

ELITE® PROTECTION PROGRAM

F&I PRODUCTS RESOURCE GUIDE

Effective November 1, 2025



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Vehicle Service Contract

Service at Authorized INFINITI Retailers/ Repair Facilities (in the United States)

With the INFINITI Elite VSC, service is completed by INFINITI-trained technicians.

Emergency Toll-Free Help

If a breakdown occurs outside your clients' area, they are covered. Your clients just need to contact their nearest INFINITI retailer, or call the dedicated toll-free number for assistance.

Alternate Transportation

If a mechanical breakdown caused by a covered component occurs and your clients require alternate transportation, INFINITI will reimburse them for actual expenses up to \$50 per day, for a maximum of 5 days and \$250 per service visit.

Transferable to a New Owner

Should your clients sell their INFINITI before the coverage expires, your clients can transfer their INFINITI Elite VSC1 to the new owner, which may enhance resale value.

Covers INFINITI-Approved Replacement Parts

Designed for use on INFINITI vehicles, the plan covers replacement parts designed to keep your clients' vehicles running at their peak. Replacement of any part will be made with a new or remanufactured Genuine INFINITI or INFINITI-approved replacement part in use at the time of repair. The replacement part may differ from the original part.

Convenient and Economical

Coverage that costs only pennies per day. You can either include the cost in the monthly car payment or provide your client with an up to 24-month interestfree SPP consumer payment plan² for their chosen INFINITI Elite VSC.

Long-term Coverage

The INFINITI Elite VSC provides your clients with long-term coverage for up to 8 years/120,000 miles. Upon expiration of the applicable Limited Warranties, the full spectrum of the INFINITI Elite VSC coverage is in force to the end of the time or mileage term. During the period of your clients' Basic Warranty, the INFINITI Elite VSC provides them with Rental Car Coverage only.

Time and Mileage	4 years/60,000 mile	s 6 years/70	0,000 miles	8 years/120,000 miles
New Vehicle Basic Limited Warrant	y INFINIT	Elite VSC		
New Vehicle Powertrain Warranty			INFINITI Elite VSC	
Additional Elite VSC Benefits Included	Mechan	ical Breakdow	n Protection	
		e Assistance³		
		Reimburseme	nt³ (up to \$100)	
	Trip Inte	rruption ³		
Car Rental Coverage				

For a summary of INFINITI's Limited warranty, see page 1 of the Warranty Information Booklet. https://www.infinitiusa.com/owners/ownership/manuals-guides.html

- 1. A nominal transfer fee may apply. For details please refer to the INFINITI Elite VSC.
- See page 24.
- 3. Towing and Emergency Roadside Assistance benefits under an Elite VSC are not available if sold by a California retailer. Certified Pre-Owned and Certified Select Limited Warranties are not affected by this state regulation.





ELIGIBLE VEHICLES

VSC PLAN AVAILABILITY		IN SERVICE DATE - 6YR/70,000 MI	6YR/70,001 MI - 9YR/100,000 MI
NEW AND	At time of vehicle purchase date	Eligible for Sale	
PRE-OWNED	After vehicle purchase date	Eligible	Tor Suic

The Vehicle Inspection Report (VIR) is required for vehicles outside of the INFINITI Powertrain Warranty and not required for vehicles that are still covered under the INFINITI Powertrain Warranty.

Qualifications for all vehicles: Retailer expressly acknowledges and agrees that before issuing a VSC, it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale may be requested in the future to determine repair eligibility.

Coverage begins on date of purchase and expires at the number of months or miles after purchase of term selected, whichever occurs first.

Model Year Eligibility Parameters Table

ALL VEHICLES OF CURRENT AND PRIOR 9 M	ODEL YEARS ARE ELIGIBLE FOR THESE PLANS
January 1, 2025 through December 31, 2025	2016 and newer model years are eligible
January 1, 2026 through December 31, 2026	2017 and newer model years are eligible

Please see PCRS+ for available terms based on client vehicle's odometer mileage.

INELIGIBLE VEHICLES

- Vehicles that have been distributed by entities other than the INFINITI division of Nissan North America (for example, INFINITI in Guam, Canada, USVI, etc.)
- 2. Vehicles that do not pass the INFINITI Pre-Owned Vehicle Inspection for the Elite Protection Program
- 3. Vehicles that have been issued a salvage title (or similar title) for any reasons under any state law
- 4. Vehicles that at any time were determined to be a "total loss" by any insurance company or their adjusters
- True Mileage Unknown (TMU) vehicles
- 6. Vehicles that have had a factory warranty voided for various reasons, "some warranties cancelled" as shown in the Service-Comm Inquiry Screen

- 7. Vehicles with frame/unibody damage
- 8. Vehicles that have suffered flood damage
- Vehicles that do not meet the time and/or mileage parameters
- 10. Vehicles used at any time for commercial uses purposes. "Commercial Use" is one which is undertaken for a business purpose, rather than hobby, recreational, educational, or other purposes. Such uses are usually attributed to a for-profit entity, but can also be attributable to a non-profit or government entity.

Examples: Vehicles used to generate profit include but are not limited to the following: Rental Cars, Snow Plows, Landscaping Business Vehicles, Taxis and Livery Vehicles, and vehicles owned by a municipality that are used for city maintenance purposes.

Note: Small businesses that lease a personal vehicle(s) in the company name to take advantage of U. S. tax strategies does not in and of itself constitute commercial use. Similarly, vehicles owned or leased by real estate agents or field sales representatives that are used as part of their daily transportation are not considered commercial use. All vehicles being used part-time or full-time for ride share purposes (e.g. UBER and LYFT) ARE NOT considered commercial use.

IESNA reserves the right to accept, correct, modify or refuse any contract. Claims within the first 90 days and/or 3,000 miles of the effective date are subject to review and/or denial for a pre-existing condition. IESNA reserves the right to reject any contract for any reason at its discretion upon return of the full amount paid.

Elite VSCs provide coverage only with respect to mechanical breakdowns that occur during the contract period in the United States. Mechanical breakdowns outside the 50 states are not covered. Mechanical breakdown of aftermarket parts or consequential damage to OEM parts caused by the failure of aftermarket parts are not covered.

NOTE: Retail prices are not established, except in Florida. Florida retailers are advised that IESNA cannot except applications for contracts sold to owners at retail prices that differ from those published in the INFINITI Elite Protection Program Florida Retail Rates Guide effective on the Effective Date specified on this book's front cover. Refer to Service Contracts Bulletin ISCB25-05 for more details regarding Florida compliance requirements.







MODEL CLASSIFICATION GUIDE

CLASS 1

QX30 QX50 QX55

CLASS 2

Q50 Q60 QX60

QX70 (V6) Q70

CLASS 3

QX70 (V8) QX80





Certified Pre-Owned

CERTIFIED PRE-OWNED LIMITED WARRANTY RECAP

To qualify for INFINITI Certified Pre-Owned status, vehicles must be less than 60-months old from the new car in-service date, with less than 60,000 miles on the odometer. Plus they must have a clean, non-branded title and, most important, pass a comprehensive 167 point INFINITI Certified Pre-Owned digital inspection.

- · No Charge to the consumer
- \$0 Deductible per visit, for all eligible covered component repairs
- Extended Eligibility up to 60 months from the manufacturer's Original Warranty Start Date (OWSD) or 60,000 miles on the odometer
- Two terms: 6 years/75,000 miles or 6 years/ unlimited miles
- Includes first year Basic Maintenance at INFINITI retailer
- Infotainment System coverage: Key audio, video and navigation system components

Eligibility, Available Terms and Expiration

ELIGIBILITY		ELIGIBILITY		AVAILABLE TERMS	EXPIRATION DATE (WHICHEVER CO	
FROM MANUFACTURER'S OWSD	MONTHS IN SERVICE MAX.	ODOMETER MAX.	BASED ON ELIGIBILITY	EXPIRATION DATE	MILES ON ODOMETER	
≤ 60 mos./ 15,000 miles	60	≤ 15,000	6 years/75,000 miles	6 years from manufacturer's	75,000	
≤ 60 mos./ 60,000 miles	60	>15,000 - ≤ 60,000	6 years/unlimited miles	OWSD	UNLIMITED	

Regulated Retail Price: \$0

New Vehicle Limited Warranty Coverage Comparison

BASIC: 4 YEARS/60,000 MILES

POWERTRAIN: 6 YEARS/70,000 MILES

NOTE: Vehicles must meet Eligibility Requirements found in the CPO Process Guide noted in the box to the right.

The INFINITI Certified Pre-Owned Vehicle Limited Warranty is provided at no cost to the consumer and must be presented prior to the retail sale of the vehicle.

For complete information concerning coverage conditions, limitations and exclusions, please refer to the INFINITI CPO Limited Warranty and the INFINITI Elite VSC (CPO Wrap).

Please contact <u>CertifiedPre-OwnedSupport@infiniti</u>. com with any questions.

FOR HELP IN PROCESSING CPOs and CPO WRAPS, please download the CPO Process Guide from the retailer portal.

Go to https://certify.icar-x.infiniti/cpo- policies>>eCertification User Manual CPO Program Information>>Process Guide.





CERTIFIED PRE-OWNED WRAP

Certified Pre-Owned Wrap Recap

- Optional Upgrade: To the INFINITI CPO Limited Warranty
- Expanded Protection: Extends the time and mileage terms as well as enhancing vehicle system/component coverage
- Extended Coverage: Three terms available 7 years/100,000 miles, 7 or 8 years/unlimited miles; all based on eligibility

Eligibility, Available Terms and Expiration

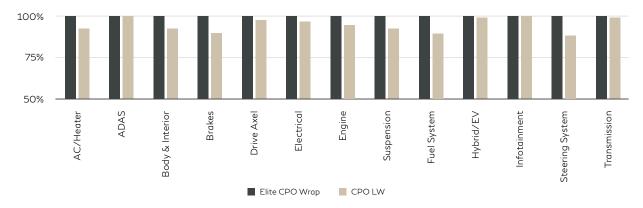
- · Vehicles must meet the eligibility requirements for an INFINITI CPO vehicle shown on the previous page
 - Only INFINITI CPO vehicles qualify for the optional INFINITI CPO Wrap contract
 - If the vehicle does not qualify for a CPO, then it still may qualify for an INFINITI Elite Extended Protection Plan (vehicle service contract)
- CPO Wrap eligibility after the vehicle purchase date is restricted to within 90 days of the INFINITI CPO Limited Warranty (LW) activation date
- · Coverage begins on the manufacturer's OWSD, and expires at the months or miles of the plan purchased from the OWSD and zero miles on the odometer, whichever occurs first

Term Options

ELIGIBLE CPO COVERAGE	AVAILABLE CPO WRAP TERMS
6 veers /75 000 miles	7 years/100,000 miles
6 years/75,000 miles	8 years/unlimited miles
6 years/unlimited miles	7 years/unlimited miles
	8 years/unlimited miles

CPO Limited Warranty vs. Elite Wrap Coverage Comparison





NOTE: Towing and Emergency Roadside Assistance benefits under an Elite Wrap VSC are not available if sold by a California retailer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.





CERTIFIED SELECT PROGRAM

Certified Select Limited Warranty Overview

For a vehicle to qualify for Certified Select certification, INFINITI and Non-INFINITI vehicles must be current and prior 9 Model Years with less than 100,000 miles. Plus, they must have a clean, non-branded title and pass a comprehensive 84-point Certified Select digital inspection.

Every Certified Select vehicle comes with a limited powertrain warranty, 1 visit for Basic Prepaid Maintenance during the first year of ownership, Roadside Assistance, Car Rental and Trip Interruption coverage. There are no surcharges.

PLAN	MODELS	TIME/MILEAGE OPTION ²
All INFINITI vehicles	All INFINITI vehicles ¹	12 month / 12,000 mile
Non-INFINITI vehicles	Class 10 & below ³	12 month / 12,000 mile

NOTE: The Certified Select Vehicle Limited Warranty cannot be canceled. The VSC portion may be transferred once private party to private party; the PMA portion cannot be transferred.

Certified Select Wrap Upgrade

The Certified Select Wrap upgrade is available for vehicles sold with a Certified Select Limited Warranty.

The Certified Select Limited Warranty covers 630+ Engine, Transmission and Drivetrain components for 12 months/12,000 miles on INFINITI and Non-INFINITI vehicles. The optional Certified Select Wrap plan adds 1,400+ additional components for a combined total of up to 2,035+ components and adds two additional term options - 24-month/24,000-mile, or 36-month/36,000-mile.

The Certified Select Wrap also eliminates the Certified Select LW \$100 deductible.

INFINITI A	MODELS	NON-INFINITI MODELS	TIME/MILEAGE OPTION ²
All INFINIT	T vehicles	Class 10 & below ³	12 Months/12,000 Miles 24 Months/24,000 Miles 36 Months/36,000 Miles

Note: Towing and Emergency Roadside Assistance benefits under an Elite Wrap VSC are not available if sold by a California retailer. Certified Pre-Owned and Certified Select Limited Warranties are not affected by this state regulation.

Special attention must be paid when processing an Elite Wrap application to ensure proper billing of rates. Certified Select Wrap plans can be sold at the time of sale of the Certified Select vehicle or within the first 90 days thereafter.

For help with the INFINITI CPO certification digital inspection report,
please visit https://certify.icar-x.infiniti/cpo-policies>>eCertification User Manual



^{1.} INFINITI vehicles that do not qualify for the INFINITI Certified Pre-Owned program can qualify for the INFINITI Certified Select program if they are current and prior 9 Model Years with less than 100,000 miles

^{2.} Coverage begins on date and mileage on the odometer at time of purchase

^{3.} See $\underline{\text{pages } 13\text{-}14}$ for Vehicle Classification Chart



Prepaid Maintenance

Retailer Benefits

• Client Retention - Over 90% of Elite Maintenance clients return to the selling retailer for covered maintenance and other needed service

- Increased Revenue Elite Maintenance will help an INFINITI retailer increase sales in F&I, Parts and Service Departments
- Simplicity Elite Maintenance service plan levels have only one price for all classes

Client Benefits

- Affordable Up to four plans from which to choose; no deductible on any plan
- Convenient Elite Maintenance plans are honored by all participating INFINITI retailers
- Factory-Trained Technicians Equipped to keep your INFINITI running properly
- Enhanced Resale Value Proper maintenance typically improves resale value, and all Elite Maintenance service plans are fully transferable by the original owner
- Genuine INFINITI Parts Genuine factory parts help maintain a vehicle's reliability and value
- **Price Protection** Pre-payment of maintenance ensures protection from future parts and service price increases as well as cost increases due to inflation
- Tire Road Hazard & Car Rental Benefits Premium Care and Basic+Plus level plans offer additional protection and convenience. Tire Road Hazard is not available on Oil Change Only and Basic Plans or contracts sold by retailers in Florida and California

Eligibility Requirements

Prepaid Maintenance: Premium Care / Upsell Plans

- 1. Discounted Premium Care Upsell Plans are available for clients purchasing a new MY23 and later INFINITI vehicle
- 2. Coverage begins at the Manufacturer's Original Warranty start date and zero miles
- 3. Upsell plans must be sold on the date of vehicle sale

Prepaid Maintenance: Oil Change Only, Basic or Basic+Plus Plans

- 1. Additive term plans are available for pre-owned INFINITI vehicles
- 2. Coverage begins at the time and mileage the plan is purchased with Service Intervals of 6-months/7,500 miles
- 3. Plans can be sold at anytime during the life of the vehicle

Covered Services, Inspections & Benefits

SERVICES	PREMIUM CARE/UPSELL	BASIC+PLUS	BASIC	OIL CHANGE ONLY
Engine Oil & Filter	•			•
Tire Rotation	•			
Brake Fluid	•			
Engine Air Filter	•			
In-Cabin Microfilter	•			
Lubricate Propeller Shaft (4WD/AWD)	•			
BENEFITS				
Tire Road Hazard Protection	•	•		
Car Rental Assistance	•			
INSPECTIONS				
Inspections performed as outlined in owner's manual	•			

No Refunds will be given for Prepaid Maintenance not performed at the prescribed intervals or for maintenance services that do not apply to a particular vehicle.





QualityGuard+Plus

REVIEW AVAILABLE PLANS

- 1. Refer to Eligibility Parameters table on page 12.
- 2. Determine plan options
 - Use the Vehicle Classification Guide on pages 13 14 to determine the appropriate vehicle class.
 - On <u>page 11</u>, VSC Plan Summary, using the vehicle's miles at Purchase (odometer reading), determine the Time and Mileage Options available for the client's vehicle.
- 3. Refer to the Additional Component Coverage table at right for the list of options that require a surcharge.
- 4. Plan costs are available via PCRS+.

ADDITIONAL COMPONENT COVERAGE		
COVERED ITEMS	SURCHARGE	
Turbocharger	•	
Supercharger	•	
4WD/AWD	•	
Diesel Engine	•	

Avoid contract and billing errors by applying the proper surcharge(s) at the time of sale.

The administrator reserves the right to correct or modify the client's contract and debit the retailer for the surcharge or correct the classification. A QualityGuard+Plus VSC goes into effect with the date and mileage reading from the time the client purchased the vehicle and expires after the time or mileage interval, whichever occurs first. The client may also cancel the VSC for a fee, subject to certain restrictions. The cancellation fee depends on the state.

QualityGuard+Plus VSCs provide coverage only with respect to mechanical breakdowns that occur during the VSC period in the United States (excluding U.S. territories).

FLORIDA RETAILERS: The administrator cannot accept QualityGuard+Plus applications for VSCs sold to owners at retail prices that differ from those published in the current QualityGuard+Plus Florida Retail Rate Guide.

If a vehicle is found to be ineligible for any reason, or if an application is found to be ineligible, the administrator will return the application to the retailer. The application will be voided and the retailer will be credited. Retailers will be subject to chargeback for claims associated with those vehicles, regardless of where the claim originates.

Model Year Eligibility Parameters

ALL VEHICLES OF CURRENT AND PRIOR 9 MO	DEL YEARS ARE ELIGIBLE FOR THESE PLANS
January 1, 2025 through December 31, 2025	2016 and newer model years are eligible.
January 1, 2026 through December 31, 2026	2017 and newer model years are eligible.





SUMMARY OF PLANS

VEHICL	E TYPE		NEW & PRE-C	WNED VEHICLES								
PLAN		QUALITYGUARD+PLUS VSC PLANS										
NUMBER COMPON	OF COVERED NENTS	Up to 2,035 components (Varies by Plan: Supreme 2,035; Deluxe 1,330; Powertrain 630)										
DEDUCT	IBLE	\$100 BEFORE Selecting Plan, Review Eligibility Parameters on page 12										
VEHICLE	ELIGIBILITY											
ROADSID ASSISTAI		Up to \$100 per Claim (Roadside Assistance: 800-225-2476)										
TRIP INT	ERRUPTION ¹	Up to \$500 per incident										
CAR REN		Up to \$42 per day, 5-day maximum										
TOWING ¹				to \$100								
TOWING	-		·									
		0 – 12,000 Miles on Odometer										
	Months			36/36,000	36/48,000							
	/ Miles	48/48,000	48/60,000	60/60,000	60/75,000 84/75,000							
		60/100,000 84/100,000	72/75,000 84/120,000	72/100,000 96/100,000	04/ /5,000							
		04/ 100,000		-								
		12/12 000		00 Miles on Odometer	76 // 0 000							
	Months	12/12,000	24/24,000	36/36,000	36/48,000							
	/ Miles	48/48,000	48/60,000	60/60,000	60/75,000							
		60/100,000	72/75,000	72/100,000	84/75,000							
		04/100,000	84/100,000 96/100,000									
		42 /42 000		00 Miles on Odometer	74/1000							
W	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000							
Š.		48/48,000	48/60,000	60/60,000	60/75,000							
Ë		60/100,000	72/75,000	72/100,000	84/75,000							
TIME/MILEAGE TERMS		84/100,000	96/100,000	20.44"								
Ä		10 (10 000	ı	00 Miles on Odometer	744000							
ä	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000							
>	7 741103	48/48,000	48/60,000	60/60,000	60/75,000							
¥		60/100,000	72/75,000	84/75,000								
Ē			T.	00 Miles on Odometer								
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000							
	, , , , , , , , , , , , , , , , , , , ,	48/48,000	48/60,000	60/60,000	60/75,000							
		72/75,000	84/75,000									
				00 Miles on Odometer								
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000							
	/ /villes	48/48,000	48/60,000	60/60,000	60/75,000							
		72/75,000	84/75,000									
	Months		1	00 Miles on Odometer								
	/ Miles	12/12,000	24/24,000	36/36,000	36/48,000							
		48/48,000	48/60,000	60/60,000								
	Months		T.	00 Miles on Odometer								
	/ Miles	12/12,000	24/24,000	36/36,000								
COVERA	GE BEGINS	(Coverage begins on the	date the vehicle is purchase	d							
		Covered Items	Surcharge									
ADDITIO COMPON		Turbocharger	•	Surcharges must be adde								
COVERA	GE	Supercharger	•	contract sale in order for								
SURCHA	RGES	4WD/AWD	•	components to be covere	ea by the contract.							
		Diesel Engine	•									
RETAILE	R ASSISTANCE	For retailer assistance with applications, transfers, or cancellations call 800-362-4111, option 1.										

^{1.} Towing and Emergency Roadside Assistance benefits under a QualityGuard+Plus VSC are not available if sold by a California retailer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.

QualityGuard+Plus' QUALITYGUARD+PLUS | 11



ELIGIBLE VEHICLES

VEHIC	LE SERVICE CONTRACT	CURRENT PLUS 9 PREVIOUS MODEL YEARS ¹				
(VSC	C) PLAN AVAILABILITY	0 - 12,000 MI	12,001 - 100,000 MI			
NEW PRICING	At time of original vehicle purchase date	Eligible for Sale	N/A			
NEW FRIGING	After original vehicle purchase date	Eligible for Sale				
PRE-OWNED	At time of vehicle purchase date	N/A				
PRICING	After vehicle purchase date	N/A	Eligible for Sale			

The Vehicle Inspection Report (VIR) requirement has been rescinded for vehicles under OEM Powertrain Warranty. The VIR is mandatory for vehicles outside of this warranty.

Qualifications for all vehicles: Retailer expressly acknowledges and agrees that before issuing a VSC contract, it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.

Coverage begins on vehicle purchase date, and mileage is added to vehicle's current odometer reading.1

Electric or hybrid battery coverage: High voltage battery is excluded from coverage.

INELIGIBLE VEHICLES

- Vehicles either listed as N/A or not listed in the QualityGuard+Plus Protection Plan Vehicle Classification Guide.
- Vehicles with a 12-cylinder engine. Speciallymodified and re-badged vehicles like AMG, RUF, SALEEN.
- 3. Vehicles that have been issued a salvage title (or similar title) for any reason under any state law.
- Vehicles that have been issued a title that indicates the actual mileage is unknown, a true mileage unknown (TMU).
- 5. Vehicles that at any time were determined to be a "total loss" by any insurance company or their adjusters.
- 6. Vehicles with frame/unibody damage.

- 7. Vehicles that have suffered flood damage.
- 8. Vehicles that have had their warranty invalidated for any reason.
- 9. Vehicles modified beyond factory specifications.²
- All fuel cell vehicles are expressly excluded from coverage.
- 11. Vehicles used at any time for commercial purposes. "Commercial Use" is one that is undertaken for a business purpose, rather than hobby, recreational, educational, or other purposes. Such uses are usually attributed to a for-profit entity, but can also be attributable to a non-profit or government entity. All vehicles being used part-time or full-time for ondemand "ride-sharing" services (e.g. UBER, LYFT) are NOT considered commercial use.

Examples: Vehicles used to generate profit include but are not limited to the following: Rental Cars, Snow Plows, Landscaping Business Vehicles, Taxis, and vehicles owned by a municipality that are used for city maintenance purposes.

Note: Small businesses that lease a personal vehicle(s) in the company name to take advantage of U.S. tax strategies does not in and of itself constitute commercial use. Similarly, vehicles owned or leased by real estate agents or field sales representatives that are used as part of their daily transportation are not considered commercial use.

^{1.} Please see page 6 for specific eligibility requirements and coverage on CPO Limited Warranty and CPO Wrap.

^{2.} Modification of the vehicle beyond the original factory specifications, including but not limited to: custom or add-on parts, frame, suspension, lift kits, emissions, engine, transmission, exhaust system, fuel system, and/or drive axle modifications.



VEHICLE CLASSIFICATION GUIDE

(Fuel cell and commercial vehicles are not eligible for coverage.)

MODEL	CLASS	MODEL	CLASS	MODEL	CLASS	MODEL	CLASS
ACURA		CADILLAC		DODGE		GENESIS	
ADX / MDX / RDX	4	ATS / CT4	5	Caravan / Grand Caravan	6	GV70 / GV80	2
ILX	3	ATS-V	9	Charger / Challenger	4	G70	3
Integra	3	Celestiq	N/A	Dakota	4	G80	4
NSX Hybrid	10	CTS Models	8	Dart	2	G80 Sport	5
RLX	5	CT4-V / CT5-V	9	Durango	5	G90	6
TLX	3	CT5-V Blackwing	8	Hellcat / Hellcat Demon	10	All Hybrids / Electric	6
Type S	5	CT5 V BlackWing	6	Hornet	4	All Tybrids / Electric	0
All Hybrids / Electric	6	CT6	8	Journey	4	GMC	
/ III Try brids / Electric	Ü	CT6-V / CTS-V	9	Shaker Models	7	Sierra 1500	5
ALFA ROMEO		ELR	7	SRT Models (except Viper)	8	Sierra 2500 HD	6
All Models	9	Escalade ESV	7	Viper / Viper SRT	10	Sierra 3500 HD	7
		Escalade IQ / iQL	12	All Hybrids / Electric	5	Acadia	7
AUDI		Escalade-V	9	All Hybrids / Electric	3	Canyon	5
A3 / A4	8	Lyriq / Optiq / Vistiq	8	DODGE (RAM) TRUCKS		Savanna Van 1500/2500	6
A5 / A6 / A6 e-tron / A7	8	Lyriq-V / Optiq-V	9	ProMaster City	5	Savanna Van 3500	6
A8	11	SRX	7	1500 Series / ProMaster (Cargo 5	Terrain	5
AllRoad / Q3 / Q5 / Q7	8	XTS / XT4 / XT5 / XT6	7	1500 TRX	10	Yukon / Yukon XL	7
All V10, W8, W12 Engines	N/A	Most HEVs / EVs	7	2500 Series / ProMaster (Cargo 6	All Electric	9
Q4 / Q6 (e-tron models)	8	MOST HEVS / EVS	/	3500 Series / ProMaster (•		
e-tron GT	N/A	CHEVROLET		All Hybrids / Electric	5	HONDA	
Q8 / Q8 e-tron	9	Camaro	6	,	_	Accord	1
R8 4.2	12	Camaro Z28	10	FIAT		Civic	1
R8 5.2	N/A	Camaro ZL1	8	124 Spider	5	Civic / CRV	1
RS3 / RS5	9	Corvette	8	500 / 500e / 500L / 500	OX 4	Civic Type R	3
RS6 / RS7	10	Corvette Z06	10			Clarity Electric	4
RS Q8	11	Corvette E-Ray	10	FORD		Fit	1
S3 / S4	8	Cruze	4	EcoSport	2	HR-V	2
S5 / SQ5 / S6	8	Impala	3	Fiesta	2	Odyssey	2
S6 e-tron / SQ6 e-tron	9	Malibu	3	Flex / C-Max	3	Passport / Pilot	2
S7 / SQ7	9	Sonic	3	Focus	2	Ridgeline	3
SQ8 / SQ8 e-tron	10	Spark Electric	3	Focus Electric	2	All Hybrids / Electric	5
S8	11		<i>3</i>	Fusion	3		_
TT / TTS	8	SS Models		Mustang	6	HYUNDAI	
Most Hybrids / Electric	9	Volt Hybrid	4 5	Mustang Cobra	6	Accent	1
most ryshas / Electric		Hybrids / Electric	5	Mustang Dark Horse	8	Azera	2
BMW		CHEVY VANS / TRUCKS		Mustang Dark Horse R / S	N/A	Elantra	2
1/2 Series	8	Silverado 1500	5	Mustang Shelby GT 350 /	500 8	Equus	5
3 / 4 Series	9	Silverado 2500 HD	6	Saleen / GT40	N/A	Genesis	3
5 Series	10	Silverado 3500 HD	7	Taurus / SHO	6	loniq	5
6 Series	11	Silverado Electric	6	All Hybrids / Electric	5	Kona	3
7 / 8 Series	12	Blazer	4	All Natural Gas Vehicles	N/A	Palisade	6
7 / 8 Series 12-Cylinder	N/A	Colorado	4			Santa Cruz	3
ALPINA	N/A	Equinox	5	FORD VAN / TRUCKS		Santa Fe	3
7 Series Hybrid	12	Express Van 1500 / 2500 /		Bronco	5	Sonata	3
i7 Electric	12	Suburban / Tahoe	7	Bronco Raptor	8	Tucson	2
i8 Electric	N/A	Traverse	6	E-150 / E-250	4	Veloster	2
All M Series	N/A	Trax	3	E-350	6	Venue	4
X1/X2	8	Most Hybrids / Electric	5	E-Transit	6	All Hybrids / Electric	5
Other X Series	9	Most Hybrids / Electric	J	Edge	3	,	
Z4	9	CHRYSLER		Escape	5	JAGUAR	
All HEVs / EVs except i3 / i4		200 Series / 300 Series	4	Expedition	7	All Models	9
i3 / i4 Hybrid / Electric	8	300 Series V8	5	Explorer	5	F-Pace SVR	N/A
		SRT Models	7	F-150	5	F-Type SVR	N/A
BUICK		All Hybrids	5	F-150 Electric	6	I-Pace Electric	9
Cascada	4	, 5.1.65	3	F-150 Raptor-R	8	XE SV Project 8/SVR	N/A
Enclave	7	CHRYSLER VANS / TRUC	:KS	F-250	6		
Encore / Envista	3	Pacifica	5	F-350	7		
Envision	6	Town & Country / Voyager Vo	an 4	F-450 and Greater	N/A		
LaCrosse	3	Trucks / Vans	6	Maverick	3		
Regal	3	All Hybrids	5	Ranger / Lariat	3		
Verano	4	,		Ranger Raptor	5		
All Hybrids	5			Transit Connect	6		
,	-			All Hybrids / Electric	5		
				,			

Note: Any model listed above that is followed by 'N/A' is ineligible for coverage.

All fuel cell vehicles are excluded from coverage. Additionally, any makes/models not listed above are ineligible for coverage.



VEHICLE CLASSIFICATION GUIDE

(Fuel cell and commercial vehicles are not eligible for coverage.)

MODEL	CLASS	MODEL	CLASS	MODEL	CLASS	MODEL	CLASS
JEEP		LINCOLN VAN / TRUCKS		MITSUBISHI		SUBARU	
Cherokee / Grand Cherokee	e 5	Aviator	7	Eclipse Cross	3	Ascent	5
Compass / Patriot	4	Corsair	7	Lancer	3	BRZ	4
Gladiator	4	MKC / MKT / MKX	7	Mirage	1	Forester	3
Grand Cherokee Trackhawk		Navigator	7	Outlander / Outlander Sport		Impreza	3
Wrangler	4	Nautilus	7	RALLIART /	9	Legacy	2
Renegade	5	All Hybrids	7	Sportback RALLIART		Outback	4
SRT Models	8			All Hybrids / Electric	3	WRX	4
Wrangler Rubicon 392	8	MASERATI				WRX-STI	8
All Hybrids / Electric	5	All Models / Trim Levels with	h N/A	NISSAN		XV Crosstrek	3
		a Nettuno Engine		370Z / Z	6	All Hybrids / Electric	5
KIA		Ghibli / Ghibli Modena	9	Altima	2		
Cadenza	2	Grecale	9	ARIYA	5	ТОУОТА	
Carnival / Telluride	5	Grecale Trofeo	N/A	GT-R	N/A	4Runner	2
EV6 / EV9 Electric	6	Levante SUV	9	LEAF	2	86 / GR-86	5
Forte	2	Quattroporte Sedan	10	Maxima	4	Avalon	1
K4 / K5	5	GranTurismo	12	Sentra	1	Camry	1
K900	7	GranTurismo Modena	N/A	Versa	1	Corolla / Cross / iM	1
Niro	4	GranTurismo Trofeo	N/A	NISSAN VANS/TRUCKS		C-HR	3
Optima	3	GranTurismo Folgore	N/A	Armada	7	Highlander / Grand Highlan	
Rio	1	MC20	N/A	Frontier	4	Land Cruiser	5
Sedona	3	Most Hybrids / Electric	10	Juke / Kicks	5	Prius	3
Seltos	2	MAZDA		Murano incl. HEV	5	RAV4	1
Sorento	3	CX3 / CX-30	4	NV200	3	Sequoia	4
Soul	2	CX5 / CX50	4	NV1500	3	Sienna	4
Sportage	2	CX-70	5	NV2500	5	Supra	8
Stinger	6	CX9 / CX-90	5	NV3500	6	Tacoma	2
Most Hybrids / Electric	5	Mazda 3 / 6	3	Pathfinder	6	Tundra	2
LAND ROVER		MX5 Miata	4	Quest	6	Venza	2
All Models	10	All Hybrids	6	Rogue (all)	5	Yaris / Yaris iA	1
All Hybrids / Electric	10	All Hybrids	0	Titan / Titan XD	5	All Hybrids / Electric	5
All Hybrids / Electric	10	MERCEDES-BENZ		Htdii/ Htdii/D	J	VOLKSWAGEN	
LEXUS		All 12-Cylinder Engines	N/A	PORSCHE		All VW Models / Trim Level:	s N/A
ES / GS Series	2	All AMG	N/A	911 Carrera / Panamera	10	with a V10, W8 or W12 E	
GS F / GX Series	4	All Maybach	N/A	911 Carrera S / Panamera S	11	Atlas / Cross Sport	7 - Tigilie
IS 500	7	All McLaren	N/A	Boxster / Cayenne / Caymar	n 9	Arteon	8
IS Series	3	A-Class / C-Class	8	Boxster S / Cayenne S /	10	Beetle	4
LFA	N/A	B250e	8	Cayman S / Cayman GT4		CC	7
LC	7	CLA	8	Targa	10	Eos	8
LS Series	6	CLS Class	9	All Hybrids / Electric	N/A	E-Golf	6
LX Series	5	E-Class	8	All Turbo Models	N/A	Golf / TDI	5
NX / RX Series	4	EQC 400	8			GTI / GLI	5
RC / RC F	4	GLA/GLB/GLC	8	SALEEN		Jetta / TDI	4
RZ 300e / 450e	7	G/GL/GLE/GLS	9	All Models	N/A	Passat / TDI	6
TX / UX	4	M-Class	8			Taos / Touareg / TDI	7
All Other Models	5	Metris	8	SCION		Tiguan	7
LS / LC Hybrid	7	S / SLC / SLK Class	9	All Models except FR-S	4	All Hybrids / Electric	8
All Other Hybrids	4	SL-Class	10	FR-S	5	All Hybrids / Electric	0
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		All Hybrids / Electric	10	SMART		VOLVO	
LINCOLN		,		All Models	4	S60 / 80 / 90	5
Continental	6	MINI		All Models	4	V60 / 70 / 90	5
MKS	6	All John Cooper Works Mod	els 8			XC40/60/70/90	7
MKZ	6	All Hybrids / Electric	6			All Other Models	6
		All Other Models	7			All Hybrids / Electric	8
						WAGONEER	
						Wagoneer	5
						Grand Wagoneer	5
						All Electric	5

Note: Any model listed above that is followed by 'N/A' is ineligible for coverage.

All fuel cell vehicles are excluded from coverage. Additionally, any makes/models not listed above are ineligible for coverage.



Prepaid Maintenance

RETAILER BENEFITS

QualityGuard+Plus Prepaid Maintenance plans are available for new and pre-owned vehicles and provide an opportunity to increase sales in the F&I office as well as on the service drive. Two plans are offered: 1) Oil change only 2) Oil change plus tire rotation¹ and Tire Road Hazard Protection². Both plans include a complimentary 10-point inspection when being serviced at the selling retailer.³

- High Value Product Provides prepaid maintenance services at intervals applicable to most drivers' usage, plus valuable Tire Road Hazard Protection.²
- Multiple Sales Opportunities All plans are additive terms and can be sold on the service drive as well as in the F&I office.
- Client Retention Mechanical inspections are performed when returning to the selling retailer, providing additional sales for parts & service.³
- Highly Customizable With 8 time and mileage options, 3 reimbursement levels, and 3 service intervals, you can customize a plan to suit your client's individual driving habits and service needs.
- Easy Claims Processing The Maintenance Claims "Front Facing" portal is available to all stores with PCRS+. No phone call or pre-approval to process a claim. Download this <u>User Guide</u> for step-by-step instruction, or call the Claims Department at 800-888-5245.

CLIENT BENEFITS

- Affordable 144 different coverage options, all with zero deductible.
- Price Protection Pre-payment of maintenance ensures that your clients are protected from future parts and service price increases.
- Enhanced Resale Value Properly maintained vehicles can help clients earn higher resale values.
- Tire Road Hazard Protection² Provides reimbursement for tire repair up to \$35 per tire, or pro-rated tire replacement up to \$250 per tire for up to 36 months.4
- Transferable The plan is transferable to a new owner; a small transfer fee may apply.

10 MECHANICAL INSPECTIONS AT EACH SERVICE ³	OIL CHANGE ONLY ³	OIL & FILTER CHANGES, PLUS TIRE ROTATIONS ^{1,3}		
Inspect Air Filter	Service Level 1: Up to a maximum of \$35 per	Service Level 1: Up to a maximum of \$50 per		
Inspect Battery	service, including oil and filter change only.	service, including: oil & filter change, plus tire rotation. ¹		
Inspect CV Joint Boots (if applicable)	Service Level 2: Up to	Service Level 2: Up to		
Inspect Engine Drive Belt(s)	a maximum \$60 per service including: oil &	a maximum \$75 per service including: oil &		
Inspect Fluid Levels (add, if required)	filter change only.	filter change, plus tire rotation.¹		
Inspect Horn	Service Level 3: Up to a maximum \$85 per	Service Level 3: Up to a maximum \$100 per		
Inspect Hoses	service including: oil & filter change only.	service including: oil & filter change, plus tire rotation. ¹		
Inspect Lights (Head, Tail, Brake, Turn Signals)	Service Level 4: Up to	Totation.		
Inspect Parking Brake Operation	a maximum \$150 per service including: oil &			
Inspect Wiper Blades	filter change only.			

^{1. \$15} for tire rotation reimbursement included in maximum amount. Vehicles equipped with staggered fitment tires cannot be rotated, and are not available for reimbursement with tire rotation claims.

^{2.} Tire Road Hazard protection not available on Oil Change Only plans and all contracts sold by retailers in Florida and California.

^{3.} Both plans include a complimentary 10-point inspection when serviced at the selling retailer.

^{4.} Mounting, balancing, valve stems, disposal fees are included in this amount up to \$25 per tire.



SUMMARY OF PREPAID MAINTENANCE PLANS

Oil Change, Tire Rotation & Tire Road Hazard Plan Coverage Options

	SERVIC	E INTERVA	L OPTION	ONS	
	Months	3	4	6	
	Miles	3,750	5,000	7,500	
# OF SERVICES TO BE PERFORMED BASED	ON THE SERVIC	E INTERVA	L CHOSEN		
Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2	
Rotate Tires & Check Tire Pressure (as applicable)		2	3	2	
Replace Engine Oil and Filter, Lubricate Chassis (a	as applicable)	8	6	4	
Rotate Tires & Check Tire Pressure (as applicable)		4	6	4	
Replace Engine Oil and Filter, Lubricate Chassis (a	as applicable)	12	9	6	
Rotate Tires & Check Tire Pressure (as applicable)		6	9	6	
Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8	
Rotate Tires & Check Tire Pressure (as applicable)		8	12	8	
Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10	
Rotate Tires & Check Tire Pressure (as applicable)		10	15	10	
Replace Engine Oil and Filter, Lubricate Chassis (a	as applicable)	24	18	12	
Rotate Tires & Check Tire Pressure (as applicable)		12	18	12	
Replace Engine Oil and Filter, Lubricate Chassis (a	as applicable)	28	21	14	
Rotate Tires & Check Tire Pressure (as applicable)		14	21	14	
Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	32	24	16	
Rotate Tires & Check Tire Pressure (as applicable)		16	24	16	
	Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c Rotate Tires & Check Tire Pressure (as applicable) Replace Engine Oil and Filter, Lubricate Chassis (c	Months Miles	Months 3 Miles 3,750 # OF SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 4 Rotate Tires & Check Tire Pressure (as applicable) 2 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 8 Rotate Tires & Check Tire Pressure (as applicable) 4 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 4 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 12 Rotate Tires & Check Tire Pressure (as applicable) 6 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 16 Rotate Tires & Check Tire Pressure (as applicable) 8 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 20 Rotate Tires & Check Tire Pressure (as applicable) 10 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 24 Rotate Tires & Check Tire Pressure (as applicable) 12 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 28 Rotate Tires & Check Tire Pressure (as applicable) 28 Rotate Tires & Check Tire Pressure (as applicable) 34 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 35 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 36 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 36 Replace Engine Oil and Filter, Lubricate Chassis (as applicable) 36	Miles3,7505,000# OF SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSENReplace Engine Oil and Filter, Lubricate Chassis (as applicable)43Rotate Tires & Check Tire Pressure (as applicable)23Replace Engine Oil and Filter, Lubricate Chassis (as applicable)86Rotate Tires & Check Tire Pressure (as applicable)46Replace Engine Oil and Filter, Lubricate Chassis (as applicable)129Rotate Tires & Check Tire Pressure (as applicable)69Replace Engine Oil and Filter, Lubricate Chassis (as applicable)1612Rotate Tires & Check Tire Pressure (as applicable)812Replace Engine Oil and Filter, Lubricate Chassis (as applicable)2015Rotate Tires & Check Tire Pressure (as applicable)1015Replace Engine Oil and Filter, Lubricate Chassis (as applicable)2418Rotate Tires & Check Tire Pressure (as applicable)1218Replace Engine Oil and Filter, Lubricate Chassis (as applicable)2821Rotate Tires & Check Tire Pressure (as applicable)2821Rotate Tires & Check Tire Pressure (as applicable)2821Replace Engine Oil and Filter, Lubricate Chassis (as applicable)3224	

REIMBURSEMENT AMOUNT	OIL & FILTER CHANGE	TIRE ROTATION	TOTAL
\$50	\$35	\$15	\$50
\$75	\$60	\$15	\$75
\$100	\$85	\$15	\$100

Oil Change Only Plan Coverage Options

On Change Only Flan Co.	relage options				
		SERV	ICE INTERV	AL OPTION	IS
		Months	3	4	6
		Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	# OF SERVICES TO BE PERFORMED BASED	ON THE SERVICE	CE INTERVA	L CHOSEN	
12 Months / 15,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2
24 Months / 30,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (a	as applicable)	8	6	4
36 Months / 45,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	12	9	6
48 Months / 60,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8
60 Months / 75,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10
72 Months / 90,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	24	18	12
84 Months / 105,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	28	21	14
96 Months / 120,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (a	as applicable)	32	24	16

REIMBURSEMENT AMOUNT LEVEL OPTIONS						
\$35	\$60	\$85	\$150			



Core Miscellaneous

ELITE PROTECTION PROGRAM CLAIMS & CANCELLATION INFORMATION

All cancellations, including client originated, are made via PCRS+.

Clients are instructed to submit a written cancellation request, which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, to the original selling Retailer as listed on the front page of their contract.

Original Selling Retailers have the ability to cancel their own policies as long as they meet the following criteria:

- The Cancellation Effective Date is within 90 days of the Cancellation Entry Date
- The Retail Refund amount is less than \$6,000
- The policy is NOT financed through Service Payment Plan (SPP)

For paid claims deduction information, see bulletin NESSCB/25-02.

All Non-Original Selling Retailers, and Original Selling Retailers with cancellations that fall outside the above criteria, must submit their cancellation requests through the PCRS+ website for administrator review and processing (cancellation documents are required).

The form on page 22 is available in PCRS+. For support, call 800-362-4111, Option 1, then Option 1, or email nesna_cancellations@nesna.com.

Please allow up to 30 days for processing upon complete submission.

Note: All VSC/PMA client inquiries should be referred to 800-662-6200.

Retailer Assistance Directory

Retailer Assistance with VSC/PMA Applications, Transfers or Cancellations
INFINITI VSC & PMA Claims
INFINITI Roadside Assistance 800-835-0221
PMA Tire Road Hazard Protection Claims. 866-359-5427
0% Consumer Finance Plan (Service Payment Plan)
Materials Order Status Check 800-247-5321





QUALITYGUARD+PLUS VSC, PMA & HIGH MILEAGE CLAIMS & CANCELLATION INFORMATION

Vehicle Service Contract, Pre-Paid Maintenance, and CPO

The above product cancellations, including client originated, are made via PCRS+.

Clients are instructed to submit a written cancellation request, which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, to the original selling retailer as listed on the front page of their contract.

Original Selling Retailers have the ability to cancel their own policies as long as they meet the following criteria:

- The Cancellation Effective Date is within 90 days of the Cancellation Entry Date
- The Retail Refund amount is less than \$6,000
- The policy is NOT financed through Service Payment Plan (SPP)

For paid claims deduction information, see bulletin NESSCB/25-02.

All Non-Original Selling Retailers, and Original Selling Retailers with cancellations that fall outside the above criteria, must submit their cancellation requests through the PCRS+ website for Administrator review and processing (cancellation documents are required).

The form on page 22 is available in PCRS+. For support, call 800-362-4111, Option 1, then option 1, or email nesna_cancellations@nesna.com.

Please allow up to 30 days for processing upon complete submission.

Vehicle Service Contract Mechanical Breakdown Claims Process:

- · All claims require pre-approval
- Obtain client complaint, cause and correction
- Have full repair estimate ready including part numbers and labor:
 - MSRP pricing and labor hours via Motors, Mitchell or AllData
 - If applicable, have rental, towing or sublet invoices available
 - Call QualityGuard+Plus (QGP) @ 800-888-5245 for pre-approval
 - If applicable, you will be given an approval number and dollar amount
 - All mechanical claims have a \$100 deductible per repair visit
- Click <u>here</u> or scan QR Code to download the QGP VSC Claims Process Guide.



High-Mileage Plan Claims Process for Plans Purchased June 2, 2025 or Prior

(See page 54 for High-Mileage Plans purchased June 3, 2025 or later)

Claims MUST have prior authorization through program administrator at 817-383-7251 Monday - Friday 8:00 AM - 6:00 PM CST.

Click here or scan QR code to download the High-Mileage Plan Claims Process PDF file.





Pre-Paid Maintenance Claims Process

Did you know you can self-process QGP maintenance claims and receive payment instantly?

Our "Front Facing Maintenance" portal is available to all stores with PCRS+ access. (All stores actively selling QGP, regardless of brand, can gain access to PCRS+. Ask your regional representative for details.)

Click <u>here</u> or scan QR Code to download the QGP FFM Quick Reference Guide.

If not using the FFM portal, all maintenance claims require pre-approval.

Please call QualityGuard+Plus (QGP) @ 800-888-5245 before starting any work.



Retailer Assistance Directory

٠	QualityGuard+Plus Claims	800-888-5245
	QualityGuard+Plus Roadside Assistance	800-225-2476
	0% Consumer Finance Plan (Service Payment Plan)	800-346-5990

Clients should be directed to call 800-647-7261 with any questions about their VSC or PMA Plan.



ELITE PROTECTION PRE-PURCHASE INSPECTION REPORT

_				_						
	VEHICLE SERVICE	E C	10.	١T	RACT PRE-PURCHASE VEH	HIC	LE	- 11	NSPECTION REPORT	
	ELITE® PROTECTION				VIN:					
	N F I N I T I PROGRAM								ll that apply) □ Subsequent Owner □ Service Drive Sale □ Lease E	D
Re	tailer Name: Year	:				-			Mileage:	
									Work Order (WO)	
Do	te: Moc									
Te	chnician: Bod	у Тур	e:		Number of Keyless Remotes:			_		
Th	e Vehicle Inspection Report (VIR) is required for	veh	icles	outs	ide of the OEM Powertrain Warranty and not r	equi	red fo	or ve	phicles that are still covered under the OEM Pow	vertrain
	nrranty.					1347		. ,	240 % 2001	
the	alifications for all vehicles: Retailer expressly a vehicle as necessary.	ckno	owle	dges	and agrees that before issuing a VSC or Limite	d W	arran	ity (I	LW), it will thoroughly inspect and properly reco	ndition
Sy	nc and use CONSULT-4 for diagnostic scans.									
lf c	pplicable, the VIR, WO, VSC Application and B	ill of	Sale	may	be requested in the future to determine repair	eligi	bility			
Ch	eck the \bigcirc if the item is OK. Note all specificati	ons,	/reac	lings	on WO. Check the \square if adjustments or repairs	are i	requi	red	and note on WO.	
	VIN / TSB's / Recalls / Maintenance	/			Master Cylinder and Booster (Operation/Leaks)	_			Road Test	
1	Verify VIN (Original / No Alterations)			32 33	Power Steering Hoses / Lines (Condition/Leaks) Power Steering Pump (Operation/Leaks/Noise)	0			Instrument Cluster and Gauges (Operation)	0 🗆
2	Perform Scheduled Maintenance	6		34	Electronic or Electro-Hydraulic Controlled	ľ		65	Engine Performance (Operation / Noise / Vibration)	0 🗆
3	Check for OEM recalls	0			Power Steering Pump / Systems (Operation/	0			Transmission (Operation / Noise)	0 🗆
4	Check all systems for Diagnostic Trouble Codes	0		35	Leaks) Steering / Suspension (Control Arms/	\vdash		67	Differential / Transfer Case (Operation/	0 🗆
5	(Repair as needed) All Belts / Hoses (Condition/Leaks)	0			Ball Joints/Bushings/Springs: Condition/	0		68	Noise) Steering and Suspension (Operation / Noise	
6	Start-up: Cold / Hot (Extended Crank Time)	0		36	Excessive Play/Modifications) Struts (Leaks/Noise/Damage)	0			/ Vibration / Ride Quality / Handling)	0 🗆
7	Engine: Sludge / Smoke From Tail pipe	0		37	Wheel / Hub / Axle Bearings (Condition/Noise)	_	H	69	Cruise Control (Operation)	0 0
8	(Inspect for signs of sludge) Engine: Noise (Ticking/Knocking/Abnormal:				Audio / Alarm / Navigation			70	Tire Pressure Monitoring System (Operation) * Hybrid System	0 🗆
	List where and what is making noise)	0		38	OEM Multi-Information Display (Operation)	0		71	*Hybrid Transaxle - Motor and Generator	
9	Engine: Leaks (Gaskets/Seals: Record where	0		39	OEM Infiniti-Supplied Mobile Entertainment	0			(Operation / Noise / Leaks)	0
10	and what is leaking) All Fluids: Condition/Levels	6		40	Systems (Operation) OEM Audio System-Radio, CD (Operation)	0		72	*Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant	0 🗆
11	Engine Mounts (Cracked/Oil Soaked/	0		41	OEM Navigation System (Operation)				(Operation / Level / Leaks)	
10	Broken)			42	OEM Alarm/Theft Deterrent Systems	0		73	*Hybrid Electronic Control Unit - Motor Power	0 🗆
12 13	Exhaust Manifold (Warped/Cracked) Catalytic Converter (Operation/Condition)	0			(Operation) Interior / Exterior Amenities			74	Regeneration Controls (Run Diagnostic) *Diagnostic Scan (Check for Codes &	
	Advanced Driver Assistance Systems (Al		_	43	Windows Controls: Motors / Regulators /				Software Updates)	0 🗆
14	Scan for Diagnostic Trouble Code(s) (Repair		_		Switches (Operation)	0			* Electric Vehicle (EV)	
14	as needed)			44	Door Handles / Locks / Controls (Manual / Automatic Operation)	0		75	Trickle Charge Cable (Operation/Condition)	0 🗆
15	ADAS Operation (All ADAS components / systems)			45	Tilt / Telescopic Steering Wheel / Adjustable	0		76	*Charge Port Inspection (Visually for Cracks/ Bent Terminals/Dirt/Debris) / (Operation	
16	OEM Rear / Around View Monitor (Operation)			46	Pedal (Operation) Seat Adjustments / Controls: Manual /	Ť	_		of Charging Ports Caps/Does Air Exit Back of Port)	
	Electrical / Fuel System				Power / Automatic Drive Positioner	0		77	*EV Control Systems: (Run Diagnostic)	0 0
17	All OEM Wiring (Condition)	0		47	(Operation) Multifunction Switch (Headlight / Turn Signal)		$\overline{\Box}$	78	*Traction Motor Systems - Motor Power	0 0
18	Starter Operation: Cranking Voltage			48	Wipers / Washer (Operation/Speeds/Delay)	0		79	Regeneration Controls (Run Diagnostic))
	Amperage Draw			49	Horn (Operation)	_		/ 5	*Vehicle Charging Systems - On Board Charger (Operation / Run Diagnostic)	0 0
19	Alternator Charging:	0		50	Interior Courtesy Lights: Vanity / Dome /			80	*High Voltage Cooling System (Leaks/	0 0
20	Output Voltage	L		51	Map (Operation) HomeLink® (Operation)	┡	_	81	Levels/Condition) *High Voltage Battery capacity inspection	
21	Fuel Lines (Hessa (Condition (Leals)	0		52	Rear / Side View Mirror: Auto-dimming /				(Battery Usage Report)	0 🗆
	Fuel Lines / Hoses (Condition/Leaks)			F-7	Power Folding / Controls / Motors (Operation)	0		82	*Reduction Gear (Operation / Noise / Leaks)	0 🗆
22	Cooling System Cooling System (Pressure Test/Leaks/Freeze			54	Seat: Heated / Cooled (Operation)	0	_	83 84	*Electric Shift Control (Run Diagnostic) *Brake Systems / Brake Control / Parking	0 🗆
	Protection)	0		55	Steering Wheel: Heated / Cooled (Operation) Steering Wheel Controls (Operation)	1		5	Brake Systems (Operation)	0
23	Recovery Tank / Radiator / Water Pump incl.	0		56	Shift Interlock (Operation)		_			
	electric / Cooling Fan(s) (Operation/Condition) HVAC / Defroster			57	Sunroof / Moonroof / Convt. Top (Operation)	0	-			
24	HVAC Operation (Hot/Cold, PTC Heater,			58	Headlights: High / Low Beams (Operation)	0				
	Compressor Noise)			59	Tail / Brake / Hazard Lights (Operation)	0			*UEV / EV Contided to be idea News or 15'	
25	A/C Hoses / Lines (Condition/Leaks)	0			Transmission / Transfer Case / Drivetro	ain			* HEV / EV Certified Technician Name and Signati	ure
26 27	Auto Climate Control (Air Flow / Fan Speed) Rear Window Defroster (Operation)	0		60	Transmission / Transfer Case / Drivetrain (Fluid Condition/Leaks)	0				
	Brakes / Steering / Suspension		Ē	61	Transmission / Transfer Case Mounts			Tec	chnician Name (print):	
28	Brake Lines / Hoses / Fittings (Condition/				(Cracked / Oil Soaked / Broken)	\vdash				
29	Leaks)			62	Universal Joints / CV Joints / Drive Axles (Condition/Leaks)	0		Tec	chnician Signature:	
	Calipers / Wheel Cylinders (Operation/Leaks) Parking Brake (Operation/Adjustment)	0	_ <u>_</u>	63	CV Boots (Condition/Leaks)	0				
	J	. –	_							

ELT-VIR-004







QUALITYGUARD+PLUS PRE-PURCHASE INSPECTION REPORT

	VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT										
	QualityGuard+Plus*				\	VIN:					
	Quality Qual a 11 lus						уре:	(Che	ck all that apply)		
						☐ Orig ☐ Serv				ed .	
De	aler Name: Year				License Number & State:	Jeiv	ice D		Mileage:		
									Work Order (WO)		
	te: Mode				Number of Keys:						
					·			_	Stock Number.		
	chnician: Body				Number of Keyless Remotes:			_			
	The Vehicle Inspection Report (VIR) is required for vehicles outside of the OEM Powertrain Warranty and not required for vehicles that are still covered under the OEM Powertrain Warranty.										
	Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a VSC or Limited Warranty (LW), it will thoroughly inspect and properly recondition the vehicle as necessary.										
	If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.										
Ch	Check the ○ if the item is OK. Note all specifications/readings on WO. Check the □ if adjustments or repairs are required and note on WO.										
Cil	•		13/10		Master Cylinder and Booster (Operation/Leaks)	-		ICQ			
	VIN / TSB's / Recalls / Maintenance Engine Mechanical	/		32		_		64	Road Test Instrument Cluster and Gauges (Operation)	0 0	
1	Verify VIN (Original / No Alterations)	0		33		0			Engine Performance (Operation / Naise /		
2	Perform Scheduled Maintenance	0		34		r o		00	Vibration)	0 🗆	
3	Check for OEM recalls	0			Steering Pump / Systems (Operation/Leaks)	\perp		66	Transmission (Operation / Noise)	0 0	
4	Check all systems for Diagnostic Trouble Codes	0		35	Steering / Suspension (Control Arms/Ball Joints/Bushings/Springs: Condition/Excessive			67		0 🗆	
_	(repair as needed)	<u> </u>		-	Play/Modifications)	1°		68	(- p	0 🗆	
5	All Belts / Hoses (Condition/Leaks) Start-up: Cold / Hot (Extended Crank Time)	0		36	Struts (Leaks/Noise/Damage)	0		69	Vibration / Ride Quality / Handling) Cruise Control (Operation)	0 0	
7	Engine: Sludge / Smoke From Tail pipe (Inspect			37	Wheel / Hub / Axle Bearings (Condition/Noise)	0		70		- -	
ľ	for signs of sludge)	0			Audio / Alarm / Navigation				* Hybrid (HEV) System		
8	Engine: Noise (Ticking/Knocking/Abnormal: List	0		38	OEM Multi-Information Display (Operation)	0		71	*Hybrid Transayla - Motor and Ganaratar		
	where and what is making noise)	Ľ		39	OEM Supplied Mobile Entertainment Systems (Operation)	0			(Operation / Noise / Leaks)	0 🗆	
9	Engine: Leaks (Gaskets/Seals: Record where and what is leaking)	0		40	* 1	+	$\overline{}$	72	, , , , ,		
10	All Fluids: Condition/Levels	0		41	OEM Navigation System (Operation)	10	7		System / Inverter Coolant (Operation / Level / Leaks)	0 🗆	
11	Engine Mounts (Cracked/Oil Soaked/Broken)	0		42	OEM Alarm/Theft Deterrent Systems (Operation)		_	73	*Hubrid Flootronia Control Unit - Motor Power		
12	Exhaust Manifold (Warped/Cracked)	0			Interior / Exterior Amenities	_			Regeneration Controls (Run Diagnostic)	0 🗆	
13	Catalytic Converter (Operation/Condition)	0		43				74		0 🗆	
	Advanced Driver Assistance Systems (A	DAS	S)		Switches (Operation)	10			Updates)		
14	Scan for Diagnostic Trouble Code(s) (Repair as			44				75	* Electric Vehicle (EV) Trickle Charge Cable (Operation/Condition)	0 0	
	needed)	Ľ		45	Automatic Operation) Tilt / Telescopic Steering Wheel / Adjustable	+		76			
15	ADAS Operation (All ADAS components /	0			Pedal (Operation)	0			Bent Terminals/ Dirt/Debris) / (Operation of	0	
	systems)	H		46					Charging Ports Caps/Does Air Exit Back of Port)		
16	OEM Rear / Around View Monitor (Operation)	0		4.5	Automatic Drive Positioner (Operation)	_		77 78		0 0	
	Electrical / Fuel System			47	Multifunction Switch (Headlight / Turn Signal) Wipers / Washer (Operation/Speeds/Delay)	0		/0	*Traction Motor Systems - Motor Power Regeneration Controls (Run Diagnostic)	0 🗆	
17	All OEM Wiring (Condition)	0		49		0	=	79	*Vahiala Charging Systems - On Board Charger	0 0	
18	Starter Operation: Cranking Voltage	lo		50		╅		_	(Operation / Run Diagnostic)		
	Amperage Draw	ľ	_		(Operation)	0		80	*High Voltage Cooling System (Leaks/Levels/ Condition)	0 🗆	
19	Alternator Charging:	0		51	HomeLink® (Operation)	0		81	*High Voltage Battery canacity inspection		
00	Output Voltage	_		52		0			(Battery Usage Report)	0 0	
20 21	Fuel Pump (Operation/Noise)	0		E2	Folding / Controls / Motors (Operation)	_		82	` '	0 🗆	
21	Fuel Lines / Hoses (Condition/Leaks) Cooling System				Seat: Heated / Cooled (Operation) Steering Wheel: Heated / Cooled (Operation)	0	-	83		0 0	
22	Cooling System Cooling System (Pressure Test/Leaks/Freeze			55		6	H	84	*Brake Systems / Brake Control / Parking Brake Systems (Operation)	0 🗆	
22	Protection)	0			Shift Interlock (Operation)	10	$\overline{}$		бусты (брегалог)		
23	Recovery Tank / Radiator / Water Pump incl.			57	Sunroof / Moonroof / Convt. Top (Operation)	Ť					
	electric/ Cooling Fan(s) (Operation/Condition)			58		0			+ UFV / FV Contitled Technicism Name and Cinnet		
	HVAC / Defroster			59	Tail / Brake / Hazard Lights (Operation)	0			* HEV / EV Certified Technician Name and Signatu	ure	
24	HVAC Operation (Hot/Cold, PTC Heater, Compressor Noise)	0			Transmission / Transfer Case / Drive	train					
25	A/C Hoses / Lines (Condition/Leaks)	0		60	Transmission / Transfer Case / Drivetrain (Fluid			Те	chnician Name (print):		
	Auto Climate Control (Air Flow / Fan Speed)	0	\exists		Condition/Leaks)		_				
27	Rear Window Defroster (Operation)	0		61	Transmission / Transfer Case Mounts (Cracked of Oil Soaked / Broken)	/ 0					
	Brakes / Steering / Suspension			62		 _	_	Те	chnician Signature:		
28	Brake Lines / Hoses / Fittings (Condition/Leaks)	0			(Condition/Leaks)	\perp°					
29	Calipers / Wheel Cylinders (Operation/Leaks)	0		63	CV Boots (Condition/Leaks)	0					
30	Parking Brake (Operation/Adjustment)	0									

QGP-VIR-004



CANCELLATION REQUEST FORM

NESNA P.O. Box 685004 Franklin, TN 37068-5004 Client questions: 800-662-6200



ELITE® PROTECTION PROGRAM

QualityGuard+Plus®

RETAILER CANCELLATION REQUEST FORM

Processed via Policy, Claims, and Reporting Solution (PCRS)

Step 1: REASON FOR CANCELLATION (attach supporting documents)

Proof of mileage is always required. Make sure the supporting document(s) below include mileage.

Cancellation Reason (select below): _

- Cancel & Reissue: corrected policy must be entered into PCRS
- Client Request: attach odometer statement or recent service record dated within 60 days of cancellation date
- Default on Loan: attach letter from lienholder
- Duplicate: same client and VIN#
- Entered in Error: attach original buyers order showing policy was not purchased
- Private Party Sale: attach copy of odometer statement or bill of sale showing date and mileage
- Repossession/Abandonment: attach repo/abandon letter from lienholder

- Rewrite: attach documents showing rewrite
- Theft: attach insurance report or police report showing loss date and mileage
- Too Expensive: attach odometer statement or recent service record dated within 60 days of cancellation date
- Total Loss: attach insurance report or lienholder's letter of demand showing total loss date and mileage
- Trade: attach copy of odometer statement or buyer's order showing date and mileage
- Unwind: attach unwind documents showing date of unwind

NESNA reserves the right to request additional documentation to support the cancellation reason (i.e., missing cancellation date and mileage)

Step 2: CLIENT, V	EHICLE AND POLICY INFOR	MATION	
Client Name:			
Client Address (curr	ent):		
VIN#:		Policy#:	
STEP 3: CANCELI	ATION DATE, MILEAGE, RE	FUND INFORM	ATION
Date:	Mileage:	Retail R	Refund Amount:
STEP 4: DEALERS	SHIP INFORMATION (the ret	ailer completing	this form)
 A refund quote co All cancellation re All refunds are creditable. Policies finance disbursement, Cancelling dealers (LIENHOLDER/C) Cancelling deal If the cancelling the original sell 	In be obtained in the cancellation equests are now processed via PC edited to the cancelling dealershied through Service Payment Planunless proof of loan payoff is attaining is responsible for issuing a checkler) lership is responsible for verifying a dealership is not the original selling dealer's NVA	n section of PCRS CRS with supporti ip's Non-Vehicle A n (SPP) will be refu ached eck for the RETAIL g lien holder payof	ccount statement unded directly to SPP for proper REFUND to the appropriate party
I request cancellation of parent, subsidiaries and assignee of any of the co payments and all costs processing fee, as note its entirety in order for	d the affiliates of each entity, as well a bove from and against any and all exp whatsoever (including without limitat d in your contract, will be automaticall	as each office, agent, enses, damages, clain cion, attorney's fees) v ly deducted from the aderstand that this C	scharge Nissan Extended Services North America, its distributor, employee, attorney, retailer successor and instributor, employee, attorney, retailer successor and instructions, actions, with respect to the VSC/PMA cancelled. In addition, a retail refund amount. This form must be completed in ancellation Request is irrevocable. Please allow up to

CLIENT SIGNATURE



DATE

PRINT NAME



Insurance Program



Personal Insurance Strategic Partnership¹

Powered by Liberty Mutual Insurance, this turn-key Affinity Insurance Program is designed to benefit both Clients and Retailers. Rewards include savings up to \$700 on auto insurance for your Clients.²

RETAILER BENEFITS

- Credit Application Program An auto insurance solution that sends a text to INFINITI clients during the point of sale - Retailers can earn \$30 per completed quote (\$25 in AZ, VA and MT)
- CRM Program A no-touch auto insurance solution that works with your CRM and delivers emails to INFINITI clients after the point of sale offering a digital quote experience - Retailers can earn up to \$30 per completed quote. (\$25 in AZ, VA and MT)
- Towing Back to INFINITI Retailer and Guaranteed OEM parts benefits drive business back to INFINITI retailer Service & Part Departments, while maintaining the lifetime value of vehicle for resale and trade-in

CLIENT BENEFITS

- Exclusive INFINITI owner benefits with a digital, no obligation quote
- Policies may Include
 - INFINITI Safety Feature Discounts³
 - New Car Replacement^{TM 4}
 - Genuine INFINITI Replacement Parts⁴
 - Towing Back to INFINITI Retailer4
 - 24-hour Claims Assistance



- 1. Not available in AK, CA, LA, MA, MI, ND, SD. Coverage provided and underwritten by Liberty Mutual Insurance Company or its subsidiaries or affiliates, 175 Berkeley Street, Boston, MA 02116. The materials herein are for informational purposes only. All statements made are subject to provisions, exclusions, conditions, and limitations of the applicable insurance policy. Coverages and features not available in all states. Eligibility is subject to meeting applicable underwriting criteria. Learn more about our privacy policy at www.libertymutual.com/privacy.
- 2. Average savings based on a countrywide survey of new customers who reported savings when they switched to Liberty Mutual between 05/2023 and 04/2024. Savings may vary. Comparison does not apply in MA.
- 3. Discounts and savings are available where state laws and regulations allow, and may vary by state. Certain discounts apply to specific coverages only. To the extent permitted by law, applicants are individually underwritten; not all applicants may qualify.
- 4. Optional coverage; subject to limitations, and availability varies by state. Eligibility rules apply. More details are available at www.libertymutual.com/infiniti-owners.





CONSUMER PAYMENT PLANS

Consumer Finance Strategic Partnership

With SPP financing, there is no credit check necessary, as your client simply makes the first payment at the time of sale. The balance is paid via equal, automatic monthly payments debited from their bank account or credit card. Available on Vehicle Service Contracts and Prepaid Maintenance Agreements. To sign up, go to www.sppdealersignup.com.

The SPP application is available via eMenu or by ordering forms via www.nnanet.com.

SPP 0% Payment Plan Advantages

RETAILER BENEFITS

- SPP will pay Retailers the amount financed, less the SPP fee, on the 5th or 20th day the month after received by SPP and the contract is registered with NESNA¹
- The Administrator's volume with SPP affords Retailer Participants a profit-friendly, discounted fee structure
- Ability to increase penetration and sell contracts to capped clients and clients who don't want to increase their interest costs
- Additional Service Drive profit center when utilized in Service

SPP PAYMENT		MINIMUM				
PLAN OPTION	\$0.01 - \$499.99	\$500.00 - \$999.99	\$1,000.00 - \$1,699.99	\$1,700.00 - \$2,699.99	\$2,700.00 - \$10,000.00	TERMS OF COVERAGE
6 Month	\$34 (\$14 refund) ²	\$55 (\$30 refund) ²	\$124 (\$74 refund)²	\$178 (\$78 refund) ²	6.2% of Amount Financed (\$50% refunded) ²	12 Months & 12,000 Miles
12 Month	\$36 (\$16 refund) ²	\$57 (\$32 refund) ²	\$128 (\$78 refund) ²	\$183 (\$83 refund) ²	7.2% of Amount Financed (\$50% refunded) ²	24 Months & 24,000 Miles
18 Month	\$41 (\$21 refund) ²	\$87 (\$37 refund) ²	\$175 (\$100 refund) ²	\$273 (\$148 refund) ²	10.3% of Amount Financed (\$50% refunded) ²	36 Months & 36,000 Miles
24 Month	\$52 (\$27 refund) ²	\$139 (\$64 refund)²	\$252 (\$137 refund)²	\$360 (\$210 refund) ²	14.15% of Amount Financed (\$50% refunded) ²	36 Months & 48,000 Miles

Prices subject to change without prior notice

CLIENT BENEFITS

- Interest-free payment plan without having to finance as part of the monthly vehicle payment
- Flexible terms: Convenient 6-, 12-, 18-, or 24-month payment option with monthly automatic debit on date they choose; Online account management at www.myspp.com
- Useful for clients that have a set monthly car payment in mind, have prearranged vehicle financing, or are buying a contract after taking delivery of their vehicle
- Clients can manage their SPP account online 24/7 and opt in to receive text and email alerts from SPP

For more information, visit <u>www.sppinc.net</u>, call SPP client service at (800) 346-5990, or contact your Elite Protection Program field representative.



Note: For paid-in-full deals when SPP collects payment from the client, a 3% processing fee will be charged

- 1. Maximum markup is limited to 250% (\$2,500 over cost maximum) cost or Florida MSRP
- 2. Refund if canceled before 3rd payment







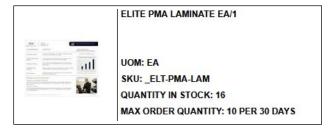


How to Order Core Product Collateral

Interested in ordering supplies? Here's how easy it is to do in 6 simple steps!

- 01 Via NNAnet.com. Go to www.nnanet.com and choose My Links--> Dealer Operations --> Dealer Materials Ordering --> VSC/Extended Protection Plans
- 02 | Select the Brand and then the category of item to open the ordering page and locate the item you want to order.
- 03 | Click on the button labeled 'Add to cart' to add the item to your cart for checkout.
- 04 Once you have finished adding to your cart, click the shopping cart link at top to finish checking out
- 05 | Optionally, orders can also be placed via email to nesna.supplies@imsretail.com. Use PDF order forms available for download below.
- 06 | You can also call 800-247-5321 to check the status of an existing order.







GENERIC CONVERT BRO STAND EA/1

UOM: EA SKU: _IGENCONVBH QUANTITY IN STOCK: 5

MAX ORDER QUANTITY: 10 PER 30 DAYS

INFINITI Elite Collateral Order Form



QualityGuard+Plus **Collateral Order Form**



We create and distribute a variety of marketing collateral to retailers free of charge.

Increase sales with brand compliant, regularly updated sales tools and consumer brochures.

Easy and convenient on-line ordering and fulfillment with free ground shipping on all orders.

QUESTIONS?

Contact your IESNA Representative for assistance.



ELITE® PROTECTION



Important Contact Information

CONSUMER ASSISTANCE

For VSC, CPO Wrap or PMA contract information, clients can contact Consumer Affairs at 800-662-6200

IESNA RETAILER HOTLINE DIRECTORY Retailers may call the IESNA Retailer Hotline @ 800-362-4111 (If you are an INFINITI Retailer, press 1) Menu Option

RETAILER ASSISTANCE

Retailer Assistance with VSC/PMA Applications, Transfers or Cancellations	
INFINITI VSC & PMA Claims	, , , ,
QualityGuard+Plus Claims.	
INFINITI Roadside Assistance	800-835-0221
QualityGuard+Plus Roadside Assistance	
PMA Tire Road Hazard Protection Claims.	
0% Consumer Finance Plan (Service Payment Plan)	800-346-5990
Materials Order Status Check	800-247-5321





Ancillary Products: Overview

The following section provides additional detail on some of the included benefits in the products mentioned in the Ancillary Products section.

Vehicle Protection

- **Bundles:** Two options to choose from: Select provides Emergency Road Service, Tire & Wheel Road Hazard Protection, Paintless Dent Repair and Windshield Repair Protection; Preferred provides all the benefits of Select and adds a Key Replacement Plan benefit, plus Cosmetic Coverage to the Tire & Wheel benefit.
- Paintless Dent Repair: Provides hail damage coverage up to the dollar value of the client's comprehensive insurance deductible.
- Tire & Wheel Protection: Expanded coverage with the addition of a cosmetic option.
- **Key Replacement:** No restriction for coverage with one key. Full programming provided regardless of method.
- **360Shield:** A suite of products for windshield, wheels, anti-corrosion, antimicrobial, air quality, and screens protection.
- **Vehicle Care:** Helps cover the cost of common maintenance and cosmetic repairs.

Extended Lease Care

 Comprehensive coverage that protects all breakdowns or damage, unless specifically excluded, plus "Extended Lease Care Plus" for additional benefits.

Financial Protection

- GAP: Customizable GAP solutions, with expanded eligibility and flexibility.
- Lease Excess Wear & Tear: Covers excess wear and tear charges at time of lease turn-in.
- Theft Protection: Flexible replacement benefit for increased adaptability. Flexible benefit amounts for car rental, travel and deductible reimbursement for enhanced versatility.
- Total Loss Protection: Provides theft prevention and a credit towards vehicle replacement in the event of a total loss.
- · Value Protect: Diminished value benefit options for greater flexibility.
- PaymentShield: Providing consumers protection in the event they lose their job.

High-Mileage Plan

• Four levels of protection and additional selectable options with no limits on mileage or term.

Lifetime Limited Warranty

 Valuable coverage that includes the most important and potentially expensive parts of a new or previously owned vehicle, extended for the lifetime of ownership.

CLAIMS & CANCELLATION INFORMATION

To file a claim for GAP, Key Protection, Lease Excess Wear & Tear, 360Shield, Theft Protection, Value Protect, or Towing/Roadside Reimbursement:

- 1. Go to: claims.infinitielite-products.com
- 2. Choose your product from the drop-down section. The system will provide the respective information.
- 3. Log in to start your claim.

To file a claim for Bundle, Extended Lease Care, High-Mileage, Lifetime Limited Warranty, Paintless Dent Repair, Tire & Wheel, Total Loss Protection, Vehicle Care or Windshield Protection:

- Call: 800-674-9016
- Email: claims@infinitielite-products.com

To cancel a contract for Ancillary, Vehicle & Financial Protection, High-Mileage, Extended Lease Care, and Lifetime Limited Warranty, see page 54.

For questions, additional information, or assistance with Extended Lease Care, High-Mileage, Exotic, Lifetime Limited Warranty, and Ancillary Products including Vehicle and Financial Protection products, call 800-674-9016.





Vehicle Eligibility Listings

The lists below outline all eligible and ineligible vehicles for the following products: 360Shield, Bundle, GAP, Key Protection, Lease Excess Wear and Tear, Extended Lease Care, Lifetime Limited Warranty, Paintless Dent Repair, PaymentShield, Tire & Wheel, Total Loss Protection, Value Protect, and Vehicle Care.

ELIGIBLE VEHICLES

NISSAN GENESIS MERCEDES-BENZ

INFINITI GMC MINI

MITSUBISHI HONDA POLESTAR ACURA HUMMER PORSCHE

ALFA ROMEO HYUNDAI RAM JAGUAR RIVIAN AUDI **BMW JEEP SPRINTER** KARMA **SUBARU**

BUICK CADILLAC TESLA

CHEVROLET LAND ROVER TOYOTA CHRYSLER LEXUS VINFAST

DODGE LINCOLN **VOLKSWAGEN**

LUCID FIAT VOLVO

FISKER MASERATI MAZDA **FORD**

INELIGIBLE VEHICLES

ACURA INEOS PORSCHE NSX All Models 911 Turbo 911 GT2 RS

911 GT3 RS **ASTON MARTIN LAMBORGHINI** All Models All Models

All Models

ROLLS-ROYCE BENTLEY LEXUS All Models All Models LFA

VEHICLES OVER 20 YEARS OLD BUGATTI LOTUS Includes all products except Lease Excess Wear & Tear, Extended Lease Care, and All Models All Models

Vehicle Care **FERRARI** МАУВАСН

VEHICLES OVER 10 YEARS OLD All Models All Models Vehicle Care Only **FORD MCLAREN**

GT



HIGH-MILEAGE PLAN ONLY

MAKE/MODEL	CLASS	MAKE/MODEL	CLASS	MAKE/MODEL	CLASS
ACURA		GENESIS		NISSAN	
NSX	ΙE	All Models	3	GT-R	IE
All Other Models	3	All Models	3	All Other Models	1
All Other Models	J	GMC		All Other Models	_
ALEA DOMEO				OLDSMOBILE	
ALFA ROMEO	_	Yukon / Yukon XL	6	OLDSMOBILE	2
All Models	7	All Models	5	All Models	2
AUDI		HONDA		PLYMOUTH	
R8	ΙE	All Models	2	All Models	2
RS Series	8				
S6 / S7 / S8	8	HUMMER		PONTIAC	
All Other Models	7	All Models	7	All Models	3
BMW		HYUNDAI		PORSCHE	
All M Models	ΙE	All Models	1	911	ΙE
ALPINA B6 / B7 / B8 / XB7	ΙE			Cayenne Turbo	ΙE
i8	ΙE	INFINITI		Macan Turbo	ΙE
All Other Models	7	All Models	3	Panamera Turbo	ΙE
		All Models	3	All Other Models	8
BUICK		JAGUAR			
All Models	5		0	SAAB	
, iii / viodels	3	All Models	8	All Models	2
CADILLAC				All Models	2
V Models	_	JEEP		CATURNI	
	6	All Models	4	SATURN	_
All Other Models	5			All Models	2
		KIA			
CHEVROLET		All Models	1	SPRINTER	
Corvette	6			All Models	8
Corvette ZR-1 / Stingray / E-Ray	ΙE	LAND ROVER			
Suburban	5	All Models	8	SUBARU	
Uplander	5			BRZ	4
Silverado 2500 / 3500	5	LEXUS		WRX	5
Silverado 4500 / 5500 / 6500	6	LFA	ΙE	All Models	2
Silverado Medium Duty	6	All Other Models	3		
All Other Models	4	All Other Models	3	SUZUKI	
		LINGOLN		All Models	2
CHRYSLER		LINCOLN	7	All Models	_
All Models	4	Navigator	7	ТОУОТА	
		All Other Models	4	86 / GR 86	,
DODGE					4 5
Challenger SRT Demon	ΙE	MASERATI		GR Supra	2
Challenger SRT Demon 170	ΙE	All Models	8	All Other Models	2
Challenger SRT Hellcat	ΙE				
Challenger SRT Hellcat Redeye	ΙΕ	MAZDA		VOLKSWAGEN	
Charger SRT Hellcat	ΙE	RX7 / RX8	7	All Models	6
Durango SRT Hellcat	ΙE	All Other Models	1		
Viper	ΙΕ			VOLVO	
All Other Models	4	MERCEDES-BENZ		All Models	6
All Other Models	4	ALL AMG	IE		
DODGE (DAM) TRUCKS		A/C/CLA	6	INELIGIBLE VEHICLES	
DODGE (RAM) TRUCKS 4500 Chassis Cab	_	G	ΙĒ	Electric Vehicles	
	6	Metris	8	Heavy Duty Trucks	
ProMaster 1500 / 2500 / 3500 / C	•	R/S/SL/SLS	8	Manufacturers Not Listed	
All Other Models	5	Sprinter	8		
		All Other Models	7		
FIAT			,		
All Models	6	MERCURY			
		All Models	2		
FORD		VII Model2	2		
GT	ΙE	AAINII			
Mustang Shelby GT350	ΙE	MINI	_		
Mustang Shelby GT500	ΙE	All Models	7		
F250 / F350	5				
F450 / F550 / F650	6	MITSUBISHI			
All Other Models	4	All Models	1		

Note: Any model listed above that is followed by 'IE' is ineligible for coverage.



High-Mileage Plan

The High-Mileage Plan offers four levels of protection and additional selectable options with no limits on mileage or term. Coverage is provided for a wide range of vehicles, including both everyday and commercial. Each plan includes essential benefits such as 24-hour emergency road service and rental/rideshare reimbursement, which can be fully tailored to meet specific driver needs.

TERMS

- Terms up to 60 months/60,000 miles and unlimited mileage terms on all levels of coverage
- 12 months, any vehicle year, unlimited miles for Level 1 coverage
- Terms vary based on the vehicle odometer at the time of sale

ADDITIONAL BENEFITS

- Simplified Mileage Bands: Now offering coverage plans without limits.

LEVEL 2°

DELUXE

level 1 plus

Electrical

Steering

Suspension

All coverages in

· Air Conditionina

Braking System

- **Emergency Road Service:** Reimbursement up to \$100 per road service (towing, battery jumpstart, flat tire change, and fuel, oil and water delivery service), and \$45 per locksmith service. The customer is responsible for the cost of any fluids delivered.
- **Rental Vehicle or Rideshare Reimbursement:** Coverage for rental or rideshare is provided at up to \$50 a day, for up to 30 days for the term of the contract. Also includes rideshare in lieu of rental.
- Trip Interruption Reimbursement: Coverage includes up to 4 days at \$100 a day for alternate transportation, meals, and lodging when a covered breakdown occurs 100 miles or more from home.

AVAILABLE SURCHARGES

- Commercial Use
- Lift Kit/Leveling Kit/Lowering Kit
- · Branded Title
- Seals and Gaskets
- · Hybrid Drive Battery

ENHANCED DEDUCTIBLE OFFERING

- · Standard: \$100
- Additional Options:
 - \$0 deductible
 - \$200 deductible

COVERAGE OPTIONS

LEVEL 1' POWERTRAIN

Engine

- Gasoline
- Diesel
- · Turbocharged
- Supercharged

Transmission

- Automatic
- Standard

Drivetrain

- · Front & Rear Wheel Drive
- · Hybrid Vehicle Components
- · 4x4/AWD

LEVEL 3° DELUXE PLUS

All coverages in levels 1 & 2 plus

- Technology
- Enhanced Electrical
- Enhanced Suspension
- Enhanced Hybrid Vehicle Components
- Miscellaneous Components

LEVEL 4' SUPREME

All coverages in levels 1, 2, & 3 plus

 Comprehensive coverage for all mechanical breakdowns, except for items listed as excluded.

^{*} See contract for a full list of exclusions



Extended Lease Care

Extended Lease Care provides comprehensive coverage for mechanical breakdowns for leased vehicles that are not covered by vehicle warranties or automotive insurance policies. This plan can protect your driver from paying for these out-of-pocket expenses. Hybrid/electric vehicles are also covered.*

COVERAGE DETAILS

Provides comprehensive coverage for a vehicle including the following parts:

Extended Lease Care Benefit

Lease End Benefit | We will pay for approved lease end charges subject to the eligibility requirements outlined within the service contract.

Engine

Gasoline Engine | Cylinder block and all internally lubricated parts, including crankshaft, rod and main bearings, cam bearings, connecting rods, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves and guides, valve springs, rocker arms, pushrods, timing chain and sprockets, oil pump, oil pump housing, oil pump pressure relief valve, timing chain housing, intake and exhaust manifolds, flywheel, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, engine oil cooler, oil filter adapter/housing, engine oil sending unit, thermostat and housing, water pump, temperature sending unit, expansion plugs, fuel supply pump, vacuum pump, dipstick and tube, and fasteners for these components.

Diesel Engine | Fuel distributor, fuel injection pump, fuel regulator and injectors. The auxiliary fuel pump is excluded.

Turbocharged/Supercharged Engine | Turbocharger, supercharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, and lines and nozzles.

Transmission

Automatic/CVT | Case and all internally lubricated parts, including oil pump, valve body, torque converter, governor, main shaft, input/output shafts, clutches, bands, drums, gear sets, bearings, bushings, solenoids, TV cable, electronic shift control unit, computer operated clutch, cooler, dipstick and tube, and fasteners for these components.

Standard (Manual) | Case and all internally lubricated parts, including main shaft, input/output shafts, gear sets, shift forks, synchronizers, bearings, bushings, shift linkage and cables, and fasteners for these components.

Drivetrain

Front Wheel Drive | Final drive housing and all internally lubricated parts, including carrier case, gear sets, chain and sprockets, bearings, bushings, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Rear Wheel Drive | Drive axle housing and all internally lubricated parts, including carrier case, gear sets, bearings, bushings, limited slip clutch pack, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Transfer Case - 4X4/AWD | Case and all internally lubricated parts, including main shaft, gear sets, chain and sprockets, bearings, bushings, and fasteners for these components, four-wheel drive selector switch, transfer case module, electronic and vacuum engagement components, including manufacturer's all-wheel drive systems.



^{*} Batteries for hybrid/electric vehicles are excluded.





Hybrid Vehicle Drivetrain Components | Hybrid battery junction block, hybrid battery main battery cable, and electric alternating current compressor, electric motor/generator(s) and all internal components, inverter/converter/transformer units and all internal components, inverter/converter/ transformer units cover, continuously variable transmission (CVT) and all internal components, power split device and all internal components, reduction/reducer box and all internal components, and fasteners for the components listed above.

Seals & Gaskets

Covered only if required in connection with a covered repair.

Dual Rear Wheels

Coverage will be provided when your driver's vehicle is equipped with dual rear wheels.

Canadian Vehicle

Coverage will be provided even though your driver's vehicle has been manufactured for sale in Canada.

Air Conditioning

Condenser, compressor, clutch and pulley, orifice tube, accumulator, HVAC control module, high/low pressure cutoff switches, high/low pressure hoses, pressure cycling switch, thermostat, drier, temperature control head, fasteners for these components, and Freonrefrigerant if necessary for a covered repair.

Brakes

Wheel cylinders, master cylinder, combination valve, assist booster, disc brake calipers, hard lines and fittings, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables, and fasteners for these components.







Electrical

Voltage regulator, alternator, front and rear windshield wiper motors, front and rear windshield wiper delay controller, back up lamp switch, brake light switch, hazard warning switch, headlamp switch, ignition switch, multi-function switch, neutral safety switch, turn signal switch, wiper switch starter motor and drive, starter solenoid, electronic ignition module, ignition coils, electronic ignition module, body control module, engine control module and engine management control unit, keyless entry system, instrument gauges, compass display, thermometer display, power steering electronic control unit, cruise control system, power seat motor, power seat transmission, power window motor, power window regulator, low fuel sensor, low coolant sensor, low oil sensor, power antenna motor, electronic rear view mirror motor, headlight door motor, power sunroof motor, convertible top motor, wiring harnesses, back up lamp switch, brake light switch, hazard warning switch, headlamp switch, ignition switch, multi-

function switch, neutral safety switch, turn signal switch, wiper switch, power window switch, power door lock actuator/switch, power mirror switch, power seat switch, power trunk/liftgate lock actuator, seat memory switch, seat temperature switch, sunroof switch, traction control switch, transmission position switch, transmission temperature switch, accelerator pedal position sensor, air temp sensor, ambient temp sensor, brake fluid level sensor, brake fluid pressure sensor, cabin temperature sensor, camshaft position sensor, crankshaft position sensor, oil pressure sensor, oil temperature sensor, seat position sensor, transmission position sensor, transmission temperature sensor, fuel level sensor, coolant level sensor, coolant temperature sensor and relay, electronic fuel injection system except exhaust gas recirculation valve, electronic suspension sensors, electronic suspension controller and limiting valve, electronic suspension lines and electronic throttle body.

Steering

Housing/case and all internally lubricated parts (examples include rack and pinion equipped valve assembly, sector shaft, rack mounts and cushions, inner rod ends and bellows boots, speed sensor or steering gear equipped pitman shaft and valve assembly and bearings), bushings, pitman arm, center link, idler arm, power steering pump/electric steering motor, power steering pump pulley, fluid reservoir, coupling, and fasteners for the components listed above.

Suspension

Bump stop cushions, torsion bar mounts and bushings, upper and lower ball joints, including dust boots, steering knuckle (spindle), spindle support, stabilizer shaft, stabilizer linkage, including mounts, and bushings, kingpins, electronic suspension actuator/ motor and compressor, electronic suspension sensors, electronic suspension controller and limiting valve, electronic suspension lines, air suspension springs, upper and lower control arms, control arm shafts, and fasteners for the components listed above.

Hybrid/Electric Vehicle Components

Onboard battery charging system, battery charge controller, motor/generator belt tensioner, drive motor dampener, voltage inverter reservoir, three-phase high voltage cables, hydraulic or electric regenerative braking system, onboard computer system, including all relays, sensors, ECU & ECM (electronic control units/ electronic control modules), power switch/button and controller/electronic throttle control system.

Miscellaneous Components

Fuel tank, fuel tank sending unit, fuel tank hard lines, fuel injectors, radiator, radiator fan, including fan clutch, fan motor, fan blade, and fan relay, temperature sensor and relay, struts, including upper mount and pivot bearing assembly, heated back glass, windshield wiper washer pump(s), heater-A/C blower motor, heater core assembly, heater control valve, horn assembly and clutch starter interlock switch.





Technology

Adaptive lighting control motors, actuators, and sensors (composite headlight assembly, only as a result of failure of a listed component); audio system, including displays and control modules; auto dimmers; blind spot monitoring control module and sensors; Bluetooth systems, module, and microphone; collision avoidance systems; cruise control systems, including adaptive/autonomous cruise control technologies, control unit, sensors, and cameras; driver information center; driver recognition systems, entertainment technology; eye detection systems, factory installed vehicle hot-spot/cellular transceiver; hands free systems and controls, heads-up display systems; HomeLink®/garage door control transmitter; humidity sensors; infrared systems; keyless access systems; lane departure systems; multimedia interface systems; navigation packages; power trunk/lift gate motor and sensors; proximity sensors; rear monitoring cameras; rear, front, and side mounted cameras and control unit; rest recommendation systems; seat heaters and coolers; self-parking systems, module, sensors, and cameras; SOS systems; touch screen technology; USB ports; vibration sensors; voice recognition/ command systems.

ADDITIONAL COVERAGE

During the term, we will also pay a repair facility, or at our option, reimburse your driver the cost to repair or replace, as applicable, damage to the following:

Battery Coverage | Replacement of 1 failed battery. A covered battery shall be considered failed when it is no longer capable of holding a charge and/or being recharged and has been proven by way of negative battery testing results supplied by an approved repair facility to the administrator at the time of the filing of a claim for replacement. Batteries for hybrid/electric vehicles are excluded.

Belts and Hoses | Repair/replacement of failed belts and/or hoses as a result of normal wear and tear.

Chrome, Moldings, & Trim Protection | Repair or replacement of factory installed chrome, moldings, and trim as a result of normal wear and tear.

Convertible & Vinyl Tops Protection | Repair of convertible and vinyl tops as a result of normal wear and tear.

Cosmetic Alloy Wheel Protection | Repair of the wheel(s) on a vehicle due to cosmetic wheel damage.

Interior Protection | Repair of rips, cuts, punctures or tears in fabric, leather, or vinyl up to 2" or less in length and not wider than 1/8" and/or stains that are no greater than 6" in length or diameter as a result of normal wear and tear. In some instances, repair of the stain may require re-dying the affected area.

Light Bulbs & Lenses | Replacement of bulbs and tail light lenses, turn signal lights, brake lights, head lamps, running lights, and fog lights as a result of normal wear and tear.

Paintless Dent Repair Protection | Paintless Dent Repair (PDR) is an industry recognized process that involves the removal of dings and minor dents from a vehicle's exterior steel or aluminum body panels without disturbing the paint finish. This does not include services that involve the replacement of Vehicle body panels, sanding, bonding, or repainting. During the Term, We will pay a Repair Facility, or at Our option, reimburse You the Cost to repair covered minor dents and minor dings less than 4" in length and/or diameter on exterior body panels of the Vehicle that are accessible and are repairable through existing PDR techniques. Hail damage is covered up to the dollar value of Your comprehensive primary carrier deductible. This Service Contract is limited to Vehicles with steel or aluminum body panels.

Rental/Rideshare Reimbursement | If a vehicle experiences a breakdown and is inoperable or unsafe to drive and needs to be held for 8 hours or more (a "day") by a repair facility for a covered repair, we will reimburse the driver the cost to rent a vehicle from a licensed rental agency at a rate not to exceed \$50 per day up to the lesser of: (i) \$1,500; or (ii) the cost of 30 days for which reimbursement is paid. In lieu of a rental vehicle, we will reimburse the driver the cost to use a rideshare service (e.g., Uber or Lyft) at a rate not to exceed \$50 per day up to the lesser of: (i) \$1,500; or (ii) the cost of 30 days for which reimbursement is paid. Rental/Rideshare reimbursement is limited to a maximum of 5 days per breakdown of the same covered part and an aggregate maximum of 30 days.

Technology | Adaptive lighting control motors, actuators, and sensors (composite headlight assembly, only as a result of failure of a listed component); audio system, including displays and control modules; auto dimmers; blind spot monitoring control module and sensors; Bluetooth systems, module, and microphone; collision avoidance systems; cruise control systems, including adaptive/autonomous cruise control technologies, control unit, sensors, and cameras; driver information center; driver recognition systems, entertainment technology; eye detection systems, factory installed vehicle hot-spot/cellular transceiver; hands free systems and controls, heads-up display





systems; HomeLink®/garage door control transmitter; humidity sensors; infrared systems; keyless access systems; lane departure systems; multimedia interface systems; navigation packages; power trunk/lift gate motor and sensors; proximity sensors; rear monitoring cameras; rear, front, and side mounted cameras and control unit; rest recommendation systems; seat heaters and coolers; self-parking systems, module, sensors, and cameras; SOS systems; touch screen technology; USB ports; vibration sensors; voice recognition/command systems.

Wheel Alignment | One wheel alignment during the term of this service contract.

Windshield Repair | Repair of minor chips no larger than 1.5" in diameter, and cracks less than 6" in length due to road hazard Damage on the front windshield only.

Windshield Wiper Coverage | Replacement of one set of front windshield wiper blades and one rear wiper blade (if applicable).

Extended Lease Care Plus | We agree to pay, or in our sole discretion, reimburse the driver only the cost, including the labor rate, to replace one set of front and

rear brake pads and/or rotors that need replacement due to normal wear and tear. Replacements are limited to the manufacturer's original parts or "like kind and quality" comparable replacements as determined by the administrator.

Surcharge

Commercial Use | Coverage for a vehicle if being used for a commercial purpose, including but not limited to: hauling, construction work, principal off-road use, pickup and/or delivery service, snowplowing, company pool use, business travel when the vehicle is used by more than one driver, vehicles used by a single driver for sales/services, one-time shared passenger rides on demand as part of Uber and Lyft, food courier service such as Grubhub, DoorDash and Uber Eats, light duty contracting, vehicles equipped with dump beds, hoisting, or lifting equipment. The commercial use surcharge does not provide coverage to a vehicle if used for one of the following purposes: daily rentals, carrying passengers for hire (e.g., taxi, limousine, shuttle services, or other livery type services), towing or road service operations, government/military use, law enforcement, fire, ambulance or other emergency services. These uses are excluded without exception.







Vehicle Protection

BUNDLES - TWO PLAN OPTIONS

PRODUCT	SELECT	PREFERRED
No Deductible for Clients		
Emergency Road Service	•	•
Paintless Dent Repair	•	
Windshield Protection	•	
Tire & Wheel Road Hazard Protection	•	
Key Protection		•
Tire & Wheel w/ Cosmetic Coverage		
Identity Theft Protection		

Select provides Emergency Road Service, Tire & Wheel Road Hazard Protection, Paintless Dent Repair and Windshield Repair Protection¹.

Preferred provides all the benefits of Select and adds an \$800 Key Replacement Plan benefit, plus Cosmetic Coverage to the Tire & Wheel benefit.



 ${\bf 1.}\, Windshield\, Replacement\, available\, where\, permitted.$





SELECT

Tire & Wheel Protection

Tire Repair | Repair of flat tire(s) due to road hazard damage. Tire repair coverage is limited to tires that do not exceed original equipment manufacturer ("OEM") specifications for the vehicle.

Tire Replacement | Replacement of tire(s) should a vehicle's tires become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement tire (including mounting and balancing) as shown on the repair order. Tire replacement coverage is limited to tires that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable tires, as determined by the administrator, may be used to complete replacements. If an AWD or 4WD vehicle requires a tire replacement due to a covered event, an additional tire replacement on the same axle will be authorized when the difference in tread is greater than 4/32".

Wheel Repair | Repair of a vehicle's wheels due to road hazard damage. Wheel repair coverage is limited to wheels that do not exceed OEM specifications for the vehicle.

Wheel Replacement | Covers the replacement of the wheel should a vehicle's wheels become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement wheel (including mounting and balancing) as shown on the repair order. Wheel replacement coverage is limited to wheels that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable wheels, as determined by the administrator, may be used to complete replacements.

Windshield Protection

Windshield Protection Standard | Repair of minor chips no larger than 1.5" in diameter, and cracks less than 6" in length due to road hazard damage on the front windshield only.

Windshield Protection Plus | Replacement of front windshield, only, if chips or cracks caused by a road hazard cannot be repaired. Windshield replacement coverage is limited to windshields that do not exceed OEM specifications for the vehicle. OEM or "like kind and quality" comparable windshields, as determined by the administrator, may be used to complete replacements.

Windshield Protection Ultra | Replacement of the front windshield, only, if chips or cracks caused by a road hazard cannot be repaired. Windshield replacement coverage is limited to windshields that do not exceed OEM specifications for the vehicle. Only OEM windshields shall be used to complete replacements, not to exceed 2 replacements for the term.

Emergency Road Service

In the event your driver's vehicle is disabled, they may obtain towing, battery jump start, flat tire change, delivery of supplies (fuel, oil, water), and/or locksmith services ("emergency road service") by (i) contacting us directly for assistance or (ii) obtaining emergency road service on their own. Drivers must seek reimbursement in either scenario. Coverage does not include the cost of supplies (fuel, oil, water).

Paintless Dent Repair

Paintless Dent Repair (PDR) is an industry recognized process that involves the removal of dings and minor dents from a vehicle's exterior steel or aluminum body panels without disturbing the paint finish. This does not include services that involve the replacement of vehicle body panels, sanding, bonding, or repainting. During the term, we will pay a repair facility, or at our option, reimburse the cost to repair covered minor dents and minor dings less than 4" in length and/or diameter on the exterior body panels that are accessible and are repairable through existing PDR techniques. Hail damage is covered up to the dollar value of the comprehensive primary carrier deductible, not to exceed \$1,000. Coverage is limited to steel or aluminum body panels.





PREFERRED

Everything in Select, also including Cosmetic Wheel Protection, Key Protection, and Identity Theft Protection.

Cosmetic Wheel Protection

Repair of the wheel(s) on a vehicle due to cosmetic wheel damage.

Key Protection

Key Protection includes an \$800 benefit to replace the vehicle key/remote should it become lost, stolen or destroyed. Battery replacement is not included.

Repair or replacement of a covered key/remote as a result of damage due to mechanical failure, electrical failure, a defect in workmanship, damage, loss, theft, or normal wear and tear not to exceed the key protection maximum benefit per 12 month period. Replacements are limited to the manufacturer's original key/remote or "like kind and quality" replacements.



Identity Theft Protection

Dark Web Monitoring & Alerting | The driver will receive proactive monitoring and alerting services that will notify the driver to any potential breach of and/or suspicious activity relative to their identity. Dark Web Monitoring includes the following services: Social Security Number Monitoring, Bank Account Number Monitoring, Credit Card Account Number Monitoring, Debit Card Account Number Monitoring, Driver's License Monitoring, Email Monitoring, Medical Insurance ID Monitoring, Passport Number Monitoring, and Phone Number Monitoring. In connection with monitoring services, drivers will receive prompt alerts to take immediate action to prevent or remediate identity theft, including notifications of suspicious activity, compromised credentials, and/or potential account takeovers. As part of the identity theft protection, drivers will also receive identity threat alerts that will notify the driver of any major data breaches, identity theft incidents, and/or new identity theft laws. Monitoring and alerting services include access to the mobile app to rapidly review information from a smartphone, Mobile Attack Control scanning for potential identity threats, and Mobile VPN to encrypt and protect phone data being transmitted or received.

Identity Fraud Reimbursement | The driver will be reimbursed for identity fraud expenses, as defined in and limited by the terms and conditions set forth at <u>infinitielite-products.com/idprotectionterms</u>, up to the aggregate maximum Identity Fraud Expense Reimbursement limit of \$1,000,000 for the term of this service contract addendum. To qualify for Identity Fraud Expense Reimbursement, the driver must experience a stolen identity event, which is the fraudulent use of their personal identification, social security number, or other method of identifying the driver, with an occurrence date during the term of this contract addendum and be reported within 90 days of discovery of such stolen identity event.

Identity Theft Protection | The driver will receive White Glove Restoration services to remediate incidents of identity theft, which are fully managed by Certified Protection Experts available to you 24/7, 365 days a year. Upon the filing of a claim here under, the Certified Protection Expert will work with the driver to confirm identity theft or fraudulent activity. The driver will also receive Lost Wallet Assistance to aid in the replacement of credit, debit, and ATM cards, Junk-Mail Opt-Out to remove the driver's name from marketing databases, and Medical ID Fraud Protection to review usage of medical benefits. As a condition of receiving any and/or all of these services, the driver agrees to provide any required documentation to the Certified Protection Expert, including, but not limited to, a power of attorney to handle complex identity theft issues, that may arise throughout the remediation process.



Additional Coverages Included

Chrome/Mixed Media | Coverage will be provided for chrome wheels, wheels with PVD coating or wheels that have a mixed media finish, meaning when the wheel is finished in more than one of the following: (i) paint; (ii) machine-finished; (iii) chrome; (iv) powdercoat; or (v) clear-coat.

Commercial Use | Coverage for a vehicle if being used for a commercial purpose, including but not limited to: hauling, construction work, principal off-road use, pickup and/or delivery service, snowplowing, company pool use, business travel when the vehicle is used by more than one driver, vehicles used by a single driver for sales/services, one-time shared passenger rides on demand as part of Uber and Lyft, food courier service such as Grubhub, DoorDash and Uber Eats, light duty contracting, vehicles equipped with dump beds, hoisting, or lifting equipment. The commercial use surcharge does not provide coverage to a vehicle if used for one of the following purposes: daily rentals, carrying passengers for hire (e.g., taxi, limousine, shuttle services, or other livery type services), towing or road service operations, government/military use, law enforcement, fire, ambulance or other emergency services. These uses are excluded without exception.

Dual Rear Wheels | Coverage will be provided when your driver's vehicle is equipped with dual rear wheels.

WHAT'S NOT COVERED

Parts of the vehicle subject to regular maintenance. For a complete and detailed list of exclusions, please refer to the contract.

Tire and Wheel | Tires with 3/32" or less tread depth; damage caused by curb impact; valve or rim leaks; improper installation; dry rot in either sidewall or tread; tire chains; and/or off-road use; wheels that will not seal due to rust and corrosion; off-road tires and wheels; tire pressure monitoring system; chrome wheels; wheels with PVD coating or wheels that have a mixed media finish: paint, machine-finished, chrome, power-coat, or clear-coat unless the Chrome/Mixed Media Surcharge is selected and paid; any wheel constructed of carbon fiber, ceramic, or any materials other than steel or aluminum alloy.

Windshield | Damage to areas of the vehicle other than front windshield & stress cracks or cracks over 6".

Paintless Dent Repair | Dents that have been previously repaired; large or deep dents in excess of 4"; creased metals; the punctured metal of the vehicle; vehicles utilizing plastic; fiberglass or non-metal body panels; repair requiring sanding, priming, clear coat, tail gates, truck beds, door jambs.

Key Protection | Additional loss or damage which is occasioned by the driver or the operator's negligence or failure to use all reasonable precautions to protect the covered keys/remotes from any further loss or damage after damage has occurred or been indicated.







Standalone Products

PAINTLESS DENT REPAIR

Paintless Dent Repair (PDR) is an industry recognized process that involves the removal of dings and minor dents from a vehicle's exterior steel or aluminum body panels without disturbing the paint finish. This does not include services that involve the replacement of vehicle body panels, sanding, bonding, or repainting. During the term, we will pay a repair facility, or at our option, reimburse the driver the cost to repair covered minor dents and minor dings less than 4" in length and/or diameter on exterior body panels of the vehicle that are accessible and are repairable through existing PDR techniques. Hail damage is covered up to the dollar value of the driver's comprehensive primary carrier deductible, not to exceed \$1,000. This service contract is limited to vehicles with steel or aluminum body panels.

KEY PROTECTION

Key Protection may include either an \$800 or \$1,400 benefit to replace the vehicle key/remote should it become lost, stolen or destroyed. Battery replacement is not included.

Repair or replacement of a covered key/remote as a result of damage due to mechanical failure, electrical failure, a defect in workmanship, damage, loss, theft, or normal wear and tear not to exceed the key protection maximum benefit per 12 month period. Replacements are limited to the manufacturer's original key/remote or "like kind and quality" replacements.

EMERGENCY ROAD SERVICE

In the event your driver's vehicle is disabled, they may obtain towing, battery jump start, flat tire change, delivery of supplies (fuel, oil, water), and/or locksmith services ("emergency road service") by (i) contacting us directly for assistance or (ii) obtaining emergency road service on their own. Drivers must seek reimbursement in either scenario. Coverage does not include the cost of supplies (fuel, oil, water).

TIRE & WHEEL PROTECTION

Tire & Wheel Protection provides tire repair/ replacement and/or wheel (rim) repair/replacement in the event tires and/or wheels become damaged due to a road hazard.

Tire Repair | Repair of flat tire(s) due to road hazard damage. Tire repair coverage is limited to tires that do not exceed original equipment manufacturer ("OEM") specifications for the vehicle.

Tire Replacement | Replacement of tire(s) should a vehicle's tires become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement tire (including mounting and balancing) as shown on the repair order. Tire replacement coverage is limited to tires that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable tires, as determined by the administrator, may be used to complete replacements. If an AWD or 4WD vehicle requires a tire replacement due to a covered event, an additional tire replacement on the same axle will be authorized when the difference in tread is greater than 4/32".

Wheel Repair | Repair of a vehicle's wheels due to road hazard damage. Wheel repair coverage is limited to wheels that do not exceed OEM specifications for the vehicle.

Wheel Replacement | Covers the replacement of the wheel should a vehicle's wheels become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement wheel (including mounting and balancing) as shown on the repair order. Wheel replacement coverage is limited to wheels that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable tires, as determined by the administrator, may be used to complete replacements.









360SHIELD

360Shield is a suite of products that protects a vehicle's interior and exterior, preserving its appearance and value throughout the warranty period. Meeting the highest industry standards, all treatments come with warranties covering cleaning, repair, repainting, or replacement of covered parts, with no deductible.

PaintShield

Ceramic sealant that protects exterior factory painted surfaces against acid rain, bird droppings, tree sap, industrial fallout, insects, permanent hard water etching, oxidation and weather-induced fading or loss of gloss. We will pay, or in our sole discretion, reimburse your drivers the cost to repair or repaint each exterior factory painted surface.

InteriorShield

Protection for interior carpet, fabric, leather, and/or vinyl surfaces that are damaged by weather induced fading or permanent staining due to food, drink, urine, vomit, lipstick, crayons, or oil-based stains. We will pay, or in our sole discretion, reimburse your drivers the cost to repair or replace the damaged covered area.

GlassShield

Protection from windshield damage due to acid rain, water spots, chips, cracks, or insects. We will pay, or in our sole discretion, reimburse your drivers the cost to repair or replace the damaged covered area. The warrantor's obligation as to the damaged covered area shall be payment of the cost of 1 repair or, if repair is not possible, in the administrator's sole discretion 1 replacement per damaged covered area up to the product maximum benefit.

WheelShield

Protection for the wheels on a vehicle that are damaged due to discoloration or flaking of painted surfaces. We will pay the cost, or at our sole discretion, reimburse your driver the cost to refinish the damaged covered area.

BodyShield

Protection for the sheet metal or steel frame of a vehicle that is damaged due to corrosion. We will pay, or in our sole discretion, reimburse your driver the cost to repair the damaged covered area.





Interior Anti-Microbial Protection

Protection for the interior surfaces of a vehicle that are damaged due to the formation of mold, mildew, and other harmful microbes. We will pay the cost, or at our sole discretion, reimburse your driver the cost to repair the damaged covered area.

Air Quality & Odor Protection

Protection for a vehicle's climate control system, including the ducts, vents, and/or other components therein, if damaged due to the growth or formation of mold, mildew, and/or other harmful microbes. We will pay the cost, or at our sole discretion, reimburse your driver the cost to repair the damaged covered area.

ScreenShield

Protects and strengthens the screens and lenses throughout your driver's vehicle and covers the repair or replacement. We will pay, or in our sole discretion, reimburse your driver the cost to repair or replace the damaged covered area up to the product maximum benefit.

WHAT'S NOT COVERED

Components not treated with applicable 360Shield Vehicle Protection Product. For a complete and detailed list of exclusions, please refer to the contract.

PaintShield: Body panels and components not treated with applicable product, damage due to paint defects, damage to chrome, bumper, & grills. InteriorShield: Defects in vehicle's manufacturing materials, burned, torn, ripped materials, staining or fading caused by corrosive substances, blood, bleach, acid, dyes, inks, tar, paint, gum. GlassShield: Damage to areas of the vehicle other than front windshield. WheelShield: Chrome wheels, wheels that have mixed finishes: paint, machine-finished, chrome, powdercoat, clear-coat. BodyShield: Minor surface rust, corrosion caused by the exhaust system. ScreenShield: Display screens or camera lenses not treated with the applicable 360Shield Vehicle Protection Product, replacement of screen/camera that has experienced an internal failure, replacement or repair due to delamination. Interior Anti-Microbial: Interior surfaces not treated with the applicable Interior Anti-Microbial 360Shield Vehicle Protection Product, Mold & Mildew that existed prior to the purchase. Air Quality and **Odor:** Components of the vehicle's climate control systems not treated with applicable Air Quality and Odor Protection product, exterior surfaces of the vehicle, interior surfaces other than those relative to the vehicle's climate control system.







VEHICLE CARE

Driving every day takes a toll even on the best vehicles. Tires wear down. Brake pads thin out. Small dents and dings show up over time. These are the realities of owning or leasing a car, but they're often not covered by traditional protection plans.

Vehicle Care is built exactly for that kind of everyday wear. It helps cover the cost of common maintenance and cosmetic repairs, so your drivers are not left paying out of pocket for the most routine parts of vehicle ownership. Whether they're commuting, road-tripping, or just running errands, Vehicle Care keeps them covered where it counts most.

COVERAGE DETAILS

During the term, we will also pay a repair facility, or at our option, reimburse you the cost to repair or replace, as applicable, damage to the following:

Battery Coverage | Replacement of 1 failed battery. A covered battery shall be considered failed when it is no longer capable of holding a charge and/or being recharged and has been proven by way of negative battery testing results supplied by an approved repair facility to the administrator at the time of the filing of a claim for replacement. Batteries for hybrid/electric vehicles are excluded.

Chrome, Moldings, & Trim Protection | Repair or replacement of factory installed chrome, moldings, and trim because of normal wear and tear. For chrome, moldings, and trim protection, the total of all covered repairs and/or reimbursements during the term may not exceed \$1,000.

Windshield Wiper Coverage | Replacement of 1 set of front windshield wiper blades and 1 rear wiper blade (if applicable).

Belts and Hoses | Repair or replacement of failed belts and/or hoses because of normal wear and tear

Interior Protection | Repair of rips, cuts, punctures or tears in fabric, leather, or vinyl up to 2 inches or less in length and not wider than 1/8 of an inch and/ or stains that are no greater than 6 inches in length or diameter as a result of normal wear and tear. In some instances, repair of the stain may require re-dying the affected area.



Wheel Alignment | 1 wheel alignment, not to exceed \$1,000.

Light Bulbs & Lenses | Replacement of bulbs and lenses of tail lights lenses, turn signal lights, brake lights, headlamps, running lights, and fog lights because of normal wear and tear. The total of all covered repairs and/or reimbursements during the term may not exceed \$2,500.

Convertible & Vinyl Tops Protection | Repair of convertible and vinyl tops because of normal wear and tear, the total of all covered repairs and/or reimbursements during the term may not exceed \$5,000.

Paint Protection | Repair of clear coat scratches, scuff marks, and paint defects that require touch-up repair.

Brake Pad and/or Rotor Replacement | Replacement of 1 set of front and rear brake pads and/or rotors that need replacement due to normal wear and tear. Carbon ceramic brakes are limited to \$5,000 in aggregate.

Diagnostic Coverage | Necessary and customary charges incurred in conjunction with the diagnosis of the Damaged Covered Part. Diagnostic time will not be covered for those conditions where the proper repair is readily apparent.

DISCLAIMER: Commercial Use coverage requires payment of an additional surcharge. Without it, related claims may be denied.



Financial Protection

GAP

PRODUCT	GAP PLUS	GAP
No Deductible for Clients	•	•
GAP Protection	•	•
Insurance Deductible Assistance	•	
Vehicle Replacement Credit	•	

Guaranteed Auto Protection (GAP) helps cover what the client owes on their vehicle loan or lease agreement if they experience a total loss before it is paid off.

Commercial Use | If the driver has selected and made payment for the commercial use surcharge, the driver will be eligible for waiver coverage even though the driver is using their vehicle for a commercial use as defined in the GAP waiver contract.



Vehicle Replacement Credit | In the event of a covered

total loss and waiver of the GAP amount, the vehicle replacement credit surcharge provides eligibility for a \$1,000 credit toward a replacement vehicle financed or leased from the original retailer within 90 days of the date of waiver of the GAP Amount. The vehicle replacement credit has no cash value and will only be applied in the form of a credit towards the amount financed or leased on the replacement vehicle. Documentation must be submitted to the administrator evidencing the purchase or lease of a replacement vehicle. In the event the vehicle replacement credit exceeds the amount financed or leased on the replacement vehicle, any unused portion of the vehicle replacement credit is non-transferable and will not result in any refund due.

ADDITIONAL COVERAGE AVAILABILITY

GAP Plus | Primary carrier deductible coverage is available up to \$1,000. As part of the GAP Plus program, Vehicle Replacement Credit coverage is also available as a surcharge to provide down payment assistance if you return to the selling retailer and purchase or lease a replacement vehicle after a covered total loss.

WHAT DOES NOT QUALITY FOR WAIVER COVERAGE

Towing charges, rental fees, storage charges, administrative fees, salvage value, damage resulting from bodily injury or property damage liability, physical damage, medical payments, personal injury protection, uninsured motorist, underinsured motorist, self-financed vehicles, loss as a result of criminal acts, misrepresentation of fact, race or speed contest, vehicles classified as a lemon, resulting from wear and tear, gradual deterioration, obsolescence, rust, corrosion, latent defect, inherent vice, freezing, overheating. Please refer to the GAP Addendum for exact details.







LEASE EXCESS WEAR & TEAR

Lease Excess Wear & Tear covers up to \$5,000 in excess wear and tear charges at time of lease turn-in. Covers new leased vehicles valued up to \$150,000 MSRP.

COVERAGE (INCLUDING BUT NOT LIMITED TO)

- Chipped paint and scratches
- Chipped windshield or windows
- Damaged wheels

- Exterior dents and dings
- Damaged headlamps, rear lamps, lenses, & fog lights
- Interior stains

THEFT PROTECTION

If an installed theft deterrent doesn't help prevent a theft or recover a vehicle if it's stolen while your driver is covered, and the vehicle is considered a total loss, we'll offer support to help your driver get back on their feet.

UV Body Panel & Warning Labels | Leaves a permanent and unique code on a vehicle that is visible under UV light, deterring theft and allowing law enforcement agencies to identify the owner of a recovered vehicle.

THEFT PROTECTION EXPENSES

Rental Expenses | In the event of a total loss, we will pay, or in our sole discretion, reimburse the driver's expenses for a rental car incurred by the driver as a direct result of the theft of the driver's vehicle up to the maximum benefit identified on the information schedule on the limited warranty form.

Travel Expenses I In the event of a total loss, we will pay, or in our sole discretion, reimburse the driver's travel expenses up to the maximum benefit identified on the information schedule. Travel expenses are limited to \$100 of expenses per day, inclusive of meals (restaurants only) and lodging (hotels and motels only), that the driver incurs if the driver's vehicle is stolen more than 200 miles from the driver's permanent residence.

Deductible Reimbursement | In the event of a total loss, we will reimburse the driver for their primary carrier's deductible up to the maximum benefit identified on the information schedule, but not to exceed \$1,000.

We will pay the theft protection expenses to the driver. Theft protection expenses are excess to and may not duplicate any other available coverage, including, but not limited to, those provided by the driver's primary carrier's (e.g., travel or transportation expenses). These expenses are only reimbursable to the extent that they are not covered by the driver's primary carrier's insurance policy. Our payment of theft protection expenses is subject to the terms and conditions of this limited warranty, including, but not limited to, the driver's report of the theft to the police within 24 hours of the driver's discovery of the theft, and contacting the administrator and providing the administrator with the required documents within 60 days of the primary carrier settlement.







Replacement Benefit | In the event of a total loss, we will pay the selling retailer of the replacement vehicle the replacement benefit up to the maximum benefit identified on the information schedule. The replacement benefit shall be calculated as follows: (i) when both the vehicle and replacement vehicle are purchased, the difference between the replacement vehicle cost basis, and the retail value of the vehicle as determined by the driver's primary carrier on the date of loss; or (ii) when both the vehicle and the replacement vehicle are leased, the difference between the sum of the monthly lease payments for the driver's replacement vehicle and the sum of the monthly lease payments for the vehicle for the entire term of the respective leases. Our payment of the replacement benefit is subject to the following: (i) the replacement vehicle must be of the same transaction type as the vehicle (e.g., purchase or lease); (ii) the replacement vehicle must be purchased or leased within 60 days from the date of loss; (iii) the cost of the replacement vehicle must be greater than the retail value of the driver's vehicle in order to receive the replacement benefit; and (iv) the replacement vehicle must be purchased or leased (as applicable) from the original

selling retailer. The replacement benefit will be paid directly to the selling retailer at the time the driver purchases or leases their replacement vehicle. The replacement benefit is excess to and may not duplicate any other available coverage, including, but not limited to, that provided by the driver's primary carrier. Our payment of the replacement benefit is subject to the terms and conditions of this limited warranty, including, but not limited to, the driver's report of the theft of the vehicle to the police within 24 hours of the driver's discovery of the theft, and contacting and providing the administrator with the required documents within 60 days of the primary carrier settlement. Rollover balances from prior loans are specifically excluded from this definition and the warrantor hereby specifically excludes coverage for such balances.

Additional Coverages Included

Commercial Use | The driver will be eligible for coverage hereunder even though the driver is using their vehicle for a commercial use as defined herein.







TOTAL LOSS PROTECTION

Total Loss Protection is designed to safeguard your driver's finances and get them back on the road. In the event a vehicle is declared a total loss due to an accident or theft, we provide coverage up to the maximum benefit, alleviating the financial burden of replacing the vehicle.

UV Body Panel & Warning Labels | Leaves a permanent and unique code on a vehicle that is visible under UV light, deterring theft and allowing law enforcement agencies to identify the owner of a recovered vehicle.

COVERAGE DETAILS

Total Loss Protection Retailer Replacement Benefit | In the event that the product installed on your driver's vehicle fails to prevent, or facilitate recovery of, the theft of your driver's vehicle or your driver's vehicle is deemed a total loss resulting from physical damage loss, we will provide a retailer replacement benefit as follows: (i) a credit of \$1,000 when your driver purchase or lease a replacement vehicle of the same original equipment manufacturer ("OEM") as the vehicle, from any retailer; (ii) a credit of \$1,000 if your driver return to the original selling retailer and your driver purchase or lease a replacement vehicle of any OEM other than the OEM of the vehicle; or (iii) a credit of \$2,000 if your driver return to the original selling retailer and your driver purchase or lease a replacement vehicle of the same OEM as the vehicle.

Responsibilities and Requirements | In order for your driver to be eligible for the credit under this limited warranty, your driver is required to maintain primary carrier coverage. Payment of the retailer replacement benefit is subject to the terms and conditions of hereof, including, but not limited to, your driver reporting the theft of the vehicle to the police within 24 hours of your driver's discovery of the theft, and contacting and providing the administrator with the required documents within 30 days of the primary carrier settlement.

VALUE PROTECT

Value Protect guards your drivers and their budgets from potentially diminished value of their vehicle. Coverage designed to maintain the trade-in value of their vehicle and the soundness of their investment even in the event of an accident.

COVERAGE BENEFITS

• Provides your driver the option to trade-in their vehicle to the selling retailer for a credit of the guaranteed repurchase price toward the purchase or lease of another vehicle.

DIMINISHED VALUE BENEFITS

• The retailer's offer can vary based on vehicle demand and any reduced value from accidents; if the driver rejects the offer, they can still trade in their vehicle for a guaranteed price that factors in diminished value and repair costs.







PAYMENTSHIELD

With the PaymentShield program, in the unfortunate event that your driver loses their job due to covered circumstances, they will receive reimbursement for loan or lease payments made for up to six months. PaymentShield is available for new vehicles that are leased or purchased, as well as for loans on used vehicles.

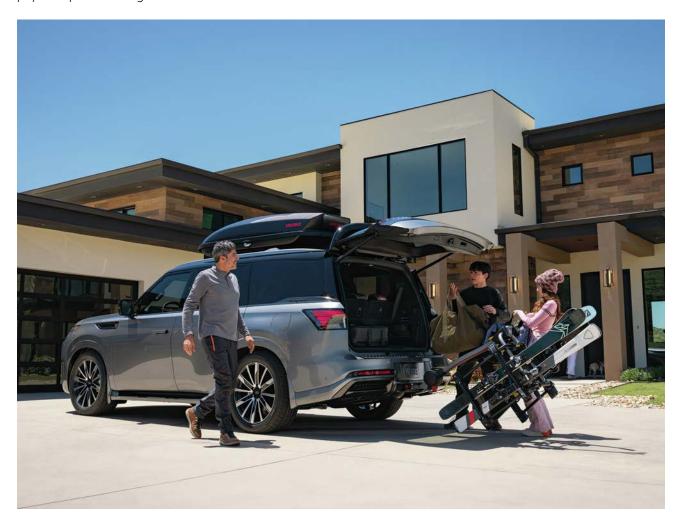
HOW PAYMENTSHIELD WORKS

The benefit available is dependent on your payment tier. Below is an example assuming a maximum total benefit of \$2,500.

IF PAYMENT IS				
\$399/mo	\$499/mo	\$999/mo		
May receive a monthly reimbursement for entire payment up to six months.	May receive a monthly reimbursement for entire payment up to five months	May receive a \$999 reimbursement for two months, then receive \$502 toward the third month's payment.		

COVERAGE BENEFITS

In the event a driver is terminated or furloughed from their current employment, we agree to reimburse them the eligible payment protection reimbursement amount within 30 days of proof of payment of the monthly vehicle payment amount by them as defined herein, subject to the terms and conditions of this payment protection agreement.







ANCILLARY PRODUCT PAYMENT PLANS

Payment Plans are valuable programs offered to help your drivers finance the protection products that make sense for them. It provides a solid alternative to cash or a welcome solution if your driver's financial institution's borrowing limit has been reached. Whether your drivers are seeking protection against unexpected breakdowns, theft, tire and wheel damage, or any other circumstances our wide range of plans cover, we can build flexible, easy to afford payment plans for your drivers today.

PURCHASER PAYMENT PLAN OPTIONS

Your driver can choose the 0% installment plan they would like to use:

84 MONTHS OR LESS	Longest term is 42 months.*
72 MONTHS OR LESS	Longest term is 36 months.*
60 MONTHS OR LESS	Longest term is 30 months.*
48 MONTHS OR LESS	Longest term is 24 months.*
36 MONTHS OR LESS	Longest term is 18 months.*
24 MONTHS OR LESS	Longest term is 12 months.*
12 MONTHS OR LESS	Longest term is 6 months.*



Down payment must be 10% or more of the product(s) purchase price but no less than \$100.

POWERFUL TOOLS

Our online account management system includes:

- Streamlined payment plan portal makes new account and agreement setup a breeze.
- User-friendly client portal allows for easy management of payment, current balance, and loan history.

ADDITIONAL BENEFITS

- Direct funding for vehicle protection products of your driver's choice
- 0% monthly payment plans
- Easy and secure online payments



*We may modify the installment term if it exceeds 50% of the remaining time of the plan.





Lifetime Limited Warranty

Lifetime Limited Warranty coverage is an excellent way to protect against unexpected repair costs for the life of the contract when purchasing a new or previously owned vehicle. A Lifetime Limited Warranty is extended for the lifetime of vehicle ownership, and offers valuable coverage that includes the most important and potentially expensive parts of the vehicle; the engine, transmission, and drivetrain. Emergency road service is also included.

New and Pre-Owned Vehicles: \$100 deductible for covered repairs per covered claim.

POWERTRAIN COVERAGE

Gasoline Engine | Cylinder block and all internally lubricated parts including crankshaft, rod and main bearings, cam bearings, connecting rods, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves and guides, valve springs, rocker arms, pushrods, timing chain and sprockets, timing chain housing, intake and exhaust manifolds, flywheel, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pump, oil pump housing, and oil pump pressure relief valve, oil pan, engine oil cooler, oil filter adapter/housing, engine oil sending unit, thermostat and housing, water pump, temperature sending unit, expansion plugs, fuel supply pump, vacuum pump, dipstick and tube, and fasteners for these components.

Diesel Engine | Fuel distributor, fuel injection pump, fuel regulator, and injectors. The auxiliary fuel pump is excluded.

Turbocharged/Supercharged Engines (Manufacturer **installed only)** | Turbocharger, supercharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, and lines and nozzles.

Transmission (Automatic) | Case and all internally lubricated parts, including oil pump, valve body, torque converter, governor, main shaft, input/output shafts, clutches, bands, drums, gear sets, bearings, bushings, and solenoids, TV cable, electronic shift control unit, computer operated clutch, cooler, dipstick and tube, and fasteners for these components.

Transmission (Standard/Manual) | Case and all internally lubricated parts, including the main shaft, input/output shafts, gear sets, shift forks, synchronizers, bearings, and bushings, shift linkage and cables, and fasteners for these components.

Drivetrain (Front Wheel Drive) | Final drive housing and all internally lubricated parts, including carrier case, gear sets, chain and sprockets, bearings, and bushings, axle shafts, front hub bearings, rear hub bearings, locking hub assemblies (4x4), drive shaft support, drive shaft, and fasteners for these components.

Drivetrain (Rear Wheel Drive) | Drive axle housing and all internally lubricated parts, including carrier case, gear sets, bearings, bushings, and limited slip clutch pack, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Transfer Case - 4x4/AWD | Case and all internally lubricated parts, including main shaft, gear sets, chain and sprockets, bearings, and bushings, fasteners for these components, and electronic and vacuum engagement components, including manufacturer's all-wheel drive systems.





Ancillary Miscellaneous

ANCILLARY STATE AND LENDER AVAILABILITY DISCLAIMERS

Due to varying state and lender regulations, product availability and other conditions and/or limitations may apply. This section provides details to ensure compliance with state and lender regulations and to give the most current and accurate information regarding product availability. This section is subject to change pursuant to additional developments in applicable regulations and any such updates will be provided.

Ancillary Product Bundle

- · Locked Retail Prices for all service contracts to be sold in FL (inclusive of bundle selectable coverages), regardless of lender.
- · Applicable form for all lenders except FMCC / Lincoln and Toyota / Mazda / Lexus / Mobility One ("TFS family of companies"): BNDL_SEN.
- TFS family of companies permit a bundle that does not include wheel repair. This contract is notated by "BNDLNWR_SEN."
- · FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Lender permits only a static bundle of Tire and Wheel, Paintless Dent Repair, and Windshield Repair (not replacement). Such coverages are automatically bundled and not individually selectable.
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): In FL, the static bundle is Tire and Wheel and Paintless Dent Repair only. Such coverages are automatically bundled and not individually selectable. Windshield (Repair or Replacement) is not permitted in FL pursuant to lender guidelines.

Windshield Protection (Selectable on Bundle Form)

- · Locked and filed retail price in NY for Windshield Repair.
- · Windshield Replacement (Plus or Ultra coverage) is not permitted in NY.
- BNDL_SEN or BNDLNWR_SEN: Windshield Protection Standard (repair) not available in FL, KS, and SC.
- BNDL_SEN or BNDLNWR_SEN: Windshield Protection Plus (replacement) not available in CT, FL, GA, KS, MA, ME, MT, NY, PA, SC, TX, and VT.
- · BNDL_SEN or BNDLNWR_SEN: Windshield Protection Ultra (replacement) not available in AK, CT, FL, GA, KS, MA, ME, MT, NY, PA, SC, TX, and VT.
- · FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Windshield Replacement not permitted in any state pursuant to lender guidelines. Windshield Repair not permitted in FL pursuant to lender quidelines (BNDL_APSFL_FMCC).
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Static bundle (except FL) that automatically includes Tire and Wheel, Paintless Dent Repair and Windshield Repair.

Key Protection (Selectable on Bundle Form)

· FMCC / Lincoln Financing: Key not permitted pursuant to lender guidelines.

Paintless Dent Repair (Selectable on Bundle Form)

- Locked and filed retail price in NY for Paintless Dent Repair.
- · CA: Hail damage is not limited to primary carrier deductible.
- · LA: Hail damage coverage is not available.
- FMCC / Lincoln Financing (BNDL_SPS_FMCC) or BNDL_APS_FMCC): Static bundle (except FL) that automatically includes Tire and Wheel, Paintless Dent Repair and Windshield Repair.

Extended Lease Care

- EC_SEN is for lease finance types. Includes "lease end benefit."
- EC_SEN not available with Ally, Capital One, FMCC / Lincoln, Hyundai / Kia / Genesis, or TFS family of companies.
- EC_SEN is the available "lease" product in NY with applicable lenders.
- EC_SEN is not available in OR.

Total Loss Protection

- Not available for financing with Chase, Ally, or FMCC / Lincoln.
- · Total Loss Protection Retailer Replacement Benefit not available in AK, KS, NE, NY, TN, TX, and WV.





ANCILLARY STATE AND LENDER AVAILABILITY DISCLAIMERS (CONTINUED)

Lease Excess Wear & Tear

- · LEWT_SEN: Not available with Chase, Ally, or FMCC / Lincoln.
- · LEWT_SEN: Not available in NY.
- · EC_SEN offers approved Lease End Benefit in NY (see above).

Value Protect

- · Not available in CO. MO. NC. or TX.
- · Chase, Ally, or FMCC / Lincoln do not finance Value Protect agreements.

Theft Protection

- \$5,000 Benefit / 36 Month Term for all.
- · \$5,000 Benefit Includes: Rental Max \$1,000, Travel Max \$1,000, Deductible Max \$1,000, and Replacement Benefit \$2,000.
- · Ally does not fund theft in DC and VT.
- NY (TP_SEN_NY): Please select NY specific form for all sales in NY.
- · Florida (TP_SEN_FL): Please select FL specific form for all sales in FL.
- Tennessee (TP_SEN_TN): Please select TN specific form for all sales in TN.

Guaranteed Asset Protection (GAP)

- · STATE PRICING RESTRICTIONS (All Lenders): Maximum fee that may be charged for GAP in TX and OR is 5% of the amount financed by the buyer; CA - 4% of the amount financed by the buyer; CO - higher of \$600 or 4% of the amount financed by the buyer; and NY, cannot exceed the cost of creditor GAP insurance (retailer cost). In NY, there is a restricted mark-up of \$10 on lease finance type GAP only.
- · All Lenders: Minimum LTV for sale of GAP in IN and SC is 80% and 70% in CA.
- · All Lenders: GAP may not be sold on vehicles valued at less than \$5,000 in MN.
- · All Lenders: No lease finance type GAP in MD, ME, or TX.
- · All Lenders: No deductible coverage available in AK or LA.
- · All Lenders: No lease deductible coverage is available in NH or IL.

Sentinel GAP - Unlimited

- · GAP_SEN_GP (Finance with NMAC, VW / Audi, Hyundai / Kia / Genesis, Stellantis / First Investors, Capital One, Exeter, Chrysler, Santander, GM / AmeriCredit, and others not specifically indicated): Offers deductible coverage of \$1,000, commercial use, and \$1,000 "GAP Plus" Vehicle Replacement Credit ("VRC"). VRC not available in AK, KS, NE, NY, TN, TX, and WV. See above for deductible restrictions.
- GAP_SEN_NGP (Financed with Ally, AHFC / Acura, SETF, TFS family of companies): Offers deductible coverage of \$1,000 and commercial use. Does not offer VRC. See above for deductible restrictions.

Sentinel State Notes:

- AHFC / Acura, Capital One, Exeter, GM / AmeriCredit, and Ally do not finance NY GAP.
- TFS family of companies do not finance in HI.
- TX is sold on a separate form. VRC and lease coverage not available.
- NY is sold on a separate form (GAP_SEN_NY). VRC and deductible coverage are not available.

Chase GAP - Not Unlimited

- · Offers deductible coverage of \$1,000 and light duty commercial use. See above for deductible restrictions.
- · Offers VRC (excluded in AK, CO, FL, GA, KS, NE, TN, TX, WV).
- · Chase does not finance GAP in DC or NY.
- · Chase GAP allows LTV of 150%.
- · TX is sold on a separate form (GAP_CHASE_TX). VRC is not available.

Ford GAP - Unlimited

- · Ford does not permit LEASE finance type on GAP.
- · Ford does not finance GAP in DC or NY.
- · Ford only allows one use per form personal or commercial.
- · See above for deductible restrictions.
- · CA, IN, and TX sold on separate forms.
- · VRC is excluded in: AK, AR, IL, IN, KS, MD, MI, MT, NE, NV, ND, OR, RI, TN, TX, VT, VA, WV.







Claims & Cancellation Information

CLAIMS & CANCELLATION INFORMATION FOR ANCILLARY CONTRACTS SOLD PRIOR TO MARCH 31, 2025 AND HIGH-MILEAGE PLANS SOLD PRIOR TO JUNE 3, 2025

All claims require prior authorization.

NSD claims process by plan type - https://nsdditto.com/processes/#claim-procedures

Should clients have any questions regarding their NSD ancillary products, please have them call 800-338-2680. Office hours are Monday through Friday from 8:30 AM - 5:00 PM EST.

For High-Mileage Plan claims prior authorization, contact CareGard at 817-383-7251 Monday - Friday 8:00 AM - 6:00 PM CST. Clients should call 800-856-0990 for Plan questions or Benefits (Towing / Road Service; Trip Interruption; Lost Key / Lockout).

Retailer Assistance Directory

٠	Ancillary Plan Claims Assistance	34-9327
	Ancillary Plan Appearance Protection Claims	23-3521
	Ancillary Plan GAP and Value Protect Claims	72-5517
	Ancillary Plan Lease Wear & Tear Claims Administrator 866-9 Option 3, th	
٠	Ancillary Plan Roadside Assistance	30-0760
	High-Mileage Plan Claims. 817-3 (Purchased on or prior to 6/2/25)	83-7251
	High-Mileage Plan Retailer Assistance & Consumer Benefits	6-0990

ANCILLARY, VEHICLE & FINANCIAL PROTECTION PRODUCTS CLAIMS INFORMATION FOR CONTRACTS SOLD ON OR AFTER APRIL 1, 2025 AND HIGH-MILEAGE OR VEHICLE CARE CONTRACTS SOLD ON JUNE 3, 2025 OR LATER

To file a claim for GAP, Key Protection, Lease Excess Wear & Tear, 360Shield, Theft Protection, Value Protect, or Towing/Roadside Reimbursement:

- 1. Go to: claims.infinitielite-products.com
- 2. Choose your product from the drop-down section. The system will provide the respective information.
- 3. Log in to start your claim.

To file a claim for Bundle, Extended Lease Care, High-Mileage, Lifetime Limited Warranty, Paintless Dent Repair, Tire & Wheel, Total Loss Protection, Vehicle Care or Windshield Protection:

- · Call: 800-674-9016
- Email: claims@infinitielite-products.com

For questions, additional information, or assistance with Extended Lease Care, High-Mileage, Lifetime Limited Warranty, and Ancillary Products including Vehicle and Financial Protection products, call 800-674-9016.





CANCELLATION INFORMATION FOR ANCILLARY, VEHICLE & FINANCIAL PROTECTION, EXTENDED LEASE CARE, AND LIFETIME LIMITED WARRANTY CONTRACTS SOLD ON OR AFTER APRIL 1, 2025 AND HIGH-MILEAGE OR VEHICLE CARE CONTRACTS SOLD ON OR AFTER JUNE 3, 2025

Client Initiated Cancellation

Visit infinitielite-products.com. When a client clicks on "Cancel a Contract Info", they will be redirected to our cancellation FAQs which includes these detailed instructions.

"The next step is to review your contract and the cancellation process in General Provisions Section. Next, you should reach out to your selling retailer to inquire about the cancellation process. You may also contact us for guidance. To obtain a copy of your contract, contact us at support@infinitielite-products.com or 800.674.9016. A cancellation fee may apply."

When a client contacts our support team with a request to cancel, we will first direct them back to the selling retailer for assistance. If the client is unable to cancel the contract with the retailer, we will provide them with a link to the cancellation form so they can start the cancellation process.

"If you are having an issue getting in touch with your selling retailer to cancel your contract, contact us at support@infinitielite-products.com or 800.674.9016.

All cancellation refunds are handled by the retailer. Once your contract has been cancelled, the administrator processes the cancellation and notifies the retailer of the refund obligation. If you have any questions or concerns regarding your refund, please contact the retailer directly."

Cancellation Notification Process

Client Submits Cancellation Request

Once the client submits the cancellation form, the following email notifications will be triggered:

Day 1 - Confirmation of Request Received:

· The client, retailer and MarketSource will receive an email confirming that the cancellation request has been received.

Day 6 - Confirmation of Intent to Proceed:

- The client will receive an email asking them to confirm whether they wish to proceed with the cancellation.
- If we do not receive a response, we will proceed with the cancellation on Day 7.

Day 7 - Final Confirmation of Cancellation:

The client, retailer and MarketSource will receive an email confirming that the contract has been cancelled.

What information does a client need to cancel their contract?

- Contract #
- VIN #
- Odometer
- Cancel Reason







How to Order Ancillary Supplies

Interested in ordering supplies? Here's how easy it is to do in 6 simple steps!

01 | Go to nesna-resources.com and click on "Supplies Store" in the navigation bar. You can also go directly to nesna-dealers.com/ supply-store/



02 | Select your brand, then browse the left-hand menu and click directly on an item to select it.



03 | Click on the button labeled 'Add to cart' to add the item to your cart for checkout.



04 Once an item is added to your cart, a button labeled "View cart" will appear directly below the button, allowing you to view the items in your cart.

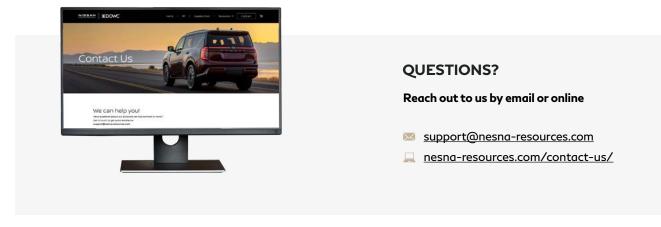


05 | Optionally, you can also view the items in your cart by clicking on the shopping cart icon at the upper right of the screen.



06 When you have finished adding items to your cart, click the 'Proceed to checkout' button to complete your order.







ELITE® PROTECTION PROGRAM

