



# 2016 NISSAN CONSUMER SAFETY & AIR BAG INFORMATION GUIDE

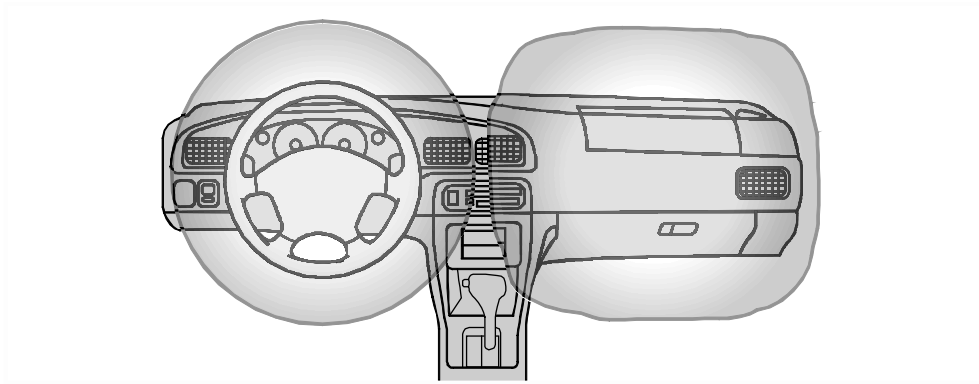
The 2016 NISSAN Consumer Safety & Air Bag Information Guide provides information for 2016 NISSAN vehicles available at time of publication. Refer to your vehicles owner's manual to familiarize yourself with all disclosures, warnings, cautions, and all air bag protection and seat belt safety instructions. This publication may be amended as new vehicles are introduced.

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# AIR BAG PROTECTION

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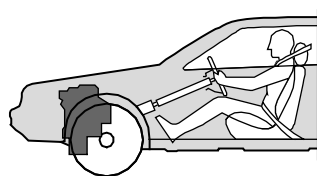
## WHAT YOU SHOULD KNOW ABOUT AIR BAGS

Air bags are a *supplemental* restraint system designed to enhance the protection provided by the seat belt system during certain types of collisions. Supplemental driver and front passenger air bags are standard on all 2016 Nissan vehicles. Side-impact air bags and curtain side-impact air bags are standard on most 2016 Nissan vehicles. On some Nissan vehicles, the curtain side-impact air bags are also equipped with a rollover sensing function. Driver's side knee airbags are equipped on some vehicles. See your vehicle owner's manual for information about your air bag systems.

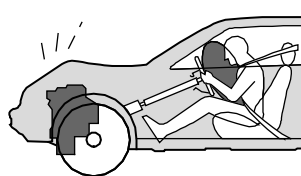
Please remember, always wear your seat belt, and never use a rear-facing child restraint in the front passenger seat. See page 13 of this guide for important information about child restraint use.

## FASTER THAN THE EYE CAN BLINK

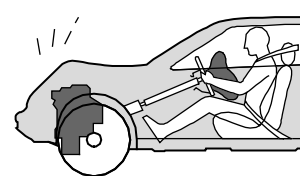
In a collision, a lot can happen in just one second. It takes a short time for the system to decide to deploy. At 0.01 seconds, an air bag begins to inflate. At 0.04 seconds, it is fully inflated. By 0.1 seconds, it has done its job and is deflating. Considering the speed of these events, it is not surprising that many people involved in a frontal collision do not initially realize that their air bags inflated.



0.01 SECONDS INFLATING BEGINS



0.04 SECONDS AIR BAG IS INFLATED



0.1 SECONDS DEFLATING BEGINS

## THE NISSAN ADVANCED AIR BAG SYSTEM

All 2016 NISSAN vehicles (except for the 2016 NV 1500/2500/3500, and 2016 Titan XD Crew Cab\*) are equipped with the NISSAN Advanced Air Bag System (AABS) for the driver and front passenger seats. Typically, this system incorporates dual-stage inflators\*\*, and monitors information from various crash sensors, the front seat belt buckle sensors, and the occupant classification sensor.

The front passenger air bag may be automatically turned OFF under some conditions, depending on the weight detected by sensors in the passenger seat. See the vehicle owner's manual for more information. If the front passenger air bag is OFF, the front passenger air bag status light will be illuminated.\*\*\*

The front passenger air bag status light does not indicate a malfunction of the front passenger air bag. If the front passenger air bag status light is illuminated while an adult occupies the seat, the occupant may need to shift his or her seating position so the system can turn ON the front passenger air bag and turn OFF the status light. See your owner's manual for proper seating positions.

Remember, all air bags are supplemental restraint systems. You must properly use seat belts and child restraints, as explained in the vehicle owner's manual and your child restraint manufacturer's instructions.

## THE MOST IMPORTANT PART OF AN AIR BAG: YOUR SEAT BELT

Your chances of surviving a collision will improve greatly if one simple piece of advice is followed: **always wear your seat belt**. Do not count on just the air bags for occupant protection; they are merely a *supplemental* restraint system. You must always use seat belts properly, as explained in the vehicle owner's manual.

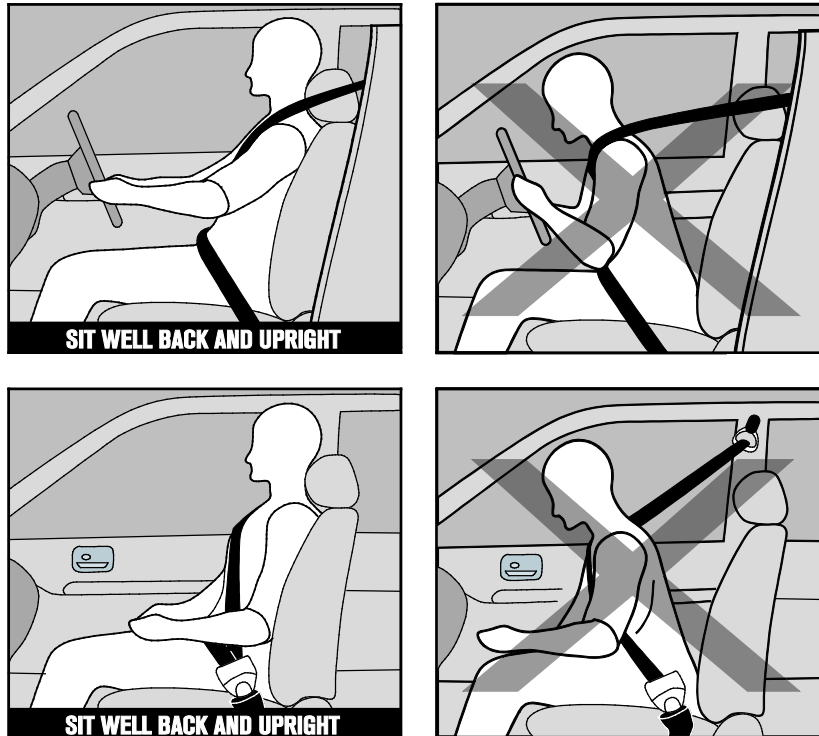
Seat belts help to protect the occupants of your vehicle during collisions in which the air bags are not designed to activate. Moreover, in situations where the air bags are activated in moderate to high-severity collisions, seat belts enhance their effectiveness and can help reduce the risk of injury from an inflating air bag. Seat belts will also help protect the occupants of your vehicle during multiple-impact collisions, while the air bags work only one time if a collision is severe enough to activate them. Please see the **SEAT BELT SAFETY** and **CHILD SAFETY** sections of this guide and the vehicle owner's manual for more information.

\* The NV lineup and 2016 Titan XD Crew Cab are equipped with front air bags and seat belt buckle sensors, but are not equipped with occupant classification sensors (and the associated front passenger air bag status light).

\*\*Dual-stage inflators vary the air bag inflation rate based on the severity of the collision (for example, less forceful inflation for moderate impacts and a high force of inflation for more severe impacts). In addition, based on information from the seat belt buckle sensors that detect whether the seat belts are fastened, the deployment of the front air bags is adjusted. Only one front air bag may inflate in a crash depending on the crash severity, and whether or not the front occupants are belted or unbelted.

\*\*\*When the system detects that the seat is unoccupied, the passenger air bag status light will not illuminate even though the front passenger air bag is OFF.

## EFFECTIVE USE OF SEAT BELTS AND AIR BAGS



Seat belts and supplemental air bags are most effective when vehicle occupants are sitting upright and well back in the seat with both feet on the floor. Keep in mind that air bags inflate with great force. Being unrestrained, leaning forward, sitting sideways, or being out of position in any way puts you at a greater risk of injury or death in a crash. You may also receive serious or fatal injuries from the air bag if you are up against it when it inflates. Always sit back against the seatback with both feet on the floor and as far away as practical from the steering wheel or instrument panel and always wear your seat belt. Please see the **SEAT BELT SAFETY** section of this guide and the vehicle owner's manual for more information.

## HOW THE OCCUPANT CLASSIFICATION SYSTEM WORKS

The front passenger seat is equipped with an Occupant Classification Sensor that turns the front passenger air bag OFF under some conditions. The occupant classification sensor detects an occupant and objects on the seat by weight. For example, if a child is in the front passenger seat, the Advanced Air Bag System is designed to turn the passenger air bag OFF in accordance with U.S. regulations. In addition, if a child restraint of the type

specified in the regulations is on the seat, the occupant classification sensors can detect it and cause the air bag to turn OFF. This sensor is only used in the front passenger seat. Failure to be properly seated and wearing the seat belt can increase the risk or severity of injury in an accident.

Front passenger seat adult occupants who are properly seated and using the seat belt as outlined in the vehicle's owner manual, should not cause the passenger air bag to be automatically turned OFF. However if the occupant takes his/her weight off the seat cushion (for example, by not sitting upright, by sitting on an edge of the seat, or by otherwise being out of position), this could cause the sensor to turn the air bag OFF. Always be sure to be seated and wearing the seat belt properly for the most effective protection by the seat belt and supplemental air bag. Nissan recommends that pre-teens and children be properly restrained in the rear seat.

If the front passenger seat is not occupied, the passenger air bag is designed not to inflate in a crash. However, heavy objects placed on the seat could result in air bag inflation, because the occupant classification sensor detects the weight. Other conditions could also result in air bag inflation, such as if a child is standing on the seat, or if two children are on the seat, contrary to the instructions in the vehicle's owner's manual.

If an adult occupant is in the seat but the passenger air bag status light is illuminated (indicating that the air bag is OFF), it could be that the person is a small adult, or not sitting on the seat properly or not using the seat belt properly.

If a child restraint must be used in the front seat, the passenger air bag status light may or may not be illuminated, depending on the size of the child and the type of child restraint being used. If the air bag status light is not illuminated (indicating that the air bag might inflate in a crash), it could be that the child restraint or the seat belt is not being used properly. Make sure that the child restraint is installed properly, the seat belt is being used properly and the occupant is positioned properly. If the air bag status light is not illuminated, reposition the occupant or child restraint in the rear seat.

If the front passenger air bag status light will not illuminate even though you believe that the child restraint, the seat belts and the occupant are properly positioned, the system may be

sensing an unoccupied seat (in which case the air bag is OFF). Your NISSAN dealer can check that the system is OFF by using a special tool. However, until you have confirmed with your dealer that your air bag is working properly, reposition the occupant or child restraint in a rear seat.

The NISSAN Advanced Air Bag System and passenger air bag status light will take a few seconds to register a change in the passenger seat status. For example, if a large adult who is sitting in the passenger seat exits the vehicle, the passenger air bag status light will go from OFF to ON for a few seconds and then to OFF. This is normal system operation and does not indicate a malfunction. The passenger air bag status light will not illuminate when the front passenger seat is unoccupied.

## **HOW AND WHEN FRONT AIR BAGS WORK**

While the inner workings of a supplemental front air bag system are complicated, understanding what makes the front air bags deploy is rather easy: *the vehicle's front air bag sensor system is designed to detect rapid deceleration usually associated with moderate to severe frontal collisions within a limited range of angles.* Air bags are designed not to deploy in low-severity collisions. The vehicle's deceleration rate is related to various factors, such as speed of the vehicles, the weight and stiffness of the vehicles/objects involved, contact locations, and the angle of impact, to name a few. Once the sensor system is activated, the front air bags inflate followed by a release of smoke, almost instantly. The front air bags will not usually activate in side-impact collisions, rear-end collisions, rollovers, while driving on rough roads, or during hard braking. However, deceleration rates in some situations can be similar to those found in frontal impacts and may result in front air bag activation.

## **WHEN THE FRONT AIR BAGS INFLATE**

Please remember, for the supplemental front air bags to be most effective, you must always buckle up and be seated upright and well back in the seat away from the steering wheel or instrument panel to allow room for the air bags to inflate. For the front air bags to do their job, they must inflate with great force. As mentioned earlier in this guide, this may cause serious or even fatal injury if, for example, you are unrestrained out of position in any way,

sitting or leaning too close to the steering wheel or instrument panel during inflation. Even when seated properly, there is a possibility of injury from an inflating front air bag. This usually consists of minor skin abrasions or burns, but may be more serious. Overall, these injuries are minimal compared to the injuries the front air bags are designed to prevent. When a front air bag inflates, a fairly loud noise may be heard, followed by the release of smoke. This smoke is not harmful and does not indicate a fire. Care should be taken not to inhale it, as it may cause temporary irritation and choking. Those with a history of a breathing condition should get fresh air promptly.

## **REPLACING THE AIR BAGS**

Air bags are not reusable. After a collision in which your air bags have activated, have the respective air bag system inspected and replaced by your NISSAN dealer as soon as possible. The National Highway Traffic Safety Administration (NHTSA) has expressed concern regarding reports of counterfeit replacement air bags installed in vehicles. Visit [www.nhtsa.gov](http://www.nhtsa.gov) for more information. Nissan recommends the replacement of air bags by your NISSAN dealer to ensure that you receive new original equipment replacement parts. Counterfeit replacement air bags may not be made to the standards of quality, reliability and durability of Genuine NISSAN parts. The use of counterfeit replacement air bags or used or salvaged air bags is a potential serious safety problem and may not provide the same level of protection in a crash.

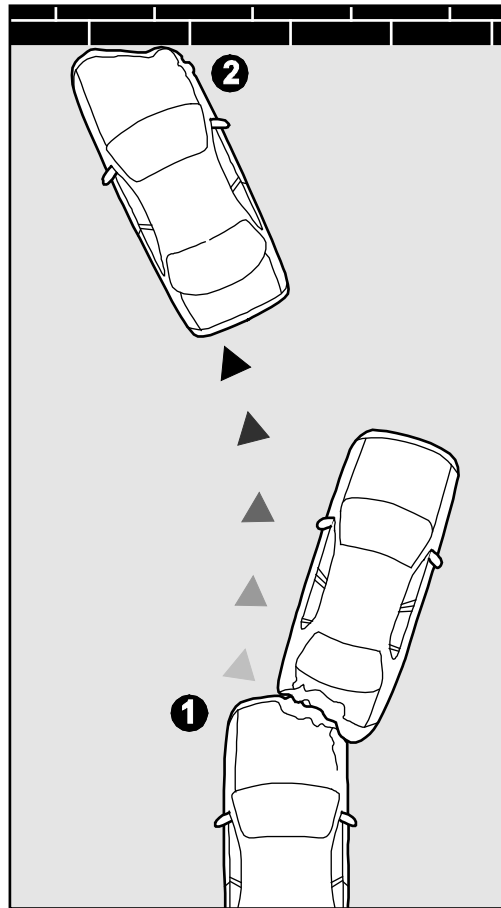
## **OTHER SPECIFICS ABOUT AIR BAGS**

- Do not position the front passenger seat so it contacts the rear seat. If the front passenger seat does contact the rear seat, the air bag system may determine a sensor malfunction has occurred and the front passenger air bag status light may illuminate and the supplemental air bag warning light may flash.

- If the supplemental air bag warning light in the instrument panel continues to remain ON or flashes after you start the vehicle, see your Nissan dealer as soon as possible.
- After inflation, air bag components are hot, so avoid contact.
- Do not place objects on or near the steering wheel or instrument panel where the air bags inflate.
- **Never** install a rear-facing child restraint in the front passenger seat of a vehicle.
- Do not place objects with sharp edges on the seat. Also, do not place heavy objects on the seat that will leave permanent impressions in the seat. Such objects can damage the seat or the occupant classification sensor. This can affect the operation of the air bag system and result in serious personal injury.
- Do not use water or acidic cleaners (hot steam cleaners) on the seat. This can damage the seat or occupant classification sensors. This can also affect the operation of the air bag system and result in serious personal injury.
- Modifying or tampering with the front passenger seat may result in serious personal injury. For example, do not change the front seats by placing material on the seat cushion or by installing additional trim material, such as seat covers, on the seat that are not specifically designed to assure proper air bag operation. Additionally, do not stow any objects under the front passenger seat, or on the seat cushion, or store luggage behind the seat that may contact the seatback, or hang heavy objects from the seatback, or the seatback pocket. Such objects may interfere with the proper operation of the occupant classification sensor.
- See the vehicle owner's manual for other important information on safety, seats, seat belts, and the supplemental restraint system.



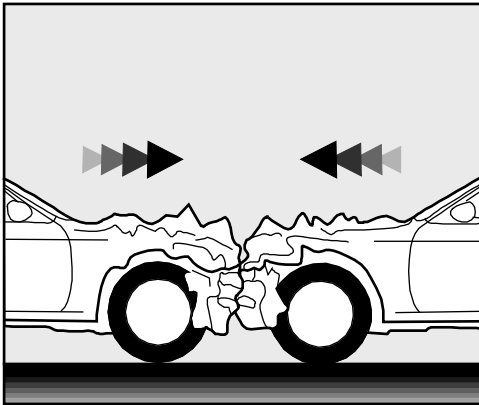
## **AN AIR BAG WORKS ONLY ONCE**



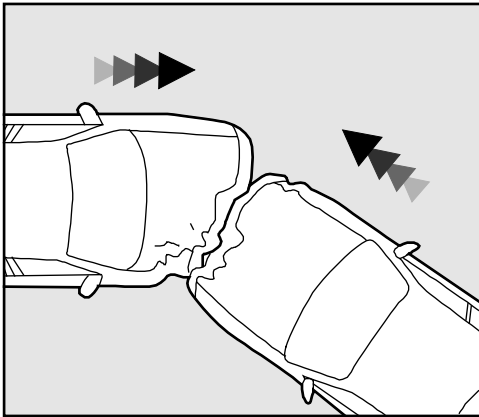
**In a multiple-impact collision, air bags help to protect only during the first impact severe enough to activate the system.**

**If, as in the illustration above, for example, the collision labeled #1 were severe enough to activate the front air bags, the front air bags would not be reactivated in collision #2.**

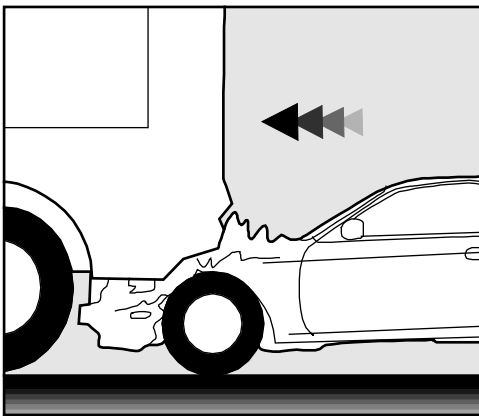
## FRONTAL COLLISIONS WITH OTHER VEHICLES



**A severe frontal collision involving another vehicle, stationary or moving, probably will activate the front air bags.**

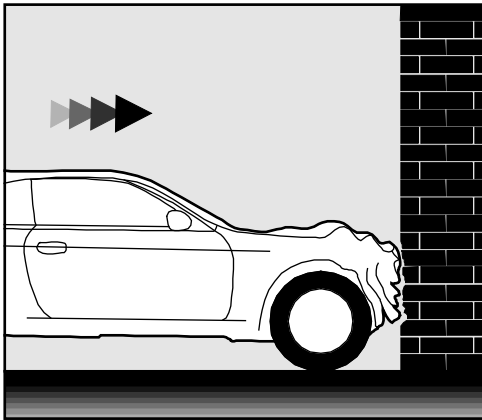


**The front air bags may or may not be activated in a frontal collision that occurs at an angle.**

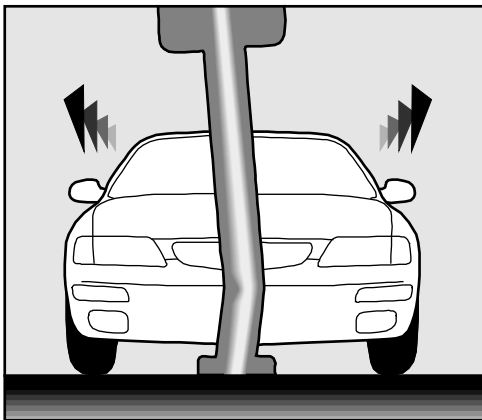


**If the front end of your car should go under a vehicle, the impact probably will not activate the front air bags.**

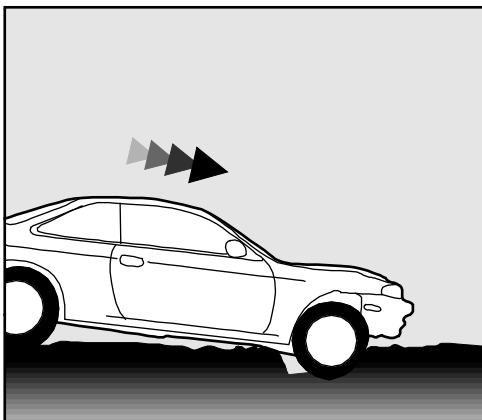
## OTHER FRONTAL COLLISIONS



**A severe collision with an immovable object probably will activate the front air bags.**



**Hitting a pole is a situation in which the front air bags may or may not activate, depending on the specific impact.**



**If your vehicle should strike an object in the road, such as a rock, debris or hole, the front air bags probably will not activate.**

## **SIDE-IMPACT, CURTAIN SIDE-IMPACT, AND CURTAIN SIDE-IMPACT/ROLLOVER AIR BAG SYSTEMS**

Supplemental side-impact I air bags, curtain side-impact air bags, and curtain side-impact/rollover air bags are available on many 2016 NISSAN vehicles. Side-impact air bags (if so equipped) are located on the outboard side of the front seat backs. Curtain side-impact air bags (if so equipped) and curtain side-impact/rollover air bags (if so equipped) are located in the left and right side roof rails or in the upper part of the front door panels.

Side-impact air bags and curtain side-impact air bags are designed to inflate in higher-severity side collisions, on the side where the vehicle is impacted. However, they may inflate if the forces in another type of collision are similar to those of a higher-severity side-impact. Curtain side-impact/rollover air bags are designed to inflate in certain types of side-impact collisions and rollovers.

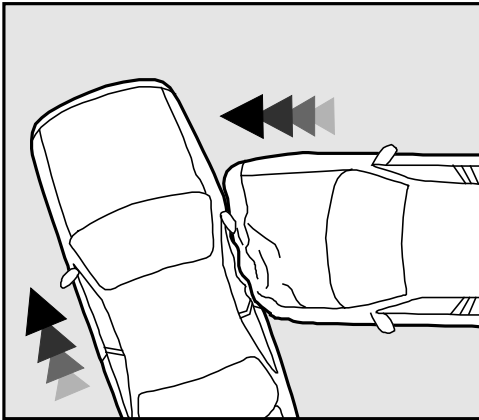
Curtain side-impact air bags and curtain side-impact/rollover air bags are different mainly in their sensing systems: curtain side-impact air bags are activated primarily in a lateral collision, whereas curtain side-impact/rollover air bags are activated in either a lateral collision or a rollover. Since a rollover event lasts longer than a side-impact event, curtain side-impact/rollover air bags are designed to remain inflated longer than curtain side-impact air bags.

Side-impact air bags and curtain side-impact air bags, along with the proper use of seat belts, help to cushion the impact force to the head and chest of the front occupants. In most NISSAN vehicles, curtain side-impact air bags also help to cushion the impact force to the head of rear outboard-seated occupants. These air bags can help save lives and reduce serious injury. However, an inflating side-impact air bag, curtain side-impact air bag, or curtain side-impact/rollover air bag may cause abrasions or other injuries. Refer to your owner's manual for information on how your vehicle is equipped.

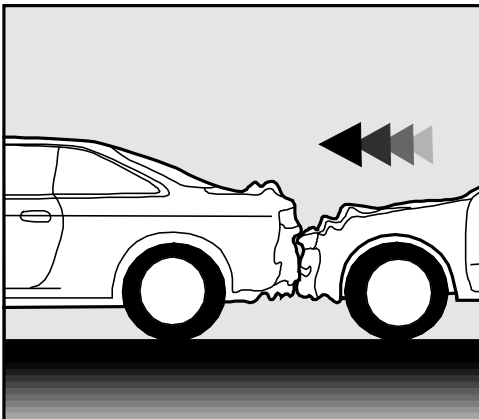
Seat belts should be worn correctly and vehicle occupants seated upright. These air bags inflate quickly in order to help protect the occupants. The force of an air bag inflating can increase the risk of injury if the occupant is too close to or is against the air bag module during inflation.

Like front air bags, an inflated side-impact air bag as well as an inflated curtain side-impact air bag will deflate soon after the collision is over. As noted above, an inflated curtain side-impact/rollover air bag will remain inflated for a short time afterward. See **REPLACING THE AIR BAGS** earlier in this guide.

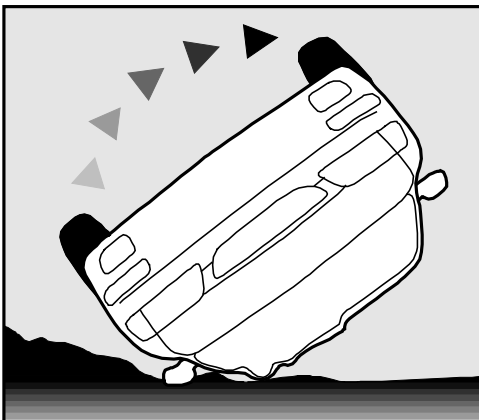
## SIDE AND OTHER COLLISIONS



On vehicles equipped with side-impact and curtain side-impact air bags, the air bags on the side the vehicle was impacted probably will activate depending on the angle and severity.\* The front air bags are not likely to activate in this situation.



The air bags probably will not activate if your vehicle is struck from the rear.



On vehicles equipped with curtain side-impact/rollover air bags, the curtain air bags on both sides of the vehicle are designed to activate in certain types of rollovers. This function is in addition to the side-impact protection function described above. The front air bags are not likely to activate in this situation.

\*Curtain side-impact/rollover air bags (if so equipped) probably will also inflate, depending on the collision.

## **OTHER SPECIFICS ABOUT SIDE-IMPACT, CURTAIN SIDE-IMPACT, AND CURTAIN SIDE-IMPACT/ROLLOVER AIR BAG SYSTEMS**

- Do not allow anyone sitting in the front seat to extend his or her hand out the window or lean against the door.
- When sitting in the rear, do not hold onto the seatbacks of the front seats, hang anything from the head restraint or push or pull on the seatback pocket as this may interfere with the proper operation of the air bag systems. Be especially careful with children, who should always be properly seated and restrained in the rear seat.
- Do not allow anyone to place their hand, leg or face near the side-impact air bag modules on the side of the seatbacks of the front seats or near the curtain side-impact air bag modules in the roof rails or in the front door panels.
- Curtain side-impact/rollover air bags are designed to inflate not only in rollovers, but also in near rollover situations. As a result, certain vehicle movements (for example, during severe off-road driving) may cause these air bags to inflate.
- See the vehicle owner's manual for other important information about side-impact, curtain side-impact, and curtain side-impact/rollover air bag systems (if the vehicle is equipped with these systems).

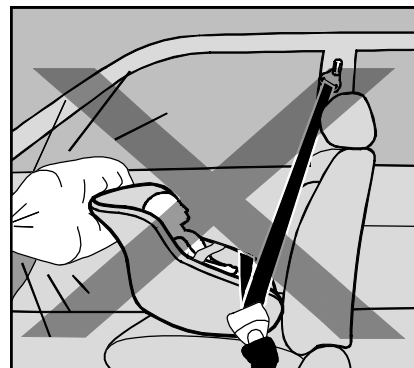
## **CHILD SAFETY**

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### **WHENEVER A CHILD IS IN YOUR VEHICLE**

The risk of serious or fatal injury to children in automobile collisions can be reduced with a properly installed child restraint. Before you install a child restraint in your vehicle, please consult the vehicle owner's manual and the child restraint manufacturer's instructions for proper installation.

**Child restraints for infants must be used in a rear-facing direction and therefore must never be used in the front seat.** An inflating front passenger air bag could seriously injure or kill your child. According to statistics, children are safer when properly restrained in the rear seat than in the front seat. NISSAN and the federal government recommend that children 12 and under should ride in the rear seat, properly secured in child restraints, booster seats, or seat belts, according to their size.

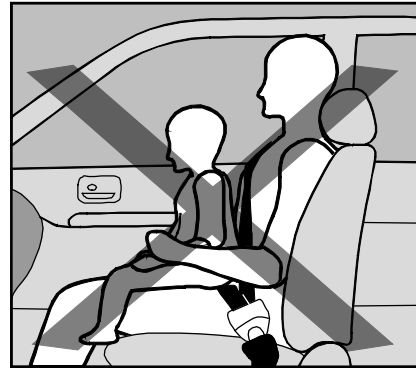


If you must install a forward-facing child restraint in the front passenger seat, move the passenger seat to the rearmost position. See the vehicle owner's manual for details and additional important information.

## CHILD RESTRAINTS FOR INFANTS AND SMALL CHILDREN

Infants and small children should always be placed in an appropriate child restraint while riding in the vehicle. Failure to properly use a child restraint can result in serious injury or death.

Children and infants should **never** be carried on your lap. It is not possible for even the strongest adult to resist the forces of a severe collision. The child could be crushed between the adult and parts of the vehicle. Also, **never** put the same seat belt around both your child and yourself, or another child.



Always install the child restraint properly, and check that it is securely held in place by the vehicle's seat belt or LATCH system (if so equipped). An improperly installed child restraint could lead to serious injury or death in a collision. See the vehicle owner's manual and your child restraint manufacturer's instructions for complete details.

Child restraints specially designed for infants and small children are offered by several manufacturers. When selecting any child restraint, keep the following points in mind:

1. The LATCH system (Lower Anchors and Tethers for CHildren) is a universal child restraint system. This system – which may also be referred to as the ISOFIX or ISOFIX compatible system – allows the child restraint to be installed into the vehicle without the use of seat belts. Both the vehicle and child restraint must have LATCH system capabilities.
2. Choose only a restraint with a label certifying that it complies with Federal Motor Vehicle Safety Standard 213.
3. Always make sure the child restraint is appropriate for the age and size of your infant or small child. Remember that as your child grows you will need to replace the child restraint.

4. Check, the child restraint in your vehicle to be sure it is compatible with the vehicle's seat and seat belt system.
5. If the child restraint is compatible with your vehicle, place your child in the child restraint and check, the various adjustments to be sure the child restraint is compatible with your child. Always follow all recommended procedures.

All U.S. states require that infants and small children be restrained in a certified child restraint at all times while the vehicle is being operated.

### **THE LATCH SYSTEM (LOWER ANCHORS AND TETHERS FOR CHILDREN)**

Most 2016 NISSAN vehicles are equipped with universal child restraint lower anchors and top tether anchors for the installation of child restraints equipped with LATCH attachments. With this system, you do not have to use a vehicle seat belt to secure the child restraint. Instead, special anchor points are utilized to install the child restraint, provided it is compatible with the LATCH system. See the vehicle owner's manual for child restraint instruction details and additional important information.

### **SNUG KIDS™**

The first of its kind, Snug Kids™ is our online guide to selecting a child restraint seat for your NISSAN vehicle. Our Certified Child Passenger Safety Technicians have evaluated numerous child restraint seats and have compiled their findings to create the Snug Kids™ Child Safety Seat Fit Guides. These guides include important tips on correct installation procedures. Visit [www.NISSANUSA.com/snugkids](http://www.NISSANUSA.com/snugkids) to view or download the latest guide information for finding a child restraint system that is right for your Nissan vehicle.

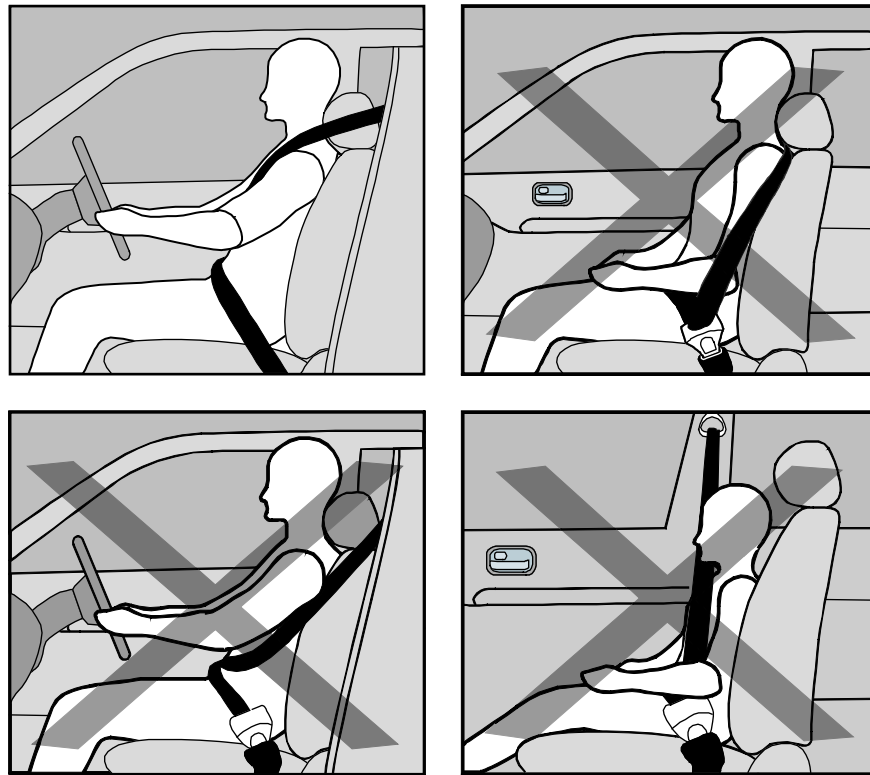




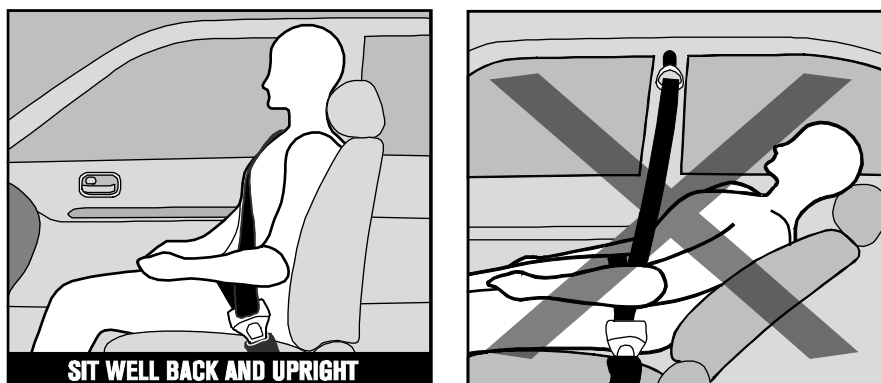
## SEAT BELT SAFETY

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If you are wearing a properly adjusted seat belt, your chances of being injured or killed in a collision and/or the severity of injury may be greatly reduced. NISSAN strongly encourages you and all of your passengers to buckle up every time you drive, even if your seating position includes a supplemental air bag system. Most States require seat belts be worn at all times when a vehicle is being driven.



Always route the shoulder belt over your shoulder and across your chest. Never place the belt behind your back, under your arm or across your neck. The belt should be away from your face and neck, but not falling off your shoulder. If available, the shoulder belt anchor height should be adjusted to the position best suited for you (see the vehicle owner's manual for more detail). Position the lap belt as low as possible **AROUND YOUR HIPS, NOT YOUR WAIST**. A lap belt worn too high could increase the risk of internal injuries in a collision. Be sure the seat belt tongue is securely fastened into the proper buckle.



For the seat belt to be most effective when the vehicle is in motion, the seatback should be upright. Do not ride in a moving vehicle when the seatback is reclined. This can be dangerous, as the shoulder belt will not be against your body. In a collision, you could be thrown into it and receive neck or other serious injuries. You could also slide under the lap belt and receive serious internal injuries. Always sit well back in the seat with both feet on the floor and adjust the seat belt properly.

### **OTHER SPECIFICS ABOUT SEAT BELTS**

- Do not wear the seat belt inside out or twisted.
- Do not allow more than one person to use the same seat belt.
- Never carry more people in the vehicle than there are seat belts.
- If the seat belt warning light illuminates continuously while the ignition is turned ON with all doors closed and all seat belts fastened, it may indicate a malfunction in the system; have the system checked by a NISSAN dealer as soon as possible.
- See the vehicle owner's manual for more detailed information to help you better understand the important safety warnings, system features, operation and maintenance of your vehicle's seat belts.
- Always have seat belt assemblies, including retractors and attaching hardware, inspected by a Nissan dealer after any collision.

### **CONCERN FOR YOUR SAFETY**

NISSAN urges you to always use your available seat belt restraint system whenever you drive, even if your vehicle is equipped with supplemental air bags. Please ask all of your passengers to buckle up too. For children, make sure they are properly secured in an appropriate child restraint or booster seat.\* Seat belts do save lives. See the vehicle owner's manual for details.

\* Please see the vehicle owner's manual and child restraint manufacturer's instructions for complete details.

# NISSAN'S CUSTOMER CARE PROGRAM

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## **NISSAN CARES...**

Both NISSAN and your NISSAN dealer are dedicated to serving your automotive needs. Your complete satisfaction with your vehicle and your NISSAN dealer are our primary concerns. Your NISSAN dealer is available to assist you with your automobile sales, parts, and service requirements.

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps:

### **STEP 1:**

Discuss the situation with the dealership's manager. If a problem still exists, contact the dealership's Consumer Affairs Manager or owner. They are best equipped to resolve the matter for you.

### **STEP 2:**

If the concern still has not been addressed to your satisfaction, please contact our (NISSAN's) Consumer Affairs Department using our toll-free telephone number:

**1-800-NISSAN-1 (1-800-647-7261)**

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle Identification Number (on dashboard)
- Date of purchase
- Current odometer reading
- Your NISSAN dealer's name
- Details of the concern

On the other hand, you can write to NISSAN with the above information at:

**NISSAN North America, Inc.  
Consumer Affairs Department  
P.O. Box 685003  
Franklin, TN 37068-5003**

### **STEP 3:**

In the event that you believe NISSAN has been unable to satisfactorily address the issue with your vehicle, a special automotive complaint resolution program called BBB AUTO LINE is available to you. The Council of Better Business Bureaus, Inc. (BBB) independently operates the BBB AUTO LINE program.

For information about the BBB AUTO LINE in your area, please call us (NISSAN) toll-free at 1-800-NISSAN-1 (1-800-647-7261). We will be happy to provide you with information about BBB AUTO LINE. On the other hand, you may contact the BBB directly:

**BBB Auto Line**  
**Council of Better Business Bureaus, Inc.**  
**3033 Wilson Blvd. Suite 600**  
**Arlington, VA 22203-4838**  
**1-800-955-5100**

If you call the BBB, its staff will take down details of your complaint by telephone. They will ask for the same information as described in Step 2.

The BBB AUTO LINE program consists of two parts: **mediation** and **arbitration**. The BBB will attempt to assist you to resolve the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will have the opportunity to personally present your case before an impartial arbitrator or three-person panel. The arbitrator(s) will make a decision after the arbitration hearing.

The BBB will, in most cases, send you a final decision within forty (40) days- (plus seven if you have not contacted the proper person from the dealership or NISSAN) unless you delay the process. If you accept the decision, it will be legally binding on you and NISSAN. If you do not accept the decision, it will not be legally binding on you and NISSAN. (However, in some states, if the decision is not accepted, it may be introduced either by you or by NISSAN, as evidence in any potentially related court action.)

BBB AUTO LINE is an informal dispute settlement mechanism operated to comply with applicable Federal law and regulations. In states where BBB AUTO LINE is available, you are required to use BBB AUTO LINE before exercising rights or seeking remedies under Title I of the Federal Magnuson-Moss Warranty Act, 15 U.S.C. §2301, et. seq. If you choose to seek remedies other than those created by Title I of the Magnuson-Moss Warranty Act, (for example, under state law), that Federal Act does not require you to first use BBB AUTO LINE. The program is still available to you, however, and may be of considerable assistance. Some states specify that informal dispute settlement mechanisms such as BBB AUTO LINE must be used before you may file a lawsuit under state law, and/or before you may have certain other rights or remedies available under state law. In accordance with those states' laws, NISSAN requires the prior use of BBB AUTO LINE in good faith before you resort to such other processes, file a lawsuit, or seek other remedies provided by state law. Please see the *Supplement to 2016 NISSAN Warranty Information Booklet & 2016 NISSAN Owner's Manual* for additional information.

BBB AUTO LINE may not be available in all states. We, NISSAN, would be pleased to provide you with information about the availability of BBB AUTO LINE in your state. On the other hand, you can call the BBB AUTO LINE telephone number listed on page 18.

NISSAN vehicles less than three years old from date of original delivery with fewer than 36,000 miles are eligible for the BBB AUTO LINE program.

## **NISSAN'S COMMITMENT TO CUSTOMER SATISFACTION**

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### **ASSISTANCE OUTSIDE OF WARRANTY**

In our continuing effort to convey our commitment to service and customer satisfaction, NISSAN may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond or outside of the terms of the warranty for some specific vehicle models. (Some states refer to such programs as "adjustment programs.") In such circumstances, NISSAN mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized NISSAN dealer or of NISSAN directly (through the 1-800-NISSAN-1 telephone number) of the applicability of such programs to your vehicle.

NISSAN may occasionally offer special assistance that may pay for part or all of vehicle repairs beyond the expiration of the limited warranty period on a case-by-case basis. Should you experience unusual difficulties with your vehicle please discuss the situation with your dealer. If your dealer is unable to assist you, you may call the NISSAN Consumer Affairs Department at 1-800-NISSAN-1 to discuss your concern. You will need to provide the Model, Model Year, VIN (Vehicle Identification Number), mileage, maintenance history, and a detailed explanation of the concern and why you believe that NISSAN should be responsible for the repair. Your request will be individually investigated and you will be informed of NISSAN's decision.

**Please also review the *Supplement to 2016 NISSAN Warranty Information Booklet & 2016 NISSAN Owner's Manual* for important information concerning consumer rights in your state.**

**NISSANUSA.com**

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