



# NISSAN

## Collision Position Statements

Date: June, 20 2016

### GLOSSARY

**Use of Non-OEM Parts** Reference: NPSB-16-594

**Nissan Wheel Repair** Reference: NPSB-16-595

**Bumper Fascia Replacement with Sonar** Reference: NPSB-16-596

**Radar Recalibration Post-Repair** Reference: NPSB-16-597

**Use of Salvage (Recycled) Parts** Reference: NPSB-16-598

**Unibody/Structural Repair Procedures** Reference: NPSB-16-599

**Around View® Monitor Calibration** Reference: NPSB-16-600

**Seat Belt Replacement** Reference: NPSB-16-601

**Steering Angle Sensor Reset Operation** Reference: NPSB-16-602

**Power Window Servicing Post-Repair** Reference: NPSB-16-603

**Pre- and Post-Repair Scanning** Reference: NPSB-16-604

**Use of Salvaged Airbags** Reference: NPSB-16-605

**Glass Replacement** Reference: NPSB-16-606



# NISSAN

## Collision Position Statement- Use of Non-OEM Parts

Reference: NPSB-16-594

Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

### **POSITION STATEMENT: Use of Non-OEM Parts on Nissan Vehicles**

FRANKLIN, TN– The original parts used on a Nissan automobile are designed and built to provide optimum fit, function, safety, and structural integrity. For this reason, Nissan North America **DOES NOT** approve of the use of aftermarket, gray market, or imitation parts.

When collision repairs are necessary, Nissan North America strongly recommends that any repairs be performed by an experienced professional using the Nissan body repair manual and Genuine Nissan replacement parts designated for use on the specific Nissan vehicle being repaired. This includes: mechanical, electrical, body panels, safety, and structural components. Genuine Nissan replacement parts are developed to deliver the same fit, function, safety, and structural integrity as when the vehicle was originally built. Parts of the vehicle are designed to work together as a system, and we do not know whether or how integrating aftermarket parts into these systems will impact crash performance. The safety of our customers continues to be our number one priority.

Vehicle lease agreements, such as those offered by Nissan Motor Acceptance Corporation, may stipulate that **ONLY** Genuine Nissan replacement parts be utilized for collision repairs to the vehicle. Nissan would ask that repair facilities consider this when repairing a lease vehicle.

### **Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.



**NISSAN**  
**Collision Position Statement-**  
**Nissan Wheel Repair**  
Reference: NPSB-16-595  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Steel and Aluminum Wheel Repair on ALL Nissan Vehicles**

FRANKLIN, TN– Nissan North America **DOES NOT** approve of any repairs, or the use of any repaired steel or aluminum wheel that involves welding, bending, hammering, straightening, re-machining, reforming, or adding new material, as this can compromise the structural integrity of the wheel and safety of the vehicle.

Any repair of steel or aluminum wheels must be strictly limited to minor cosmetic sanding or polishing that removes **ONLY** the finish, not the metal.

Reconditioned wheels **are not** an acceptable method of repair on any Nissan vehicle, as these wheels were once subjected to the prohibited repairs referenced above. A reconditioned wheel, or any wheel not approved by Nissan, may cause unsafe vehicle operation and performance, including loss of control which may result in injuries to the vehicle occupants or other drivers. Following a collision situation, all four wheels should be thoroughly inspected for damage, especially the wheel(s) closest to the impact area of vehicle.

We ask the general repair industry follow these strict guidelines going forward.

**Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>



**NISSAN**  
**Collision Position Statement-**  
**Bumper Fascia Replacement with Sonar**  
Reference: NPSB-16-596  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Bumper Fascia Replacement with Sonar**

FRANKLIN, TN– As Nissan Safety Shield Technologies are incorporated into more of our vehicles, we want to bring to your attention important information about how these systems function, and how to properly handle repairs regarding this technology.

Many electronic sonar sensors in front and rear bumper fascia are considered to be part of this Nissan Safety Shield Technology. These sensors are engineered to be in very exact positions within the bumper fascia, and if not properly installed, may not function as originally intended. For this reason, Nissan North America **DOES NOT** approve of the use of aftermarket, reconditioned, or recycled bumper fascia.

In contrast with original Genuine Nissan bumper fascia, aftermarket bumper fascia may:

1. In some cases, non-OEM fascia come with no pre-drilled holes for the sensors, relying on the shop technician to cut the holes using a rough template. This may lead to instances where the non-OEM bumper does not match the original Genuine Nissan bumper holes.
2. In some cases, build specifications are slightly different on aftermarket bumper fascia than on Genuine Nissan fascia, which may also cause issues with sensor alignment or performance.

In addition, reconditioned fascia, which was once damaged, may also be out of specification to the original undamaged Nissan bumper fascia, which may cause sensor alignment issues. There is currently no industry standard process for knowing the history/quality of recycled bumper fascia, so this is also not recommended to be used on Nissan vehicles. We ask that the general repair industry adhere to these recommendations.

For additional information, please see service manual section "SN".

**Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

For additional collision information: <http://collision.nissanusa.com>.



**NISSAN**  
**Collision Position Statement-**  
**Radar Recalibration Post-Repair**  
Reference: NPSB-16-597  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Required Radar Recalibration Post-Repair**

FRANKLIN, TN- Many Nissan vehicles are now equipped with front radar sensors as part of Nissan's "Safety Shield Technology". This radar is one of the main components that contribute to proper functioning of various vehicle features, such as Forward Emergency Braking (FEB), Predictive Forward Collision Warning (PFCW), and Intelligent Cruise Control (ICC).

It is critical that these radar devices are properly recalibrated after any repair situation to the front of the vehicle that would cause the radar sensor to be shifted, removed, reinstalled, or jolted in the collision. Nissan North America has taken the position that the recalibration of radar devices in the described repair situations is **mandatory**, without exception. Failure to follow this recommendation could result in radar malfunction, or vehicle systems, including safety features not working as originally intended, thus posing a significant risk to vehicle occupants. We ask that the general repair industry adhere to these strict guidelines for the ultimate benefit and safety of our customers.

For additional information, please see service manual section "CCS" where applicable.

**Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.

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**NISSAN**  
**Collision Position Statement-**  
**Use of Salvage (Recycled) Parts**  
Reference: NPSB-16-598  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Use of Salvage Parts on Nissan Vehicles**

FRANKLIN, TN– Nissan North America recognizes the importance of recycling, but the use of salvage/recycled parts to repair collision-damaged vehicles raises serious concerns about quality, suitability, safety and warranty. For this reason, Nissan North America **DOES NOT** approve of the repair of our vehicles with salvage parts or assemblies.

Many factors can influence the quality and suitability of a salvage part, including but not limited to, exposure to weather, improper removal or transfer of parts, possible mismatch of vehicle electrical components, or other safety-related items, as well as excessive wear on vital mechanical parts such as steering or suspension parts.

In cases where the donor vehicle was repaired due to a prior collision, recycled parts may not even be an original or genuine Nissan replacement part. At this time, there is no generally accepted process in place for the repair industry to regulate the quality or suitability of salvage/recycled parts.

Nissan North America strongly believes that the interests of our owners and collision repairers are best served when Genuine Nissan replacement parts are used in the repair of our vehicles. We ask that the collision repair industry adhere to these guidelines going forward.

**Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.



# **NISSAN**

## **Collision Position Statement- Unibody/Structural Repair Procedures**

Reference: NPSB-16-599

Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

### **POSITION STATEMENT: Nissan Unibody/Structural Repairs**

FRANKLIN, TN– Nissan North America recommends that if structural repairs are needed on a vehicle, they only be performed by an experienced professional with proper tools, while using a current Nissan body repair manual for reference. Component replacement should be accomplished only along factory seams where sectioning is appropriate and approved within the body repair manual. Failure to adhere to this recommendation can result in a number of problems, including improperly fitting parts, noises, excessive tire wear, and most importantly, changes in the way the vehicle reacts in subsequent crashes.

The repair of reinforcements (such as side members) by heating is not recommended since it may weaken the component. When heating is unavoidable, do not heat high-strength steel parts above 550°C (1022°F). Additionally, application of heat can alter or destroy material coatings utilized for corrosion protection and may not be restorable in some cases. Using adhesives in place of welding for component replacement is not an authorized Nissan North America repair method.

“Clipping”, which refers to cutting two damaged vehicles through the windshield pillars, the rocker panels, and across the floor pan and joining the undamaged portions from these vehicles to make the repair, is strictly prohibited by Nissan North America. Improper vehicle repairs such as these are not covered under Nissan’s factory or extended warranties.

For questions on body repair, please reference service manual section “BRM”.

### **Parts Warranty**

Nissan North America’s New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.



# **NISSAN**

## **Collision Position Statement- Around View® Monitor Calibration**

Reference: NPSB-16-600

Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

### **POSITION STATEMENT: Calibration of Around View® Monitor**

FRANKLIN, TN- Many Nissan vehicles are now being equipped with Around View® Monitor systems, which incorporate the use of cameras in front, rear, and both sides of the vehicle.

Nissan North America has taken the position that any time a camera, or camera mounting part (front grille, door mirror, or others) is removed, installed, or replaced, it is **mandatory** for the qualified repair professional to perform a calibration of this system.

Failure to adhere to this calibration procedure could result in the Around View® Monitor system not functioning as originally intended. We ask that the general repair industry adhere to these guidelines immediately.

Reference service manual section "AV" for additional information.

### **Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>





# NISSAN

## Collision Position Statement- Seat Belt Replacement

Reference: NPSB-16-601

Date: June, 20 2016

### TO: COLLISION REPAIR INDUSTRY

#### POSITION STATEMENT: Seat Belt Replacement Considerations

FRANKLIN, TN– Seat belts have been, and continue to be critical to the safety of our customers. We ask the general collision repair industry to adhere to the following guidelines when considering seat belt replacement on a Nissan vehicle following a collision:

Inspect ALL seat belt assemblies, including retractors and buckles after a collision. Nissan recommends that all seat belt assemblies in use during a collision be replaced, unless the collision was minor and the belts show no damage and continue to operate properly. Failure to do so could result in serious personal injury in an accident. Seat belt assemblies not in use during a collision should also be replaced if either damage or improper operation is noted. Seat belt pre-tensioners should be replaced even if the seat belts were not in use during a collision in which the frontal air bags are deployed. Replace any seat belt assembly (including anchor bolts) if:

- The seat belt was in use at the time of a collision (except for minor collisions and the belts, retractors and buckles show no damage and continue to operate properly).
- The seat belt was damaged in an accident (i.e. torn webbing, bent retractor or guide, etc.).
- The seat belt attaching point is damaged in an accident. Inspect the seat belt attaching area for damage or distortion and repair if necessary before installing a new seat belt assembly.
- Anchor bolts are deformed or worn out.
- **The seat belt pre-tensioner should be replaced even if the seat belts are not in use during a collision in which the frontal air bags are deployed.**

-Reference service manual section "SB" for additional information.

For additional collision information: <http://collision.nissanusa.com>



# NISSAN

## Collision Position Statement- Steering Angle Sensor Reset Operation

Reference: NPSB-16-602

Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

### **POSITION STATEMENT: Steering Angle Sensor (SAS) Reset**

FRANKLIN, TN- Most Nissan vehicles are now equipped with Steering Angle Sensors (SAS). The steering angle sensor is a critical part of the Vehicle Dynamic Control (VDC) System that measures the steering wheel position angle and rate of turn. The SAS requires a reset by scan tool to ensure proper calibration any time the alignment is adjusted for any reason.

It is the position of Nissan North America that, any time an alignment is done on a vehicle equipped with Vehicle Dynamic Control, a reset of the steering angle sensor is **mandatory**. In addition, if any component of the steering or suspension system is damaged on a Nissan vehicle, or removed/installed, a reset of the SAS will be required where applicable, regardless of whether or not an indicator light is displayed on the dash.

The safety of our customers is the number one concern at Nissan North America, and we ask that the repair industry adhere to this strict recommendation going forward.

For additional information, please see service manual section "BRC".

### **Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.



**NISSAN**  
**Collision Position Statement-**  
**Power Window Servicing Post-Repair**  
Reference: NPSB-16-603  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Power Window Servicing Post-Repair**

FRANKLIN, TN– Our Nissan vehicles are now equipped with power window features that include “Auto-Up” Operation, as well as an “Anti-Reverse” feature. Any time the following repair operations occur, these two features need to be initialized before releasing the vehicle back to the owner:

- Disconnection and connection of 12V battery cable from negative terminal.
- When main power window and door lock/unlock switch replaced.
- Electric power supply to main power window and door lock/unlock switch or front power window motor is interrupted by blown fuse or disconnection and connection of the negative terminal of 12V battery, etc.
- Disconnection and connection of main power window and door lock/unlock switch harness connector.
- Removal of front power window motor from regulator assembly.
- Operation of regulator assembly as an independent unit.
- Removal and installation of glass.
- Removal and installation of door glass run.

Failure to adhere to these guidelines could result in the power windows not functioning as originally intended. Please refer to the proper service manual for details on how to initialize these features.

For additional information, reference service manual section “PWC”.

**Parts Warranty**

Nissan North America’s New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>



# **NISSAN**

## **Collision Position Statement- Pre- and Post-Repair Scanning**

Reference: NPSB-16-604

Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

### **POSITION STATEMENT: Pre- and Post-Repair System Scanning**

FRANKLIN, TN– Nissan vehicles today have more technology and electrical components than ever before. Today, it is necessary in most repair situations for the vehicle to have a pre- and post- repair system scan so that the repairer is informed of any trouble codes present, even in cases where there are no identifier lights on the dash.

A pre-repair system scan can identify items up front that are malfunctioning on a vehicle. This helps the repair facility to fully understand the scope of the collision repair, even before starting. The post-repair system scan will confirm that trouble items have been properly repaired and systems are calibrated, helping to ensure our customers' safety and satisfaction.

It is the stance of Nissan North America, that **all** of our vehicles be scanned following a collision repair to help ensure the vehicles' systems are communicating properly with no trouble codes outstanding. It is also recommended that, where appropriate, a pre-repair scan also be completed for reasons mentioned above. The safety of our customers is our number one priority, and we believe these pre- and post-repair scans are more and more integral to a safe, quality repair. We ask the general repair industry to adhere to these strict guidelines going forward.

For additional information, please see service manual section "BCS".

### **Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.



**NISSAN**  
**Collision Position Statement-**  
**Use of Salvaged Airbags**  
Reference: NPSB-16-605  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Use of SALVAGED and/or USED Air Bag Components on Nissan Vehicles**

FRANKLIN, TN– The original Supplemental Restraint System (SRS) parts utilized on Nissan vehicles are designed and specifically engineered for use in that vehicle. These Supplemental Restraint Systems and their components will help protect occupants in the event of a collision. The installation and use of a salvaged or used Supplemental Restraint System component in a Nissan vehicle may compromise the intended performance of the vehicle's air bag system, as there is no certainty of the history, quality, condition, compatibility, environmental or other degradation prior to salvage of a recycled or used air bag system component.

When Supplemental Restraint System repairs are necessary, Nissan North America recommends that any repairs be performed by an experienced professional using **only new** Genuine Nissan replacement parts designated for use on the specific Nissan vehicle Supplemental Restraint System affected. Following this recommendation, vehicle owners and repairers can best ensure that the supplemental restraint system parts used in the repair of the Nissan vehicle will help protect vehicle occupants in a possible future crash. When repairing a Nissan Supplemental Restraint System, Nissan strongly recommends pre- **and** post-repair system scans to ensure internal trouble codes are addressed.

**Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

Nissan North America will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than Genuine Nissan replacement parts.

For additional collision information: <http://collision.nissanusa.com>.



**NISSAN**  
**Collision Position Statement-**  
**Glass Replacement**  
Reference: NPSB-16-606  
Date: June, 20 2016

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Windshield and Glass Replacement**

FRANKLIN, TN– Genuine Nissan auto glass plays an important role in the safety of the vehicle by providing structural rigidity, ocular clarity, and integration with advanced vehicle technology. In addition, glass can play a critical role in noise dampening, UV protection, and general occupant comfort and safety. For these reasons, Nissan North America **DOES NOT** support the use of aftermarket or recycled glass in a repair situation. If an aftermarket windshield is unavoidable in a repair situation, please be sure it meets the same specifications and similar quality to the OEM windshield being replaced.

We ask the general repair industry to adhere to these guidelines when handling glass replacement on Nissan vehicles. For additional information on Nissan vehicle glass, please refer to service manual section "GW".

Additional Note: As of the 2016 Nissan model line-up, the LEAF, JUKE, Sentra, and Quest all have non-reusable rear view mirrors. Any windshield replacement on these vehicles also requires the rear view mirror to be replaced. For questions specifically related to inside mirrors, please refer to service manual section "MIR".

**Parts Warranty**

Nissan North America's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than Genuine Nissan original equipment parts.

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For additional collision information: <http://collision.nissanusa.com>.