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QUALITY ACTION

CAMPAIGN BULLETIN

CVT Warranty Extension

Reference: CVT
Date: May 11, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Warranty Extension Activation date:
2012-2017 Versa Sedan (N17)	May 11, 2020
2014-2017 Versa Note (E12)	
2013-2017 Sentra (B17)	
2013-2016 Altima (L33)	
2013-2017 Juke (F15)	

In an effort to assure customer satisfaction, demonstrate our confidence in continuously variable transmissions (CVTs), and to address customer concerns including those expressed by customers in the class actions, Nissan will extend the warranty coverage on the CVT. The warranty extension includes the CVT assembly and internal CVT components, gaskets, and seals, CVT control valve body, torque converter, cooler kit (if applicable) and reprogramming of the Transmission Control Module (TCM), on the vehicles listed in this announcement from its original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first).

The extension also includes rental while CVT repairs or replacements are completed. Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Nissan’s New Vehicle Limited Warranty continue to apply.

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

1. If an owner contacts a dealer with a CVT concern in an owned or leased vehicle, verify warranty coverage for the specific VIN and then inform the customer of any diagnostic charges.

NOTE: Some owners may have opted out of the warranty extension as part of the class action settlements, thus it is important to check the VIN for each vehicle to verify coverage.

2. Use the appropriate Technical Service Bulletin (TSB) and/or Electronic Service Manual (ESM) 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 replacements when the replacement cost exceeds a Dealer’s Claims Administration/Authorization Limits (DCAL). **Control valves and CVT belt and pulley kits do not require pre-authorization for repairs made under warranty.**

3. CVT warranty coverage can be confirmed using the warranty extensions/customer service initiatives page in Service Comm or DBS National Service History.

4. If the vehicle is no longer covered by a powertrain or parts warranty, provide owners a repair estimate for a test drive, diagnosis, and repair. If an owner requests assistance, be sure to consult goodwill guidelines available in the Assurance Products Resources Manual (APRM) or WBP/20-014 and obtain the necessary approvals before proceeding.
5. Once the CVT has been repaired or replaced, dealers should submit the claim using the appropriate claims coding provided and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Refer to the electronic parts catalog for parts information
Repair	<ul style="list-style-type: none"> • Refer to the applicable TSBs available on ASIST for the model year and model being inspected or to diagnostic and repair procedures in the Electronic Service Manual (ESM) as needed.
Training	<ul style="list-style-type: none"> • The following dealer personnel are required to take the CVT Warranty Extension and Customer Care e-learning course available on Nissan’s Virtual Academy: <ul style="list-style-type: none"> • Service Manager or Director • Parts Manager or Director • Parts & Service Director • Service Advisor • Owner Loyalty Manager • Warranty Admin (eligible, but not required for QGP Certification)
Owner Notification	Nissan will begin notifying eligible owners in May 2020 via U.S. Mail.

******* Dealer’s Responsibility *******

It is the dealer’s responsibility to check Service Comm for the warranty status on each vehicle entering the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall or campaign?

A. No. This is a warranty extension.

Q. What is the reason for this Warranty Extension?

A. In an effort to assure customer satisfaction and demonstrate our confidence in continuously variable transmissions (CVTs), Nissan will extend the warranty coverage on the CVT. The warranty extension includes the CVT assembly and internal CVT components, gaskets, and seals, CVT control valve body, torque converter, cooler kit (if applicable) and reprogramming of the Transmission Control Module (TCM), on the vehicles listed in this announcement from its original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first).

Q. What will be the corrective action?

- A. Dealers should refer to the applicable TSB and/or Electronic Service Manual (ESM) to diagnose the root cause of the customer concern and identify the correct repair to resolve the customer concerns. Dealers must refer to applicable warranty coverage when providing the customer a repair estimate.

If the vehicle is no longer covered by a powertrain or parts warranty, provide owners a repair estimate for a test drive, diagnosis, and repair. If an owner requests assistance, be sure to consult goodwill guidelines available in the Assurance Products Resources Manual (APRM) or WBP/20-014 and obtain the necessary approvals before proceeding.

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

- A. The original warranty continues to apply with extended time and 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 parts warranty extend beyond the remaining period of the extended CVT warranty.

If this part was purchased through non-Nissan dealer or over the counter, Nissan dealers can refer to WBP/18-031a for parts warranty claim coding and processes.

Q. What specific CVT components are covered by this warranty extension? Does it include the internal components, gaskets, seals, transaxle assembly, valve body, and/or cooler kit?

- A. Nissan has extended the warranty coverage on the CVT assembly including: internal CVT components, gaskets, and seals, CVT control valve body, torque converter, cooler kit (if applicable) and reprogramming of the Transmission Control Module (TCM), on the vehicles listed in this announcement from its original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first).

This extension also includes rental if needed to complete a CVT repair or replacement. Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Nissan's New Vehicle Limited Warranty continue to apply.

Q. Is there any training available for this warranty extension?

- A. Yes, dealers can complete the **CVT Warranty Extension and Customer Care** training course available on Nissan's Virtual Academy. Access the training through NNAnet and click on Training under my links to access course.

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

- A. No. Please refer to the warranty extensions/customer service initiatives page in Service Comm or DBS National Service History for warranty coverage on specific VINs.

- Q. Due to COVID-19, a dealer has lost their certified technician for sub assembly replacement. Can a FOM or DTS request the PCC to authorize a CVT unit replacement instead?**
- A. No, under these circumstances there is no policy of permitting CVT unit replacement. For warranty and Goodwill, the FOM and/or DTS may communicate with PCC if there are claim/repair questions or special circumstances.
- Q. If a dealership does not have a technician certified for the CVT sub assembly repair can they still proceed with the repair?**
- A. No. Technicians that have completed the orientation course can perform CVT replacements and certain repairs (excludes sub assembly repairs). Technicians must complete the CVT Operation, Diagnosis, and Repair course online to qualify for the instructor-led CVT Field Repair course, which certifies a technician to perform the sub assembly repair.
- 96.6% of dealers have at least one technician certified to perform sub assembly repairs.
 - 99.6% of the technician population has completed the orientation course required to perform other CVT repairs
 - Instructor-led course availability is subject to state and local guidelines for COVID-19 reentry plans.
- Q. Is this warranty extension related to a class action settlement or lawsuit I heard about?**
- A. Nissan has issued this extended warranty in an effort to assure customer satisfaction and demonstrate our confidence in Continuously Variable Transmissions (CVTs) as well as to address customer concerns, including those that were raised by customers through litigation.
- Q. Is there a quality issue with the CVT?**
- A. Nissan is confident in the quality of our CVT technology. Nissan and its CVT supplier continuously make changes aimed at enhancing performance and durability of the CVT. Our current models and service parts reflect the latest available product enhancements. The vast majority of CVT owners will not experience any issue with their transmission, but for the small percentage that may experience an issue, this warranty extension will cover the cost of the repair.
- Q. How has the design changed on current/future models/service parts to eliminate owner concerns about durability?**
- A. Nissan continuously monitors field quality and implements product enhancements based on actual use and customer feedback. Our current models and service parts reflect the latest product enhancements to deliver the most reliable experience for our customers. Our dealer network is equipped with the latest diagnostic tools and training to address any customer concerns.

Q. I am in the process of purchasing a new Nissan equipped with a Continuously Variable Transmission (CVT). What assurances can be offered to overcome any durability doubts I may have?

A. Current models reflect the latest available product enhancements and are backed by a factory powertrain warranty.

Q. If my CVT is not operating properly, will my CVT be replaced with a new assembly?

A. Trained technicians will diagnose and determine the root cause of your concern and recommend the appropriate repair. This may include a variety of solutions or repairs up to the replacement of the CVT assembly with a new or remanufactured part if necessary.
Note: Remanufactured and new CVT assemblies both contain new internal components. Remanufactured CVT assemblies reuse the CVT case (subject to core availability) to increase the amount of service parts available. Nissan reserves the right to use either remanufactured or new CVT assemblies to repair vehicles under warranty based on available supply.

Q. What symptoms might I experience if my CVT has an issue?

A. If you notice a change in vehicle operation or performance, you should take your vehicle to authorized Nissan dealer for inspection.

Q. How long will the corrective action take?

A. CVT repair duration varies based on the repair required. Your dealer will be able to provide the necessary repair time based on the diagnosis for your vehicle.

Q. When will vehicle owners be notified of this extended warranty coverage?

A. Nissan will begin notifying eligible owners in **May 2020** via U.S. Mail.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle for a CVT concern?

A. If CVT parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	
502	Rental Expense	\$120 (Max)

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP/19-017 for additional information on application of rental reimbursement.

Rental must be claimed as Factory Warranty (FW) under the warranty extension and not Factory Goodwill (FG)

Q. Do I need to make an appointment in advance?

A. Yes. Nissan recommends making an appointment in advance to ensure that your Nissan dealer can complete the inspection, diagnosis, and if necessary, repair at your convenience

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. Nissan is extending the warranty to provide customer's peace of mind and confidence in their vehicle. Nissan will make the necessary repairs to transmissions under this warranty extension at no additional cost to the customer, so vehicle replacement or repurchase will not be necessary.

Q. Is this warranty extension transferable?

A. Yes. According to the terms of the original limited warranty, the warranty is applicable to the vehicle and transfers with ownership. No action is necessary to transfer this warranty extension to future owners.

Q. I did not receive a letter, how can I tell if my vehicle is eligible?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this warranty extension.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform diagnosis and necessary repairs under this warranty extension.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. If a customer previously paid for CVT repairs or replacement are they eligible for reimbursement?

A. Nissan will reimburse customers who paid to repair or replace their CVT, if the repairs would have been covered within the extended warranty period. The amount of the reimbursement may be subject to a cap depending on where the repair was made. The settlement administrator notified class members that a completed claim form along with proper documentation must be submitted to the settlement administrator for reimbursement. The claim submission deadline **was January 30, 2020, or within 30 days of the qualifying repair** to your vehicle, whichever is later. Please refer to the settlement administrator's website for further details:

Altima: www.AltimaCVTSettlement.com

Juke: www.JukeCVTSettlement.com

Sentra & Versa: www.SentraVersaCVTSettlement.com

Q. I sold my Nissan vehicle and it was worth less because of its CVT. Will Nissan compensate me for the decrease in residual value?

A. Nissan does not believe that vehicle values were diminished because the vehicles were equipped with CVTs. The class settlements approved by the court do not include compensation for alleged diminution in value. Certain former owners who experienced two or more qualifying repairs while they owned the vehicle are entitled to a voucher toward the purchase or lease of a new Nissan or INFINITI vehicle. For more information, please refer to

the settlement website or call the toll free number for the settlement administrator (see contact information in next question).

Q. How can owners learn more about the settlement?

- A. The Settlement Administrator mailed class members a notice with details on the settlement. The notice provided the address of a website and toll-free number where class members can find information that is more detailed that may answer many of their questions. See the website and phone number below that correspond to your vehicle:

Model	Phone	Website
2012-2017 Versa Sedan 2014-2017 Versa Note 2013-2017 Sentra	1-855-222-6841	www.SentraVersaCVTSettlement.com
2013-2016 Altima	1-855-582-3001	www.AltimaCVTSettlement.com
2013-2017 Juke	1--855-445-9433	www.JukeCVTSettlement.com

Q. Where can I find details about vouchers?

- A. This settlement includes a voucher component for a limited number of eligible participants. Former owners of a vehicle included in the class who had two or more repairs or replacements of the transmission assembly (including torque converter and/or valve body) and/or ATCU during their ownership period will be eligible to receive a voucher. The voucher can be redeemed for \$1,000 off the purchase or lease of a single new Nissan or INFINITI vehicle prior to **February 10, 2021**.

Eligibility will be determined and the settlement administrator will mail a uniquely coded voucher to eligible customers by no later than **August 8, 2020**. When the voucher mailing date is confirmed, additional information regarding program rules will be provided to dealers.

- **Nissan program ID: 20N2299RBB**
- **INFINITI program ID: 2012299BBA**

Note: No vouchers may be redeemed or claimed until the vouchers are mailed and program rules have been communicated.

Q. I opted out of the settlement, how does this affect me?

- A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this warranty extension. The warranty extension does not apply to owners that have elected to opt out of the class action settlement.

VINs of owners that have opted out of the warranty extension will be identifiable in Service Comm and DBS National Service History under warranty exclusions **"B0033 NO CVT WARRANTY EXT"**

Q. A vehicle is listed as being excluded from the CVT warranty extension, but the current owner says they did not opt out of any class action settlements. How do I proceed?

- A. Please refer the customer to <https://www.nissanassist.com> for directions on how to request reinstatement of the extended warranty. If the customer is unable to access the website, the customer may contact Nissan Consumer Affairs at 1-800-NISSAN1 (647-7261). Consumer Affairs will have a list of owner names that have opted out of the class action

settlement and can advise the customer of what documentation is required to reinstate the warranty if their name is not on the list.

Q. Is Nissan offering this warranty extension on any other Nissan CVT models?

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 (except NV200 and Taxi) remains 60 months/60,000 miles, whichever comes first. Refer to the vehicle's warranty booklet for details.

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

A. Nissan is announcing warranty extension on certain model-year Altima, Sentra, Versa Note, Versa, and Juke models. Many different factors are considered by Nissan when it considers customer satisfaction programs, such as warranty extensions.

Q. What is the production range for vehicles subject to this warranty extension?

A. The potentially affected vehicles in the United States are as follows:

Make/Model	Dates of Manufacture
2012-2017 Versa Sedan (N17)	May. 2011 (MY12 SOP) to Aug. 2017 (MY17 EOP)
2014-2017 Versa Note (E12)	Oct. 2012 (MY13 SOP) to Aug. 2017 (MY17 EOP)
2013-2017 Sentra (B17)	Mar. 2012 (MY13 SOP) to Oct. 2017 (MY17 EOP)
2013-2016 Altima (L33)	Mar. 2012 (MY13 SOP) to Aug. 2016 (MY16 EOP)
2013-2017 Juke (F15)	May 2012 (MY13 SOP) to Aug. 2017 (MY17 EOP)

Revision History:

Date	Announcement	Purpose
May 11, 2020	Original	New warranty extension announcement