whichever comes first) up to 9 years/90,000 miles (whichever comes first): **Customer co-pay is \$2,500**
- After 9 years/90,000 miles (whichever comes first) up to 10 years/100,000 miles (whichever comes first): **Customer co-pay is \$3,000**

As with the prior extension, this extension of warranty on the radiator assembly will cover damage caused to other affected components, including the vehicle transmission, as a result of an internal leakage condition in the radiator assembly. However, existing powertrain coverage applicable to the transmission (5 years/60,000 miles) otherwise remains unchanged.

### \*\*\*\*\* Extended Service Contracts \*\*\*\*\*

If a customer has other coverage such as an extended service contract, then all or a portion of the customer co-pay may be covered, depending on the specific terms, conditions, and exclusions in the service contract documents.

### \*\*\*\*\* Customer Reimbursement \*\*\*\*\*

Additionally, subject to certain terms, conditions, and exclusions, Nissan will reimburse eligible customers who already have paid to have a radiator assembly or other affected

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components repaired or replaced due to the internal leakage condition, if the repair/replacement would have been covered under this extension.

Access to complete information and instructions including a reimbursement claim form will be available to customers at [www.nissanassist.com](http://www.nissanassist.com) on November 1, 2012.

Reimbursement claim forms may be submitted either online after November 1<sup>st</sup> or by mail after January 7, 2013. The mailing address for a reimbursement claim form submitted pursuant to this warranty extension is:

**Nissan Radiator/Transmission Cooler Reimbursement Claims Headquarters  
P.O. Box 43132  
Providence, RI 02940-3132**

For customer questions concerning reimbursement eligibility, Nissan has established a dedicated toll-free number at **1-877-208-9275**.

For questions not concerning reimbursement eligibility, but this warranty extension in general, please direct customers to Nissan Consumer Affairs at **1-800-NISSAN1 (1-800-647-7261)**.

### \*\*\*\*\* SERVICE COMM \*\*\*\*\*

Dealers can confirm coverage by checking the SERVICE COMM warranty extension screen. Eligible vehicles will display similar to below:

- |   |                 |                   |
|---|-----------------|-------------------|
| • <b>RADIATOR WITH A/T COOLER WRNTY EXTN</b>  | <b>XX/XX/XX</b> | <b>80,000 MI</b>  |
| • <b>RAD 80-90K W/COPAY \$2500 WBI12-028</b>  | <b>XX/XX/XX</b> | <b>90,000 MI</b>  |
| • <b>RAD 90-100K W/COPAY \$3000 WBI12-028</b> | <b>XX/XX/XX</b> | <b>100,000 MI</b> |

Please note the reference to Warranty Information Bulletin WBI12-028. A copy of this bulletin is included with this announcement.

### \*\*\*\*\* Owner Notification \*\*\*\*\*

Nissan plans to begin notifying vehicle owners in late October, 2012 and will continue through the end of December, 2012.

**Note: As a courtesy, please ensure the sticker located on the bottom of the owner's letter is placed on the cover of their Nissan Warranty Information Booklet for any vehicle for which this warranty extension is applied.**

### \*\*\*\*\* Virtual Academy \*\*\*\*\*

Nissan will have a training module "Nissan Radiator Warranty Extension" available on Virtual Academy later in October which will cover terms of the Warranty Extension, customer co-pays, and claims processing. An announcement will be made once this training is available.

Nissan Parts and Service Dealer Support  
10/12/12

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### **FAQ**

**Q. What model year Frontier, Pathfinder, and Xterra vehicles are involved?**

A. All 2005-10 Frontier, Pathfinder and Xterra vehicles equipped with automatic transmissions.

**Q. What is the reason for this warranty extension?**

A. To ensure customer satisfaction. On a small percentage of vehicles, an internal crack on the AT oil cooler tube inside the radiator might occur leading to internal leakage of engine coolant.

**Q. When will vehicle owners be notified?**

A. Nissan plans to begin notifying vehicle owners in late October, 2012 and will continue through the end of December, 2012.

**Q. How do I confirm coverage for an affected vehicle in SERVICE COMM?**

A. Dealers can confirm coverage by checking the SERVICE COMM warranty extension screen. Eligible vehicles will display similar to below:

• RADIATOR WITH A/T COOLER WRNTY EXTN	XX/XX/XX	80,000 MI
• RAD 80-90K W/COPAY \$2500 WBI12-028	XX/XX/XX	90,000 MI
• RAD 90-100K W/COPAY \$3000 WBI12-028	XX/XX/XX	100,000 MI

**Q. A customer brought in a 2005-10 Frontier, Pathfinder, or Xterra vehicle but they did not receive a letter. How can I tell if the vehicle qualifies for the Warranty Extension?**

A. Coverage can be confirmed in SERVICE COMM warranty extension screen.

**Q. Does this Warranty Extension apply to any other Nissan (or Infiniti) models?**

A. No, this Warranty Extension does not apply to any other Nissan (or Infiniti) models.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. No. Rental vehicle is not included in the warranty.

**Q. Do you have any information on the Class Action Settlement?**

A. By January 2013, owners should receive, if not already, a notice letter that describes certain aspects of the reimbursement process, and also describes settlement terms of a class action lawsuit involving allegations of a defect in the radiator assembly. Nissan recommends they read that letter carefully, as it may affect their legal rights.

If you have additional questions concerning the Class Action Settlement, please call the toll-free number dedicated to the Class Action Settlement at **1-877-208-9275**. Or you can visit the website dedicated to the Class Action Settlement, which is [www.nissanatoilcoolersettlement.com](http://www.nissanatoilcoolersettlement.com).