

Disabled Vehicle Guide



**NNA SUPPLY CHAIN MANAGEMENT
FINISHED VEHICLE LOGISTICS**

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OVERVIEW


This document is published by Nissan North America Inc. (NNA) Supply Chain Management Finished Vehicle Logistics Department. The guide contains procedures and requirements for all NNA Nissan and Infiniti models.

These procedures are guides for Rail Ramps when encountering a Nissan or Infiniti disabled vehicle(s). Please follow these guidelines and restrictions at all times.

Refer to Section I, Disabled Vehicle Matrix, for any items not covered in the individual sections (ex: broken glass).

Key:

 - Additional content compared to previous version.

 - Change or deletion compared to previous version.

Printed Versions are Uncontrolled

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Section I: Disabled Vehicle Matrix

Disabled Condition	Disabled Location: On Rail Car	Disabled Location: On Ground
Missing Keys/Remotes	Report to KHS	Report to KHS
Locked Doors	Report to KHS	Report to KHS
Shattered or Cracked Glass	Move to bay or Report to KHS	Shattered: Report to KHS Crack: Report to WWS
Missing Battery	Report to KHS	Report to KHS
Missing Battery WITH Cut Battery Cable(s)	Report to KHS	Report to WWS for Tow
Dead 12 Volt Battery	Use Jump Box to move, if still NG report to KHS	Use Jump Box to move and/or Charge 12V Battery, if still NG report to KHS
Dead LEAF Battery	Use 'Disabled Handling Guide' or report to KHS	Use 'Disabled Handling Guide', report to KHS or WWS per guide instructions
Missing or Flat Tire	Refer to 'Disabled Handling Guide' and Report to KHS	Report to KHS
Out of Fuel	Add Fuel NS ramps report to KHS	Add Fuel NS ramps report to KHS
Disabled Unit i.e. No Start	Use 'Disabled Handling Guide' or report to KHS	Report to WWS

Section II: Disabled Vehicles on Railcar

WARNING: In order to place a vehicle with an electronic shifter brake in Neutral (N) or disengage the electronic parking brake, the 12-volt battery must have power.

- Many Nissan & Infiniti models have electronic shifters and parking brakes. Both systems operate on the 12-volt battery.
 - There is no manual release for the electronic shifter and parking brake systems.
- Damage will occur to transmission and/or tires if movement is attempted.
- Nissan prohibits the use of the electronic parking brake when parking on a railcar or in bay.
- Refer to Section VIII (Electronic Shift and Electronic Parking Brake) for more information.

DISCLAIMER:

- Rail personnel can choose to follow these guidelines or report the condition to KHS for processing.
- If vehicle damage occurs as a result of using these procedures, the liability is on the unload contractor.

NOTE: Remote keys and push-button start vehicles do not have a steering lock.

Section III: Missing IKeys or Lockout

WARNING: Do not attempt to extract from railcar.

NOTE: Nissan Sentra has IKeys hidden inside the vehicle.

- IF the vehicle starts, the vehicle is approved for release to the carrier. Do not look for keys; do not open a repair case.

Procedure

1. If missing IKeys or manual keys, then contact KHS.
2. If door is locked, then certified rail personnel may use an industry-approved tool to unlock the vehicle.
 - Reference disclaimer in Section II (Disabled Vehicles on Railcar).
3. If a certified employee is not on site, then contact KHS.

Section IV: No-Start Vehicles

WARNING: Do not attempt extraction if shifter cannot go into Neutral (N). This can cause damage to the transmission or tires.

NOTE: This procedure is not intended for LEAF. Follow Section IX (LEAF All Electric Vehicle).

Procedure

1. Add 1-3 gallons of fuel. Nissan recommends 3 gallons for large SUVs and trucks.
 - Exception: NS ramps must contact KHS.
2. If a no-start vehicle has battery power AND can place the gear shifter in Neutral (N), then extraction is an option.
 - Push the power button to Accessory mode, then press brake pedal and move shifter in Neutral (N). Only tow forward.
3. If a no-start vehicle and NO battery power, then check for a dead battery. Use the jump box and drive off using the procedures below. If still a no-start:
 - If a cable type shifter, use the gearshift override to place gear in Neutral (N) and extract as needed. Refer to Section VIII (Electronic Shift and Electronic Parking Brake).
 - If an electronic shifter, DO NOT attempt to extract and contact KHS.

Section V: Missing Battery

WARNING: This procedure is NOT intended for Electric Vehicles. Follow specific instructions for LEAF. Do not attempt this process if you cannot identify positive cable (+ or red) from the negative cable (- or black).

CAUTION: Follow all federal, state, local, and company rules relative to safe handling & disposal of batteries.

Procedure – Missing Battery with Intact Cables

Use jumper box to drive vehicle off, or contact KHS to install the battery while vehicle is on the railcar. Process for attaching the jumper box to cable ends:

2. Lift & secure hood.
3. Connect jump box in order below:
 - i. Positive (+) jumper cable to battery (+) post.
 - ii. Wrap jumper cable and battery cable with a rag and tape to prevent contact with objects in the engine compartment or the negative cable.
 - iii. Negative (-) jumper cable to battery (-) post.
4. Turn jump box on and start the vehicle.
 - If vehicle does not start, contact KHS.
5. Close hood to 1st latch and SLOWLY drive off vehicle to parking bay.
6. Disconnect jump box in reverse order:
 - i. Remove negative (-) jumper cable.
 - ii. Remove positive (+) jumper cable.
7. Contact KHS to install battery.

Procedure – Missing Battery with Cut Cables

WARNING: Do not attempt extraction if the shifter cannot go into Neutral (N). This can cause damage to the transmission or tires.

1. Rail can extract, or contact KHS to extract. For manual gear override, refer to Section VIII (Electronic Shift and Electronic Parking Brake).
2. Once on-ground, contact WWS for vehicle towing.

Section VI: Dead 12 Volt Battery

WARNING: Do not attempt extraction if shifter cannot go into neutral. This can cause damage to the transmission or tires.

CAUTION: Follow all federal, state, local and company rules relative to safe handling & disposal of batteries.

NOTE: This procedure is not intended for LEAF. Follow Section IX (LEAF All Electric Vehicle).

- Never use another vehicle to jump-start Nissan or Infiniti vehicles.
- Vehicles with dead batteries cannot be delivered to a dealer unless approved by Nissan, and ONLY moved by a tow truck.
 - Never load a no-start vehicle on haul-away equipment.

Procedure – Dead Battery On or Off Railcar

1. Lift & secure hood.
2. Connect jump box in order below:
 - i. Positive (+) jumper cable to battery (+) post.
 - ii. Negative (-) jumper cable to battery (-) post.
3. Turn jump box on and start the vehicle.
 - If vehicle does not start, contact KHS.
 - If vehicle is a no-start but will go into Accessory mode, then place unit in Neutral and extract or contact KHS to replace the battery.
4. Disconnect jump box in reverse order:
 - i. Remove negative (-) jumper cable.
 - ii. Remove positive (+) jumper cable.
5. Drive vehicle to battery charging station.
 - If facility does not have a charging station, add 1-3 gallons of fuel and idle charge for 30 minutes.
 - Contact KHS if vehicle does not hold a charge.

Section VII: Flat or Missing Tire

NOTE: Ramp personnel are PROHIBITED from using factory spare tires to move a vehicle from a railcar or for movement within the yard.

If a tire is missing, contact KHS.

If a vehicle on a railcar has a flat tire, then a) add air, b) drive off of the railcar, and c) contact KHS.

- If the tire deflates before moving off of the railcar, contact KHS.

If a vehicle in bay has a flat tire, contact KHS.

Section VIII:

Electronic Gear Shift & Parking Brake Identification; Manual Gear Shifter Override

Nissan and Infiniti models can have either a cable-operated gear shifter, or an electronic gear shifter &/or electronic parking brake.

The 12-volt battery (including the LEAF electric vehicle) powers both electronic systems. DO NOT attempt to extract or move a vehicle with a shifter still in Park (P), as damage will occur to the transmission and front tires. There is no manual release for electronic shifter & parking brake systems.

The electronic shifter locks the front wheels and the electronic parking brake locks the rear wheels.

Procedure – Gear Shifter Identification

Electronic Shift with Auto Park:

- Shifter WILL NOT have an access cover to release the gear shifter. There is no shift lock release.



- Park (P) automatically engages if the ignition is switched off or the seatbelt is unfastened, and the driver's door is opened
- To keep Neutral (N) gear selected on a disabled unit requires a person to stay in the vehicle with the seatbelt engaged & driver's door closed.
 - Use a jump box to power the 12-volt battery
 - Place vehicle in Accessory mode
 - Apply the brake
 - Fasten seatbelt & close driver's door
 - Shift into Neutral (N)

Manual Shifter:

- Shifter will have an access cover to override the system and place shifter into Neutral (N).
- Use “Manual Gear Shifter Override” procedure below



Electronic Parking Brake:

- Activated & deactivated using a switch on the center console.



Procedure – Manual Gear Shifter Override

ATTENTION: Protect vehicle from mutilation defects. If you do not have the proper tool, STOP! Contact KHS.

- Tools: Small plastic pry tool or small flat head screwdriver (wrapped in protective tape).
- Override Procedure:
 1. Key Position:
 - i. On manual key vehicles, insert the key & turn to the “Accy” position.
 - ii. Confirm release of the steering wheel lock by turning the steering wheel to the full left or full right position.

CAUTION: Manual key is needed to release steering lock. If key is missing, STOP! Do not use this procedure and contact KHS.

NOTE: Remote keys/push button start vehicles do not have a steering lock.

2. Place vehicle in Neutral (N):
 - i. Apply manual parking brake or brake pedal.
 - ii. There will be a small cover to the left or right of the automatic shifter. Some units will have a “shift lock” notated by the cover.
 - iii. Gently remove the cover using a small protected tool. Take caution not to damage the cover or console.
 - iv. Insert the tool into the slot & push down, while at the same time moving the shifter to Neutral (N).
 - v. Re-install the shift lock cover.
3. With the steering lock released & vehicle in neutral and parking brake applied, extract the vehicle.

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

Examples of shift lock release access:

Removing shifter lock cap



Picture of a Versa Note



Section IX: LEAF All-Electric Vehicle

Refer to the 2020 LEAF Roadside Assistance Guide for instructions on battery charging, high voltage battery precautions, changing the tires, towing, etc.

Refer to the 2020 LEAF First Responder Guide for emergency response and safe vehicle handling.

Matrix – Disabled LEAF Will Not Power Up &/or Will Not Move

