



Warranty Group of Americas

Warranty Process for OTC Dealer Purchases

Date: July 22, 2024

REPAIR/WARRANTY PROCESS FOR CUSTOMER/INDEPENDENT REPAIR FACILITY (IRF) OVER-THE-COUNTER DEALER PURCHASES

To obtain service following the failure of a New or Genuine Remanufactured Nissan Part purchased over the counter (OTC) by a customer or by an Independent Repair Facility (IRF), the vehicle may be independently repaired or may be returned to any Authorized Nissan Dealer.

Warranty Start Date

- Sold over the counter to a vehicle owner: the Warranty Start Date is the date of sale (must be supported by the original receipt, with customer's name)
- Sold over the counter to an IRF or wholesaler: the Warranty Start Date is the date the assembly is installed (could be later than the date of sale and must be supported by the original purchase invoice and installation work order, with customer name and VIN. All supporting documentation must include the Nissan part number).

Repair Process

12 Months 12,000 mile warranty

When there is a failure of an over the counter New or Genuine Remanufactured Part installed that is covered by NISSAN's limited 12/12 service part warranty, the vehicle and/or part must be returned to an Authorized Nissan dealer. If the failure is determined to be warrantable the purchaser is eligible for a part exchange only.

36 Month Unlimited Mile Warranty – Dealer performing the repair

When there is a failure of an over the counter New or Genuine Remanufactured Part installed that is covered by NISSAN's limited 36 Month Unlimited mile Warranty that was purchased and installed by an IRF and the IRF wants to dealer to complete the diagnosis and repair, it is the IRF's responsibility to get the vehicle to an Authorized Nissan Dealer, along with the following supporting documents:

- Proof of original purchase including Nissan part number
- Original installation work order
 - Customer Name
 - VIN
 - Mileage
 - Date of Installation
 - Nissan Part Number
- Module reprogramming sheets before and after (when required per the provided documents and service repair manual)



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- ❖ All parts replaced under warranty and removed from the repaired vehicles must be returned to the Authorized Nissan Dealer

NOTE: Any part returned to dealer that displays evidence of external damage or abuse, may cause the repair to be non-warrantable and may cause the exchange unit to be charged back to the IRF.

When the vehicle is presented to the Nissan Authorized Dealer, the dealer will validate the documents and perform the needed diagnostics to determine the Cause of Failure (COF).

36 Month Unlimited Mile Warranty - IRF performing the repair

If the IRF wants to dealer to complete the diagnosis and repair. IRF's responsibility to diagnose the vehicle and present their findings to an Authorized Nissan Dealer, along with the following supporting documents:

- Proof of original purchase including Nissan part number
- Original installation work order
 - Customer Name
 - VIN
 - Mileage
 - Date of Installation
 - Nissan Part Number
- Module reprogramming sheets before and after (when required)
 - Customer Current Work Order
 - Customer Name
 - VIN
 - Mileage
 - Nissan Part Number
 - Customer's Complaint of Failure (COF)
 - Diagnostic steps taken to determine cause of warranted concern
 - Diagnostic results must be clearly documented on work order

- ❖ All parts replaced under warranty and removed from the repaired vehicles must be returned to the Authorized Nissan Dealer

When presented to the Authorized Nissan Dealer, the dealer will validate the documents and diagnostics to determine the Cause of Failure (COF) for warrant ability determination.

36 Month Unlimited Mile Warranty - Customer purchases

When there is a failure of an over the counter New or Genuine Remanufactured Part installed that is covered by NISSAN's limited 36 Month Unlimited mile Warranty that was purchased Over the Counter (OTC) by a retail



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customer it is the customer's responsibility to get the vehicle to an Authorized Nissan Dealer, along with the following supporting documents:

- Proof of original purchase including Nissan part number
- Original installation work order
 - Customer Name
 - VIN
 - Mileage
 - Date of Installation
 - Nissan Part Number
- Module reprogramming sheets before and after (when required per the provided documents and service repair manual)

IMPORTANT: It is not necessary for reprogramming (where applicable) of a Nissan New or Genuine Remanufactured Part to take place at a Nissan Authorized Dealer; however, any customer or IRF that reprograms a Part must follow the Nissan process as outlined in the included documents and the service manual. Failure to perform reprogramming results in an incomplete repair, and warranty reimbursement claims may be denied.

****For full warranty terms and conditions reference the Warranty document provided to you at the time of purchase.**

WARRANTY DEPARTMENT