

## NISSAN DIESEL AMERICA, INC.

# SERVICE NEWS LETTER 065 (Rev.)

DATE: JULY 16, 2004 (Revised 1/22/2010)  
TO: UD TRUCK DEALER SERVICE MANAGER  
FROM: SERVICE OPERATIONS DEPARTMENT  
FILE IN THE POLICY SECTION OF THE TECHNICAL BULLETIN BINDER

### 2005 MY AND AFTER UD TRUCKS EXTENDED PROTECTION PLAN

#### PURPOSE

The UD Trucks Extended Protection Plans for the 2005 model year and after vehicles have been updated to include the MD175 (J05D-TA) and MD230 (J08E-TE) engines. Some of the highlights of the Extended Protection Plans are as follows:

#### COVERAGE AND PRICING

**\* Please see Service News Letter 065A dated May 15, 2006 for the current EPP coverage periods, dealer net and suggested list pricing for vehicles delivered prior to March 1, 2010.**

[Click here!](#)

**\* Please see Service News Letter 065B dated February 1, 2010 for the current EPP coverage periods, dealer net and suggested list pricing for vehicles delivered March 1, 2010 and after.**

[Click here!](#)

#### ELIGIBILITY

The plan is offered to all purchasers of new 2005 model year and after UD Trucks. The desired coverage must be purchased from a UD Truck dealer within ninety (90) days of the truck sale date.

#### PLAN SALES

Dealers may offer the Extended Protection Plan to all purchasers of new 2005 model year and after UD Trucks during their normal sales procedure and up to ninety (90) days after the truck sale date. It is recommended that the plan be offered to the prospective purchaser at the "Suggested List" price or include any appropriate dealer discount. This "Suggested List" price allows a 30% to 46% profit margin depending on the plan that is sold. Nissan Diesel America will solicit the purchasers of UD Trucks at the expiration of the ninety (90) day period and will offer the Extended Protection Plan at the "Suggested List" price. No rebate or commission will be paid to the dealer or sales person on any plan that is sold directly to the customer by Nissan Diesel America after the initial time period.

## DEDUCTIBLE

There are no deductible charges.

## CONTINGENT DAMAGE

The plan will cover the repair or replacement of any non-covered part that fails to perform due to the failure of a covered part.

## TRANSFER OF COVERAGE

The plan may be transferred to subsequent owners for a \$100.00 transfer fee as long as the transfer occurs within ninety (90) days of the truck resale. The acceptance of transfer coverage by Nissan Diesel America will be based upon the following procedures and documents being performed and completed by the transferring dealer:

1. Submit the test results of an engine oil sample for the transfer vehicle.
2. Supply proof of a complete service being performed to the transfer vehicle including replacement of all oil / fuel / air filters, engine oil, transmission and differential gear lubricant.
3. Dealer inspection and written report of the current condition of the transfer vehicle.
4. Dealer is to submit the above 3 documents with the \$100.00 transfer fee to the attention of the Plan Administrator, NDA Service Operations Department.
5. Nissan Diesel America will review and furnish written approval or disapproval of the transfer to the dealer within thirty (30) days of the receipt of the required documents.
6. If disapproved, the \$100.00 transfer fee will be returned to the dealer.

## COVERED ITEMS

The plan will apply to all covered parts that fail during the coverage period. Failure means that the part covered under this plan did not continue to function as designed during normal service.

1. Engine\* - internally lubricated engine parts, water pump, intake and exhaust manifolds, cylinder block, cylinder head and cylinder head gasket, front and rear crankshaft seals, timing gear cover, flywheel and flywheel housing.
2. Transmission (manual)\* - internal parts, transmission case, front and rear main shaft seals, gaskets.
3. Transmission (Aisin ATM: UD1300/1400/1800CS only)\*\* - internal parts, transmission case, torque converter, seals and gaskets.
4. Differential\* - internal parts, differential case, seals and gaskets.
5. Chassis\* - front axle beam, kingpins, bushings, steering spindles, rear axle housing and axle shafts, frame side rails, frame crossmembers, front and rear suspension brackets, engine support crossmembers and brackets.

\*See the reverse side of the Extended Protection Plan Agreement / Application for complete details.

\*\*Coverage of the Aisin automatic transmission for the listed models is covered within the standard plan prices for these models. Also consult the reverse side of the Extended Protection Plan Agreement / Application for complete details.

## SALES / PLAN ADMINISTRATION

Dealers are requested to proceed as follows:

1. Provide EPP selling dealer information in the header ("Extended Protection Plan Sold By")
2. Complete the purchaser section, include the complete address, select the plan term purchased, complete the year, model and V.I.N. boxes.

3. Instruct the purchaser to review the reverse side of the Agreement / Application and the bottom of the front of the form and obtain their signature on the bottom of the form.
4. Furnish the YELLOW (purchaser) copy to the customer and retain the PINK (dealer) copy for the dealer sales folder.
5. Instruct the customer that an executed copy of this Agreement / Application will be mailed to them by Nissan Diesel America, Inc.
6. Return the WHITE (NDA) copy with a check in the amount of the "Dealer Net" price for the plan selected to the attention of the Service Operations Department.
7. An executed copy of the Agreement / Application will be mailed to the purchaser and the dealer by Nissan Diesel America, Inc. within thirty (30) days of receiving same.
8. The returned form will contain a PLAN # that should be used for any questions about the plan or the processing of future claims.

## CLAIM ADMINISTRATION

If a UD Dealer determines that a warrantable failure occurs within the plan period, proceed as follows:

1. The UD Dealer service department determines the validity of the failure, prepares a repair estimate, and contacts their Technical Support Manager (TSM) or the Plan Administrator (972-756-5523) in the NDA Service Operations Department.
2. NDA will review the dealer's report of failure and the repair estimate, and will issue a TSM Technical Report number.
3. After the vehicle is repaired, the dealer may submit a claim through the NDA/NET on-line warranty system. The dealer is to record the TSM Technical Report number issued by NDA in the "**TSM Report**" field on the second screen of the "**Warranty Info**" section.

## ALLISON AUTOMATIC TRANSMISSION

Coverage for these transmissions is excluded from the UD Truck Extended Protection Plan. However, Allison Transmission offers a range of extended protection plans for the LCT series of transmissions. For information and pricing on the available plans, contact your local Allison Distributor or:

Allison Transmission  
 Extended Transmission Coverage  
 P.O. Box 894, Speed Code PF-9  
 Indianapolis, IN 46206-0894  
 (800) 252 - 5ATD

## ADDITIONAL EPP MATERIAL

The following additional materials are available to all dealers:

1. **Agreement / Application** - are available at no charge by contacting the Plan Administrator at 972-756-5523 or send a request via e-mail to [lwells@nissandiesel.com](mailto:lwells@nissandiesel.com).
2. **Sales Brochures** - number EPP0704 are available at no charge and may be ordered on the NDA Marketing Department's Literature Order Form.

THE INFORMATION CONTAINED IN THIS BULLETIN SHOULD NOT BE INTERPRETED AS THE BASIS FOR WARRANTY CLAIMS							
FOR THE INDICATED PERSONNEL BELOW, PLEASE READ, INITIAL, AND ROUTE TO THE FOLLOWING:							
X	SERVICE MANAGER	X	WARRANTY MANAGER	X	SERVICE TECHNICIANS INITIAL BELOW:		
X	PARTS MANAGER	X	SHOP FOREMAN				



## EXTENDED PROTECTION PLAN\* AGREEMENT / APPLICATION (effective with 2005 MY Vehicles)

\*(EXCLUDES, among other matters, Allison automatic transmissions and  
any other components except as listed in the coverage section)

**THIS IS THE AGREEMENT/APPLICATION. YOU MUST RECEIVE AN EXECUTED COPY OF THIS AGREEMENT/APPLICATION DIRECTLY FROM NISSAN DIESEL AMERICA, INC. IN ORDER TO BE COVERED UNDER THE PLAN. THIS AGREEMENT/APPLICATION SHOULD REACH YOU WITHIN THIRTY DAYS. IF YOU HAVE NOT RECEIVED IT BY THEN, PLEASE TELEPHONE THE PLAN ADMINISTRATOR AT 1-972-756-5500 OR WRITE NISSAN DIESEL AMERICA, INC. AT THE ADDRESS BELOW.**

To: NISSAN DIESEL AMERICA, INC. • P.O. BOX 152034 • IRVING, TX 75015-2034

Extended Protection  
Plan Sold By:

(Dealer Name)	(3 Digit Dealer Code)
(City)	(State)
(City)	(Zip)

**PLEASE ISSUE EXTENDED PROTECTION PLANE COVERAGE TO:**

(Purchaser)			
(Address)	(City)	(State)	(Zip)

**PERIOD:** Expressed in months and/or miles, whichever comes first.

Extended Protection Plan Term Purchased (check one):

<u>UD1300/1400/1800CS Models</u>	<u>Plan Code</u>	<u>UD1800HD to UD3300 Models</u>	<u>Plan Code</u>
<input type="checkbox"/> 60 months / 100,000 miles	A1	<input type="checkbox"/> 60 months / 100,000 miles	D1
<input type="checkbox"/> 60 months / 150,000 miles	B1	<input type="checkbox"/> 60 months / 200,000 miles	E1
<input type="checkbox"/> 60 months / 200,000 miles	C1	<input type="checkbox"/> 60 months / 300,000 miles	F1

Year	<b>UD TRUCK</b>	Model	Vehicle VIN <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td> </tr> </table>																			

<b>Internal Use ONLY</b>	Delivery Date: _____ Plan # _____
----------------------------------	-----------------------------------

I apply for the UD TRUCKS Extended Protection Plan covering the truck described in this Agreement/Application. I agree that coverage under this Extended Protection Plan is conditioned upon receipt of payment and approval by Nissan Diesel America, Inc. If approved by Nissan Diesel America, Inc. an executed copy of this Agreement/Application will be sent to me, and I agree that the Plan's time and mileage limits began from the date of delivery of my truck, or, if earlier, from the date the truck was first put into use, even though any components covered by the Extended Protection Plan are NOT covered by my Extended Protection Plan until expiration of the Nissan Diesel America, Inc. standard published warranty. I agree that my Extended Protection Plan will extend coverage ONLY to components that are listed in the Coverage section. I acknowledge that my Extended Protection Plan DOES NOT COVER the parts, components, matters or costs listed on the reverse side of this Agreement/Application under the heading "EXCLUSIONS".

**I AGREE THAT MY EXTENDED PROTECTION PLAN IS SUBJECT TO THE TERMS AND CONDITIONS STATED IN THE EXTENDED PROTECTION PLAN (WHICH IS PRINTED ON THE REVERSE SIDE OF THIS AGREEMENT/APPLICATION), WHICH I HAVE READ AND UNDERSTOOD.**

**Nissan Diesel America, Inc.**

(Signature of Applicant)	(Date)	(Signature of NDA Officer)	(Date)
--------------------------	--------	----------------------------	--------

# UD TRUCKS EXTENDED PROTECTION PLAN – TERMS AND CONDITIONS

## INTRODUCTION

The Extended Protection Plan is offered by Nissan Diesel America, Inc. to all original purchasers of new UD TRUCKS. This Plan is designed to protect covered parts up to 300,000 miles or 60 months, whichever comes first. The original purchaser must purchase the Extended Protection Plan coverage desired within ninety (90) days from the date of the sale of the truck.

Nissan Diesel America, Inc., in return for payment of the then current plan price of the Extended Protection Plan coverage selected, agrees to repair or replace covered parts.

## COVERAGE

The coverage selected under the Extended Protection Plan begins from the date the truck is delivered to the original purchaser or the date it is first put into use whichever is earlier. The Extended Protection Plan is offered only to the initial purchaser of a new UD TRUCK and covers the components for 60 months or a specific number of miles, depending on the coverage selected.

**WHAT IS COVERED ... ENGINE COMPONENTS** (internally lubricated) FOR MODELS MD175 (J05D-TA) and MD230 (J08E-TE). Major Chassis Components (manual transmission, Aisin automatic transmission, differential, rear axle housing, front axle assembly, frame side rails, crossmembers and brackets) manufactured by Nissan Diesel Motor Company, Ltd. on 2005 MY and later vehicles.

## ELIGIBILITY

Coverage may be purchased only by the initial purchaser of the truck.

## COVERAGE

UD TRUCKS Extended Protection Plan offers full parts and labor coverage (upon the expiration of the standard published Nissan Diesel America, Inc. warranty) for failure of covered components due to defects in workmanship or material for the time period or mileage selected. In addition, to qualify as a covered component, such a covered component must be originally installed in the vehicle or be a new replacement or remanufactured covered component installed in the vehicle by a Nissan Diesel America, Inc. Dealer. The Extended Protection Plan will provide coverage over a range of time/mileage combinations of 60 months and up to 300,000 miles.

During the selected coverage period, Nissan Diesel America, Inc. will repair or replace any internally lubricated engine part or parts, and any of the listed major chassis components that are listed in the Coverage section. Coverage is limited only to defects in workmanship or material of covered components. Normal wear-out of components is not covered. Nissan Diesel America, Inc. will provide new, remanufactured, or repaired components (such election to be at the sole discretion of Nissan Diesel America, Inc.) for components repaired or replaced under the Extended Protection Plan.

Repairs or replacements under the Extended Protection Plan shall be performed during normal working hours at a place of business of a Nissan Diesel America, Inc. Dealer.

Nissan Diesel America, Inc. will repair or replace any covered part that fails to perform in normal service resulting from the failure of another covered part due to defects in material or workmanship. Nissan Diesel America, Inc. will also repair or replace any non-covered part that fails to perform in normal service resulting from the failure of a covered part due to defects in material or workmanship. A covered part rendered unserviceable by reason of damage caused by failure of parts other than covered parts will not be covered.

### EXTENDED PROTECTION PLAN-TERMS

(Months or Miles, Whichever Occurs First)

<u>UD1300/1400/1800CS Models</u>	<u>UD1800HD to UD3300 Models</u>
60 months / 100,000 miles	60 months / 100,000 miles
60 months / 150,000 miles	60 months / 200,000 miles
60 months / 200,000 miles	60 months / 300,000 miles

## EXCLUSIONS

The Extended Protection Plan does **NOT** cover:

- Any component not manufactured by Nissan Diesel Motor Company, Ltd. unless listed in the Coverage section.
- Any parts or labor costs incurred in connection with required or recommended maintenance service described in the Owners' Manual.
- All parts or components of an Allison automatic transmission.
- Engine turbocharger.
- The following parts of any manual transmission: P.T.O. mounting gaskets, input shaft spline wear and all synchronizers, and clutch assembly and operating linkage.
- Normal maintenance services due to normal wear and tear, contamination, deterioration, etc., during the operation of the truck including engine tune-up adjustment, replacement of filters, lubricant, coolant, engine cooling fan belts and rubber hoses, gaskets, packings, and other similar parts.
- Damage or failure to parts or components resulting from:
  - Accident, falling objects, explosion, theft, fire, negligence, misuse, vehicle overload or other improper application or installation.
  - Engine overspeed.
  - Use of improper or contaminated fuel, fluid or lubricants, or lack of proper and necessary amounts of coolants or lubricants.
  - Failure to perform or properly perform proper maintenance services as described in the Owners' Manual.
  - Use of any part not manufactured by Nissan Diesel Motor Company, Ltd.
  - Alteration, tampering, or improper repair of truck.
  - Environmental conditions, acts of God, and other events beyond the control of Nissan Diesel America, Inc., such as windstorm, flood, chemical fallout, lightning, etc.

- All electrical parts or components.
- Towing or storage charges and downtime.
- Travel expenses or fees, vehicle rentals, lodging and meal charges.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF USE OF THE TRUCK, INCONVENIENCE, OR COMMERCIAL LOSS. Some states do not allow the exclusion or limitation of incidental or consequential damages; consequently, the above limitation or exclusion may not apply to you.
- Normal noise and vibration.
- Any vehicle registered or normally operated outside the United States.
- Fuel supply pump and injector service or replacement.
- Major components or items listed in Part IV, Section 2-1 of the Warranty Policies and Procedures Manual replaced without prior authorization.
- Overtime and holiday labor without prior authorization.
- Telephone, telegraph, teletype and other communication expenses.
- Transportation expenses for obtaining spare parts.
- Performance complaints (including but not limited to, low power, poor fuel mileage, etc.) unless caused by a failed or failing covered part.
- A truck in which the odometer has been changed or stopped.
- Any part which has not failed but which a repair facility recommends or requires be replaced or repaired.
- Any loss caused by racing or any other competition.
- Wheel alignment, wheel and tire balancing, and tire rotation.
- Normal diagnosis or test services.
- Any vehicle used as a tractor.

## PURCHASERS' RESPONSIBILITIES

The purchaser must adhere to the UD TRUCKS maintenance recommendations as outlined in the Owners' Manual and keep service records. Proof of required maintenance must be shown to Nissan Diesel America, Inc. upon request in order for repairs to begin on the truck. Failure to show proof of required maintenance or servicing will result in denial of coverage under the Extended Protection Plan.

The purchaser must maintain the truck according to the schedules specified in the Owners' Manual. The purchaser is responsible for the recommended preventive maintenance on the components identified in the "Vehicle Service and Maintenance Periodic Maintenance Schedule."

In the event of a covered failure, the purchaser must promptly make the truck available for repair and provide proof of his specific coverage under the Extended Protection Plan.

The purchaser shall bear the cost of lubricating oil, antifreeze, filters, Vee belts, hoses, and other maintenance items replaced during any covered repair or replacement, unless such items are made unusable by a covered component which has failed.

## TRANSFER OF COVERAGE

The Extended Protection Plan is transferrable to subsequent owners for a \$100.00 fee as long as the transfer occurs within 90 days of the vehicle resale.

## SUBROGATION

In the event that coverage is provided under the Extended Protection Plan, Nissan Diesel America, Inc. shall be subrogated to all of the rights the purchaser may have to recover against any person or organization arising out of any safety defect which is the subject of a voluntary or mandatory recall campaign, as well as out of any order judgment, consent decree, or other settlement, and the purchaser shall execute and deliver instruments and papers and do whatever is necessary to secure such rights. The purchaser shall do nothing to prejudice those rights. Further, all amounts recovered by the purchaser for which the purchaser has received benefits under the Extended Protection Plan shall belong to Nissan Diesel America, Inc., and be paid to Nissan Diesel America, Inc., to the extent of the repair or replacement performed under the Extended Protection Plan.

## LIMITATIONS

THE EXTENDED PROTECTION PLAN IS A SERVICE CONTRACT. IT IS NOT A WARRANTY. THE TERMS AND CONDITIONS OF THE EXTENDED PROTECTION PLAN IN EFFECT AT THE TIME OF PURCHASE OF THE TRUCK BY THE INITIAL PURCHASER STATE NISSAN DIESEL AMERICA, INC.'S ENTIRE OBLIGATION, AND NISSAN DIESEL AMERICA, INC. DISCLAIMS ANY OTHER WARRANTIES, DUTIES, OR OBLIGATIONS, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Remedies under the Extended Protection Plan are expressly limited to the provision and installation of parts and/or labor, as specified above. Any claims for other loss or damage of any type (including without limitation loss from failure of the truck to operate for any period of time, inconvenience, loss of profits, other economic or commercial loss, or direct, immediate, special, indirect, or consequential damage) are expressly excluded. These limitations and exclusions of liability apply only to the extent allowed by law. The Extended Protection Plan does not supersede the standard published Nissan Diesel America, Inc. warranty.



Nissan Diesel America, Inc.  
P.O. Box 152034  
Irving, TX 75015-2034  
972-756-5500