

**PARTS & SERVICE BULLETIN**

NISSAN NORTH AMERICA, INC.
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**TO: All NISSAN DEALER PRINCIPALS
All NISSAN DEALER SERVICE MANAGERS**

SUBJECT: Aftermarket Flushing Systems – NNA's Position

Aftermarket Flush systems have become a popular service offering and profit center for many dealerships and independent service shops. Often, these services are sold to customers by citing the potential benefits of improving performance and extending vehicle service life and reliability. In recent years, aftermarket companies have developed flushing products and services for engine oil, transmissions, cooling, fuel, brake, and power steering systems and more.

Nissan North America has developed factory recommended service maintenance schedules that support all major vehicle systems. If followed, these factory maintenance schedules should provide many miles and years of reliable service from Nissan and Infiniti vehicles. **Nissan North America does not advocate the use of aftermarket flushing systems and strongly advises against performing these services on any Nissan or Infiniti vehicle.**

Key details you should know about aftermarket flushes:

- Nissan and Infiniti vehicles are designed and engineered to not require aftermarket flushes.
- Aftermarket flush systems add cost and time to customer service visits, which can result in negative long-term impact on customer loyalty and service retention.
- Some aftermarket flush processes may leave residual solvent in the vehicle system which can reduce the effectiveness of the fresh lubricants and lead to possible damage.
- Damage resulting from the effects of an aftermarket system flush will not be covered by the Nissan/Infiniti Limited Vehicle Warranty.
- In the event that a future need for additional service were to be identified for a Nissan or Infiniti vehicle, Nissan North America will issue instructions to its dealers on service procedures and will validate and communicate any special tool requirements, as applicable.

All Nissan and Infiniti vehicles are delivered with a Nissan Service Maintenance Guide (SMG) as part of the owner's literature package. This SMG provides three levels of maintenance schedules to address all driving conditions and ownership needs:

- Schedule 1 – for regular vehicle operation in more severe conditions
- Schedule 2 – for regular vehicle operation in "normal" highway driving, and
- Premium – Suitable for all driving conditions and provides the ultimate in factory recommended care.

By promoting the factory recommended schedules in your service drive, you can be assured that you are offering your customers the best options to support the reliability and resale value of their Nissan and Infiniti vehicles. In addition, your products and sales efforts are backed by Nissan North America, giving you the ability to sell with confidence. By providing high value service to your customers, while offering lower cost of ownership, you can enhance customer trust and grow your loyal customer base. Cultivating customer loyalty pays long term dividends through increased service business and vehicle sales.