

Our issue concerns the refusal of Nissan to include the Diesel Particulate Filter (DPF) in their new car warranty. We understand this exclusion is also the policy of other vehicle makers.

We purchased a new Nissan Qashqai 1.6 diesel in 2015. At around 12 months/10000 Kms the vehicle suddenly, without warning, went into limp mode. The dealer diagnosed a blocked DPF and after several failed attempts was able to perform a forced regeneration to clear the filter. We were not charged for this but the dealer warned that Nissan did not consider a blocked filter to be a warranty item implying there will be a charge next time.

We spoke by phone to Nissan Customer Service who confirmed a blocked DPF was not covered by warranty. We were also informed the blockage was probably caused by our failure to observe the recommended driving cycle stated in the owners manual, i.e. Limit consecutive short trips that do not get the filter hot enough to regenerate itself.

Firstly, it is clearly unreasonable for Nissan to require the owner of a new vehicle to adopt a particular driving style to avoid an expensive breakdown.

Secondly, the owners manual makes no mention of the DPF or any recommendations on driving cycles. There is no warning indicator that the filter is becoming blocked and an extended high speed drive is required to reach the temperature needed to clear the filter.

Nissan regard the DPF as a consumable, like the oil or air filters. However, a forced regeneration by a workshop is likely to cost several hundred dollars but if the filter cannot be regenerated and requires replacement, then this costs several thousand dollars.

It is our assertion that a blocked DPF during the warranty period is either a fault in this particular vehicle or a design problem and cannot possibly be blamed on the owner for using the vehicle for too many short trips.

Nissan should be required to remedy a blocked DPF under warranty.

Sent from my iPad