



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Continuously Variable Transmission (CVT) Class Action Owner Notification

Date: March 29, 2022

### Attention: Dealer Principal, Sales, Service & Parts Managers

On March 23, 2022, the Court presiding over a class action lawsuit gave final approval to a proposed settlement under which the CVT warranty will be extended for the following vehicles:

2014-2018 Rogue
2015-2018 Pathfinder

\*Not including Rogue Hybrid or Pathfinder Hybrid vehicles

The approved settlement and the warranty extension are expected to become effective by June 1, 2022. Additional communication will be distributed prior to the warranty extension going into effect.

To be clear, **for the time being there is no warranty extension**, and you should proceed with CVT-related claims as outlined below in bullet point three (3) under What Dealers Should Do.

**NOTE:** The approved settlement, and the associated warranty extension, include many terms and conditions. **Rather than attempting to address questions** about the settlement terms from customers, **it is strongly recommended that you refer customers to the website and/or telephone number listed below** so that they can receive accurate and complete information from appropriate sources.

Additional information is available at 1-855-786-1043 or  
[www.RoguePathfinderQX60CVTsettlement.com](http://www.RoguePathfinderQX60CVTsettlement.com).

### \*\*\*\* What Dealers Should Do \*\*\*\*

1. No action is necessary at this time. Nissan will provide additional instructions prior to the effective date of the extended warranty, which is expected to be June 1, 2022.
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.
  - If a customer has questions regarding the terms of the proposed settlement, please refer them to the following website and/or telephone number rather than attempting

to answer the questions directly.

1-855-786-1043 or [www.RoguePathfinderQX60CVTSettlement.com](http://www.RoguePathfinderQX60CVTSettlement.com)

**Sample settlement notices are included with this announcement following the frequently asked questions. This is provided for your information only. Please refer all customer questions regarding the terms of the proposed settlement to the phone number or website above.**

**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 in the U.S., including its territories, a 2014-18 Rogue or 2015-18 Pathfinder vehicles equipped with Continuously Variable Transmission (CVT). Rogue Hybrid and Pathfinder Hybrid model vehicles are not included.

**Q. When will eligible vehicle owners receive notification?**

A. Current and former owners and lessees of 2014-18 Rogue and 2015-18 Pathfinder vehicles received a postcard from a Settlement Administrator in **December 2021**, via U.S. Mail. This notification informed them of the terms of a proposed class action that, subject to final court approval, could extend the warranty on the Continuously Variable Transmission (CVT). Nissan will begin notifying current owners and lessees of 2014-18 Rogue and 2015-18 Pathfinder vehicles when the warranty extension becomes effective in June 2022.

**Q. Is this a safety recall or service campaign?**

A. No.

**Q. What is the proposed settlement?**

**1. Warranty Extension on the Continuously Variable Transmission (CVT):** Nissan will extend the warranty coverage on the CVT assembly (including internal CVT components, gaskets, and seals), CVT control valve body, and torque converter from the original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first). This extension also includes rental and towing (if needed for a CVT concern). 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.

**2. Reimbursement for Replacement of or Repair to Transmission Assembly or ATCU:** If the Owners or Lessees previously paid to repair or replace their CVT and the repairs would have

been covered within the new extended warranty period, they may be eligible for reimbursement. Specific information about what the customer must do and when in order to obtain reimbursement is available at [www.RoguePathfinderQX60CVTSettlement.com](http://www.RoguePathfinderQX60CVTSettlement.com) or by contacting the Settlement Administrator at 1-855-786-1043. The settlement website addresses reimbursement criteria for CVT repairs or replacements made or recommended during the proposed warranty extension time and mileage limits and certain deadlines apply.

**3. Voucher Towards Purchase or Lease of a New Vehicle:** Current and former owners of 2014-18 Rogue and 2015-18 Pathfinder who had two (2) or more replacements or repairs to the transmission assembly (including the valve body and torque converter) or ATCU during their ownership experience (as reflected by Nissan Warranty records) are eligible for a Voucher in the amount of \$1,000 for either a purchase or lease of a single new Nissan or INFINITI vehicle. Prior software updates and/or reprogramming do not count as a prior repair. Vouchers must be used within nine (9) months of the Effective Date of this Settlement. The Voucher is not transferable. Current and former owners eligible for both a Voucher and reimbursement of a qualifying repair must elect either to receive the Voucher or to receive reimbursement; not both. Current and former owners who qualify for a Voucher (and did not elect a reimbursement instead) will be notified by the Settlement Administrator.

For other questions about the settlement, please refer customers to the websites and/or telephone numbers provided above.

**Q. Is there a quality issue with the Continuously Variable Transmission (CVT)?**

A. Nissan is confident in the quality of our Continuously Variable Transmission (CVT) technology and has extended warranty coverage to demonstrate this confidence and to stand behind our products. The vast majority of CVT owners will not experience any issue with their transmission, but for the small percentage that may experience an issue, the proposed warranty extension, if it goes into effect, 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. If my Continuously Variable Transmission (CVT) is not operating properly, will my CVT be replaced with a new assembly?**

A. Our factory-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 Continuously Variable Transmission (CVT) assembly with a new or remanufactured part if necessary.

**Q. What symptoms might I experience if my Continuously Variable Transmission (CVT) has an issue?**

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

**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. Go to [www.RoguePathfinderQX60CVTSettlement.com](http://www.RoguePathfinderQX60CVTSettlement.com) or contact the Settlement Administrator at 1-855-786-1043.

**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 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 has provided approval of the proposed warranty extension. Nissan will provide additional information to its dealers in advance of the warranty extension becoming effective, which is expected to occur on June 1, 2022.

#### Revision History:

Date	Announcement	Purpose
March 29, 2022	Original Document	Continuously Variable Transmission (CVT) Class Action Settlement Approval

*Stringer v. Nissan North America* Settlement Administrator  
P.O. Box 43090  
Providence, RI 02940-3090

**LEGAL NOTICE**

*A Federal Court authorized this Notice.*

**Current or former owners or lessees of  
2014-2018 Nissan Rogue, 2015-2018 Nissan  
Pathfinder, or 2015-2018 Infiniti QX60 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 for  
prior CVT repairs or replacements under the  
extended warranty. Claims for reimbursement  
are subject to strict timeframes.**

**This Notice is a summary only. Please read this  
Notice and then visit the Settlement website or  
call the number below for further important  
information about the Settlement.**

1-855-786-1043

[www.RoguePathfinderQX60CVTSettlement.com](http://www.RoguePathfinderQX60CVTSettlement.com)

«Barcode»

Postal Service: Please do not mark barcode

Claim#: NIR-«ClaimID» - «MailRec»

«First1» «Last1»

«CO»

«Addr1» «Addr2»

«City», «St» «Zip»

«Country»

**NIR**

**What is this?** You have been sent this Notice because records indicate that you purchased or leased a 2014-2018 Nissan Rogue, 2015-2018 Nissan Pathfinder, or 2015-2018 Infiniti QX60 vehicle 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 this 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 Class Vehicles in the U.S. or its Territories.

#### **What does the Settlement Provide?**

- **Warranty Extension:** An extension of 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 Warranty Extension (limited to \$5,000 for work done at non-Nissan/Infiniti repair shops). You must submit a Claim Form by March 22, 2022 or within 30 days of the qualifying repair, whichever is later.
  - o **Dealer Recommended Repairs:** If a Nissan or Infiniti dealer previously recommended repair or replacement of your vehicle’s transmission within the time and mileage limits of the Warranty Extension 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 March 22, 2022 or prior to 95,000 miles, whichever occurs first. You must submit a Claim Form by March 22, 2022 or within 30 days of the qualifying repair, whichever is later.
- **Vouchers for Certain Current and Former Owners:** If you are a current or former owner of a Class Vehicle, 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, as explained more fully in the Long Form Notice and Settlement Agreement.

Class Counsel will ask the Court to award up to \$6,250,000 in attorneys’ fees and expenses, and a service award of \$5,000 for each Class Representative.

The Court will decide whether to approve the Settlement at the Fairness Hearing on March 21, 2022 at 11:30 a.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 Warranty Extension. 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 qualifying transmission replacements or repairs made to your Class Vehicle.
3. **Object to the Settlement:** You can file a written objection by February 22, 2022 explaining what you do not like about the Settlement. Further details for objecting are contained on the settlement website.
4. **Exclude Yourself from the Settlement:** You can opt out of the Settlement by submitting your request by February 22, 2022. 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.

This Notice summarizes the Settlement. For important additional information including the full Long Form Notice, the Settlement Agreement and Claim Form, go to [www.RoguePathfinderQX60CVTSettlement.com](http://www.RoguePathfinderQX60CVTSettlement.com) or call 1-855-786-1043.