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QUALITY ACTION

CAMPAIGN BULLETIN

CVT Class Action Owner Notification

Reference: CVT
Date: October 30, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

In early November, current and former owners and lessees of the following vehicles will receive a postcard from a Settlement Administrator informing them of the terms of a proposed class action that, subject to final court approval, could extend the warranty on the CVT for the following vehicles:

2012-2017 Versa Sedan (N17)
2014-2017 Versa Note (E12)
2013-2017 Sentra (B17)
2013-2016 Altima (L33)
2013-2017 Juke (F15)

The proposed settlement (including the proposed warranty extension) is still subject to final approval by the court presiding over the proposed settlement. The court will determine if the settlement will be approved at or shortly after a hearing that is scheduled for **March 6, 2020**.

To be clear, **unless and until the proposed settlement is approved by the presiding court, there is no warranty extension** and you should proceed with CVT-related claims as outlined below in #3 under what dealers should do.

The proposed settlement, and the associated potential warranty extension, include many terms and conditions. **Rather than attempting to address questions** about the proposed settlement terms from customers, **it is strongly recommended that you refer customers to the websites and/or telephone numbers listed below** so that they can receive information from appropriate sources and in order to avoid providing incorrect and/or incomplete information.

The telephone numbers and websites should be active by **November 1, 2019**.

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

1. No action is necessary at this time. Nissan will provide additional instructions if and when the proposed settlement is approved.
2. If a customer contacts the dealer with a CVT concern in an owned or leased vehicle, dealers should use the appropriate Technical Service Bulletin (TSB) to diagnose the root cause of the customer concern and identify the correct repair to resolve the customer concerns.

NOTE: Dealers will need to follow the warranty process and obtain pre-approval from the Powertrain Call Center (800-973-9992 Option 2) for any vehicles requiring CVT assemblies to be replaced. **Valve bodies and CVT belt and pulley kits do not require pre-authorization.**

3. If the vehicle is no longer covered by a powertrain or parts warranty, provide owners a repair estimate for test drive, diagnosis, and repair after consulting the goodwill guidelines available in the Assurance Product Resources Manual (APRM) or WBP/18-006.

4. If a customer has questions regarding the terms of the proposed settlement, please refer them to the following websites and telephone numbers rather than attempting to answer the questions directly.

There are three settlement websites depending on the model of vehicle owned or leased by the customer:

- Altima: 1-855-582-3001 or www.AltimaCVTSettlement.com
- Juke: 1-855-445-9433 or www.JukeCVTSettlement.com
- Sentra & Versa: 1-855-222-6841 or www.SentraVersaCVTSettlement.com

Sample settlement notices are included with this announcement following the frequently asked questions.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Who is eligible to be a member of the class action settlement?

- A. People who have purchased or leased one of the vehicles equipped with a Continuously Variable Transmission (CVT) in the United States or its territories and are listed in the table below:

2012-2017 Versa Sedan (N17)
2014-2017 Versa Note (E12)
2013-2017 Sentra (B17)
2013-2016 Altima (L33)
2013-2017 Juke (F15)

Q. When are eligible owners expected to receive this notification?

- A. The class action settlement administrator will be mailing potential class members notification of the proposed settlement at the beginning of **November 2019**. The notice will provide the address of a website and a toll free number where potential class members can find more detailed information that may answer many of their questions.

Q. Is this a safety recall or service campaign?

- A. No.

Q. What is the proposed settlement?

- A. **If the settlement is approved**, Nissan will extend the CVT portion of the powertrain warranty by 24 months or 24,000 miles (whichever comes first) of the Nissan new vehicle limited warranty on the vehicle's transmission (60 months or 60,000 miles). This extension would provide owners or lessees of these vehicles CVT coverage for 84 months or 84,000 miles (whichever comes first).

For other questions about the settlement, please refer customers to the websites and/or telephone numbers provided above. The settlement website addresses reimbursement criteria for CVT repairs or replacements made or recommended during the proposed warranty extension time and mileage limits.

Q. What specific CVT components are covered by this proposed settlement? Does it include the sub-assembly, transaxle assembly, valve body, and/or cooler kit?

A. **If the settlement is approved**, Nissan will extend the warranty coverage on the CVT assembly, the CVT control valve body, reprogramming of the automatic transmission control unit, the cooler kit (if applicable), and the torque converter from its original duration of 60 months / 60,000 miles to 84 months / 84,000 miles (whichever comes first). Coverage of other vehicle components remains unchanged. All other terms, conditions, limitations, and exclusions of Nissan's New Vehicle Limited Warranty continue to apply.

Q. Does this proposed warranty extension cover vehicles sold or registered in Canada or Mexico?

A. No. The proposed settlement applies only to vehicles sold or registered in the United States or its territories.

Q. Does the proposed settlement provide anything other than extended warranty coverage or reimbursement of customer paid expenses for repair/replacement?

A. The settlement websites will have more information about this.

Q. Where can I learn more about the proposed settlement?

A. Altima: 1-855-582-3001 or www.AltimaCVTSettlement.com
Juke: 1-855-445-9433 or www.JukeCVTSettlement.com
Sentra & Versa: 1-855-222-6841 or www.SentraVersaCVTSettlement.com

Q. Are certified pre-owned vehicle owners/lessees being notified of this proposed settlement?

A. The proposed settlement applies to current and former owners and lessees.

Q. Why is Nissan agreeing to this settlement?

A. To assure customer satisfaction and demonstrate Nissan's confidence in the CVT, and to address customer concerns, including those that were raised by customers through litigation.

Q. When will a decision be made for this proposed warranty extension?

A. The court will conduct a hearing on **March 6, 2020** to determine if the settlement will be

approved, and Nissan expects a final decision shortly thereafter. Nissan will provide additional information to its dealers after receiving confirmation of the court's decision.

Non-Settlement Frequently Asked Questions (FAQ):

Q. Is Nissan offering this warranty extension on any other Nissan CVT models? If no, why not?

A. Warranty coverage was previously extended on 2013-14 Pathfinder, 2013 JX35, and 2014 QX60 non-hybrid models. CVT warranty coverage on all other Nissan models remains 60 months/60,000 miles, whichever comes first.

Q. Why are other models with CVTs not included in this warranty extension?

A. Nissan is announcing the proposed settlement of class action lawsuits with owners of certain model-year Altima, Sentra, Versa, Versa Note and Juke vehicles. We have nothing to share regarding other models at this time.

Q. What should a customer do if they have a CVT concern prior to a decision on the proposed settlement?

A. Customers should bring their vehicle to an authorized Nissan dealer for inspection, diagnosis, and if necessary, repair.

Q. If my CVT is not operating properly, will it be replaced?

A. Trained technicians will diagnose your concern and recommend the appropriate repair. This may include a variety of solutions or repairs, including the replacement of the CVT assembly with a new or remanufactured part.

Q. If my CVT is replaced or repaired, what are the terms of the warranty?

A. The original warranty continues to apply with mileage limits for the CVT. The owner's warranty information booklet contains warranty coverage details. There is also an additional parts warranty for 12 months/12,000 miles from the date of replacement should the parts warranty extend beyond the remaining period of the original warranty.

Q. How has Nissan improved the CVT?

A. Nissan is confident in the quality of our CVT technology and continuously works with our supplier to make ongoing changes to enhance performance and durability. Our current models and service parts reflect the latest available product enhancements.

Revision History:

Date	Announcement	Purpose
October 30, 2019	Original	CVT Class Action Owner Notification

Nissan Altima CVT Litigation
Settlement Administrator
P.O. Box 43045
Providence, RI 02940-3045

LEGAL NOTICE

A Federal Court authorized this notice.

**Current or Former Owners or Lessees of 2013-2016
Nissan Altima vehicles** equipped with a Continuously
Variable Transmission (“CVT”):

Under a proposed class action settlement, Nissan will
extend the warranty on your CVT.

You could also be eligible for reimbursement under
the extended warranty. Claims for reimbursement are
subject to strict timeframes.

This notice is a summary only. Please visit the
settlement website or call the number below for
further important information about the Settlement.

1-855-582-3001

www.AltimaCVTSettlement.com

N2A

<<Barcode>>

Postal Service: Please Do Not Mark Barcode

N2A-<<ClaimID>>-<<MailRec>>

«First1» «Last1»

«CO»

«Addr1» «Addr2»

«City», «St» «Zip»

«Country»

What is this? You have been sent this notice because records indicate that you purchased or leased a 2013-2016 Nissan Altima equipped with a “CVT” or Continuously Variable Transmission (the “Class Vehicles”). A Settlement has been proposed in a class action lawsuit against Nissan North America, Inc. (“NNA”) regarding the CVT in the Class Vehicles.

What is the lawsuit about? Plaintiffs allege that the Class Vehicles have a defective CVT which can lead to poor transmission performance or failure. NNA denies Plaintiffs’ claims, and believes the litigation is without merit. The Settlement is not an admission by either side. The Court did not rule in favor of either party. Instead, the parties agreed to a proposed Settlement to avoid the expense and risks of litigation. The Settlement is subject to final approval by the Court.

Am I a Member of the Class? The proposed Settlement Class consists of those who purchased or leased 2013-2016 Nissan Altima vehicles equipped with CVTs in the U.S. or its territories.

What does the Settlement Provide?

- **Warranty Extension:** An extension by 24 months or 24,000 miles (whichever occurs first) of the new vehicle limited warranty on your vehicle’s transmission. As part of the warranty extension, you may also be eligible for reimbursement of:

- o **Repairs Made Within the Extended Warranty Period:** Reimbursement for parts and labor you paid to repair or replace your vehicle’s transmission within the time and mileage limits of the extended warranty (limited to \$5,000 for work done at non-Nissan repair shops). You must submit a Claim Form by January 30, 2020 or within 30 days of the qualifying repair, whichever is later.
- o **Dealer Recommended Repairs:** If a Nissan dealer previously recommended repair or replacement of your vehicle’s transmission within the time and mileage limits of the extended warranty but your car was not repaired at that time, you may still be reimbursed so long as you had, or have, the recommended repair made no later than January 30, 2020 or prior to 90,000 miles, whichever comes first. You must submit a Claim Form by January 30, 2020 or within 30 days of the qualifying repair, whichever is later.

- **Vouchers for Certain Former Owners:** If you no longer own your 2013-2016 Nissan Altima, you may receive a voucher of \$1,000 towards the purchase or lease of a new Nissan or Infiniti, if you qualify. If you are also eligible for reimbursement of repair costs, you may elect either reimbursement or a voucher, but not both.

- **Release for Nissan:** Class Members will release all transmission-related claims against NNA and related parties.

Class Counsel will seek approval of up to \$5,900,000 in attorneys’ fees and expenses, and service awards of \$5,000 for Class Representatives.

The Court will decide whether to approve the Settlement at the Fairness Hearing on March 6, 2020 at 1:30 p.m. You have the right to attend the Fairness Hearing, or you may appear through an attorney of your choice.

What Are My Options?

1. **Do Nothing:** You will be in the Settlement Class, and you will automatically receive the extended warranty. If you are eligible for a Voucher, you will be notified. You will also be bound by the Settlement Agreement and any judgment in the case.
2. **Submit a Claim Form:** If you submit a Claim Form and otherwise qualify, you will also be reimbursed for certain transmission replacements or repairs made to your Class Vehicle.
3. **Object to the Settlement:** You can file a written objection by February 7, 2020 explaining what you do not like about the Settlement. Further details for objecting are contained on the settlement website.
4. **Exclude Yourself:** You can opt out by submitting your request by February 7, 2020. You will no longer be a member of the Class and will receive no benefits under the Settlement, but will retain any claims you may have against NNA. Further details for requesting exclusion are contained on the settlement website.

Nissan Juke CVT Litigation
Settlement Administrator
P.O. Box 43050
Providence, RI 02940-3050

LEGAL NOTICE

A Federal Court authorized this notice.

**Current or Former Owners or Lessees of 2013-2017
Nissan Juke vehicles** equipped with a Continuously
Variable Transmission (“CVT”):

Under a proposed class action settlement, Nissan will
extend the warranty on your CVT.

You could also be eligible for reimbursement under
the extended warranty. Claims for reimbursement are
subject to strict timeframes.

This notice is a summary only. Please visit the
settlement website or call the number below for
further important information about the Settlement.

1-855-445-9433

www.JukeCVTSettlement.com

NSJ

<<Barcode>>

Postal Service: Please Do Not Mark Barcode

NSJ-<<ClaimID>>-<<MailRec>>

«First1» «Last1»

«CO»

«Addr1» «Addr2»

«City», «St» «Zip»

«Country»

What is this? You have been sent this notice because records indicate that you purchased or leased a 2013-2017 Nissan Juke equipped with a “CVT” or Continuously Variable Transmission (the “Class Vehicles”). A Settlement has been proposed in a class action lawsuit against Nissan North America, Inc. (“NNA”) regarding the CVT in the Class Vehicles.

What is the lawsuit about? Plaintiffs allege that the Class Vehicles have a defective CVT which can lead to poor transmission performance or failure. NNA denies Plaintiffs’ claims, and believes the litigation is without merit. The Settlement is not an admission by either side. The Court did not rule in favor of either party. Instead, the parties agreed to a proposed Settlement to avoid the expense and risks of litigation. The Settlement is subject to final approval by the Court.

Am I a Member of the Class? The proposed Settlement Class consists of those who purchased or leased 2013-2017 Nissan Juke vehicles equipped with CVTs in the U.S. or its territories.

What does the Settlement Provide?

- **Warranty Extension:** An extension by 24 months or 24,000 miles (whichever occurs first) of the new vehicle limited warranty on your vehicle’s transmission. As part of the warranty extension, you may also be eligible for reimbursement of:
 - o **Repairs Made Within the Extended Warranty Period:** Reimbursement for parts and labor you paid to repair or replace your vehicle’s transmission within the time and mileage limits of the extended warranty (limited to \$5,000 for work done at non-Nissan repair shops). You must submit a Claim Form by January 30, 2020 or within 30 days of the qualifying repair, whichever is later.
 - o **Dealer Recommended Repairs:** If a Nissan dealer previously recommended repair or replacement of your vehicle’s transmission within the time and mileage limits of the extended warranty but your car was not repaired at that time, you may still be reimbursed so long as you had, or have, the recommended repair made no later than January 30, 2020 or prior to 90,000 miles, whichever comes first. You must submit a Claim Form by January 30, 2020 or within 30 days of the qualifying repair, whichever is later.
- **Vouchers for Certain Former Owners:** If you no longer own your 2013-2017 Nissan Juke, you may receive a voucher of \$1,000 towards the purchase or lease of a new Nissan or Infiniti, if you qualify. If you are also eligible for reimbursement of repair costs, you may elect either reimbursement or a voucher, but not both.
- **Release for Nissan:** Class Members will release all transmission-related claims against NNA and related parties.

Class Counsel will seek approval of up to \$615,000 in attorneys’ fees and expenses, and service awards of \$5,000 for Class Representatives.

The Court will decide whether to approve the Settlement at the Fairness Hearing on March 6, 2020 at 1:30 p.m. You have the right to attend the Fairness Hearing, or you may appear through an attorney of your choice.

What Are My Options?

1. **Do Nothing:** You will be in the Settlement Class, and you will automatically receive the extended warranty. If you are eligible for a Voucher, you will be notified. You will also be bound by the Settlement Agreement and any judgment in the case.
2. **Submit a Claim Form:** If you submit a Claim Form and otherwise qualify, you will also be reimbursed for certain transmission replacements or repairs made to your Class Vehicle.
3. **Object to the Settlement:** You can file a written objection by February 7, 2020 explaining what you do not like about the Settlement. Further details for objecting are contained on the settlement website.
4. **Exclude Yourself:** You can opt out by submitting your request by February 7, 2020. You will no longer be a member of the Class and will receive no benefits under the Settlement, but will retain any claims you may have against NNA. Further details for requesting exclusion are contained on the settlement website.

Nissan Sentra-Versa CVT Litigation
Settlement Administrator
P.O. Box 43025
Providence, RI 02940-3025

LEGAL NOTICE

A Federal Court authorized this notice.

Current or Former Owners or Lessees of 2013-2017 Nissan Sentra, 2014-2017 Nissan Versa Note, and 2012-2017 Nissan Versa vehicles equipped with a Continuously Variable Transmission (“CVT”):

Under a proposed class action settlement, Nissan will extend the warranty on your CVT.

You could also be eligible for reimbursement under the extended warranty. Claims for reimbursement are subject to strict timeframes.

This notice is a summary only. Please visit the settlement website or call the number below for further important information about the Settlement.

1-855-222-6841

www.SentraVersaCVTSettlement.com

NIA

<<Barcode>>

Postal Service: Please Do Not Mark Barcode

NIA-<<ClaimID>>-<<MailRec>>

<<First1>> <<Last1>>

<<CO>>

<<Addr1>> <<Addr2>>

<<City>>, <<St>> <<Zip>>

<<Country>>

What is this? You have been sent this notice because records indicate that you purchased or leased a 2013-2017 Nissan Sentra, 2014-2017 Nissan Versa Note, or a 2012-2017 Nissan Versa equipped with a “CVT” or Continuously Variable Transmission (the “Class Vehicles”). A Settlement has been proposed in a class action lawsuit against Nissan North America, Inc. (“NNA”) regarding the CVT in the Class Vehicles.

What is the lawsuit about? Plaintiffs allege that the Class Vehicles have a defective CVT which can lead to poor transmission performance or failure. NNA denies Plaintiffs’ claims, and believes the litigation is without merit. The Settlement is not an admission by either side. The Court did not rule in favor of either party. Instead, the parties agreed to a proposed Settlement to avoid the expense and risks of litigation. The Settlement is subject to final approval by the Court.

Am I a Member of the Class? The proposed Settlement Class consists of those who purchased or leased 2013-2017 Nissan Sentra, 2014-2017 Nissan Versa Note, and 2012-2017 Nissan Versa vehicles equipped with CVTs in the U.S. or its territories.

What does the Settlement Provide?

- **Warranty Extension:** An extension by 24 months or 24,000 miles (whichever occurs first) of the new vehicle limited warranty on your vehicle’s transmission. As part of the warranty extension, you may also be eligible for reimbursement of:
 - o **Repairs Made Within the Extended Warranty Period:** Reimbursement for parts and labor you paid to repair or replace your vehicle’s transmission within the time and mileage limits of the extended warranty (limited to \$4,750 for work done at non-Nissan repair shops). You must submit a Claim Form by January 30, 2020 or within 30 days of the qualifying repair, whichever is later.
 - o **Dealer Recommended Repairs:** If a Nissan dealer previously recommended repair or replacement of your vehicle’s transmission within the time and mileage limits of the extended warranty but your car was not repaired at that time, you may still be reimbursed so long as you had, or have, the recommended repair made no later than January 30, 2020 or prior to 90,000 miles, whichever comes first. You must submit a Claim Form by January 30, 2020 or within 30 days of the qualifying repair, whichever is later.
- **Vouchers for Certain Former Owners:** If you no longer own your 2013-2017 Nissan Sentra, 2014-2017 Nissan Versa Note, or 2012-2017 Nissan Versa, you may receive a voucher of \$1,000 towards the purchase or lease of a new Nissan or Infiniti, if you qualify. If you are also eligible for reimbursement of repair costs, you may elect either reimbursement or a voucher, but not both.
- **Release for Nissan:** Class Members will release all transmission-related claims against NNA and related parties.

Class Counsel will seek approval of up to \$6,500,000 in attorneys’ fees and up to \$100,000 in expenses, and service awards of \$5,000 for Class Representatives.

The Court will decide whether to approve the Settlement at the Fairness Hearing on March 6, 2020 at 1:30 p.m. You have the right to attend the Fairness Hearing, or you may appear through an attorney of your choice.

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1. **Do Nothing:** You will be in the Settlement Class, and you will automatically receive the extended warranty. If you are eligible for a Voucher, you will be notified. You will also be bound by the Settlement Agreement and any judgment in the case.
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