



Innovation
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NDQ 1833
15/08/2018



1.2 H5ft (HRA2DDT) Goodwill Extension

Summary:

- Introducing our 1.2 H5FT Goodwill extension

Dealer actions:

- Please ensure this policy extension is briefed to all your teams And
- Ensure that you follow the published Product Information Bulletins on the Dealer Intranet to correctly identify repair options
- Only instigate a replacement Engine where repair is not feasible
- Utilise the goodwill extension appropriately and in line with claiming instructions below

Explanation/Details

Under certain conditions, the customer may experience a malfunctioning of the engine due to high oil consumption

Models covered: F15/J11//C13

Affected Vehicles:

F15/J11/C13 -HRA2DDT variant

Relevant Product Information Bulletin:

TB EM 15/05

The 1.2 H5ft Goodwill extension covers the above listed models/types, which are outside their contractual warranty period, and, up to a period of 60 MIS /90,000 miles (Whichever comes first)

For affected vehicles, within the specified time/mileage constraints:

- ENEWS will list the possible repair/s under the " Customer Campaigns" section
- Dealer must select the repair option from the Customer Campaign tab
- Partial Repair masks will be available for your use
- CC2 will cover 100% Parts and Labour

NOTE:

The repair may be subject to pre-authorisation/claim review
The repair cannot be split into more than one claim

Claiming Details:

SUBJECT	1.2 H5ft Goodwill Extension
AFFECTED MODEL(S)	J11, F15,C13
PFP	GE002
Class code (CC)	2
Symptom code (CS) / Trouble code (CT)	ZZ /99
Sublet code	Not applicable
Claim mask availability	Yes*

*To support the dealer network, (partial) claim masks are created (under "customer campaigns" tab) by including the fixed parts for each operation. Dealers need to add the remaining variable parts themselves in order to complete the claim.

OPERATION COVERED:

Replace bare engine
Replace short block
Replace piston rings
Replace tensioner assy chain
Oil top up

Summary:

The 1.2 H5ft Technical goodwill extension takes place with immediate effect

Contact Details:

If you have any questions regarding the bulletin please find contact details below.

Product Contact	Email Address	Phone Number
Back Office	BackOffice@Nissan.co.uk	N/a
