

Nissan North America Rail Ramp Handling Procedures Version 2 Dated 9/13/2017

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III. NISSAN LEAF

Roadside Assistance Guide – Separate manual

First Responder Guide – Separate manual

Disabled 12 volt and/or high voltage battery: Contact WWL for tow to dealer. Do not contact Fenkell.

Disclaimer: Fenkell repair technicians will not push/pull a vehicle across bridge plates. In order for them to remove a disabled vehicle the buckloader must be attached directly to the railcar containing the disabled vehicle.

Q & A for Common Situations

Q. Missing Keys, Locked Doors, Broken/Cracked Glass, Missing Battery – harness not cut

A. Ramp:

- Contact Fenkell, include in the case if unit is stuck on railcar. IF cut cables go to next question.

Options to remove from railcar:

- Ramp remove unit.
- Call Fenkell to remove unit.

Fenkell:

- Fenkell to arrange technician to go to ramp. IF stuck on railcar have technician call ramp prior to visit to arrange a time when railcar will be staged for access.
- IF vehicle is still disabled. Close case and email WWL for a tow.

WWL: IF tow required:

- Wholesale dealer over 75 miles work with servicing dealer and send courtesy email to region.
- Or if wholesale dealer within 75 miles contact region. Region to advise on dealer and they will direct who will arrange towing: region, dealer or WWL. Provide region with ramp contact.

Q. Missing Battery with Cut Harness

A. Ramp:

Step 1: Options to remove from railcar:

- Ramp remove unit.
- Call Fenkell to remove unit.

Step 2: Contact WWL for tow dealer. Fenkell does not tow offsite.

WWL:

- Wholesale dealer over 75 miles work with servicing dealer and send courtesy email to region.
- Or if wholesale dealer within 75 miles contact region. Region to advise on dealer and they will direct who will arrange towing: region, dealer or WWL. Provide region with ramp contact.

Fenkell: N/A

Q. Dead 12 volt Battery and Hybrid - *Excludes LEAF – see next*

A. Ramp:

Jump start and move to charging station for 24 hours regardless if on railcar or in baylane.

If battery still dead, options:

- Contact Fenkell for battery replacement
- Or contact WWL for a tow.

Fenkell:

- Replaced battery if needed.

WWL:

- Tow offsite per direction stated above.

Q. LEAF: Battery or manufacturing condition

A. Ramp:

- IF on railcar, Jump Start unit. If no start use options below:

Step 1: Options to remove from railcar:

- Ramp remove unit.
- Call Fenkell to remove unit.

Step 2: Contact WWL for tow to dealer. Fenkell does not tow offsite.

- IF in Baylane, do not attempt to jump start, contact WWL for tow.

Fenkell:

- If requested, technician only to remove unit from railcar. Close case. Send email to WWL for tow.

WWL:

- Tow offsite per direction stated above.

Q. Crank No Start: Out of Fuel

A. Ramp: Add Fuel regardless if on railcar or in baylane.

WWL: N/A

Fenkell: N/A

Q. Crank No Start: Not fuel related, not battery related

A. Ramp:

Step 1: Options to remove from railcar:

- Ramp remove unit.
- Call Fenkell to remove unit.

Step 2: Contact WWL for tow to dealer. Fenkell does not tow offsite.

Fenkell:

- If requested, technician only to remove unit from railcar. Close case. Send email to WWL for tow.

WWL:

- Tow offsite per direction stated above.

Q. Flat Tire – Appendix A

A. Ramp: Ramp cannot install spare, it must be a certified Fenkell technician.

- On Railcar: Add air and drive off railcar, if possible. DO NOT install spare tire.
 - IF tire will not hold air contact Fenkell, include in the case if unit is stuck on railcar.
- In baylane: Contact Fenkell. Include in case if in baylane.

Fenkell: Fenkell to evaluate parts and/or arrange technician to go to ramp.

- IF stuck on railcar Fenkell has ~72 hours to acquire parts and repair. IF parts are not available (on backorder) send technician to install spare, close case. Do Not wait for parts.
- Allow unit to go to dealer with spare. Send courtesy email to WWL indicating parts are not available and spare is installed.
- IF stuck on railcar have technician call ramp prior to visit to arrange a time when railcar will be staged for access regardless if spare or new tire being installed.

- IF something else prevents a new tire installation, close case and email WWL for a tow.
- IF in baylane there is no time restriction waiting for parts.

WWL:

- IF something prevents a tire from being installed, tow offsite per direction stated above.
- IF a spare tire is installed, advise carrier/region and allow unit to ship normal carrier load and send region courtesy email.

Q. Missing Tire(s) – Appendix A

A. Ramp: Ramp cannot install spare, it must be a certified Fenkell technician.

- Contact Fenkell, include in the case if unit is stuck on railcar or in baylane. Advise of how many tires are missing.

Fenkell: Fenkell to evaluate parts and/or arrange technician to go to ramp.

- IF stuck on railcar Fenkell has ~72 hours to acquire parts and repaired.
 - IF stuck on railcar have technician call ramp prior to visit to arrange a time when railcar will be staged for access
 - One missing tire: IF parts are not available install spare, close case, Do Not wait for parts. Email WWL to advise spare tire on unit.
 - Two or more missing tires OR something else prevents a new tire installation, close case and email WWL for a tow.
- IF in baylane there is no time restriction.

WWL:

- IF something prevents a tire from being installed, tow offsite per direction stated above.
- IF a spare tire is installed, advise carrier/region and allow unit to ship normal carrier load and send region courtesy email.

DISABLED ACTION MATRIX

Disabled Condition	Disabled Location: On Rail Car	Disabled Location: On Ground
Missing Keys/Remotes	Report to Fenkell Vehi-Trac	Report to Fenkell Vehi-Trac
Locked Doors		
Broken Glass		
Flat Tire	Ramp to add Air Report to Fenkell Refer to Appendix A	Report to Fenkell Refer to Appendix A
Missing Tire (s)		
Missing Battery	Report to Fenkell Refer to Appendix E and F *HYBRID and LEAF Models excluded call WWL to tow*	Report to Fenkell *HYBRID and LEAF Models excluded call WWL to tow*
Missing Battery WITH Cut Battery Cable(s)		
Dead 12 Volt Battery Gas engine or Hybrid	Use Jump Box and charge . If battery still dead report to Fenkell If a QX30 use Appendix B If a Hybrid use Appendix C or D *Excludes LEAF - see below*	Ramp to Use Jump box and charge. If battery still dead report to Fenkell *Excludes LEAF - see below*
LEAF Dead Battery	Use jump box, if still no start: Notify WWL for Tow Refer to Appendix F	Notify WWL for Tow
Out of Fuel	Ramp Add Fuel	Ramp Add Fuel
Disabled Unit - Nissan Defect i.e. Crank - No Start	If No Start Check Fuel, Ramp Adds Notify WWL for Tow Use 'Appendix F' to remove unit from railcar	If No Start Check Fuel, Ramp Adds Notify WWL for Tow

Appendix A: Flat or Missing Tire Procedure

It is PROHIBITED for rail ramp to change a tire or use the spare tire.

Disclaimer: Fenkell repair technicians will not push/pull a vehicle across bridge plates. In order for them to remove a disabled vehicle the buckloader must be attached directly to the railcar containing the disabled vehicle.

Flat Tire

A. On Rail Car:

1. Ramp add air and drive vehicle of rail car.
2. If the tire will not hold air to safely protect person and vehicle options are:
 - i. Rail ramp to remove unit from rail car.
 - ii. Contact Fenkell to repair and/or install spare tire to remove unit from railcar – see disclaimer above.

B. In Storage:

1. Contact Fenkell.

Missing Tire(s)

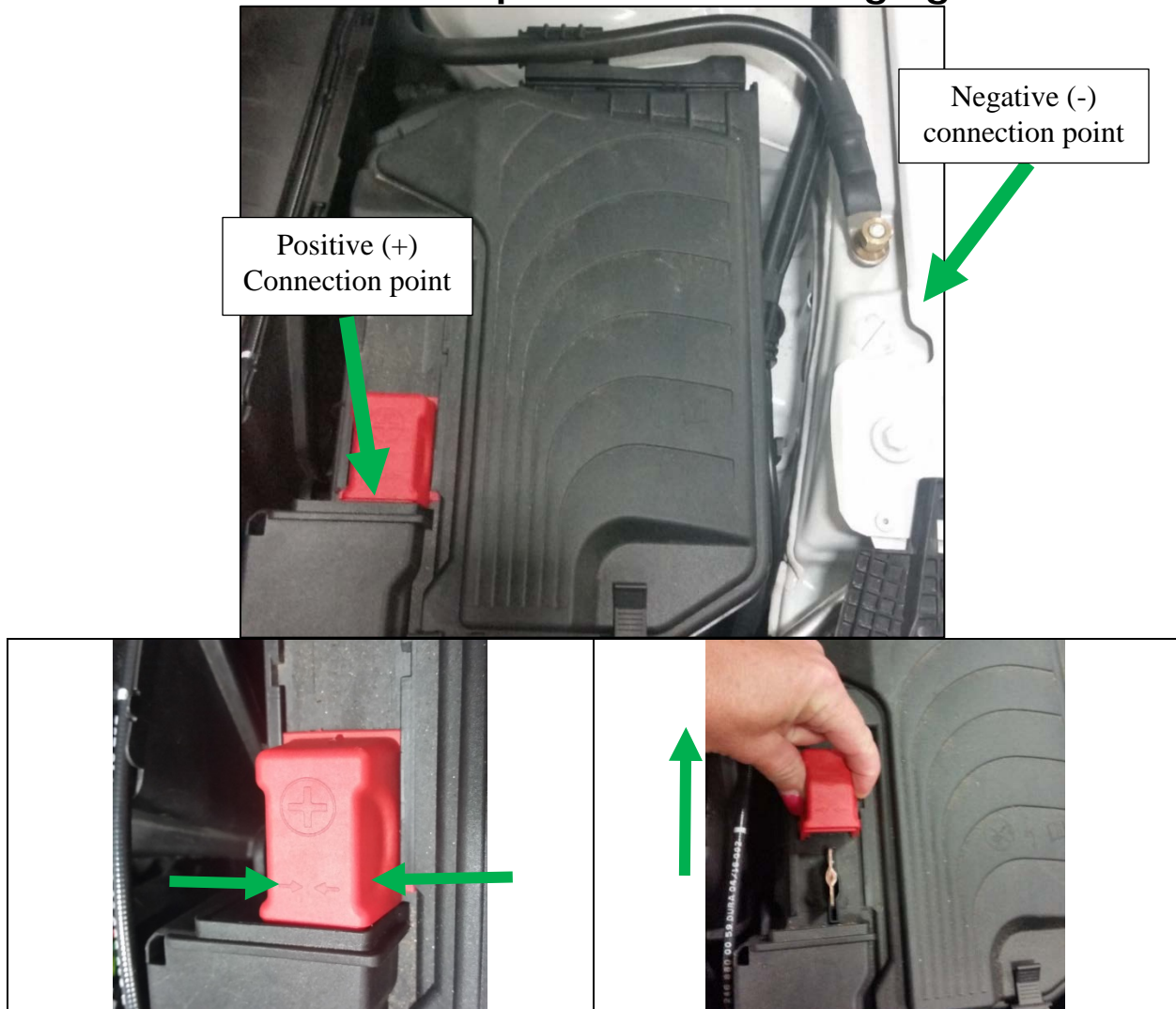
A. On Rail Car:

1. Contact Fenkell – See disclaimer

B. In Storage:



1. Contact Fenkell

Appendix B: INFINITI QX30 Jump Start and Recharging locations



1. Attach jumper cables or charger in order: Positive (+) cable and then Negative (-) cable.
2. Remove jumper cables in reverse order:
 - a. Remove negative (-) cable and then remove positive (+) cable.
 - b. Slide red cover closed so it completely covers the positive terminal.

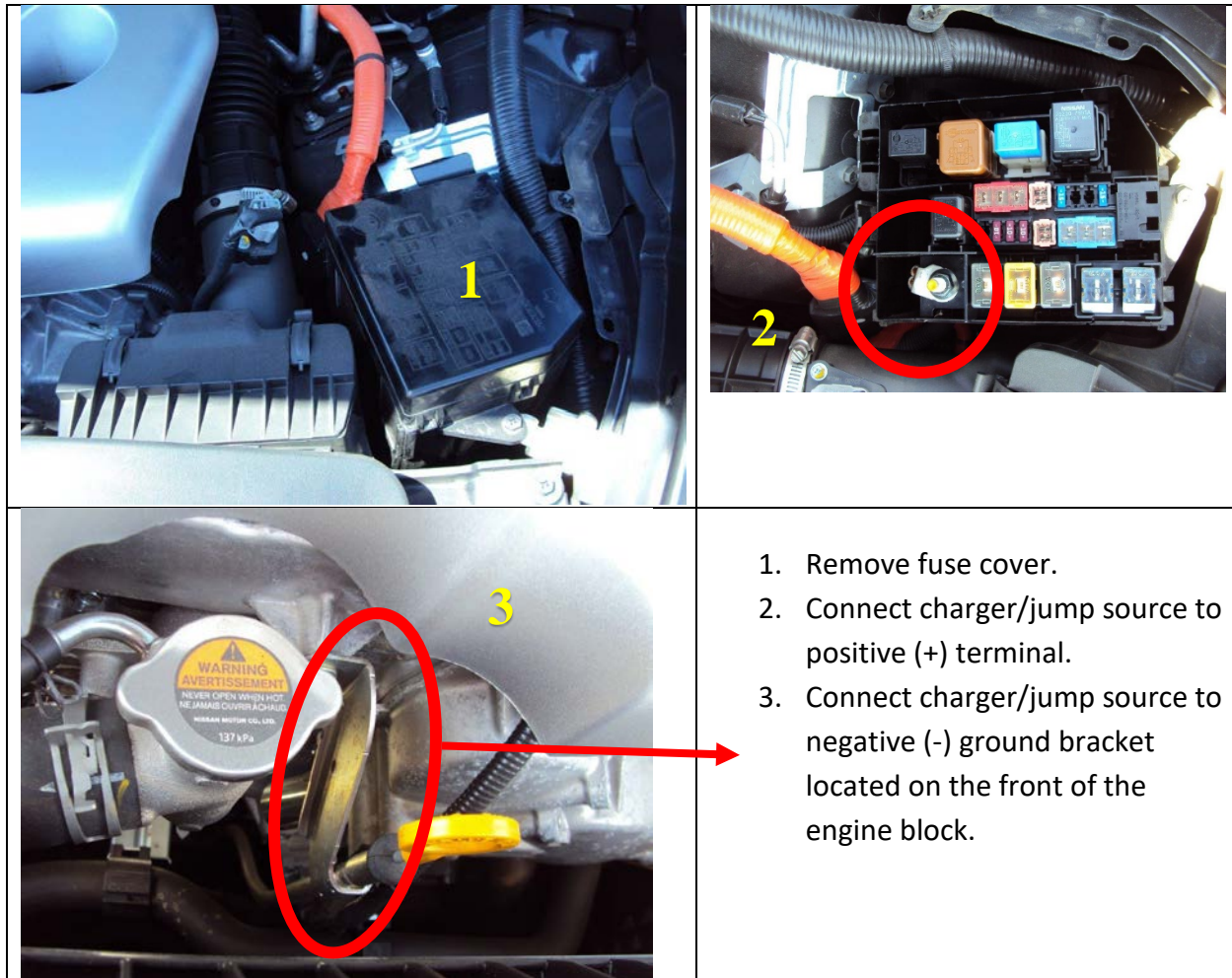
Appendix C: NISSAN ROGUE HYBRID - 12 Volt Battery located in the Trunk: Jump Start & Recharging locations.

	
<ol style="list-style-type: none">1. Remove fuse cover.2. Remove red (+) terminal cover.	<ol style="list-style-type: none">3. Connect charger/jump source to positive (+) terminal.4. Connect charger/jump source to negative (-) ground point.

1. Attach jumper cables or charger in order: Positive (+) cable and then Negative (-) cable.
2. Remove jumper cables in reverse order:
 - c. Remove negative (-) cable and then remove positive (+) cable.
 - d. Slide red cover closed so it completely covers the positive terminal.

NOTE: Alternate recharging method. Run vehicle for 15 minutes add fuel as needed.

APPENDIX D: INFINITI Q70 HYBRID - 12 Volt Battery located in the Trunk: Jump Start & Recharging locations.



1. Attach jumper cables or charger in order: Positive (+) cable and then Negative (-) cable.

2. Remove jumper cables in reverse order:

e. Remove negative (-) cable and then remove positive (+) cable.

f. Slide red cover closed so it completely covers the positive terminal.

NOTE: Alternate recharging method. Run vehicle for 15 minutes add fuel as needed.

Appendix E: Missing a 12 Volt Battery - cables intact: Jump box guidelines to remove off railcar.

Use this Guideline only if both battery cable ends are intact.

Disclaimer:

- Each rail ramp can choose remove a disabled vehicle from a railcar or have Fenkell remove.
- If one or both battery cables are cut **STOP!** Use 'Appendix F: Removing a Disabled Vehicle off a Railcar or contact Fenkell.
- It is **PROHIBITED** to use this process for LEAF or Hybrid models with the 12 Volt battery in the trunk. Use 'Appendix F: Removing a Disabled Vehicle off a Railcar or contact Fenkell.

PROCEDURE

Tools: Full Size Standard Jump Box

1. Fully lift hood and secure hood prop, if present.
2. Place jump box on battery tray and attach jump box cables directly to vehicle battery cable ends.
3. Connect jump box in the order below:
 - a. Positive (+) jumper cable to positive battery cable end.
 - b. Negative (-) jumper cable to negative battery cable end.

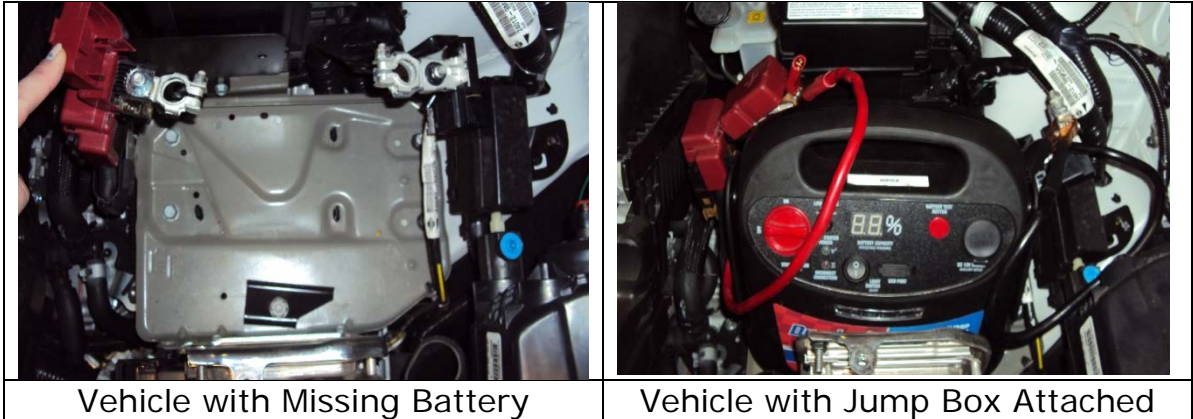
CAUTION

- Always connect positive (+) to positive and negative (-) to negative as shown or damage to battery or person can occur.

WARNING: IF you cannot identify negative (-) and positive (+) cables. **STOP** and do not use this procedure as serious injury to person will occur.

- Ensure positive (+) connection does not touch ground. Wrap connection with a rag as needed to protect from accidental contact.
- Make sure jumper cables do not touch moving parts in engine compartment.

APPENDIX E: continued
Missing a 12 Volt Battery - cables intact: Jump box
guidelines to remove off railcar.



4. Start vehicle. If engine is running, close hood until 1st latch hooks. Do NOT close hood completely. If engine does not start, contact Fenkell or use Appendix F: 'Removing a Disabled Vehicle off a Railcar'.
5. Drive unit SLOWLY off railcar and park immediately.
6. Remove jump box cables from engine compartment in order:
 - a. Remove negative (-) jumper cable.
 - b. Remove positive (+) jumper cable.
7. Contact Fenkell to get battery replaced.

Appendix F: Removing a Disabled Vehicle off a Railcar

If it appears a manufacturing defect has disabled a unit on the railcar, here are the steps to take:

1. Rail ramp remove vehicle from railcar or contact Fenkell to remove from railcar. See disclaimer below.
 - a. If disabled unit is in stock go to Step 2.
2. Ramp to contact WWL for tow to dealer. Fenkell does not arrange these type of tows do not open a claim.

Reminder: Check the fuel level and add fuel before contacting WWL on crank no start vehicles.

It is prohibited to pull a vehicle off a railcar with chains, straps etc.

Disclaimer:

- Each rail ramp can choose to follow this guideline to remove a disabled vehicle from a railcar or contact Fenkell.
- To reduce potential damage, contact Fenkell to remove disabled units from a railcar with missing *manual* keys or locked doors.
- Fenkell repair technicians will not push/pull a vehicle across bridge plates. In order for them to remove a disabled vehicle the buckloader must be attached directly to the railcar containing the disabled vehicle.

For LEAF EV Shift Lock Procedure refer to Leaf Roadside Assistance Guide.

PROCEDURE

Protect vehicle from mutilation defects. If you do not have the right tool, **STOP!** Contact Fenkell.

Tools: Small plastic pry tool or small flat head screwdriver wrapped in protective tape.

1. On manual key units, insert key and turn to the 'accy' position. Confirm release of the steering lock by turning the steering wheel to the full left or full right position.

Note: Remote keys/Push start vehicles do not have a steering lock.

CAUTION: Manual key is needed to release steering lock. If key is missing **STOP.** Do not use this procedure. Contact Fenkell.

2. Place vehicle in neutral.
 - a. To the left or right of an automatic shifter there will be a small cover. Some units will have 'shift lock' notated by the cover.
 - b. Using a small protected tool gently remove cap. Take caution not to damage cover or console.
 - c. Insert screwdriver into slot and push down. At the same time move shifter to Neutral ('N').
 - d. Re-install shift lock cover.
3. With steering lock released, vehicle in neutral and manual parking brake released vehicle can be pushed off railcar.

CAUTION: Steering and Brakes will have no power assist and will take extra effort and slower response when turning the steering wheel and when applying the brakes.



Removing Shifter Lock cap



Picture of a Versa Note