

**NISSAN GROUP
OF AFRICA**



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Farber Coachworks Paarl

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Paarl
Western Cape
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Email: 'kaelin@farbers.co.za'; 'paarl@farbers.co.za'

Dear Shereen Reddy,

NISSAN MOTOR BODY REPAIR PROGRAMME

We are pleased to advise that Nissan South Africa Pty (Ltd) ("Nissan") hereby approves you as a Nissan and Datsun Approved Body Repairer. Your premises will be audited biannually from the date of your last audit to ensure on-going compliance.

This approval is valid with immediate effect until such time that we advise you when reassessment (audit) will be conducted. The Body Repair Agent will be liable for the cost of the re-audit to be conducted.

Nissan is a proud importer of quality products and we believe that it is beneficial to both the customer and our approved Auto Body Repairers to have quality standards which would be applied to all body repairs. In order to maintain the integrity of the Nissan products, this programme will ensure quality repairs to all Nissan vehicles in and out of the warranty period.

Nissan has launched a new vehicle training in 2016 whereby we embark on training Nissan Approved panel shops on all our new models to ensure that they are up-to-date with the Vehicle-specific information and technical knowledge. More information on these trainings will be shared with you by means of bulletins which will be appendix to this correspondence.

If you are not already a Lightstone or Arvato subscriber, please find attached contract to be duly signed and forwarded to the relevant CSI' Customer Relationship Managers (Rene Botha, Priscilla Haarsbroek, Michelle Lewis for Lightstone or Sunette Aylward for Arvato).

The relevant CSI' Customer Relationship Manager will be advising you shortly of the exact process to be followed in supplying the information as outlined.

Lightstone and Arvato will report monthly to Nissan Management on the above requirements.

Please note that additional to the Lightstone and Arvato information, a monthly report on the completed job cards has to be submitted online by the 15th of each month. For more information on the online system, please refer

to the attached bulletin named “ABR02/2015 – Online data submission program”.

Should you have any queries regarding the contents of this letter, please contact Maria Fondi on (012) 529 5019 or email mariaf@nissan.co.za

Yours sincerely,

(No signature due to electronic transfer)

Maria FONDI

Manager: Wholesale & Collision
Aftersales Division

Freddie LOUW

Senior Manager: Aftersales Marketing
Aftersales Division