



QUALITY ACTION

CAMPAIGN BULLETIN

CVT Class Action Owner Notification

Reference: CVT

Date: December 15, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

In mid-December, 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:

2017-2018 Altima (L33)
2018-2019 Sentra (B17)
2018-2019 Versa Sedan (N17)
2018-2019 Versa Note (E12)

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 20, 2023**.

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 website and/or telephone number listed below** so that they can receive information from appropriate sources and in order to avoid providing incorrect and/or incomplete information.

The telephone number and website should be active by December 15, 2022.

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

No action is necessary at this time. Nissan will provide additional instructions in late May if and when the proposed settlement is approved and becomes effective.

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.
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 using the VCAT tool. Please reference WBI/21-002.

Control valves and CVT belt and pulley kits do not require pre-authorization for repairs made under warranty if they are within the dealer's DCAL limit.

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) section 2.2 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 using the Warranty Flat Rate Manual (WFRM) or applicable TSB coding and release the vehicle.

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

1-844-591-0204 or www.AltimaSentraVersaCVTSettlement2022.com

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

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 United States or its territories one of the vehicles listed in the table below equipped with a Continuously Variable Transmission (CVT) and are:

2017-2018 Altima (L33)
2018-2019 Sentra (B17)
2018-2019 Versa Sedan (N17)
2018-2019 Versa Note (E12)

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 around December 15, 2022. 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 website and/or telephone number 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, valve body, and/or cooler kit?

A. If the settlement is approved, Nissan will extend the warranty coverage on the CVT assembly, the sub-assembly (belt & pulley), 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 website will have more information about this.

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

A. Go to www.AltimaSentraVersaCVTSettlement2022.com or contact the Settlement Administrator at 1-844-591-0204.

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

A. The proposed settlement applies to all 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 20, 2023** 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 2013-18 Pathfinder, 2013 JX35, and 2014-2018 Infiniti QX60 non-hybrid models, 2014-2018 Nissan Rogue, 2012-17 Versa Sedan, 2014-17 Versa Note, 2013-17 Sentra, 2013-16 Altima and 2013-17 Juke. 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 and Versa Note 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
December 15, 2022	Original Document	New warranty extension announcement