

In order for Nissan North America to assist with an electronic data recorder download request, the following information must be confirmed in writing:

1. Please provide the make, model year, and VIN of the subject vehicle.
2. Confirm that you are in possession of the keys to the vehicle.
3. Confirm that the vehicle can be powered up so that the instrument panel lights illuminate. If the vehicle does not have a power source, the electronic data cannot be downloaded. Please note that if the subject vehicle cannot be powered, you must secure an external power source from an exemplar vehicle in order to complete the download. It is the responsibility of the requesting party to provide and arrange for this, and for all related expenses.
4. Confirm whether there was airbag deployment. Data may or may not be recorded in a non-deployment event, and recording cannot be confirmed prior to proceeding to download.
5. Provide the complete street address and lot number, if applicable, for the location of the vehicle, and affirm that the vehicle will be preserved and secured for a length of time necessary to complete the download. Please note that response times are controlled by the availability of the Dealer Technical Specialist who will be scheduled to complete the download. Nissan North America does not control, manage, or have access to the calendars or availability of Dealer Technical Specialists.
6. Confirm the designated contact person with whom our Dealer Technical Specialist can work to complete the download. Please provide name, email address, and telephone number.
7. Please provide written confirmation that Nissan North America is not being named in a product liability claim regarding this incident.
8. Please provide the written consent for download from the vehicle's owner. Nissan North America does not provide a template for this consent.

If all above requirements can be provided and you still wish to proceed with a download request, please MAIL all correspondence containing the above stated information along with a certified cashier's check, money order, or bank check payable to Nissan North America in the non-refundable amount of \$750 to the following:

Nissan North America
Attn: Product Liability Claims – Legal Department
P.O. Box 685001
Franklin, TN 37068

Please save this email to use as guidance for future inquiries