

September 26, 2006

Subject: Honda's Service Policies

Dear Honda Dealer Principal,

Honda engineers have conducted exhaustive tests to create specialized maintenance standards that support the performance and longevity of Honda vehicles. Not following these maintenance schedules—or performing services not recommended by Honda—can have adverse consequences on our vehicles or, at minimum, offer no benefit.

As we head into the 2007 model year, there is no better time to review some of Honda's longstanding service policies. In the interest of maintaining Lifetime Owner Loyalty, we ask that you take immediate corrective action if your dealership is engaging in any practices that don't adhere to the following guidelines.

- **Do not use oil additives.** As an authorized Honda dealer, you are responsible for accurately representing the information in the owner's manual. Honda owner's manuals state that engine and transmission oil additives are unnecessary. Recommending and selling oil additives creates unnecessary expenses for our customers.
- **Fill tires with dry, compressed air only.** Our research has shown that there is no practical value added from filling tires with nitrogen. Therefore, only fill tires with dry, compressed air, which is already approximately 80 percent nitrogen.
- **Do not perform engine flushing on the lubrication system.** There is absolutely no reason to perform engine oil system flushing as a maintenance procedure. American Honda's Tech Line is hearing about an increasing number of cases in which catastrophic engine failures have occurred soon after this procedure was performed. The expense of engine failures that occur after this procedure has been performed will be the dealer's responsibility.
- **Fuel injection (induction) cleaning/flushing is not recommended by American Honda.** This is an unnecessary maintenance procedure and an improper repair procedure. If a Honda vehicle is experiencing a fuel injector malfunction, the faulty injector should be replaced.
- **Only perform oil changes in accordance with the maintenance schedule.** All vehicles have a model-specific established maintenance schedule that can be accessed on the vehicle's maintenance minder or in the owner's manual. By recommending increased frequency of oil changes, the customer's cost of ownership increases, which causes unnecessary inconvenience, wastes vast quantities of natural resources, and creates hundreds of thousands of gallons of hazardous waste.

- **Do not use transmission flushing machines.** In the very rare instance where a flushing process is necessary (such as to remove improper fluids), a procedure is available which does not require special tools. Use of additives, solvents, cleaners or conditioners as part of a flush or as a performance enhancer is absolutely unnecessary and may affect transmission shift quality that would not be warrantable by Honda. Transmission fluid replacement (not flushing) should be recommended only at the mileage intervals specified in the owner's manual.

As an example, the transmission fluid replacement interval for a 2001 Accord is 120,000 miles under normal use and 60,000 miles under severe use. If you wish to use a flushing machine to reduce repair time, you should be aware of the risks associated with loosening fittings to connect the equipment, and you should use only Genuine Honda Transmission Fluid as your flush medium. Honda expects that service costs would be the same or less when using flush equipment; otherwise, we recommend against its use as it offers no significant benefit to consumers.

- **Engine cooling system flushing is recommended only if the customer has installed incorrect coolant in their engine.** In the very rare instance when flushing is necessary, a procedure is available that does not require the use of special tools. There is no difference in the service interval for coolant replacement between normal and severe conditions. Using a 2001 Accord again for an example, the recommended coolant *replacement* interval is 120,000 miles and every 60,000 miles thereafter. There is no justifiable reason to recommend coolant replacement more often.

If you wish to use a flushing machine to reduce repair time, you should be aware of the risks associated with loosening fittings to connect the equipment and you should use only Genuine Honda Coolant as your flush medium. Honda expects that service costs would be the same or less when using flush equipment, otherwise we recommend against its use as it offers no significant benefit to the consumer. Use of cooling system flushing machines that "recondition" the existing coolant should never be used, as the procedure cannot completely reverse the chemical deterioration that occurs to the coolant during use.

There are enough Honda customers already on the road to sustain your service market share. Bringing more of these existing customers into your dealership is the *first* place to look to increase your service volume. Recommending or performing non-Honda approved service that is unnecessary or on an accelerated schedule can have serious long-term negative implications that far outweigh any short-term profits. The bottom line is to build your service business the right way.



PARTS & SERVICE BULLETIN

NISSAN NORTH AMERICA, INC.
National Headquarters
333 Commerce Street
Nashville, TN 37201-1800

Reference: NPSB/07-027

Date: December 10, 2007

**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.

Parts and Service Operations
NISSAN North America, Inc.

GM statement regarding vehicle system flushes:

"GM vehicles, under normal usage, do not require any additional procedures or additives beyond what is outlined in our vehicle maintenance schedules found in GM vehicle owners manuals. GM does not endorse or recommend engine crankcase flushing for any of its gasoline and diesel engines.

Further, flushing of other vehicle systems are not required or recommended for normal maintenance or service - unless these systems have experienced a significant failure or corrosion, where flushing may be required to remove contaminants or debris. GM recommends that all owners of GM vehicles should follow the recommended maintenance schedules in their owner's manual."

STATEMENT FROM FORD MOTOR COMPANY

FLUSHING SERVICES

Engine oil system flushing is not a Ford Motor Company approved maintenance procedure and is considered an unnecessary expense.

If flushing is required for the transmission, caused by a specific component failure, the Dealer should use only the recommended transmission fluid. Utilizing fluid exchange equipment is acceptable as long as only Ford approved chemicals are used.

Fuel injection system flushing is not considered scheduled maintenance by Ford Motor Company. Should the fuel injection system require cleaning to resolve a specific condition, Ford recommends Motorcraft Premium Fuel Injector Cleaner, Motorcraft Pressurized Injector Cleaner or Motorcraft Power Flush Injector Fluid.

Additionally, demonstrating to a customer that specific fluids should be changed because their color has changed is a misleading practice. Darkening of many fluids is a normal chemical reaction in most cases.

MAINTENANCE INTERVALS

Promoting maintenance intervals that significantly deviate from what is published in the Scheduled Maintenance Guide may damage credibility and result in lost customers. Ford Motor Company recommends specific maintenance intervals for various parts and component systems based upon

extensive engineering and testing. Ford relies upon this testing to determine the most appropriate mileage for replacement of oils and fluids to protect the vehicle at the lowest overall cost to the customer. This includes severe operating conditions that warrant more aggressive maintenance. Customers are also required to ensure that the materials used on their vehicles meet Ford Engineering specifications.

AFTERMARKET FILTERS

As oil change intervals are extended due to improvements in engine and lubricant technology the use of certain lesser quality aftermarket oil filters may prove costly. Ford has examined many engines that have failed due to poor oil filter performance. Motorcraft(r) brand oil filters use superior seals, valves, steel cases and significant media material to ensure optimal performance, especially over a longer drain interval. Engine warranty repair costs directly attributed to the use of

these filters will not be covered by Ford.

CHEMICALS AND ADDITIVES

Ford Motor Company recommends against the use of all chemicals or additive products, not identified in the owner guide or unless specifically recommended in publications such as Technical Service Bulletins.