

FINAL

Subject: **2009 Altima, Maxima Electronic Steering Column Lock (ESCL) Warranty Extension**

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

******* Warranty Extension Announcement *******

Nissan has decided in the interest of customer satisfaction, to extend the warranty for the Electronic Steering Column Lock unit on all 2009 Altima and Maxima vehicles.

2009 Altima and Maxima vehicles equipped with an Electronic Steering Column Lock (ESCL) unit that locks the steering wheel when the vehicle is parked and the ignition is turned off to help prevent theft. On some vehicles, due to a manufacturing irregularity that has since been corrected, the ESCL may malfunction after the vehicle is locked and could prevent the engine from starting. This condition, should it occur, will only occur when attempting to start the vehicle, and not while driving.

Although Nissan believes the majority of owners will never experience this unique condition, to assure their continued satisfaction and confidence in their vehicle, Nissan has extended the Nissan New Vehicle Limited Warranty, as it applies to the ESCL unit, from 3 years / 36,000 miles to 6 years / unlimited miles whichever comes first. All other warranty terms, limitations and conditions remain unchanged.

******* Customer Reimbursement *******

Subject to certain terms, conditions, and exclusions, Nissan will reimburse eligible customers who already have paid to have ESCL unit replaced, 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 on April 1, 2013.

******* Vehicle Identification *******

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

ALTIMA/MAXIMA ESCL WARRANTY EXTENSION XX/XX/XX UNLIMITED

Please note the reference to Warranty Information Bulletin WBI13-009. A copy of this bulletin is included with this announcement.

******* Owner Notification *******

Nissan plans to begin notifying vehicle owners in April 2013, and will continue through the end of May 2013.

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.

Nissan Parts and Service Dealer Support
03/15/13

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FAQ

Q. What model and year vehicles are involved?

A. All 2009 Altima and Maxima vehicles are included.

Q. What is the reason for this warranty extension?

A. To ensure customer satisfaction Nissan has decided to extend the warranty for the Electronic Steering Column Lock unit on all 2009 Altima and Maxima vehicles.

Q. When will vehicle owners be notified?

A. Nissan plans to begin notifying vehicle owners in April 2013 and will continue through the end of May 2013.

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:

ALTIMA/MAXIMA ESCL WARRANTY EXTENSION	XX/XX/XX	UNLIMITED
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Q. A customer brought in a 2009 Altima or Maxima 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. Nissan has extended the Nissan New Vehicle Limited Warranty, as it applies to the ESCL unit, from 3 years / 36,000 miles to 6 years / unlimited miles whichever comes first. All other warranty terms, limitations and conditions remain unchanged.

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.