



Innovation that excites

NISSAN BULLETIN

Warranty Information Booklet Voluntary Service Campaign

Reference: MAILX
Date: November 18, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2016 Maxima	5,650	2,486	NA

***** Campaign Summary *****

Nissan is conducting a Voluntary Emission Service Campaign on approximately 5,650 model year 2016 Nissan Maxima vehicles. Nissan has discovered that the Warranty Information Booklets (supplied in model year 2016 Maxima vehicles) do not contain the most up-to-date information as it relates to the Long-Term Emission System Defects Warranty Parts List.

To correct this condition, Nissan is conducting a Voluntary Emission Service Campaign to provide a warranty supplement card that contains the most current emission warranty information. Owners should store this warranty supplement card in a safe place, preferably along with the original Warranty Information Booklet. There is no dealer service associated with this campaign. The correct warranty information will ensure that customers fully understand the emission warranties and how they apply to their vehicle.

Nissan is committed to a high level of customer safety, service, and satisfaction and is working with dealers to provide an outstanding ownership experience.

This is not a safety issue and no stop sale action is required.

***** What Dealers Should Do*****

1. Nissan asks Dealers to place the warranty supplement card together with the Warranty Information Booklet in any affected dealer inventory prior to sale.
2. If an affected vehicle has been retailed by the time the replacement Warranty Information Booklet Supplement Card arrives, dealers are asked to forward the letter and new supplement card to the customer.

SERVICE COMM will not be active for this campaign. A list of affected vehicles in dealer inventory subject to this voluntary service campaign is included with this announcement.

***** Release Schedule *****

Owner Notification

- Nissan will begin mailing Warranty Information Booklet Supplement Cards to dealers and customers on **November 20, 2015.**

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This service campaign will not be active in SERVICE COMM. An official letter and Warranty Information Booklet Supplement Card are being sent to all affected dealers and owners. The letters are VIN specific to assist dealers in identifying affected vehicles. Dealers may also use the VIN list that accompanies this announcement.

Q. What is the reason for this Supplement Card notification?

A. The emission warranty information is important to help the customer understand what is covered under the warranty and for how long. This supplement card will provide the most up-to-date emission warranty information.

Q. What is the possible effect of the condition?

A. If the vehicle is not equipped with the most up-to-date emission warranty information, it may be difficult for the customer to clearly understand what is covered under this warranty and for how long. Please note that this information contained in the Warranty Information Booklet and the provided supplement card is only for the customer's understanding, and DOES NOT affect how a dealer would apply emission warranty coverage during a service appointment.

Q. What will be the corrective action for this voluntary service campaign?

A. Nissan will mail an emission warranty supplement card with the most current warranty information. Owners should store this card in a safe place for their records.

Q. When will vehicle owners be notified?

A. We plan to begin notifying vehicle owners November 20, 2015, via U.S. mail.

Q. Is there any charge for the new Warranty Information Booklet Supplement Card?

A. There is no repair associated with this campaign, it is only a mailing to provide updated warranty information. This action is offered free to the customer.

Q. What model year Maxima vehicles are involved?

A. Only a limited number of 2016 model year Nissan Maxima vehicles.

Q. How many vehicles are involved in the campaign?

A. Approximately 5,650 Maxima vehicles in the United States, Guam, or Puerto Rico.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016 Maxima	November 12, 2014 to August 31, 2015

Q. I have a 2016 Maxima but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is affected in this campaign.

Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

A. No

Q. Does this campaign affect 2016 Maxima vehicles sold in Canada?

A. No.

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes.