



# SERVICE BULLETIN

Classification: BT09-020	Reference: NTB09-131	Date: November 18, 2009
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## CERTIFICATION LABEL AND VIN PLATE REPLACEMENT

**APPLIED VEHICLES:** All Nissan

### SERVICE INFORMATION

Because of collision damage or other vehicle repair, a replacement “Certification Label” or “VIN Plate / Label” may be needed.

**NOTE:** Certification Label = FMVSS (Federal Motor Vehicle Safety Standards) label.

These items may be available from Nissan by request if certain criteria are met.

This bulletin lists the criteria and provides an application form for such replacements.

- The “VIN Plate / Label” (metal plate or vinyl label) is attached to the instrument panel or body on the driver side at the base of the windshield (see Figure 1).
- The “Certification Label” (vinyl adhesive label) is located on the lower area of the driver side B-Pillar (see Figure1).

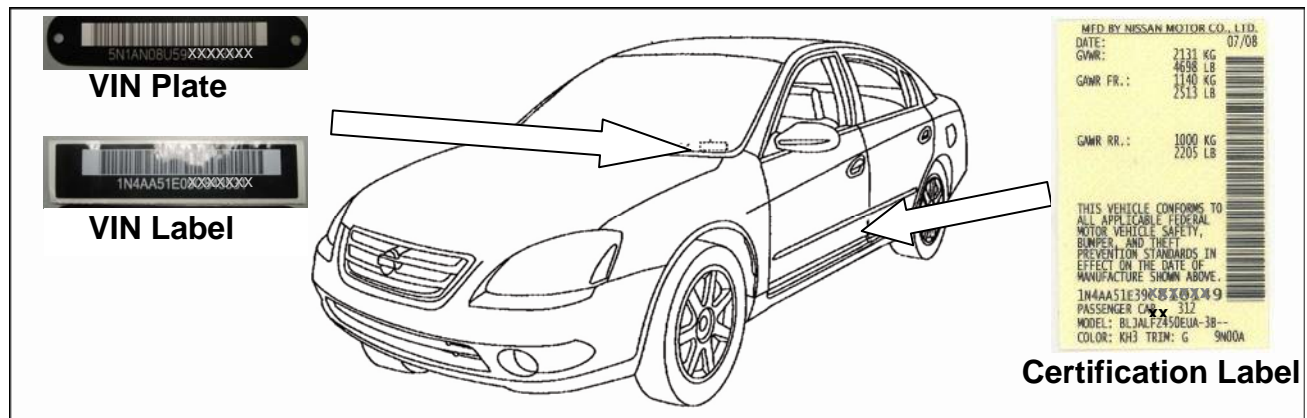


Figure 1

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## **CERTIFICATION LABEL REPLACEMENT CRITERIA**

**NOTE:** See page 4 for replacement VIN plate / label.

A replacement Certification Label may be requested **ONLY if** the vehicle is in a collision and:

- The Certification Label is damaged,  
**or**
- The Certification Label is attached to a part that will be replaced during the repair.

### **REQUESTING A REPLACEMENT CERTIFICATION LABEL**

1. Take a photo of the original Certification Label in its original location on the vehicle B pillar.
  - A photo of the original Certification Label before it is removed must accompany the application; or processing will be significantly delayed.
2. Completely fill out a copy of the APPLICATION FOR REPLACEMENT CERTIFICATION LABEL (see the next page).
3. Remove the original Certification Label from the vehicle and attach in the designated area on the application form.
  - Processing will be significantly delayed if the original certification label is not available.
4. Staple the photo of the original Certification Label (in its original location) to the application form.
5. Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office: **Attention: Replacement Certification and VIN Plate Request.**

**NOTE:** Your dealer "Non Vehicle Account" will be billed \$25.00 for each replacement label.

#### **NOTE:**

- Processing a new label will be significantly delayed if the original certification label is not available.
- A replacement label **MAY NOT** be available if the vehicle is more than 5 years old and the old label does not accompany this request.
- All replacement Certification Labels for damaged vehicles are subject to approval by the Technical Compliance Department. If you have any specific questions contact your Owner Relations Manager (ORM).



# APPLICATION FOR REPLACEMENT CERTIFICATION LABEL

### REASON FOR REPLACEMENT:

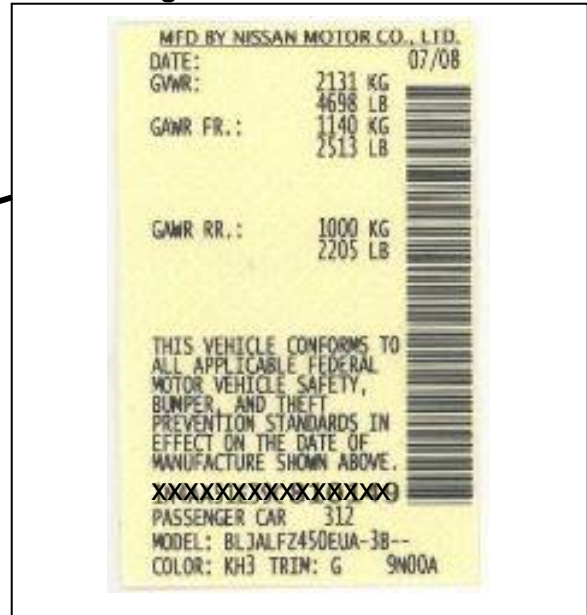
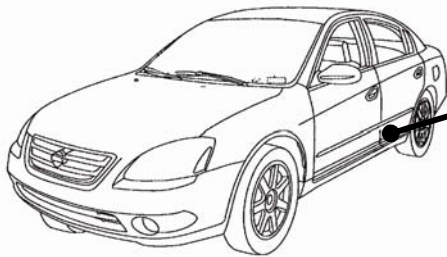
Collision Damage

Other \_\_\_\_\_  
Reason for replacement

### VIN:

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Attach original Certification Label here



**NOTE: A photo of the Certification Label before it is removed MUST also accompany this application or the process will be significantly delayed.**

Dealer Code: \_\_\_\_\_ Telephone # : \_\_\_\_\_

Dealer Contact Person: \_\_\_\_\_

Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature (Parts and/or Service Manager): \_\_\_\_\_

Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office: **Attention: Replacement Certification and VIN Plate Request.**

## **VIN PLATE / LABEL REPLACEMENT CRITERIA**

**NOTE:** See page 2 for replacement Certification Label.

A replacement VIN Plate / Label may be requested **ONLY if:**

- The vehicle is in a collision and the VIN plate/label is damaged.  
or
- The vehicle was recovered after being stolen and the VIN plate/label is damaged but still available.

### **REQUESTING A REPLACEMENT VIN PLATE / LABEL**

1. Completely fill out a copy of the APPLICATION FOR REPLACEMENT VIN PLATE / LABEL (see the next page).
2. Remove the original VIN Plate / Label from the vehicle and attach in the designated area on the application form.
  - **The original VIN plate/label MUST accompany the application.**
  - **For a VIN Label that will destroy itself when removed:**
    - A photo of the original instrument panel VIN Label must accompany the application.
    - A photo of the Certification Label (on the B-pillar) clearly showing the VIN must also accompany the application.
  - **Stolen VIN plate/label:**
    - If a VIN Plate/Label is stolen, contact the appropriate State Police or State Department of Motor Vehicles (DMV). In most cases, the State DMV will issue a unique VIN so the original VIN can be included on stolen vehicle listings. If this is the case, a replacement VIN plate/label is NOT available from Nissan. However, the original VIN, not the state issued VIN, must be used on all warranty claims.
3. Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office: **Attention: Replacement Certification and VIN Plate Request.**

#### **NOTE:**

- Your dealer "Non Vehicle Account" will be billed \$25.00 for each replacement VIN plate / label.
- **All replacement VIN plates/labels are subject to approval by the Technical Compliance Department. If you have any specific questions, contact your Owner Relations Manager (ORM).**



# APPLICATION FOR REPLACEMENT VIN PLATE / LABEL

### REASON FOR REPLACEMENT:

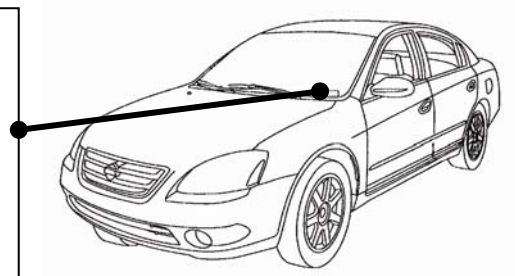
Collision Damage

Other \_\_\_\_\_  
Reason for replacement

### VIN:

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Attach original VIN Plate / Label here



Dealer Code: \_\_\_\_\_ Telephone # : \_\_\_\_\_

Dealer Contact Person: \_\_\_\_\_

Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature (Parts and/or Service Manager): \_\_\_\_\_

Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office: **Attention: Replacement Certification and VIN Plate Request.**