

SUPPLEMENT TO
2027 NISSAN WARRANTY INFORMATION BOOKLET
& 2027 NISSAN OWNER'S MANUAL

CUSTOMER CARE AND LEMON LAW INFORMATION

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Supplement to

2027 Nissan New Vehicle Limited Warranty Information Booklet

and

2027 Nissan Owner's Manual

Customer Care and Lemon Law Information

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Nissan North America and your Nissan dealer are committed to excellence in the quality of our vehicles as well as our sales and service efforts. We want you to be completely satisfied with every aspect of choosing, owning, and servicing your Nissan. Our corporate goal is focused on exceeding your expectations in all aspects of doing business with Nissan. We want you to enjoy driving your Nissan vehicle, and doing business with our network of professional, dedicated and customer-oriented dealers.

This booklet has been developed to provide you with the information on contacting Nissan should you ever have a need, and on the basic provisions of your State's "lemon laws." In some states, your Nissan dealership may provide you with lemon law disclosure information in addition to this booklet in accordance with state laws.

If you ever experience a problem with your Nissan vehicle, we encourage you to follow the steps outlined in the "Customer Care Program" section of the Warranty Information Booklet provided with your Nissan. These steps are summarized on the following pages. Please note that some states require that you follow certain steps prior to pursuing a claim under the Lemon Law. The individual notices contained in this booklet explains the requirements in your state.

Thank you for your purchase of a new Nissan. Your continued satisfaction is Nissan's highest priority. If you have concerns or questions regarding your new Nissan and have been unable to resolve them to your satisfaction with your Nissan dealer, please contact Nissan at 1-800-Nissan-1 (1-800-647-7261).

If you believe your new vehicle does not conform to the applicable Nissan warranties, and that neither Nissan nor your authorized Nissan dealer has successfully repaired your vehicle after a reasonable number of repair attempts, you may be entitled to replacement or repurchase of your vehicle under your state's "lemon law." You may contact Nissan at the above telephone number to discuss the problem you are having with the vehicle.

STEP 1: CONTACT YOUR NISSAN DEALER

Nissan and your Nissan dealer want you to be totally satisfied with every aspect of owning and servicing your Nissan vehicle. Your feedback, both positive and negative, is very important to your dealer and to Nissan as it helps us understand how to improve, and ensure you are thoroughly satisfied with the service and treatment you have received.

If you have a concern with your vehicle's operation or any aspect of your dealership sales or service experience, your Nissan dealer wants to know about it. For service related issues, please contact the dealer's Service Manager to discuss the situation. He or she will investigate the concern and work to arrive at a prompt resolution in an effort to satisfy you and keep you as a loyal customer. If the concern is sales related, please contact the Sales Manager for assistance. He or she will also work with you to ensure that the issue is resolved to your satisfaction. Some dealers have Customer Service Managers who handle customer concerns - your dealer can advise you which Manager is best able to resolve your situation.

In the unlikely event that the Sales, Service, and/or Customer Service Manager is unable to resolve the concern to your satisfaction, you may contact the dealership General Manager, Executive Manager, or dealer Principal. They will make every effort to resolve the problem to your satisfaction. Ensuring that you are totally satisfied is their primary goal and they appreciate the opportunity to work with you to resolve any situation that may arise.

STEP 2: CALL NISSAN'S CONSUMER AFFAIRS DEPARTMENT

If your Nissan dealership has not been able to assist you to your satisfaction, please contact Nissan's Consumer Affairs Department at 1-800-NISSAN-1 (1-800-647-7261) for issues/questions concerning Nissan vehicles, 1–877–NO GAS EV (1–877–664–2738) for issues/questions concerning the Nissan Electric vehicle. The Consumer Affairs representative will ask for the following information:

- Your name, address, and day and evening telephone numbers

- Vehicle identification number (located on driver's side dashboard)
- Date of purchase
- Current mileage as indicated on the odometer
- Your Nissan dealer's name
- A brief summary of your concern(s)
- Maintenance records, including dealership and independent service documentation

Your Consumer Affairs representative will record all the above information and will advise you what steps will be taken to resolve your concern. Your satisfaction is our primary goal and we will do everything possible to help you. If you prefer, you can write to Nissan and provide the above information. Our mailing address is:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

STEP 3: MEDIATION/ARBITRATION PROGRAM

If you believe that Nissan has still been unable to satisfactorily address the issue with your vehicle after having followed Steps 1 and 2, Nissan provides a special automotive complaint resolution program called AUTO LINE for your use.

The AUTO LINE program is independently operated by the Council of Better Business Bureaus, Inc. (BBB).

For information about the BBB AUTO LINE program in your area, please call Nissan at our toll-free number 1-800-NISSAN-1 (1-800-647-7261). We will be happy to provide you with the address and phone number of your local BBB office or any other information about BBB AUTO LINE. Or, you may contact the BBB directly by writing to the following address:

BBB AUTO LINE a division of BBB National Programs; Inc.
1676 International Drive, Suite 550
McLean, VA 22102

OVERVIEW

The BBB AUTO LINE program consists of two parts - mediation and arbitration. The BBB will provide suggestions for attempting to resolve the concern during mediation. If a satisfactory resolution has not been achieved during mediation, you may participate in the arbitration process of BBB AUTO LINE. An arbitration hearing will be scheduled so you can present your case before an impartial person or three person panel. This is the arbitration part of BBB AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing based on the facts and testimony presented by both sides. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action.

BBB AUTO LINE is an informal dispute settlement mechanism offered in each state which is operated to comply with applicable Federal law and regulations. 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 in resolving your dispute. Some states specify that informal dispute settlement mechanisms such as BBB AUTO LINE must be used before you may use state-operated complaint resolution processes, and/or before you may file a lawsuit under state law, and/or before you may exercise certain other rights or have certain remedies available to you 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 Overview of this Supplement as well as your 2027 Nissan Warranty Information Booklet for additional related information.

For additional information on the BBB AUTO LINE program, please refer to your Warranty Information Booklet.

You may also have other remedies under your state's "lemon law," or other Federal or state law. Nonetheless, you may still find BBB AUTO LINE helpful, and you may use it under most circumstances.

Welcome to the Nissan family!

ALABAMA

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle, you must write to Nissan and your dealer by certified mail at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and allow Nissan an opportunity to repair the vehicle. Nissan will notify you of a reasonably accessible repair facility within 7 days and will have 14 days to repair the vehicle after the vehicle is delivered to that repair facility. Unless you provide Nissan with this written notice and opportunity to repair, you may not bring a lawsuit under the Alabama "lemon law".

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle, you must write to Nissan and your dealer, or its repairing agent, by certified mail within 60 days after the expiration of the express warranty or one year has elapsed from delivery of the vehicle to the original owner, whichever period terminates first. Please send the notice to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

stating the vehicle has a nonconformity, providing a description of the nonconformity, that you believe Nissan and your dealer have had a reasonable number of attempts to repair your vehicle (please specify the date(s) of the attempt(s) and number of days your vehicle was out for repair), and that you are demanding a refund or replacement of your vehicle. Nissan will have a final opportunity to repair the vehicle within 30 days of receiving your written notice.

IMPORTANT NOTICE ABOUT ARKANSAS' NEW MOTOR VEHICLE QUALITY ASSURANCE ACT

Written notice of a defect giving rise to a claim under the Arkansas New Motor Vehicle Quality Assurance Act must be given to Nissan before you may be eligible for a refund or replacement of your vehicle under the provisions of the Arkansas New Motor Vehicle Quality Assurance Act. Written notice of a defect should be sent to:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE, a mediation/arbitration program administered by the Division of BBB National Programs, Inc. (1676 International Drive, Suite 550, McLean, VA, 22102) through local Better Business Bureaus. BBB AUTO LINE and Nissan have been certified under the Arkansas New Motor Vehicle Quality Assurance Act.

Before you can file suit to enforce your rights under the Arkansas New Motor Vehicle Quality Assurance Act, you must seek a refund or replacement through Nissan's independent Dispute Settlement Program, BBB AUTO LINE.

If you accept the arbitrator's decision, Nissan will be bound by the decision and will comply with the decision within a reasonable time not to exceed 30 days after your acceptance.

Please call BBB AUTO LINE for further details.

Replacement or repurchase under the law includes refund or payment of certain taxes, fees and incidental damages by the manufacturer, and an offset for the use of the vehicle by the buyer prior to the discovery of the nonconformity. The law creates a rebuttable presumption that a reasonable number of attempts have been undertaken if, within 18 months of delivery of the vehicle to the buyer or 18,000 miles on the odometer, whichever occurs first, either; (a) the same nonconformity has been subject to repair by the manufacturer (or your Nissan dealer) 4 or more times, **and you have directly notified Nissan of the need for repair of the nonconformity**, or (b) the same nonconformity resulting in a condition likely to cause death or serious bodily injury if the vehicle driven has been subject to repair by the manufacturer (or your Nissan dealer) 2 or more times, **and you have directly notified Nissan of the need for a repair of the nonconformity**, or (c) the vehicle has been out of service for repair of the nonconformity in excess of 30 calendar days. To directly notify Nissan of the need for repair of your vehicle, write to Nissan at the following address:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Additionally, Nissan offers a qualified third-party dispute resolution process in California called AUTO LINE which is administered by the Council of Better Business Bureaus (BBB). In order to assert the vehicle has been out of service for repair of the presumption described above, you must first resort to the AUTO LINE process. AUTO LINE will request your name, address and telephone number; the vehicle identification number of your vehicle (located on the dashboard); your date of purchase; the current odometer reading; your dealer's name; and details of the nonconformity, including repair orders, maintenance records and other documentation you may have.

AUTO LINE will hold a hearing at which you may appear in person, and will issue a decision 40 days from the time your complaint is filed unless you delay the process. If you accept a decision issued by AUTO LINE, it will be binding on Nissan and Nissan will comply with it

promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. (The decision and findings of the AUTO LINE process will be admissible in any court action.)

Your Nissan New Vehicle Limited Warranty Information & Maintenance Log Booklet contains other information concerning operation of AUTO LINE which may be both helpful and informative to you. Additionally, you may call Nissan at 1-800-NISSAN-1 (1-800-647-7261) and we will be happy to provide you with the address and phone number of your local BBB office, or provide other information about AUTO LINE in response to your questions. If you prefer, you may contact the BBB directly at:

BBB AUTO LINE a division of BBB National Programs; Inc.
1676 International Drive, Suite 550
McLean, VA 22102

If you do not wish to exercise rights or seek remedies under Title I of the Federal Magnuson-Moss Warranty Act, or to assert the presumption under the California "lemon law," or if you wish to pursue other remedies under Federal or state law, you are not required to use AUTO LINE. Nonetheless, you may still find the AUTO LINE process helpful. You may use it under most circumstances and Nissan encourages you to do so.

Notification requirements in California. Nissan and your Nissan Dealer place a high priority on your satisfaction with our performance. If you are not satisfied with our resolution of a warranty concern, these are the specific steps that you must follow in California when providing notice to Nissan (2023 CA AB1755, §871.24(a)-(d)):

At least 30 days prior to the commencement of an action seeking civil penalties under subdivision (c) of Section 1794 of the Civil Code, you must do all of the following:

1. Notify Nissan of your name, the accurate Vehicle Identification Number ("VIN") of your motor vehicle, and a brief summary of the repair history and problems with your motor vehicle.
2. Demand that Nissan repurchase or replace your motor vehicle.

Minor deviations in your notice to Nissan will not disqualify you from seeking civil penalties.

At the time that you submit the notice to Nissan you must have possession of your motor vehicle.

Your notice to Nissan must be in writing and must be sent either by email to customerrequests@nissan-usa.com or by certified or registered mail, return receipt requested, to:

Nissan North America, Inc.
Consumer Requests
P.O. Box 685003
Franklin, TN 37068–5003

Requisitos de notificación en California. Nissan y su Concesionario Nissan dan prioridad a su satisfacción con nuestro desempeño. Si no está satisfecho/a con nuestra resolución de un problema relacionado con la garantía, estos son los pasos específicos que debe seguir en California para notificar a Nissan (2023 CA AB1755, §871.24(a)-(d)):

Al menos 30 días antes del inicio de una acción para solicitar sanciones civiles en virtud de la subdivisión (c) del artículo 1794 del Código Civil, debe hacer todo lo siguiente:

1. Notifique a Nissan su nombre, el número de identificación del vehículo (Vehicle Identification Number, "VIN") exacto de su automotor y un breve resumen del historial de reparaciones y problemas de su automotor.
2. Exija a Nissan la recompra o sustitución de su automotor.

Cometer desviaciones menores en su notificación a Nissan no lo/a inhabilitará para solicitar sanciones civiles.

En el momento de presentar la notificación a Nissan, usted debe estar en posesión de su automotor.

La notificación a Nissan debe hacerse por escrito y enviarse por correo electrónico a customerrequests@nissan-usa.com o por correo certificado con acuse de recibo a la siguiente dirección:

Nissan North America, Inc.
Consumer Requests
P.O. Box 685003
Franklin, TN 37068–5003

COLORADO

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle, under Colorado's "lemon law," you must report the nonconformity to Nissan, its agents, or its authorized dealers within the shorter of the term of any express warranty, or within one year following the date of delivery of the vehicle to the original owner, whichever is earlier. Additional to obtain the remedies provided by Colorado's "lemon law," you must send Nissan direct, written notification on the form provided below by the certified mail. Please send notice to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and allow Nissan an opportunity to repair the vehicle. Unless you provide Nissan with this written notice and a repair attempt, you will not have the benefit of certain presumptions under Colorado's law which are intended to operate to your benefit.

THIS IS TO ADVISE YOU THAT MY VEHICLE REQUIRES REPAIR UNDER THE NISSAN NEW VEHICLE LIMITED WARRANTY FOR THE FOLLOWING:

Year:

Model:

VIN (can be located on a metal plate located on the upper left hand side of dashboard.):

Owner's Name:

Owner's Address:

Owner's Daytime Phone:

You must give Nissan North America, Inc., written notification of any defect at the above address by Certified Mail in order to obtain the remedies provided by the Colorado "Lemon Law." You may use this form for that purpose.

CONNECTICUT

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle, the Connecticut "lemon law" requires you to write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

NOTICE TO PURCHASER

IF, AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER IS UNABLE TO REPAIR OR CORRECT ANY NONCONFORMITY, DEFECT, OR CONDITION WHICH RESULTS IN SIGNIFICANT IMPAIRMENT OF THE MOTOR VEHICLE, THE MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR VEHICLE WITH A COMPARABLE MOTOR VEHICLE, OR ACCEPT RETURN OF THE MOTOR VEHICLE FROM THE CONSUMER AND REFUND TO THE CONSUMER THE FULL PURCHASE PRICE, INCLUDING ALL SALES TAX, LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENT CHARGES.

IF YOU HAVE ANY QUESTIONS CONCERNING YOUR RIGHTS, YOU MAY CONTACT THE DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS.

To request a replacement or repurchase of the vehicle, you must write to Nissan by registered or express mail at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE which is a third party dispute resolution process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTOLINE if you ever have a warranty or "lemon law" dispute with Nissan. This process is certified annually by the State of Florida. If your previous written request for replacement or repurchase was not resolved to your satisfaction, in order to pursue the remedies available to you under Florida's "lemon law" you must first apply to the BBB AUTO LINE program in accordance with the instructions found in the "OVERVIEW" (P. 4) section of this booklet. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be legally binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

For complete instructions on how to apply to this procedure, and for further information on the Florida "lemon law" please refer to the pamphlet "Consumer Guide to the Florida Lemon Law" which your dealer should have provided to you when you took delivery.

You may have other remedies under Florida's "lemon law," or under other Federal or state law. However, you may still find BBB AUTO LINE helpful, and you may use it under most circumstances. The State of Florida publishes a booklet, "Consumer Guide to the Florida Lemon Law," detailing your rights under the Florida "lemon law," a copy of which you should have received at the time you took delivery of your vehicle. If you wish to request another booklet, please write to Nissan at the address listed.

GEORGIA

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan. Please see the "Overview" (P. 4) section of this booklet for a full explanation of the program and how to use it, or contact Nissan at the number listed above. To request a replacement or repurchase of the vehicle, you must write to Nissan via overnight delivery or certified mail at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Fax: 615–967–3027
Toll Free Phone: 1–800–647–7261
Email: nnaconsumeraffairs@nissan-usa.com

LEMON LAW STATEMENT RIGHTS

This Statement of Rights is a general summary of the Georgia Lemon Law.

The Georgia Lemon Law covers **new** vehicles *purchased, leased,* or *registered* in Georgia. This includes:

- Cars or demonstrator vehicles,
- Trucks with a gross vehicle weight rating of no more than 12,000 pounds, and
- The self-propelled and chassis portion of motor homes.

You may proceed under the Lemon Law **if** within your first 2 years of ownership or 24,000 miles of operation of the vehicle (whichever occurs first):

1. A problem (also referred to as a nonconformity, defect and/or condition) appears, **and**

2. The manufacturer or its authorized dealer was given a "reasonable number of attempts" to repair the same problem. By definition in the Law, a "reasonable number of attempts" is:

a. **one attempt,** if the problem is a serious safety defect;

b. **three attempts,** if the problem, although not a serious safety defect, either

- substantially impairs the use, value, or safety of the vehicle, or
- is covered by the warranty; or,

c. a **cumulative total of 30 days** during which your vehicle is "out of service for repair" of one or more problems.

To proceed under either (a) or (b) listed above, you must also notify the manufacturer and provide the manufacturer with a final opportunity to repair the problem.

If the manufacturer fails to correct the problem during the final repair attempt, or if the vehicle is out of service by reason of repair of one or more problems for a cumulative total of 30 days, you may be eligible for either the **replacement** of your vehicle or the **repurchase** of your vehicle.

By law you are *entitled* to receive a fully itemized and legible statement or a repair order each time you take your vehicle in for diagnosis or repair. Keep copies of all work orders, reports (such as vehicle inspection, diagnosis, or test drive reports) and written correspondence with the manufacturer.

To file a case or obtain more information about Georgia's Lemon Law, including sample forms, visit **https://consumer.georgia.gov/resolve-your-dispute/georgia-lemon-law** or contact the Georgia Department of Law, Consumer Protection Unit.

HAWAII

To request a replacement or repurchase of the vehicle (and to preserve certain specific legal presumptions under Hawaii's lemon law that may operate to your advantage) you must write to Nissan at the following address, upon receipt of which Nissan shall have a reasonable opportunity to repair the alleged nonconformity.

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

There is a state certified arbitration program (SCAP) available to you which is discussed in more detail below. You may also have additional remedies under the Hawaii "Lemon Law," or other state or Federal law. Even if those remedies or rights don't require use of BBB AUTO LINE, you may still use it under most circumstances, and may very well find it helpful to resolving your dispute.

Your Rights Under Hawaii's "Lemon Law":

If your vehicle has a defect that substantially impairs the use, safety, or value and a reasonable opportunity to repair has been provided to the manufacturer or authorized dealer, your vehicle may qualify as a "lemon."

If your vehicle qualifies as a "lemon," the manufacturer may be required to refund or replace the vehicle. To make this determination, the vehicle must have been subject to examination or repair during the manufacturer's express warranty, and within two (2) years of the original delivery of the vehicle, or within 24,000 miles of operation, which ever occurs first (the "Lemon Law Rights Period").

In addition, at least one of the following must apply:

1. The "nonconforming defect" has been examined or repaired three or more times and the defect continues to exist, or
2. A "life threatening safety defect" has been examined or repaired at least once and the defect continues to exist, or

3. The vehicle has been out-of-service because of repair of one or more defects for thirty (30) or more cumulative business days.

If you believe your vehicle meets these criteria, you must give the manufacturer at the address provided above written notice of the defect before the " Lemon Law Rights Period " expires.

If you believe you own a "lemon," you may participate in the State Certified Arbitration Program (SCAP). For information and/or to initiate this proceeding, please contact:

Regulated Industries Complaints Office
Leiopapa A. Kamehameha Building
Dept. of Commerce & Consumer Affairs
235 S. Beretania Street, 9th floor
Honolulu, Hawaii 96813
(808) 587 - 4272
http://cca.hawaii.gov/rico/scap_llaw/

If you decide to arbitrate through the SCAP, the arbitration must be initiated within one year after expiration of the Lemon Law Rights Period. There is a $50 filing fee to process your case, which will be returned to you if you win your arbitration. The arbitration decision will be issued within 45 days after the Administrator initiates your complaint.

Whenever a vehicle is returned from diagnosis or repair under manufacturer's warranty, the dealer must provide a legible itemized repair order. It is very important to keep copies of all repair orders.

In addition, you may apply to and participate in BBB AUTOLINE which is a third-party arbitration process administrated by the Council of Better Business Bureaus for mediation or arbitration of your request for relief under Hawaii's Lemon Law . If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action.

IDAHO

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Additionally, Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers who believe they have a warranty or "lemon law" dispute with Nissan. You may also have other remedies under the Idaho "lemon law," or other Federal or state law. Even if those remedies don't require the use of BBB AUTO LINE, you may still use it under most circumstances and may very well find it helpful to resolving your dispute.

STATE REQUIRED NOTICE BELOW:

IMPORTANT

IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

If you believe your new vehicle does not conform to the applicable Nissan warranties, and that neither Nissan nor your authorized Nissan dealer has successfully repaired your vehicle after a reasonable number of repair attempts, you may be entitled to replacement or repurchase of your vehicle under Illinois' "lemon law." Under that law you may be entitled to a comparable Nissan replacement or a refund of your purchase price, less reasonable allowances for use of your Nissan vehicle, if during the first year or 12,000 miles of your ownership, whichever occurs first after delivery, your Nissan has been to an authorized Nissan dealer four or more times for the same warranty repair and remains uncorrected, or if your Nissan vehicle has been out of service due to repairs at an authorized Nissan dealer for 30 or more business days. You may contact Nissan at the above telephone number to discuss the problem you are having with the vehicle.

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

INDIANA

If you believe your new vehicle does not conform to the applicable Nissan warranties, and that neither Nissan nor your authorized Nissan dealer has successfully repaired your vehicle after a reasonable number of repair attempts, you may be entitled to replacement or repurchase of your vehicle under Indiana's "lemon law." Under that law you may be entitled to a comparable Nissan replacement or a refund of your purchase price, less reasonable allowances for use of your Nissan vehicle, if during the first 18 months or 18,000 miles of your ownership, whichever occurs first after delivery, your Nissan has been to an authorized Nissan dealer four or more times for the same warranty repair and remains uncorrected, or if your Nissan has been out of service due to repairs at an authorized Nissan dealer for a cumulative total of at least thirty (30) business days and the non-conformity exists.

You may contact Nissan to discuss the problem you are having with the vehicle. To be eligible for a replacement or repurchase, however, you MUST describe the problem in writing to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Additionally, Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers who believe they have a warranty or "lemon law" dispute with Nissan.

STATE OF IOWA LEMON LAW NOTICE

THE PURCHASER OR LESSEE OF THIS VEHICLE IS PROTECTED UNDER THE WARRANTY PROVISIONS OF IOWA CODE CHAPTER 322G, COMMONLY REFERRED TO AS THE "LEMON LAW." IF THIS VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY DURING THE TERM OF THE WARRANTY, THE FIRST 2 YEARS OF OWNERSHIP, OR THE FIRST 24,000 MILES, WHICHEVER EXPIRES FIRST, AND THE NONCONFORMITY SUBSTANTIALLY IMPAIRS THE VEHICLE, YOU MAY QUALIFY FOR A REFUND OR REPLACEMENT OF THIS VEHICLE. CONTACT THE MANUFACTURER OF THE VEHICLE IF YOU BELIEVE THE VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY. FOR FURTHER INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS UNDER THE LEMON LAW, CONTACT THE CONSUMER PROTECTION DIVISION OF THE IOWA ATTORNEY GENERAL'S OFFICE AT: CONSUMER PROTECTION DIVISION, HOOVER STATE OFFICE BUILDING, DES MOINES, IOWA 50319 OR CALL (515) 281-5926.

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. While you are not required to use this program, Nissan believes its use is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle you may give written notification, which must be by certified or registered mail, or by an overnight delivery service to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

If your notice is made after three attempts have been made to repair the same nonconformity that substantially impairs the vehicle (or one if likely to cause death or serious bodily injury), Nissan shall notify you of a reasonably accessible repair facility within 10 days of receipt, and Nissan shall repair the vehicle within 10 days of delivery of the vehicle to that facility. If your notice is made after the vehicle has been out of service for repair 20 or more cumulative days, Nissan shall have 10 days from receipt of your notification to repair the vehicle. The requirement that you provide Nissan with a final attempt to repair the vehicle does not apply if Nissan were to fail to notify you of a reasonably accessible repair facility or to perform the repairs within the time permitted.

MAINE ATTORNEY GENERAL LEMON LAW ARBITRATION
IF YOU HAVE A SERIOUS PROBLEM WITH THIS VEHICLE

The Maine Lemon Law (10 M.R.S.A. §1161–1169) provides free Attorney General arbitration for consumer buyers or lessees whose motor vehicle (including motorcycles and motorized RV's) is seriously defective. Under the Maine Lemon Law, you may have a right to a **refund or replacement** of the vehicle if the following applies:

1. There is an unrepaired defect or combination of defects which substantially impairs the use, safety, or value of your vehicle; and
2. This unrepaired defect was reported to the dealer or manufacturer:
   - During the manufacturer's express warranty; and
   - Within the 3 year period following the delivery date of the vehicle to the original purchaser or lessee; and
   - During the first 18,000 miles of operation; and
3. The defect still exists or has recurred after:
   - 3 or more repair attempts for the same defect; **or**
   - 1 or more repair attempts for the serious failure of either the braking or steering system; **or**
   - Being out of service for repairs for a cumulative total of 15 or more business days (for one or more defects); **and**
   - The manufacturer had been given in writing a 7 day Final Opportunity To Repair.

For this vehicle you should notify the Manufacturer or its authorized dealer of the defects and the right to make a final repair.
Mail to:
Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

The Attorney General's state-run arbitration is different from any manufacturer sponsored program to which you may also be entitled. Under the state Lemon Law program, you will

receive a free hearing before a neutral state Arbitrator and a decision within 45 days of acceptance of your Lemon Law application. If your vehicle is declared a Lemon, the manufacturer must refund your purchase price or replace the vehicle.

You must apply for state-run arbitration within 3 years after delivery to the original consumer and within the term of the manufacturer's warranty.

THIS SHEET PROVIDES ONLY A SUMMARY OF THE MAINE LEMON LAW

To request arbitration, or to get further information contact:

The Attorney General's Lemon Law Arbitration Program
Consumer Protection Division
6 State House Station
Augusta, ME 04333
Telephone: (207) 626-8848 or (800) 436-2131 (option 3)
e-mail: lemon.law@maine.gov
http://www.maine.gov/ag/

To request a replacement or repurchase of your vehicle Maine law requires that you first notify Nissan of your request in writing at the address listed below (or provide such written notice to your authorized Nissan dealer), and that you provide Nissan one last opportunity to repair the vehicle within 7 business days of receipt of your request.

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Moreover, before exercising rights or seeking remedies under Title I of the Federal Magnuson-Moss Warranty Act, 15 U.S.C. §2301, et. seq., you are required to use BBB AUTO LINE. In addition, the Maine "lemon law" requires that informal dispute settlement mechanisms such as BBB AUTO LINE or state-certified arbitration be used before you may file a lawsuit under the state's lemon law for a refund or replacement.

With respect to BBB AUTO LINE, please see the "Overview" (P. 4) section of this Supplement as well as your 2027 Nissan Warranty Information Booklet for further information as well as for a full explanation of the program and how to use it, or contact Nissan at the number listed above, or contact BBB AUTO LINE directly at (800) 955-5100.

MARYLAND

If you believe your new vehicle does not conform to the applicable Nissan warranties, and that neither Nissan nor your authorized Nissan dealer has successfully repaired your vehicle Maryland law requires you notify Nissan at the address listed below by certified mail, return receipt requested and provide Nissan with an opportunity to repair the vehicle. After a reasonable number of repair attempts you may be entitled to replacement or repurchase of your vehicle under Maryland's "lemon law." To obtain either a replacement or repurchase of your vehicle under this law, contact Nissan in writing concerning the alleged nonconformity, defect, or condition during the first 24 months from the date of original delivery to a consumer or 18,000 miles of vehicle operation by certified mail, return receipt requested, at this address:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Please note that the manufacturer's warranty period under the Maryland "lemon law," Md. Code Ann., Com. Law II, Sec. 14-1501, runs for the vehicle's first 18,000 miles of operation or 24 months following the date of original delivery to the consumer, whichever occurs first.

THE MANUFACTURER'S WARRANTY PERIOD INCLUDES THOSE MILES THAT MAY HAVE BEEN PLACED ON THE VEHICLE PRIOR TO RETAIL SALE.

Additionally, Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

ATTENTION CONSUMERS

The Massachusetts "Lemon Law," M.G.L. c.90, §7N1/2 provides protection for consumers who have serious problems with their new vehicle.

UNDER THE LEMON LAW, YOU HAVE RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:

1. there is a substantial defect(s), AND
2. the defect still exists or has recurred after either:
   a. three or more repair attempts for the same defect, or
   b. being out of service by reason of repair for any combination of defects for a cumulative total of 15 or more business days, within one year or 15,000 miles (whichever comes first) after original delivery, AND
3. the manufacturer has been notified of the defect and given one final repair attempt of no more than seven business days.

IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE, YOU HAVE A RIGHT TO HAVE YOUR CASE ARBITRATED BY A STATE-CERTIFIED ARBITRATOR.

FOR MORE INFORMATION, REFER TO THE "LEMON LAW" INFORMATION PROVIDED WITH YOUR OWNERSHIP MANUAL MATERIALS, OR CONTACT:

One Ashburton Place
Boston, Massachusetts 02108
Lemon Law information: (617) 727-7780,
1-888-283-3757

MICHIGAN

Prior to availing yourself of the "lemon law" remedy of either a replacement or repurchase of your vehicle, any time after the third attempt to repair the same defect or condition, or after the vehicle has been out of service at least 25 days in a repair facility, during the first year of ownership you must give Nissan written notification, by return receipt service, at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

If you believe your new vehicle does not conform to the applicable Nissan warranties, and that neither Nissan nor your authorized Nissan dealer has successfully repaired your vehicle after a reasonable number of repair attempts, you may be entitled to replacement or repurchase of your vehicle under Minnesota's "lemon law." You may contact Nissan to discuss the problem you are having with the vehicle. However, to have the benefit of certain presumptions in the Minnesota "lemon law" which may operate to your advantage, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and you must give Nissan an opportunity to cure (repair).

You may also have other remedies under the Minnesota "lemon law," or other Federal or state law. Even if those remedies don't require the use of BBB AUTO LINE, you may still use it under most circumstances, and may very well find it helpful to resolving your dispute. Nissan hopes you thoroughly enjoy your new car or truck.

STATE REQUIRED INFORMATION BELOW.

IMPORTANT

IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN MINNESOTA.

MISSISSIPPI

To request a replacement or repurchase of the vehicle, or you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and allow Nissan an opportunity to repair the vehicle. Nissan will notify you of a reasonably accessible repair facility, and will have then working days to repair the vehicle after the vehicle is delivered to that repair facility.

You may also have other remedies under Mississippi state law or other Federal law. Even if those remedies don't require the use of BBB AUTO LINE, you may still use it under most circumstances, and may very well find it helpful in resolving your dispute. There are strict deadlines for filing a lawsuit under the Mississippi "lemon law"; See Mississippi Code Ann. § 63-17-151 et seq. for details.

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and afford Nissan an opportunity to repair the vehicle. Nissan will advise you of a reasonably accessible repair facility, and after delivery of the vehicle to that facility Nissan will have ten calendar days to complete the repair.

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issues by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or “lemon law” dispute with Nissan.

MONTANA

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If you believe your new vehicle does not conform to the applicable Nissan warranties, and that neither Nissan nor your authorized Nissan dealer has successfully repaired your vehicle after a reasonable number of repair attempts, you may be entitled to replacement or repurchase of your vehicle under Montana's "lemon law." Under that law you may be entitled to a comparable Nissan replacement or a refund of your purchase price, less reasonable allowances for use of your Nissan vehicle, if during the first 2 years or 18,000 miles of ownership, whichever is earlier, your Nissan has been to an authorized dealer four or more times for the same warranty repair and remains uncorrected during the warranty period, or if your Nissan has been out of service due to repairs at an authorized Nissan dealer for a cumulative total of at least thirty (30) business days. You may contact Nissan at the above telephone number to discuss the problem you are having with the vehicle.

However, in order to request a replacement or repurchase of the vehicle pursuant to Montana's lemon law, you must provide written notice of the vehicle's nonconformity to Nissan within the term of the vehicle's express warranty at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issues by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

You can request a replacement or repurchase of the vehicle in writing by certified mail at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and unless you give Nissan an opportunity to repair your vehicle, you may not have the benefit of certain presumptions contained in Nebraska's "lemon law" which might otherwise operate to your benefit. Notice must be given to Nissan of any nonconformity within one year of the original date of delivery of the vehicle to you or within the term of any applicable express warranties, whichever is the earlier date.

NEVADA

To request a replacement or repurchase of the vehicle under Nevada's "lemon law," you must provide written notice of the nonconformity to Nissan before expiration of the vehicle's express warranty or one year after the date of delivery of the vehicle to the original buyer, whichever occurs earlier. Please send written notice to Nissan at the address below, or you may write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issues by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

NOTICE TO CONSUMERS
STATE OF NEW HAMPSHIRE
MOTOR VEHICLE ARBITRATION BOARD

The New Hampshire New Motor Vehicle Arbitration Law, RSA 357-D, applies to new motor vehicles sold or leased (for two or more years) in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle or truck with a gross vehicle weight not exceeding 11,000 pounds, motorcycle or off highway recreation vehicle as defined in RSA 215-A:1; VI and any snowmobile as defined in RSA 215-C:1,XV and RSA 357-C:1,XXVI.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value or safety of this vehicle, and it has not been successfully repaired after three repair attempts by the manufacturer, its agent or an authorized dealer, or it has been out of service by reason of repair of one or more non-conformities, defects or conditions which still exist for a cumulative total of 30 business days, you may be entitled to apply for a comparable replacement or refund of purchase price plus incidental damages less a reasonable allowance for use.

In order for a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer nor any agent of the manufacturer (including the dealership service) may refuse to provide you with a written repair order at your request.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

NEW HAMPSHIRE

Forms for electing to proceed before the New Hampshire Motor Vehicle Arbitration Board should be included with your new vehicle on delivery.

For information as to your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact the New Hampshire Motor Vehicle Arbitration Board, 23 Hazen Drive, Concord, New Hampshire 03305, telephone (603) 227-4385, email at lemonlaw@nh.gov, or your dealer.

During the 40 day period after the manufacturer's receipt of the arbitration notice Nissan shall have one final opportunity to correct and repair the vehicle, and if you are satisfied with the repair the proceedings shall terminate without prejudice to you.

"IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY IMPAIRS ITS USE, VALUE OR SAFETY, OR THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY BE ENTITLED UNDER NEW JERSEY'S LEMON LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS.

Here is a summary of your rights:

1. To qualify for relief under the New Jersey Lemon Law, you must give the manufacturer or its dealer the opportunity to repair or correct the defect in the vehicle within the Lemon Law's term of protection, which is the first 24,000 miles of operation or two years after the vehicle's original date of delivery, whichever is earlier.

2. If the manufacturer or its dealer is unable to repair or correct a defect within a reasonable time, you may be entitled to return the vehicle and receive a full refund, minus a reasonable allowance for vehicle use.

3. It is presumed that the manufacturer or its dealer is unable to repair or correct the defect if substantially the same defect continues to exist after the manufacturer has received written notice of the defect by certified mail, return receipt requested, and has had a final opportunity to correct the defect or condition within 10 calendar days after receipt of the notice. This notice must be received by the manufacturer within the term of protection and may be given only after (i) the manufacturer or its dealer has had two or more attempts to correct the defect; (ii) the manufacturer or its dealer has had at least one attempt to correct the defect if the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven; or (iii) the vehicle has been out of service for repair for a cumulative total of 20 or more calendar days, or in the case of a motorhome, 45 or more days.

4. If substantially the same defect continues to exist after the manufacturer has had the final opportunity to repair or correct the defect, you may file an application for relief under New Jersey's Lemon Law.

FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, INCLUDING THE MANUFACTURER'S ADDRESS TO GIVE NOTICE OF THE DEFECT, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, TEL. NO. (973) 504-6226."

To request a replacement or repurchase of the vehicle, you may write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Le agradecemos por la compra de su nuevo Nissan. Su satisfacción permanente es siempre la prioridad número uno de Nissan. Si tiene alguna pregunta o inquietud acerca de su nuevo Nissan y su distribuidor Nissan no ha podido darle la respuesta que necesita, póngase en contacto directamente con Nissan al teléfono 1-800-647-7261 (1-800-NISSAN-1).

IMPORTANTE: SI ESTE VEHÍCULO TIENE UN DEFECTO QUE SUBSTANCIALMENTE AFECTA SU USO, VALOR O SEGURIDAD, O QUE PUEDE CAUSAR MUERTE O SERIO DAÑO CORPORAL SI SE MANEJA, Y FUE COMPRADO, ARRENDADO O REGISTRADO EN NUEVA JERSEY, USTED PUEDE TENER EL DERECHO BAJO LA LEY DE LIMÓN DEL ESTADO DE NUEVA JERSEY A UN REEMBOLSO DEL PRECIO DE COMPRA O A LOS PAGOS DE SU ARRENDAMIENTO.

Aquí le damos un sumario de sus derechos:

1. Para calificar por compensación bajo la Ley de Limón de Nueva Jersey, usted debe darle al fabricante o a su concesionario la oportunidad de reparar o corregir el defecto del vehículo dentro del término de protección bajo la Ley de Limón, que son las 24,000 millas primeras de operación o dos años después de la fecha original de la entrega del vehículo o lo que suceda primero.
2. Si el fabricante o su concesionario no puede arreglar o corregir el defecto dentro de un tiempo razonable,

usted puede tener el derecho de devolver el vehículo y recibir un reembolso completo, menos un descuento por el uso del vehículo.

3. Si se supone que el fabricante o su concesionario no puede reparar o corregir el defecto y si substancialmente el mismo defecto continúa existiendo después que el fabricante ha recibido un aviso del defecto, mandado por correo certificado con recibo de retorno, y ha tenido una oportunidad final para corregir el defecto o condición dentro de los 10 días naturales después de recibir el aviso. Este aviso tiene que ser recibido por el fabricante dentro del término de protección y sólo se puede dar después que (i) el fabricante o su concesionario ha intentado dos o más veces de corregir el defecto; (ii) el fabricante o su concesionario ha intentado por lo menos una vez de corregir el defecto si el defecto es uno que puede causar la muerte o serio daño corporal si el vehículo se maneja; o (iii) el vehículo ha estado fuera servicio por reparos por una acumulación total de 20 días naturales o más, o en el caso de una casa rodante motorizada (motorhome) de 45 días o más.

4. Si substancialmente el mismo defecto continua existiendo después que el fabricante ha tenido la ultima oportunidad de reparar o corregir el defecto, usted puede presentar una solicitud para compensación bajo de la Ley de Limón de Nueva Jersey.

PARA INFORMACIÓN COMPLETA ACERCA DE SUS DERECHOS Y RECURSOS BAJO ESTA LEY, INCLUYENDO LA DIRECCIÓN DEL FABRICANTE PARA NOTIFICARLE EL DEFECTO, PÓNGASE EN CONTACTO CON: NEW JERSEY DEPARTAMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, NÚMERO DE TELÉFONO: 973-504-6226

Si desea solicitar un reemplazo o la recompra del vehículo, puede escribir a Nissan a:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

NEW MEXICO

To request a replacement or repurchase of the vehicle under New Mexico's "lemon law," you, or someone on your behalf, must report the nonconformity to Nissan, its agents, or its authorized dealers during the term of the vehicle's express warranty or one year following the date of original delivery, whichever occurs earlier. Please send written notice to Nissan at the address below:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and allow Nissan an opportunity to repair the vehicle. Otherwise, you will not have the potential benefit of using certain presumptions in the law which may operate to your advantage.

NEW CAR LEMON LAW BILL OF RIGHTS

1. **IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.**

2. **YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.**

3. **UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.**

4. **THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED;**

THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.

5. **A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATION OF THE CAR.**

6. **A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.**

7. **IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.**

8. **IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.**

9. **NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.**

10. **AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.**

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan. **However, before you can begin litigation under the North Carolina "lemon law" you MUST utilize the BBB AUTO LINE Program. Moreover, you are also required to provide Nissan with 10 days written notice of your intent to file a lawsuit under the North Carolina "lemon law."** In addition:

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

and allow Nissan a reasonable opportunity (not to exceed 15 calendar days) to repair the vehicle. If you do not provide this written notice you will not have the benefit of certain presumptions under the law that may operate to your advantage.

IMPORTANT

IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.

OHIO LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER SECTION 1345.75 OF THE REVISED CODE

To request a replacement or repurchase of the vehicle, please write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

BBB AUTO LINE staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, eligible consumers may present their case to an impartial third party arbitrator at an information hearing. Typically you may be asked to provide documentation for the acquisition and repair of the vehicle. Within 40 days after you file your case, the arbitrator will render a decision that you may accept or reject. If you accept the decision issued by BBB.

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan. Moreover, you should be aware that the Pennsylvania "lemon law" provides that you may not bring a civil action pursuant to the Pennsylvania "lemon law" unless you have first resorted in good faith to BBB AUTO LINE.

To request a replacement or repurchase of the vehicle, please write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

You may also have other remedies under the Pennsylvania "lemon law," or other Federal or state law. Even if those remedies don't require the use of BBB AUTO LINE, you may still use it under most circumstances, and may very well find it helpful to resolving your dispute.

PENNSYLVANIA ATTORNEY GENERAL'S STATEMENT OF CONSUMER'S LEMON LAW RIGHTS

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value or safety of this vehicle, contact the manufacturer or its authorized service and repair facility immediately.

Your lemon law rights only cover defects which occur within one year after delivery, 12,000 miles of use, or the term of the express warranty, whichever comes first.

PENNSYLVANIA

The law states that it is reasonable for the dealer, manufacturer or its agent to make up to three separate attempts to correct the same defect.

After three unsuccessful repair attempts, or after a total of thirty days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price less an allowance for your actual use.

If a dispute arises concerning a defect, you must first resort to an informal dispute settlement procedure established by the manufacturer to assert your lemon law rights.

The manufacturer or dealer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep those records for future reference.

For more information, contact the office of Attorney General, Bureau of Consumer Protection, Strawberry Square, 14th Floor, Harrisburg, Pennsylvania 17120.

"LEMON LAW" INFORMATION

IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER RHODE ISLAND LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES, CONTACT THE RHODE ISLAND MOTOR VEHICLE ARBITRATION BOARD AT (401) 274-4400.

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan. In addition to BBB AUTO LINE, the State of Rhode Island offers State-Sponsored Arbitration. However:

To request a replacement or repurchase of the vehicle from Nissan please write to Nissan by certified mail at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Rhode Island's "lemon law" provides that Nissan is to be given a final opportunity to repair the vehicle.

TEXAS

The Texas “lemon law” requires that you use the administrative dispute process administered by the Texas Department of Motor Vehicles in order to be eligible for a refund or replacement of your vehicle. Written notice of a defect giving rise to a claim under the Texas “lemon law” must be given to Nissan in order to pursue your complaint with the Texas Department of Motor Vehicles. Written notice must be sent to:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

To request a replacement or repurchase of the vehicle, write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue further remedies under Utah's "New Motor Vehicle Warranties Act". Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "New Motor Vehicles Warranties Act" dispute with Nissan.

To request a replacement or repurchase of the vehicle, you must report the nonconformity to Nissan, its agents, or its authorized dealers during the term of the vehicle's express warranty or one year following the date of original delivery, whichever occurs earlier. Please send written notice to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

VERMONT

NOTICE TO CONSUMER NEW MOTOR VEHICLE ARBITRATION

The Vermont Lemon Law applies to new motor vehicles. A motor vehicle is defined as "a passenger motor vehicle which is purchased or leased, or registered in the State of Vermont and shall not include tractors, motorized highway building equipment, road-making appliances, snowmobiles, motorcycles, motor driven cycles, or the living portion of recreation vehicles, or trucks with a gross vehicle weight rating (GVWR) over 12,000 pounds. A "new motor vehicle" means a passenger motor vehicle which is still under the manufacturer's express warranty." 9 V.S.A. Sections 4171 (6) and (9).

You may be entitled to apply for a comparable replacement vehicle or prorated refund if you discover a defect during the express warranty period that has not been successfully repaired after three repair attempts by an authorized dealer. The first repair must occur within the express warranty.

An alternative way of filing is if this vehicle has been out of service for repair for a cumulative total of thirty (30) calendar days within the express warranty. The vehicle is considered to be out of service if it is in control of an authorized dealer for the majority of each day.

A consumer may file a Demand with fewer than three unsuccessful repair attempts or fewer than thirty days out of service for a safety or other reason which meets the reasonable repair threshold.

Written repair orders or examination reports must be obtained to attain the presumption of reasonable repair.

You will explain at the hearing how the defect(s) or condition(s) substantially impairs any combination of the use, market value or safety of the vehicle as of the date of signing the Demand for Arbitration.

The Lemon Law may not be used if you elect to file a claim with the manufacturer's dispute settlement mechanism or if you have discontinued vehicle payments.

The New Motor Vehicle Arbitration program includes other eligibility criteria.

Forms to initiate the New Motor Vehicle Arbitration process should be included with your new vehicle upon delivery. They may also be obtained via **LemonLaw.vermont.gov** or by contacting:

New Motor Vehicle Arbitration
PO Box 6
Fairfax, VT 05454
Telephone: 802-828-2943
Fax: 802-828-5809
E-Mail: LemonLaw@vermont.gov
Telecommunications Relay Service,
TTY/ TDD: 711

To request a replacement or repurchase of the vehicle, you should submit your request on the forms provided you by the dealer at the time of purchase. On that form you may indicate whether you wish to utilize BBB AUTO LINE or the Vermont Motor Vehicle Arbitration Board. You may request additional forms from Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Additional information concerning Vermont's "lemon law" is available at your Vermont Nissan dealership or from the Department of Motor Vehicles website online at http://dmv.vermont.gov/. You may also have other remedies under the Vermont "lemon law," or other Federal or state law. Even if those remedies don't require the use of BBB AUTO LINE, you may still use it under most circumstances, and may very well find it helpful to resolving your dispute.

VIRGINIA

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

Unless a Nissan representative (i.e., not simply an employee of your Nissan dealership) has previously inspected your vehicle concerning the nonconformity about which you are complaining, or has met with you regarding the nonconformity, or unless Nissan has previously responded to you in writing about the nonconformity, in order to request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan. In addition, the State of Washington administers a lemon law Arbitration program for which you may be eligible. (For details see information on the following page.)

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

NEW MOTOR VEHICLE
LEMON LAW
OFFICE OF THE ATTORNEY GENERAL —
STATE OF
WASHINGTON

Office of the Attorney General
Lemon Law Administration
800 5th Avenue, Suite 2000 TB-14
Seattle, WA 98104-3188
or
Office of the Attorney General
Lemon Law Administration
116 W. Riverside Avenue
Spokane, WA 99201-1194

For more information about the Lemon Law:
Call: toll free 1-800-541-8898
(to be connected to a staff person press '1' - '0')
Internet: www.atg.wa.gov
Email: lemon@atg.wa.gov
Fax: (206) 464-6451

A $3 fee which supports the New Motor Vehicle Lemon Law has been included in the licensing fees for your new motor vehicle. Most 'new' or 'demonstrator' vehicles (cars, vans, trucks, motor

homes and large motorcycles) which are originally purchased or leased at retail in Washington are covered by the Lemon Law as are new vehicles purchased in other states by a member of the armed forces residing or stationed in Washington. If a vehicle is substantially impaired by one or more defects, it may be eligible for the Lemon Law arbitration program administered by the Attorney General's Office. Arbitration of Lemon Law claims is available to consumers at no cost. An arbitration request form must be received by the Attorney General's Office during the first 30 months following the original retail delivery to be eligible for arbitration. If your vehicle qualifies as a 'Lemon,' the manufacturer can be required to repurchase or replace it.

A vehicle may qualify as a 'Lemon' when one or more substantial ('serious safety' or 'nonconforming') defects have been diagnosed or repaired at least once (or the vehicle has been out-of-service at least 15 days during the warranty period due to diagnosis or repair) during the manufacturer's written warranty and within 24,000 miles and within 2 years of the original delivery. In addition, at least one of the following must apply:

1. the 'serious safety defect' has been diagnosed or repaired two or more times and the defect continues to exist; or
2. the 'nonconforming' defect has been diagnosed or repaired four or more times and the defect continues to exist; or
3. the vehicle has been out-of-service because of diagnosis or repair of one or more above defects for 30 or more cumulative calendar days; or
4. within a twelve-month period, two or more different serious safety defects, each of which have been subject to diagnosis or repair one or more times, where at least one attempt for each serious safety defect occurs during the period of coverage of the applicable manufacturer's written warranty and within the eligibility period.

Whenever a vehicle is returned from diagnosis or repair under the manufacturer warranty, the dealer must provide a repair order or other written statement. It is very important to keep copies of all repair orders.

IMPORTANT

IF THIS VEHICLE IS DEFECTIVE YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER AN OPPORTUNITY TO REPAIR THE VEHICLE.

You may apply to and participate in BBB AUTOLINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

WISCONSIN

1 of 1

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. This process has been certified by the State of Wisconsin pursuant to the "lemon law." If your previous request for replacement or repurchase was not resolved to your satisfaction, in order to pursue a lawsuit pursuant to Wisconsin's "lemon law," section 281.017(7), Wis. Stats., you must first apply to the BBB AUTO LINE program in accordance with the instructions you found in the "Overview" (P. 4) section of this booklet of this booklet. BBB AUTOLINE will ask you to provide information such as your name and address, the make, model and year of your vehicle, the vehicle identification number (VIN) of your vehicle, your date of purchase of the vehicle, the current odometer reading, and details of the vehicle's problems, including repair orders, maintenance records and other documentation you have.

BBB AUTO LINE states that it will make an effort to obtain a decision in your case within 40 days from the time your claim is filed. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action.

To request a replacement or repurchase of the vehicle or other relief pursuant to Wisconsin's "lemon law," you must use the appropriate form(s) referenced throughout section 218.0171, Wis. Stats., and specifically identified in section 218.0171(8), and forward to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

This section covers the below states:

- Delaware
- Kansas
- Kentucky
- Louisiana
- North Dakota
- Oklahoma
- Oregon
- South Carolina
- South Dakota
- Tennessee
- Wyoming

Nissan participates in BBB AUTO LINE which is a third-party arbitration process administered by the Council of Better Business Bureaus for mediation or arbitration of your request. If you accept a decision issued by BBB AUTO LINE, it will be binding on Nissan and Nissan will comply with it promptly, within 30 days of receiving notice of your acceptance of the decision. If you do not accept the decision, it will not be binding on you or Nissan and you may pursue legal action. Nissan believes use of this program is often very helpful to its customers, and encourages you to use BBB AUTO LINE if you ever have a warranty or "lemon law" dispute with Nissan.

To request a replacement or repurchase of the vehicle, you must write to Nissan at:

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068–5003

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