

# TABLE OF CONTENTS

Security+Plus Core Products	
Nissan Security+Plus Summary of VSCs  Eligible Vehicles  Ineligible Vehicles  Nissan Vehicle Classification Guide	5
CERTIFIED PRE-OWNED	8
Certified Pre-Owned Wrap	9
Certified Select Program	10
PREPAID MAINTENANCE	11
Promotional Oil & Filter Changes	12
Scheduled Plans	13
Electric Vehicle	14
Bulk Oil Plans	15
QualityGuard+Plus	
Review Available Plans	16
Summary of Plans	17
Eligible Vehicles.	18
Ineligible Vehicles	18
Vehicle Classification Guide	19
PREPAID MAINTENANCE	21
Summary of Prepaid Maintenance Plans	22
Core Miscellaneous	
Security+Plus Claims & Cancellation Information	23
QualityGuard+Plus Claims & Cancellation Information	24
Security+Plus Pre-Purchase Inspection Report	26

QualityGuard+Plus Pre-Purchase Inspection Report27Cancellation Request Form28Nissan Insurance29Consumer Payment Plans30How to Order Core Product Collateral31Important Contact Information32



# Ancillary Products

OVERVIEW	33
VEHICLE ELIGIBILITY LISTINGS	34
Eligible Vehicles.	34
Ineligible Vehicles	34
High-Mileage Plan Only	35
HIGH-MILEAGE PLAN	36
EXTENDED LEASE CARE	37
VEHICLE PROTECTION	42
Bundles - Two Plan Options	42
Paintless Dent Repair	46
Key Protection	46
Emergency Road Service	46
Tire & Wheel Protection	46
360Shield	47
Vehicle Care	49
FINANCIAL PROTECTION.	50
GAP	50
Lease Excess Wear & Tear	51
Theft Protection	51
Total Loss Protection	53
Value Protect	53
PaymentShield	54
Ancillary Product Payment Plans	55
LIFETIME LIMITED WARRANTY	56
Ancillary Miscellaneous	
Ancillary State and Lender Availability Disclaimers	57
Claims & Cancellation Information for Ancillary Contracts Sold Prior to	
March 31, 2025 and High-Mileage Plans Sold Prior to June 3, 2025	59
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	59
Cancellation Information for Contracts Sold On or After April 1, 2025 and	
High-Mileage or Vehicle Care Contracts Sold On or After June 3, 2025	
How to Order Ancillary Supplies	61





### NISSAN SECURITY+PLUS SUMMARY OF VSCS

VEHICLE TYPE	NEW NISSAN		PF	RE-OWNI	ED NISS	AN
PLAN	GOLD PREFERRED	SILVER PREFERRED	GOLD PREFERRED	SIL\ PREFE		POWERTRAIN PREFERRED
NUMBER OF COVERED COMPONENTS	2,320+	1,640+	2,320+	1,64	<del>1</del> 0+	950+
DEDUCTIBLE	\$0 or \$100					
ROADSIDE ASSISTANCE <sup>1</sup>		(Roadsi	Up to \$100 per claim de Assistance: 800-2	25-2476)		
TRIP INTERRUPTION <sup>1</sup>		U	Ip to \$500 per incide	nt		
CAR RENTAL		Up to \$	342 per day, 5-day ma	ximum		
TOWING <sup>1</sup>		Nearest Nis	san dealer up to \$10	0 maximur	n	
TIME/MILEAGE	Months/Miles	Months/Miles	0 - 40	0,000 Mile	s on Odor	meter
	24/40,000 36/40,000 36/45,000 36/60,000 48/48,000 48/60,000 48/120,000	48/48,000 48/60,000 60/75,000 60/100,000 72/75,000 72/100,000 84/75,000	12 Months/12,000 M 24 Months/24,000 36 Months/36,000 36 Months/48,000 48 Months/48,000 48 Months/60,000 60 Months/60,000	Miles Miles Miles Miles Miles	60 Month 72 Month 72 Month 84 Month	ns/75,000 Miles ns/100,000 Miles ns/80,000 Miles ns/100,000 Miles ns/75,000 Miles ns/100,000 Miles
	60/60,000	84/100,000	40,001 -	- 50,000 N	liles on Od	dometer
	60/75,000 60/100,000 60/120,000 72/75,000 72/100,000 75/75,000	84/120,000 96/100,000 96/120,000	12 Months/12,000 M 24 Months/24,000 M 36 Months/36,000 Months/48,000 M	Niles Miles Miles	48 Month 48 Month 60 Month	ns/48,000 Miles ns/60,000 Miles ns/60,000 Miles ns/75,000 Miles
			50,001 -	- 60,000 N	liles on Oc	dometer
	75/100,000 84/75,000 84/100,000 84/120,000 96/100,000		12 Months/12,000 M 24 Months/24,000 36 Months/36,000 36 Months/48,000	Miles Miles	48 Month 60 Month	ns/48,000 Miles ns/60,000 Miles ns/60,000 Miles ns/75,000 Miles
	96/120,000		60,001 -	- 75,000 M	liles on Oc	dometer
			12 Months/12,000 M 24 Months/24,000			ns/36,000 Miles ns/48,000 Miles
			75,001 - 100,000 Miles on Odometer			dometer
			12 Months/12,000 M	1iles	24 Month	ns/24,000 Miles
PURCHASE DADAMETERS	New Nissan vehicles up to 36 Months/ 36,000 Miles (A surcharge will automatically be added upon contract submission for vehicles over 12 Months/12,000 Miles).		See above for milea eligibility paramete			er to the model year tom of <u>page 5</u> .
COVERAGE REGINS	Coverage begins on the manufacturer's original warranty start date, with mileage beginning at zero, regardless of the vehicle age or odometer reading at time of sale.					
MATERIAL ORDERING			vw.nnanet.com and or r Materials Ordering-		tended Pr	otection Plans.
DEALER ASSISTANCE	If additional assista call 800-362-4111 op		ns, transfers or cance	llations is 1	needed,	
CLAIMS	For claims assistan	ce or questions abou	ut contract coverage	: 855-456-	9544.	
CUSTOMER ASSISTANCE	For customer inqui	ries regarding cance	llations, transfers an	d coverage	e: 800-NIS	SAN1.
SURCHARGES	Turbocharger: \$100 (GT-R exempt) Diesel Engine: \$200					

<sup>1.</sup> Towing and Emergency Roadside Assistance benefits under a Security+Plus VSC are not available if sold by a California dealer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.





### SUMMARY OF VSC CONTRACTS FOR MY17 & LATER TITAN, NCV & FLEET SALES

VEHICLE TYPE		NEW			PRE-OWNED	
PLAN	GOLD PREFERRED	SILVER PREFERRED	POWERTRAIN PREFERRED	GOLD PREFERRED	SILVER PREFERRED	POWERTRAIN PREFERRED
NUMBER OF COVERED COMPONENTS	2,320+	1,640+	950+	2,320+	1,640+	950+
DEDUCTIBLE			\$0	or \$100		
ROADSIDE ASSISTANCE <sup>1</sup>				00 per claim tance: 800-225-24	76)	
TRIP INTERRUPTION <sup>1</sup>			Up to \$50	00 per incident		
CAR RENTAL			Up to \$42 per o	lay, 5-day maximu	m	
TOWING <sup>1</sup>		N	earest Nissan dea	ler up to \$100 max	dimum	
TIME/MILEAGE	Months/ Miles	Months/ Miles	Months/ Miles	0 - 40	,000 Miles on O	dometer
TERMS	24/80,000 <sup>2</sup> 36/100,000 <sup>2</sup> 48/120,000 <sup>2</sup> 48/150,000 <sup>2</sup>	72/100,000 72/120,000 72/150,000 84/100,000	24/80,000 <sup>2</sup> 36/100,000 <sup>2</sup> 48/120,000 <sup>2</sup> 48/150,000 <sup>2</sup>	12 Months/30,00 12 Months/40,00 24 Months/60,00	O Miles 36 Mc	onths/70,000 Miles onths/80,000 Miles
	60/100,000 <sup>2</sup>	84/120,000	60/100,000 <sup>2</sup>	_	50,000 Miles on	
	60/120,000 <sup>2</sup> 72/100,000 72/120,000	84/150,000 96/100,000 96/120,000	60/120,000 <sup>2</sup> 72/100,000 72/120,000	12 Months/30,00 12 Months/40,00		onths/48,000 Miles onths/60,000 Miles
	72/150,000 72/150,000 84/100,000 84/120,000 84/150,000	96/150,000	72/150,000	50,001 -	60,000 Miles on	Odometer
			84/100,000 84/120,000 84/150,000	12 Months/30,00 12 Months/40,00		onths/60,000 Miles
	96/100,000		96/100,000	60,001 -	75,000 Miles on	Odometer
	96/120,000 96/150,000		96/120,000 96/150,000	12 Months/30,00	0 Miles 12 Mo	nths/40,000 Miles
	, ,		, , , , , , , , , , , , , , , , , , , ,	75,001 – 1	00,000 Miles or	Odometer
				12 Months/30,00	0 Miles	
PURCHASE PARAMETERS	New Nissan vehicles up to 60 Months/100,000 Miles (A surcharge will automatically be added upon contract submission for vehicles over 12 Months/12,000 Miles).  See above for mileage parameters. Refer to the model year eligibility parameters located at the bottom of page 5.					
COVERAGE BEGINS	Coverage begins on the manufacturer's original warranty start date, with mileage beginning at zero, regardless of the vehicle age or odometer reading at time of sale.  Coverage begins on the date and miles on the odometer when the pre-owned contract is purchased.					
MATERIAL ORDERING	To order forms and brochures, go to <a href="https://www.nnanet.com">www.nnanet.com</a> and choose:  My Links> Dealer Operations> Dealer Materials Ordering> VSC/Extended Protection Plans.					
DEALER ASSISTANCE	If additional assistance with applications, transfers or cancellations is needed, call 800-362-4111 option 1, option 1.					
CLAIMS	For claims assistance or questions about contract coverage: 855-456-9544.					
CUSTOMER ASSISTANCE	For customer inquiries regarding cancellations, transfers and coverage: 800-NISSAN1.					
SURCHARGES	Turbocharger: \$100 Diesel Engine: \$200					



<sup>1.</sup> Towing and Emergency Roadside Assistance benefits under a Security+Plus VSC are not available if sold by a California dealer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.

<sup>2.</sup> Only available on Fleet sales.



#### **ELIGIBLE VEHICLES**

VSC	PLAN AVAILABILITY	IN SERVICE DATE - 3YR/36,000 MI	3YR/36,001 MI - 5YR/60,000 MI	5YR/60,001 MI- 9YR/100,00 MI
NEW PRICING	At time of original vehicle purchase date <sup>2</sup>	Fligible for Cole		/^
NEW PRICING	After original vehicle purchase date <sup>2</sup>	Eligible for Sale	N/A	
PRE-OWNED	At time of vehicle purchase date	Eligible for Sale		
PRICING	After vehicle purchase date			

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

Qualifications for all vehicles: Dealer 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 manufacturer's original warranty start date, and Mileage begins at zero. Vehicle must be under the new vehicle basic limited warranty.

Coverage begins on vehicle purchase date, and Mileage is added to vehicle's current odometer reading. Vehicle model year must be within the current or previous nine (9) model years and have fewer than 100,000 miles.

Electric or Hybrid Battery Coverage: High voltage battery is excluded from coverage.

For Warranty information, go to <a href="https://www.nissanusa.com/owners/ownership/warranty.html">https://www.nissanusa.com/ownership/warranty.html</a>

### **Summary of Warranty Coverage**

Basic Coverage	36 months / 36,000 Miles
Powertrain Coverage	60 months / 60,000 Miles

### **Model Year Eligibility Parameters Table**

ALL VEHICLES OF CURRENT AND PRIOR NINE (	9) MODEL 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



- 1. Refer to  $\underline{\text{page 4}}$  for MY17 and later, Titan, and NCV eligibility details, which differ.
- 2. Vehicles that exceed 12 months or 12,000 miles on the odometer will be charged a surcharge.





#### **INELIGIBLE VEHICLES**

- 1. Vehicles originally distributed by entities other than Nissan North America, Inc.
- 2. Vehicles that have been issued a salvage title (or similar title) for any reason under any state law.
- 3. True mileage unknown (TMU) vehicles.
- 4. Vehicles that have had a factory warranty voided for various reasons (e.g., "some warranties canceled" as shown in the DBS National Service History).
- 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 do not meet the time and/or mileage parameters.
- 9. Vehicles used at any time for commercial purposes. Nissan Commercial Vehicles are the only exception.

"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.

**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. Vehicles being used part-time or full-time for ondemand "ride-sharing" services (e.g. UBER and LYFT) are NOT considered commercial use.

NESNA 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. NESNA reserves the right to reject any contract for any reason at its discretion upon return of the full amount paid.

Security+Plus 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 TO FLORIDA DEALERS: NESNA CANNOT ACCEPT SECURITY+PLUS APPLICATIONS FOR VSCs SOLD TO OWNERS AT RETAIL PRICES THAT DIFFER FROM THOSE PUBLISHED IN THE CURRENT SECURITY+PLUS FLORIDA RETAIL RATE GUIDE. Refer to Service Contracts Bulletin SCB25-07 for more details regarding Florida compliance requirements.





### NISSAN VEHICLE CLASSIFICATION GUIDE

### CLASS 1

Altima Frontier Juke

Kicks LEAF Rogue

Sentra Versa

CLASS 2

ARIYA Maxima Murano

Pathfinder Z (all)

CLASS 3

Armada Titan (MY16)

**CLASS 4** 

GT-R

CLASS 5

Nissan Commercial Vehicle (NCV)

CLASS 6

Titan (MY17 and later)







### Certified Pre-Owned

#### **How are Pre-Owned Nissan Vehicles Certified?**

For a Nissan vehicle to qualify for Certified Pre-Owned (CPO) certification, it must be less than 6 years from the original in-service date and have fewer than 80,000 miles.

Eligible vehicles then undergo two in-depth checks: first a study of the vehicle's history, and then a comprehensive, 167-point digital vehicle inspection.

Every Nissan CPO vehicle comes with a limited powertrain warranty, 1-Year of Basic Prepaid Maintenance<sup>1</sup>, Roadside Assistance, a CARFAX Vehicle History Report and CARFAX Buyback Guarantee.

Dealers will have the opportunity to upsell the customer to a longer Basic or Basic+Plus Prepaid Maintenance Agreement.

#### **Limited Warranty Overview**

\$100 Deductible - PER VISIT FOR ALL COVERED **COMPONENT REPAIRS** (deductible is waived when customer purchases a CPO Wrap plan).

VEHICLE CLASS	TIME/MILEAGE OPTIONS
All Nissan Vehicles (except GT-R and NCV)	7 Years / 100,000 Miles <sup>2</sup>

Warranties are governed by federal law and cannot be up-sold in the Finance Department. Dealers must follow federal disclosure requirements, including properly outlining the warranty coverage on the Federal Trade Commission Buyer's Guide. Consequently, the retail price displayed on a stock unit must already include the cost of the Certified Pre-Owned Limited Warranty plus any surcharges, and cannot be charged separately to the consumer.

For additional information, including vehicle eligibility requirements, inspection process, etc., please visit: NNAnet.com/My Links/Certified Pre-owned/CPO Policies and Procedures. The Nissan Certified Pre-Owned Vehicle Limited Warranty cannot be canceled. The Nissan GT-R and Nissan Commercial Vehicles (NCV) do not qualify for a Certified Pre-Owned Limited Warranty. For questions on the Certified Pre-Owned program, please email <a href="mailto:certpre@nissan-usa.com">certpre@nissan-usa.com</a>.



- 1. EV will receive Scheduled Maintenance Plan benefits.
- 2. Coverage begins on the manufacturer's original warranty start date, with mileage beginning at zero, regardless of the vehicle age or odometer reading at time of sale.





#### CERTIFIED PRE-OWNED WRAP

### **Expanded Coverage**

The CPO Limited Warranty (CPO/LW) covers up to 630+ Engine, Transmission and Drivetrain components of the 60 month / 60,000 mile factory powertrain warranty. The optional CPO Wrap coverage plan adds 1,690+ additional components for a combined total of up to 2,320+ components for up to 8-year/120,000-mile term.

Combining a CPO/LW with a CPO Wrap plan provides the same total component coverage as a Security+Plus Gold Preferred VSC and eliminates the deductible.

TIME / MILEAGE OPTIONS	DEDUCTIBLE	AVAILABILITY
7 Years/100,000 Miles <sup>1</sup>	\$0	
7 Years/Unlimited Miles <sup>1</sup>	\$0	Class 1, 2, 3, & 6
8 Years/120,000 Miles <sup>1</sup>	\$0	

These terms apply only to eligible Certified Pre-Owned Nissan vehicles.

Special attention must be paid when processing a Security+Plus Wrap application to ensure proper billing of rates. CPO Wrap plans can be sold at the time of Certified Pre-Owned vehicle sale or within the first 90 days thereafter.

- · Class 1: Altima, Frontier, Kicks, LEAF, Rogue, Sentra, Versa
- · Class 2: ARIYA, Maxima, Murano, Pathfinder, Z
- · Class 3: Armada
- Class 6: Titan (MY17 and later)

Total number of components covered varies depending on year, model and trim.



Note: Towing and Emergency Roadside Assistance benefits under a Security+Plus VSC Wrap are not available if sold by a California dealer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.

<sup>1.</sup> Coverage begins on the manufacturer's original warranty start date, with mileage beginning at zero, regardless of the vehicle age or odometer reading at time of sale.





#### CERTIFIED SELECT PROGRAM

### **Certified Select Program Overview**

For a Nissan vehicle to qualify for Certified Select certification, it must be out of powertrain limited warranty and up to previous 10 Model Years with less than 100,000 miles. For non-Nissan vehicles, any vehicle Class 10 or below<sup>1</sup>, up to previous 10 Model Years with less than 100,000 miles.

Eligible vehicles then undergo two in-depth checks: First a study of the vehicle's history, and then a comprehensive, 84-point digital vehicle inspection. Every Certified Select vehicle comes with a limited powertrain warranty covering 630+ components, one visit for Prepaid Maintenance during the first year of ownership, Trip Interruption, Car Rental reimbursement and Roadside Assistance for the duration of the limited warranty.

#### \$100 Deductible — PER VISIT FOR ALL COVERED COMPONENT REPAIRS

NISSAN MODELS	NON-NISSAN MODELS	TIME/MILEAGE OPTION <sup>2</sup>
All Nissan vehicles except NCV and GT-R	Class 10 & below <sup>1</sup>	12 Months/12,000 Miles

#### **Certified Select Wrap Upgrade**

The Certified Select Wrap upgrade is available for Nissan models Class 1-3, 6 and non-Nissan vehicles classes 1-10. This optional coverage adds 60% more powertrain components, plus these essential vehicle systems: Advanced Driver Assistance Systems (ADAS), Infotainment System, AC/Heater, Brakes, Body & Interior, Electrical, Fuel System, Steering and Suspension. 1,690+ additional components for a Nissan model and 1,400+ for a Non-Nissan vehicle.

Trip Interruption, Car Rental Reimbursement and Roadside Assistance benefits<sup>3</sup> are extended to match the Wrap term, too.

The CPO Select Wrap adds two additional term options - 24 Month/24,000 Mile, or 36 Month/36,000 Mile. And adding a Wrap upgrade eliminates the CPO/LW \$100 deductible, making covered repairs payment free.

#### **\$0 Deductible**

NISSAN MODELS	NON-NISSAN MODELS	TIME/MILEAGE OPTION <sup>2</sup>
Class 1 - 3, 6 <sup>1</sup>	Class 10 & below <sup>1</sup>	12 Months/12,000 Miles 24 Months/24,000 Miles 36 Months/36,000 Miles

For additional information, including vehicle eligibility requirements, inspection process, etc., please visit: NNAnet.com/My Links/Certified Pre-owned/CPO Policies and Procedures/Program Details/ Process Guide. You can also email the CPO Department at certpre@nissan-usa.com.

The Nissan GT-R and Nissan Commercial Vehicles (NCV) are ineligible for a Certified Select Limited Warranty.

<sup>3.</sup> Towing and Emergency Roadside Assistance benefits under a Security+Plus VSC Wrap are not available if sold by a California dealer.Certified Pre-Owned and Certified Select Limited Warranties are not affected by this state regulation.



<sup>1.</sup> Nissan models see page 7, non-Nissan models see pages 19-20.

<sup>2.</sup> Coverage begins on date and mileage on the odometer at time of purchase.



## Prepaid Maintenance

#### **DEALER BENEFITS**

- Multiple Sales Opportunities
  - Additional Part Sales
  - Additional Service Department Revenue
- Supports the Customer Journey
  - Service Retention
  - Owner Loyalty
  - Repurchase Intent
- Highly Customizable

#### **CUSTOMER BENEFITS**

- Convenient and Affordable
- Factory-Trained Technicians and Genuine Nissan Parts
- Potential Increased Resale Value
- Future Maintenance at Today's Prices
- Car Rental Benefits (Scheduled plans)
- Transferable
- Potential Fuel Savings

### **Scheduled Maintenance Plan Eligibility Requirements**

- 1. Scheduled Plan is designed to closely follow the recommended services in the Owner's Manual to protect your factory warranty coverage, plus Tire Road Hazard Protection.
- 2. Coverage begins at the Manufacturer's Original Warranty start date and 0 miles except Electric Vehicles (EV), where coverage starts with odometer miles on purchase date.
- 3. Available for new Nissan vehicles only. Must be sold within the first 6 months and 7,500 miles of the vehicle sale. GT-R plans must be sold within 6 months and 6,000 miles (All EV excluded).

#### Oil Change Only, Basic or Basic+Plus

- 1. Additive term plans are available for new and pre-owned Nissan vehicles
- 2. Coverage begins at the time and mileage the plan is purchased
- 3. Plans can be sold any time during the life of the vehicle
- 4. Each term option includes 2 oil changes and tire rotations (excluding OCO) per year

### Specifications - Oil Type, Tire Rotation, **Replacement Parts**

- 1. Genuine Nissan 5W-30 Conventional Motor Oil or Genuine Nissan OW-20 Synthetic Motor Oil, per the Owner's Manual or subsequent bulletins updating these specifications. Altima VC-Turbo plans include Mobil 15W-30 oil, Titan Diesel plans include Mobil Delvac 1300 10W-30 oil and GT-R plans include Mobil 1 0W-40 oil, as per the Owner's Manual.
- 2. Vehicles equipped with staggered fitment cannot be rotated so there is no reimbursement for tire rotation claims on vehicles so equipped.
- 3. Replacement of any part will be made with new Genuine Nissan or Nissan-approved parts, e.g. Value Advantage.

#### **Benefits - Details and Restrictions**

- 1. CAR RENTAL ASSISTANCE is available at 30,000mile intervals on the Scheduled Maintenance plan only for up to \$42 for one day while your customers' vehicles are being serviced.
- 2. TIRE ROAD HAZARD PROTECTION Not available on contracts sold by dealers in Florida and California. For all other states, this coverage includes common damage not included in the tire manufacturer's warranty caused by potholes, nails, glass, and other roadway debris. Tire damage coverage provides zero deductible protection for flat tire repairs up to \$35 per tire, as well as prorated replacement of the vehicle's original four tires, up to \$250 per tire, up to a maximum of four tires per vehicle. Tire Road Hazard Protection is included in the 'Scheduled' and 'Basic+Plus' plans for up to a maximum of three years of the term of the plan purchased.





#### PREPAID MAINTENANCE: PROMOTIONAL OIL & FILTER CHANGES

### **Promotional Oil & Filter Changes**

Promotional PMA delivers value to customers with fixed retail price offers available on nearly all new and pre-owned Nissan vehicles.1

#### Fixed Retail Rate \$339, CANCELLABLE, TRANSFERABLE

- Service interval: 6 months or 5,000 miles
- Genuine Nissan engine oil & filter (per specifications in model specific Owner's Manual)

VEHICLE TYPE	TERMS	FIXED RETAIL PRICE
New & Pre-Owned Nissan Vehicles	36 Months / 36,000 Miles	\$339

### **NESNA Marketing Support**

We create and distribute a variety of marketing collateral free of charge to Dealers. Easy and convenient on-line ordering and fulfillment with free ground shipping on all orders.

There are three forms of advertising available for Dealers — a table tent and poster for in-dealership promotion and digital ad banners for Dealer websites:

- 4.25" x 5" Table Tents
  - Small 2" x 4 25" footprint perfect for Service Drive, Parts & Accessories and Cashier counter-tops
  - Packaged in sets of 5, ship flat
- 17" x 11" posters
  - Double-sided with adhesive
  - Suitable for window placement or against flat surface
- Digital banner ads for your website
  - 10 sizes to fit your needs
  - Download via NESNA Marketing Materials or on NNANet: My Links--> Dealer Operations--> Dealer Materials Ordering->VSC/Extended Protection Plans











### PREPAID MAINTENANCE: SCHEDULED PLANS

#### **New Vehicles**

• New: Must be sold within the first 6 months & 7,500 miles of vehicle sale.

#### **Service Intervals and Terms**

### 6 Month / 7,500 Mile

TERM MONTH	TERM MILES
24	30,000
36	45,000
48	60,000
60	75,000
72	90,000

### 6 Month / 6,000 Mile

TERM MONTH	TERM MILES
24	24,000
36	36,000
48	48,000
60	60,000

#### 12 Month / 10,000 Mile

TERM MONTH	TERM MILES
24	20,000
36	30,000
48	40,000
60	50,000
72	60,000
84	70,000
96	80,000

#### 12 Month / 7,500 Mile

TERM MONTH	TERM MILES
12	7,500
24	15,000
36	22,500
36	30,000
36	36,000
36	45,000
48	30,000
60	37,500
72	45,000
84	52,500
96	60,000

#### **Scheduled Plans:**

Covered Services, Benefits & Inspections

SERVICES	SCHEDULED
Replace Engine Oil & Filter	•
4-Tire Rotation	•
Replace Brake Fluid	•
Replace Engine Air Filter	•
Replace In-Cabin Microfilter	•
Lubricate Propeller Shaft (4WD/AWD)	•
BENEFITS	
Tire Road Hazard Protection	•
Car Rental Assistance	•
INSPECTIONS	
Inspections performed as outlined in owners manual	•

For Eligibility see <u>page 11</u>.

Use PCRS+ to determine vehicle service interval.





### PREPAID MAINTENANCE: ELECTRIC VEHICLE

Security+Plus EV Maintenance Plans are available for Pre-Owned as well as New EV. Service intervals are 6-months/7,500 miles for all plans.

### EV Carefree+ Maintenance<sup>1</sup>

TERM MONTH	TERM MILES
36	36,000

#### EV Carefree+ Upsell<sup>2</sup>

TERM MONTH	TERM MILES
48	60,000
60	75,000

### Nissan EV Maintenance Plans<sup>3</sup>

TERM MONTH	TERM MILES
12	15,000
24	30,000
36	45,000
48	60,000
60	75,000

#### **All EV Plans**

Covered Services, Benefits & Inspections<sup>4</sup>

SERVICES	ALL EV MODELS
4-Tire Rotation	•
Replace Brake Fluid	•
Replace In-Cabin Microfilter	•
BENEFITS	
Tire Road Hazard Protection	•
Car Rental Assistance	•
INSPECTIONS	
Axle & Suspension Parts	•
Brake Lines & Actuators	•
Brake Pads & Rotors	•
Charging Port	•
Charging Port cap	•
Cooling system	•
Drive Shaft Boots	•
Front Suspension Ball Joints	•
Reduction Gear Oil	•
Steering Gear & Linkage	•
Steering Linkage Ball Joints	•
Horn, lights, signals, wipers, liftgate/hood lift supports	•
Inspect Intelligent Key battery	•
12v battery terminals & cables, battery test	•
Tire pressure, treadwear and depth	•
Suspension components (shocks, subframe, tie rods)	•

<sup>1.</sup> Maintenance plan included with purchase of a new MY23 and later Nissan Electric Vehicle.

<sup>4.</sup> Per Owner's Manual Standard Maintenance Schedule, when applicable to model, year, and service interval.



<sup>2.</sup> Discounted EV Carefree+ Upsell plans must be sold at the time of vehicle sale.

<sup>3.</sup> Plans can be sold at anytime during the life of the vehicle. Coverage begins at the time and mileage the plan is purchased.



### PREPAID MAINTENANCE: BULK OIL PLANS

For Eligibility see page 11.

Additive term plans are available for all new and pre-owned Nissan vehicles. Plans can be sold any time during the life of the vehicle. Coverage begins at the time and mileage the plan is purchased. Each term option includes 2 oil changes and tire rotations per year.

### Service Intervals 6 Month/7,500 Mile

### Plan Options Include Basic+Plus, **Basic and Oil Change Only**

- Bulk oil plans use Genuine Nissan 0W-20 or 5W-30 engine oil
- Mobil 1 plans apply to Altima with the 2.0L VC-Turbo engine
- Mobil Delvac plans apply to Titan Diesel
- Tire rotation¹ available on Basic+Plus and Basic Plans only
- Oil Change Only plans not available on Mobil 1 or Mobil Delvac plans

#### **Available Terms**

TERM MONTH	TERM MILES
12	15,000
24	30,000
36	45,000
48	60,000
60	75,000
72	90,000
84	105,000
96	120,000

#### **Covered Services & Benefits**

SERVICES	BASIC+PLUS	BASIC	OIL CHANGE ONLY
Engine Oil & Filter	•	•	•
Tire Rotation	•	•	
BENEFITS			
Tire Road Hazard Protection <sup>2</sup>	•		

2. Tire Road Hazard Protection not available on contracts sold by dealers in Florida and California.





<sup>1.</sup> Vehicles equipped with staggered fitment tires cannot be rotated and are not available for reimbursement with tire rotation claims.



## QualityGuard+Plus

#### REVIEW AVAILABLE PLANS

- 1. Refer to Eligibility Parameters table on page 18.
- 2. Determine plan options
  - Use the Vehicle Classification Guide on pages 19 20 to determine the appropriate vehicle class.
  - On page 17, VSC Plan Summary, using the vehicle's miles at Purchase (odometer reading), determine the Time and Mileage Options available for the customer'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 customer's contract and debit the dealer for the surcharge or correct the classification. A QualityGuard+Plus VSC goes into effect with the date and mileage reading from the time the customer purchased the vehicle and expires after the time or mileage interval, whichever occurs first. The customer 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 DEALERS: 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.

NOTE: 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 dealer. The application will be voided and the dealer will be credited. Dealers 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 NINE (9)	MODEL 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

				OWNED VEHICLES				
PLAN		QUALITYGUARD+PLUS VSC PLANS						
NUMBER COMPON	OF COVERED ENTS	(Varie	Up to 2,035 components (Varies by Plan: Supreme 2,035; Deluxe 1,330; Powertrain 630)					
DEDUCTII	BLE			\$100				
/EHICLE	ELIGIBILITY	BEFOR	E Selecting Plan, Revie	w Eligibility Parameters on I	page 18			
ROADSID	E		Up to \$	100 per Claim	<del>-</del>			
ASSISTAN				stance: 800-225-2476)				
TRIP INTE	ERRUPTION <sup>1</sup>		Up to \$50	00 per incident				
CAR REN	TAL		Up to \$42 per o	day, 5-day maximum				
TOWING <sup>1</sup>			Up	to \$100				
			0 – 12.000 N	liles on Odometer				
				36/36,000	36/48,000			
	Months	48/48,000	48/60,000	60/60,000	60/75,000			
	/ Miles	60/100,000	72/75,000	72/100,000	84/75,000			
		84/100,000	84/120,000	96/100,000				
			12,001 - 20,000	O Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000			
	Months / Miles	48/48,000	48/60,000	60/60,000	60/75,000			
	/ Miles	60/100,000	72/75,000	72/100,000	84/75,000			
		84/100,000	84/120,000	96/100,000				
	Months / Miles		20,001 - 30,00	0 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000			
NS NS		48/48,000	48/60,000	60/60,000	60/75,000			
RA		60/100,000	72/75,000	72/100,000	84/75,000			
Ë		84/100,000	96/100,000					
TIME/MILEAGE TERMS	Months		30,001 - 40,00	0 Miles on Odometer				
Ę/		12/12,000	24/24,000	36/36,000	36/48,000			
<u>R</u>	/ Miles	48/48,000	48/60,000	60/60,000	60/75,000			
ME,		60/100,000	72/75,000	84/75,000				
È			40,001 - 50,00	0 Miles on Odometer				
	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			
		72/75,000	84/75,000					
			50,001 - 60,00	0 Miles on Odometer				
	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			
		72/75,000	84/75,000					
	Months		60,001 - 75,000	0 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		75,001 – 100,00	0 Miles on Odometer				
	/ Miles	12/12,000	24/24,000	36/36,000				
OVERAC	GE BEGINS	Co	overage begins on the	date the vehicle is purchase	ed.			
		Covered Items	Surcharge					
ADDITION COMPON		Turbocharger	•	Surcharges must be add				
COVERAC	GE	Supercharger 4WD/AWD	•	contract sale in order for components to be cove				
SURCHAR	KUES	Diesel Engine		components to be cove	area by the contract			
DEALER (	CONTACT		with applications trans	sfers or cancellations, call 80	00-762-711			
CLAIMS A	ONTACT ND			ntract coverage and for Cus				

<sup>1.</sup> Towing and Emergency Roadside Assistance benefits under a QualityGuard+Plus VSC are not available if sold by a California dealer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.



#### **ELIGIBLE VEHICLES**

VEHICLE SERVICE CONTRACT (VSC) PLAN AVAILABILITY		CURRENT PLUS 9 PREVIOUS MODEL YEARS1		
		0 - 12,000 MI	12,001 - 100,000 MI	
NEW PRICING	At time of original vehicle purchase date		N/A	
NEW PRICING	After original vehicle purchase date	Eligible for Sale	N/A	
PRE-OWNED	At time of vehicle purchase date	N/A	Eligible for Sale	
PRICING	After vehicle purchase date	IV/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: Dealer 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**

- 1. Vehicles either listed as N/A or not listed in the QualityGuard+Plus Protection Plan Vehicle Classification Guide.
- 2. 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.
- 4. 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
- 10. 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 on-demand "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.

<sup>1.</sup> Please see page 8 for specific eligibility requirements and coverage on CPO Limited Warranty and CPO Wrap.

<sup>2.</sup> 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	<u>CLASS</u>	MODEL C	LASS	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	6	Hornet	4	,	
All Hybrids / Electric	6	CT6	8	Journey	4	GMC	
		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
ALIDI		Escalade IQ / iQL	12	All Hybrids / Electric	5	Acadia	7
AUDI	0	Escalade-V	9			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 8	SRX	7	1500 Series / ProMaster Car		Terrain	5
All N/10 N/10 N/12 Engines		XTS/XT4/XT5/XT6	7	1500 TRX	10	Yukon / Yukon XL	7
All V10, W8, W12 Engines	N/A 8	Most HEVs / EVs	7	2500 Series / ProMaster Car	_	All Electric	9
Q4 / Q6 (e-tron models) e-tron GT	N/A			3500 Series / ProMaster Car	_	HONDA	
Q8 / Q8 e-tron	N/A 9	CHEVROLET		All Hybrids / Electric	5	Accord	1
R8 4.2	12	Camaro	6	FIAT		Civic	1
R8 5.2	N/A	Camaro Z28	10	124 Spider	5	Civic / CRV	1
RS3 / RS5	9	Camaro ZL1	8	500 / 500e / 500L / 500X	4		3
RS6 / RS7	10	Corvette	8	300/300e/300L/300X	4	Civic Type R Clarity Electric	4
RS Q8	11	Corvette Z06	10	FORD		Fit	1
S3 / S4	8	Corvette E-Ray	10	EcoSport	2	HR-V	2
S5 / SQ5 / S6	8	Cruze	4	Fiesta	2	Odyssey	2
S6 e-tron / SQ6 e-tron	9	Impala	3	Flex / C-Max	3	Passport / Pilot	2
S7 / SQ7	9	Malibu	3	Focus	2	Ridgeline	3
SQ8 / SQ8 e-tron	10	Sonic	3	Focus Electric	2	All Hybrids / Electric	5
S8	11	Spark Electric	3	Fusion	3	All Hybrids / Licetife	3
TT / TTS	8	SS Models	7	Mustang	6	HYUNDAI	
Most Hybrids / Electric	9	Volt Hybrid	4	Mustang Cobra	6	Accent	1
	-	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 / 50	0 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	Ioniq	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 / 350	00 6	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 E-350	4	Veloster	2
All M Series	N/A	Trax	3	E-Transit	6	Venue	4
X1 / X2	8	Most Hybrids / Electric	5	Edge	6 3	All Hybrids / Electric	5
Other X Series	9			Escape	5	INFINITI	
Z4	9	CHRYSLER		Expedition	7	QX30	4
All HEVs / EVs except i3 / i4		200 Series / 300 Series	4	Explorer	5	QX50 / 55	5
i3 / i4 Hybrid / Electric	8	300 Series V8	5	F-150	5	QX70 (V6)	5
виіск		SRT Models	7	F-150 Electric	6	QX70 (V8)	6
Cascada	4	All Hybrids	5	F-150 Raptor-R	8	Q50 / Q60 Coupe	6
Enclave	7	CHRYSLER VANS / TRUCKS		F-250	6	QX60	6
Encore / Envista	3	Pacifica	5	F-350	7	Q70	5
Envision	6	Town & Country / Voyager Van		F-450 and Greater	N/A	QX80	7
LaCrosse	3	Trucks / Vans	6	Maverick	3	Q50 / QX60 Hybrid	4
Regal	3	All Hybrids	5	Ranger / Lariat	3	Q70 Hybrid	5
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 C	LASS	MODEL CL	<u>ASS</u>
JAGUAR		LINCOLN		MINI		тоуота	
All Models	9	Continental	6	All John Cooper Works Mode	ls 8	4Runner	2
F-Pace SVR	N/A	MKS	6	All Hybrids / Electric	6	86 / GR-86	5
F-Type SVR	N/A	MKZ	6	All Other Models	7	Avalon	1
I-Pace Electric	9					Camry	1
XE SV Project 8/SVR	N/A	LINCOLN VAN / TRUCKS		MITSUBISHI		Corolla / Cross / iM	1
3	,	Aviator	7	Eclipse Cross	3	C-HR	3
JEEP		Corsair	7	Lancer	3	Highlander / Grand Highlander	
Cherokee / Grand Cheroke	e 5	MKC / MKT / MKX	7	Mirage	1	Land Cruiser	5
Compass / Patriot	4	Navigator	7	Outlander / Outlander Sport	2	Prius	3
Gladiator	4	Nautilus	7	RALLIART /	9	RAV4	1
Grand Cherokee Trackhaw	k 10	All Hybrids	7	Sportback RALLIART		Seguoia	4
Wrangler	4			All Hybrids / Electric	3	Sienna	4
Renegade	5	MASERATI				Supra	8
SRT Models	8	All Models / Trim Levels wit	h N/A	PORSCHE		Tacoma	2
Wrangler Rubicon 392	8	a Nettuno Engine		911 Carrera / Panamera	10	Tundra	2
All Hybrids / Electric	5	Ghibli / Ghibli Modena	9	911 Carrera S / Panamera S	11	Venza	2
		Grecale	9	Boxster / Cayenne / Cayman	9	Yaris / Yaris iA	1
KIA		Grecale Trofeo	N/A	Boxster S / Cayenne S /	10	All Hybrids / Electric	5
Cadenza	2	Levante SUV	9	Cayman S / Cayman GT4		/ , Z	
Carnival / Telluride	5	Quattroporte Sedan	10	Targa	10	VOLKSWAGEN	
EV6 / EV9 Electric	6	GranTurismo	12	All Hybrids / Electric	N/A	All VW Models / Trim Levels	N/A
Forte	2	GranTurismo Modena	N/A	All Turbo Models	N/A	with a V10, W8 or W12 Engine	
K4 / K5	5	GranTurismo Trofeo	N/A			Atlas / Cross Sport	7
K900	7	GranTurismo Folgore	N/A	SALEEN		Arteon	8
Niro	4	MC20	N/A	All Models	N/A	Beetle	4
Optima	3	Most Hybrids / Electric	10	SCION		CC	7
Rio	1			All Models except FR-S	4	Eos	8
Sedona	3	MAZDA		FR-S	5	E-Golf	6
Seltos	2	CX3 / CX-30	4	FR-3	5	Golf / TDI	5
Sorento	3	CX5 / CX50	4	SMART		GTI / GLI	5
Soul	2	CX-70	5	All Models	4	Jetta / TDI	4
Sportage	2	CX9 / CX-90	5			Passat / TDI	6
Stinger	6	Mazda 3 / 6	3	SUBARU		Taos / Touareg / TDI	7
Most Hybrids / Electric	5	MX5 Miata	4	Ascent	5	Tiguan	7
		All Hybrids	6	BRZ	4	All Hybrids / Electric	8
LAND ROVER		MERCEDES-BENZ		Forester	3		
All Models	10	All 12-Cylinder Engines	N/A	Impreza	3	VOLVO	
All Hybrids / Electric	10	All AMG	N/A	Legacy	2	S60 / 80 / 90	5
LEXUS		All Maybach	N/A	Outback	4	V60 / 70 / 90	5
ES / GS Series	2	All McLaren	N/A	WRX	4	XC40 / 60 / 70 / 90	7
GS F / GX Series	4	A-Class / C-Class	8	WRX-STI	8	All Other Models	6
IS 500	7	B250e	8	XV Crosstrek	3	All Hybrids / Electric	8
IS Series	3	CLA	8	All Hybrids / Electric	5		
LFA	N/A	CLS Class	9			WAGONEER	
LC	7	E-Class	8			Wagoneer	5
LS Series	6	EQC 400	8			Grand Wagoneer	5
LX Series	5	GLA / GLB / GLC	8			All Electric	5
NX / RX Series	4	G / GL / GLE / GLS	9				
RC / RC F	4	M-Class	8				
RZ 300e / 450e	7	Metris	8				
TX / UX	4	S / SLC / SLK Class	9				
All Other Models	5	SL-Class	10				
LS / LC Hybrid	7	All Hybrids / Electric	10				
All Other Hybrids	4	, 5.1.05 , Electric					
	-						

**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

#### **DEALER 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 dealer.3

- High Value Product Provides prepaid maintenance services at intervals applicable to most drivers' usage, plus valuable Tire Road Hazard Protection.<sup>2</sup>
- Multiple Sales Opportunities All plans are additive terms and can be sold on the service drive as well as in the F&I office.
- Customer Retention Mechanical inspections are performed when returning to the selling dealer, 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 customer'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.

#### **CUSTOMER BENEFITS**

- Affordable 152 different coverage options, all with zero deductible.
- Price Protection Pre-payment of maintenance ensures that your customers are protected from future parts and service price increases.
- Enhanced Resale Value Properly maintained vehicles can help customers earn higher resale values.
- Tire Road Hazard Protection<sup>2</sup> 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 <sup>3</sup>	OIL CHANGE ONLY <sup>3</sup>	OIL & FILTER CHANGES, PLUS TIRE ROTATIONS <sup>1</sup>	
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. <sup>1</sup>	
Inspect CV Joint Boots (if applicable)	Service Level 2: Up to a	Service Level 2: Up to a	
Inspect Engine Drive Belt(s)	maximum \$60 per service including: oil & filter	maximum \$75 per service including: oil & filter	
Inspect Fluid Levels (add, if required)	change only.	change, plus tire rotation	
Inspect Horn	Service Level 3: Up to a maximum \$85 per service	Service Level 3: Up to a maximum \$100 per service	
Inspect Hoses	including: oil & filter change only.	including: oil & filter change, plus tire rotation.	
Inspect Lights (Head, Tail, Brake, Turn Signals)	Service Level (LID to 2		
Inspect Parking Brake Operation	Service Level 4: Up to a maximum \$150 per service including: oil & filter change only.		
Inspect Wiper Blades			

<sup>1. \$15</sup> 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.

<sup>2.</sup> Tire Road Hazard protection not available on Oil Change Only plans and all contracts sold by dealers in Florida and California.

<sup>3.</sup> Both plans include a complimentary 10-point inspection when serviced at the selling dealer.

<sup>4.</sup> 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 OPTIONS	S
		Months	3	4	6
		Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	# OF SERVICES TO BE PERFORMED BASED O	N THE SERVICE II	NTERVAL C	CHOSEN	
12 Months / 15,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	4	3	2
12 MONUIS / 15,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	2	3	2
24 Months / 30,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	8	6	4
24 MORLIS / 30,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	4	6	4
36 Months / 45,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	12	9	6
30 MOTILIS / 43,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	6	9	6
48 Months / 60.000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	16	12	8
48 MONTHS / 60,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	8	12	8
60 Months / 75,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	20	15	10
OO MONTHS / 75,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	10	15	10
72 Months / 90,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	24	18	12
72 MONUNS / 90,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	12	18	12
84 Months / 105,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	28	21	14
64 MOTILIS / 105,000 Miles	Rotate Tires & Check Tire Pressure (as applicat	ble)	14	21	14
06 Months / 120 000 Miles	Replace Engine Oil and Filter, Lubricate Chassis	s (as applicable)	32	24	16
96 Months / 120,000 Miles	Rotate Tires & Check Tire Pressure (as applicate	ble)	16	24	16

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

Oil Charige Offig Plan Co	overage options				
		SERVIC	E INTERV	AL OPTION	s
		Months	3	4	6
		Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	# OF SERVICES TO BE PERFORMED BASED ON	N THE SERVICE II	NTERVAL (	HOSEN	
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	(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	(as applicable)	32	24	16
	REIMBURSEMENT AMOUNT LEVEL OF	PTIONS			

35	\$60	\$85	\$150



### Core Miscellaneous

### SECURITY+PLUS CLAIMS & CANCELLATION INFORMATION

#### Vehicle Service Contract, Pre-Paid Maintenance, and CPO Claims & Cancellation Information

For claims assistance for Vehicle Service Contracts and for MY17 and later Titan, NCV & Fleet Sales, call 855-456-9544.

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

Customers 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 dealer as listed on the front page of their contract.

### Original Selling Dealers 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 Dealers, and Original Selling Dealers 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 28 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 customer inquiries should be referred to 800-647-7261 (800-NISSAN1).

The Nissan Certified Pre-Owned Vehicle Limited Warranty cannot be cancelled.

#### **Dealer Assistance Directory**

•	Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations
	Security+Plus Claims
	VSC Towing and Roadside Assistance
	PMA Tire Road Hazard Protection Claims
	For all other Security+Plus product information
	0% Consumer Finance Plan (Service Payment Plan)





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

#### Vehicle Service Contract, Pre-Paid Maintenance, and CPO

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

Customers 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 dealer as listed on the front page of their contract.

### Original Selling Dealers 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 Dealers, and Original Selling Dealers 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 28 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 customer 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 here 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 60 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.



### **Dealer Assistance Directory**

Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations
VSC & PMA Claims
VSC Towing and Roadside Assistance
PMA Tire Road Hazard Protection Claims
0% Consumer Finance Plan (Service Payment Plan)

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



### SECURITY+PLUS PRE-PURCHASE INSPECTION REPORT

	VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT										
	NISSAN Security+Plus	VI	N. [	Т	Τ						
	Security+Plus				Sa	ales 1	Гуре:	(Ch	eck all that apply)		
	· ·					Orig	jinal C	)wne	er Subsequent Owner Service Drive Sale Lease	Buyout	
					License Number & State:				-		
De					• •				Work Order (WO)		
Da	te: Mod	el:			Number of Keys:			_	Stock Number:		
Те	chnician: Body	Type:	_		Number of Keyless Remotes:						
1	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.									ranty.	
1	• • •	know	ledg	jes a	and agrees that before issuing a VSC it will thoroug	hly in	spec	t ar	nd properly recondition the vehicle as necessary.		
1 1	nc and use CONSULT-4 for diagnostic scans.										
$\vdash$	**			_	e requested in the future to determine repair eligibili	_					
Ch	·		s/re		ngs on WO. Check the  if adjustments or rep			rec	•		
	VIN / TSB's / Recalls / Maintenance Engine Mechanical	/		31	Master Cylinder and Booster (Operation/Leaks) Power Steering Hoses / Lines (Condition/Leaks)	0			Road Test		
1	Verify VIN (Original / No Alterations)	0	П		Power Steering Poses / Lines (Condition/Leaks/ Power Steering Pump (Operation/Leaks/Noise)	6		65	Instrument Cluster and Gauges (Operation)	0 0	
2	Perform Scheduled Maintenance	0		34		H		100	Engine Performance (Operation / Noise / Vibration)	0 0	
3	Check for OEM recalls	0			Steering Pump / Systems (Operation/Leaks)	0		66	Transmission (Operation / Noise)	0 0	
4	Check all systems for Diagnostic Trouble Codes	0	П	35	Steering / Suspension (Control Arms/Ball Joints/Bushings/Springs: Condition/Excessive			67	Differential / Transfer Case (Operation/Noise)	0 🗆	
-	(Repair as needed)	<u> </u>			Play/Modifications)	$ \lfloor     \rfloor $		68	and and an experience (approximation	0 0	
5 6	All Belts / Hoses (Condition/Leaks)  Start-up: Cold / Hot (Extended Crank Time)	0	<u>-</u>	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			
	for signs of sludge)	0			Audio / Alarm / Navigation				* Hybrid System		
8	Engine: Noise (Ticking/Knocking/Abnormal: List where and what is making noise)	0		38		0		71	*Hybrid Transaxle - Motor and Generator		
9	Engine: Leaks (Gaskets/Seals: Record where			39	OEM Nissan-Supplied Mobile Entertainment Systems (Operation)	0		L	(Operation / Noise / Leaks)	0 0	
	and what is leaking)	0		40	OEM Audio System-Radio, CD (Operation)	0		72	*Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant (Operation / Level /		
10	All Fluids: Condition/Levels	0		41	OEM Navigation System (Operation)	0		1	Leaks)		
11	Engine Mounts (Cracked/Oil Soaked/Broken)	0		42	OEM Alarm/Theft Deterrent Systems (Operation)	0		73	, , , , , , , , , , , , , , , , , , , ,	0 0	
12 13	Exhaust Manifold (Warped/Cracked)	0	<u>_</u>		Interior / Exterior Amenities			74	Regeneration Controls (Run Diagnostic)  *Diagnostic Scan (Check for Codes & Software	_	
	Catalytic Converter (Operation/Condition)  Advanced Driver Assistance Systems (A	O	$\Box$	43	Windows Controls: Motors / Regulators /	0		′ -	Updates)	0 0	
	•	<u> </u>	,	44	Switches (Operation)  Door Handles / Locks / Controls (Manual /			П	*Electric Vehicles (Only)		
14	Scan for Diagnostic Trouble Code(s) (Repair as needed)	0			Automatic Operation)	0		75	Trickle Charge Cable (Operation/Condition)	0 🗆	
	ADAS Operation (All ADAS components /			45	The state of the s			76	g () =		
15	systems)	0		46	Pedal (Operation)  Seat Adjustments / Controls: Manual / Power /			┨	Terminals / Cracks/Dirt/Debris) / (Operation of Charging Ports Caps/Does Air Exit Back of Port)		
16	OEM Rear / Around View Monitor (Operation)	0		1	Automatic Drive Positioner (Operation)	$ \circ $		77	*EV Control Systems: (Run Diagnostic)	0 🗆	
	Electrical / Fuel System			47	Multifunction Switch (Headlight / Turn Signal)	0		78	1	0 0	
17	All OEM Wiring (Condition)	0		48	Wipers / Washer (Operation/Speeds/Delay)	0		79	Regeneration Controls (Run Diagnostic)  *Vehicle Charging Systems - On Board Charger		
18	Starter Operation:			49	Horn (Operation)	0		l'`	(Operation / Run Diagnostic)	0 0	
	Cranking Voltage Amperage Draw	0		50	Interior Courtesy Lights: Vanity / Dome / Map (Operation)	$\circ$		80	3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 -	0 0	
19	Alternator Charging:		_	51	HomeLink® (Operation)	0		_	Condition)		
	Output Voltage	0	Ш	_	Rear / Side View Mirror: Auto-dimming / Power			81	*High Voltage Battery capacity inspection (Battery Usage Report)	0 0	
20	Fuel Pump (Operation/Noise)	0			Folding / Controls / Motors (Operation)	_		82		0 0	
21	Fuel Lines / Hoses (Condition/Leaks)	0		53	Seat: Heated / Cooled (Operation)			83	*Electric Shift Control (Run Diagnostic)	0 🗆	
00	Cooling System			54 55	Steering Wheel: Heated / Cooled (Operation) Steering Wheel Controls (Operation)	0		84			
22	Cooling System (Pressure Test/Leaks/Freeze Protection)	0		56	Shift Interlock (Operation)	6	_	╁	Systems (Operation)		
23	Recovery Tank / Radiator / Water Pump incl.	0	_	57	Sunroof / Moonroof / Convt. Top (Operation)	0		1			
	electric / Cooling Fan(s) (Operation/Condition)		ш	58	Headlights: High / Low Beams (Operation)	0		1	* Nissan Electric Vehicle Certified Technician of	or	
	HVAC / Defroster			59	Tail / Brake / Hazard Lights (Operation)	0			GT-R Certified Technician Name and Signature	е	
24	HVAC Operation (Hot/Cold, PTC Heater, Compressor Noise)	0			Transmission / Transfer Case / Drivetr	rain					
25	A/C Hoses / Lines (Condition/Leaks)	0		60	Transmission / Transfer Case / Drivetrain (Fluid	0		l <sub>т.</sub>	echnician Name (print):		
26	Auto Climate Control (Air Flow / Fan Speed)	0		61	Condition/Leaks)  Transmission / Transfer Case Mounts (Cracked /			-	tallo (p.ii.y)		
27	Rear Window Defroster (Operation)	0			Oil Soaked / Broken)	$\Gamma$					
	Brakes / Steering / Suspension			62	Universal Joints / CV Joints / Drive Axles	0		T	echnician Signature:		
	Brake Lines / Hoses / Fittings (Condition/Leaks)	0		63	(Condition/Leaks)	⊢		1			
29	Calipers / Wheel Cylinders (Operation/Leaks)	0		03	CV Boots (Condition/Leaks)	$\Gamma_{\Omega}$					
30	Parking Brake (Operation/Adjustment)	0		J							

SEC-VIR-004 0724





### QUALITYGUARD+PLUS PRE-PURCHASE INSPECTION REPORT

	VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT									
QualityGuard+Plus*				1	VIN:	Ι				
	, o. a.								eck all that apply)	
						☐ Orig ☐ Serv				ed
De	aler Name: Year	:			License Number & State:			_	Mileage:	
De	aler Code: Make	e:			OEM Warranty Expiration Date:				Work Order (WO)	
Da	te: Mode	el:			Number of Keys:				Stock Number:	
Te	chnician: Body	/ Туре	e:		Number of Keyless Remotes:					
The	e Vehicle Inspection Report (VIR) is required for ve	hicle	s out	side	of the OEM Powertrain Warranty and not required	d for v	ehicle	s th	aat are still covered under the OEM Powertrain Warra	antv.
1					·				t will thoroughly inspect and properly recondition the	•
	necessary.									
If a	pplicable, the VIR, WO, VSC Application and Bill of	of Sa	le, m	ay b	e requested in the future to determine repair eligib	ility.				
Ch	eck the $\bigcirc$ if the item is OK. Note all specifica	atior	ıs/re	adi	ngs on WO. Check the $\square$ if adjustments or re	epairs	are	req	uired and note on WO.	
	VIN / TSB's / Recalls / Maintenance	/		31	Master Cylinder and Booster (Operation/Leaks)	0			Road Test	
	Engine Mechanical			32		) 0		64	Instrument Cluster and Gauges (Operation)	0 🗆
1	Verify VIN (Original / No Alterations)	0		33		0			Engine Performance (Operation / Noise /	0 🗆
2	Perform Scheduled Maintenance	0		34	Electronic or Electro-Hydraulic Controlled Powe Steering Pump / Systems (Operation/Leaks)			_	Vibration)	
3	Check for OEM recalls	0		35		+		-	Transmission (Operation / Noise)	0 0
4	Check all systems for Diagnostic Trouble Codes (repair as needed)	0			Joints/Bushings/Springs: Condition/Excessive	0		67 68	Differential / Transfer Case (Operation/Noise)  Steering and Suspension (Operation / Noise /	0 🗆
5	All Belts / Hoses (Condition/Leaks)	0		<u> </u>	Play/Modifications)	1			Vibration / Ride Quality / Handling)	0 🗆
6	Start-up: Cold / Hot (Extended Crank Time)	0		36 37		_		69	Cruise Control (Operation)	0 🗆
7	Engine: Sludge / Smoke From Tail pipe (Inspect	0		37	Wheel / Hub / Axle Bearings (Condition/Noise)	0		70	Tire Pressure Monitoring System (Operation)	0 0
	for signs of sludge)	Ľ		38	Audio / Alarm / Navigation				* Hybrid (HEV) System	
8	Engine: Noise (Ticking/Knocking/Abnormal: List where and what is making noise)	0		39		1	_	71	1 . ,	0 🗆
9	Engine: Leaks (Gaskets/Seals: Record where			100	(Operation)	0		72	(Operation / Noise / Leaks)	
	and what is leaking)			40	OEM Audio System-Radio, CD (Operation)	0		1′2	*Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant (Operation / Level /	0 🗆
10	All Fluids: Condition/Levels	0		41	OEM Navigation System (Operation)	0			Leaks)	
11	Engine Mounts (Cracked/Oil Soaked/Broken)	0		42	OEM Alarm/Theft Deterrent Systems (Operation	) (		73	,	0 🗆
12	Exhaust Manifold (Warped/Cracked)	0			Interior / Exterior Amenities			74	Regeneration Controls (Run Diagnostic)  *Diagnostic Scan (Check for Codes & Software	
	Catalytic Converter (Operation/Condition)  Advanced Driver Assistance Systems (A		2) 2)	43	The state of the s	0		/4	Updates)	0 🗆
	-	9-6	<b>-</b> )	44	Switches (Operation)  Door Handles / Locks / Controls (Manual /				* Electric Vehicle (EV)	
14	Scan for Diagnostic Trouble Code(s) (Repair as needed)	0			Automatic Operation)	0		75	Trickle Charge Cable (Operation/Condition)	0 🗆
	ADAS Operation (All ADAS components /			45	3			76		
15	systems)	0		<u> </u>	Pedal (Operation)	Ť	_		Bent Terminals/ Dirt/Debris) / (Operation of Charging Ports Caps/Does Air Exit Back of Port)	0
16	OEM Rear / Around View Monitor (Operation)			46	Seat Adjustments / Controls: Manual / Power / Automatic Drive Positioner (Operation)	0		77	*EV Control Systems: (Run Diagnostic)	0 0
	Electrical / Fuel System		_	47	Multifunction Switch (Headlight / Turn Signal)	10		78	*Traction Motor Systems - Motor Power	0 🗆
17	All OEM Wiring (Condition)	0		48	Wipers / Washer (Operation/Speeds/Delay)	0			Regeneration Controls (Run Diagnostic)	
18	Starter Operation:	ľ		49	Horn (Operation)	0		79	*Vehicle Charging Systems - On Board Charger (Operation / Run Diagnostic)	0 🗆
	Cranking Voltage	0		50	, , , , , , , , , , , , , , , , , , , ,	10		80		
10	Amperage Draw				(Operation)				Condition)	0 🗆
19	Alternator Charging: Output Voltage	0		51	, , ,	$+^{\circ}$		81		0 🗆
20	Fuel Pump (Operation/Noise)	0		102	Rear / Side View Mirror: Auto-dimming / Power Folding / Controls / Motors (Operation)			82	(Battery Usage Report)	
21	Fuel Lines / Hoses (Condition/Leaks)	0		53	Seat: Heated / Cooled (Operation)	0		83		0 0
	Cooling System			54	Steering Wheel: Heated / Cooled (Operation)	0		84	,	
22	Cooling System (Pressure Test/Leaks/Freeze			55	Steering Wheel Controls (Operation)	0			Systems (Operation)	0 🗆
	Protection)	$\vdash$		56	Shift Interlock (Operation)	0				
23	Recovery Tank / Radiator / Water Pump incl. electric/ Cooling Fan(s) (Operation/Condition)	0		57	Sunroof / Moonroof / Convt. Top (Operation)	0				
	HVAC / Defroster			58	Headlights: High / Low Beams (Operation)	0			* HEV / EV Certified Technician Name and Signat	ure
24	HVAC Operation (Hot/Cold, PTC Heater,			59	Tail / Brake / Hazard Lights (Operation)	0				
2-7	Compressor Noise)	0			Transmission / Transfer Case / Drive	train				
25	A/C Hoses / Lines (Condition/Leaks)	0		60	Transmission / Transfer Case / Drivetrain (Fluid Condition/Leaks)	0		Te	chnician Name (print):	
	Auto Climate Control (Air Flow / Fan Speed)	0		61	Transmission / Transfer Case Mounts (Cracked	/ -	_			
27	Rear Window Defroster (Operation)	0			Oil Soaked / Broken)	$\perp$		Te	chnician Signature:	
	Brakes / Steering / Suspension			62	Universal Joints / CV Joints / Drive Axles	0				
28	Brake Lines / Hoses / Fittings (Condition/Leaks)	0		62	(Condition/Leaks)	+	_			
29	Calipers / Wheel Cylinders (Operation/Leaks)	0		63	CV Boots (Condition/Leaks)	10				
30	Parking Brake (Operation/Adjustment)	0		1						

QGP-VIR-004



### CANCELLATION REQUEST FORM

**NISSAN EXTENDED SERVICES NORTH AMERICA** P.O. Box 685004 Franklin, TN 37068-5004 Customer questions: 800-647-7261



QualityGuard+Plus\*

### **DEALER CANCELLATION REQUEST FORM**

Processed via Policy, Claims and Reporting Solution (PCRS)

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

Cancellation Reason:

- Cancel & Reissue: corrected policy must be entered into **PCRS**
- Customer Request: attach odometer statement or recent service record dated within 60 days of cancellation date
- Default on Loan: attach letter from lienholder
- Duplicate: same customer 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

- 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

from lienholder	onment: attach repo/abandon leti		
NESNA reserves the right	to request additional documentation to	support the cancellation reason (i.e. missing	cancellation date and mileage)
Step 2: CUSTOMER	R, VEHICLE AND POLICY INFO	RMATION	
Customer Name:			
Customer Address (	current):		
VIN#:		Policy#:	
STEP 3: CANCELLA	TION DATE, MILEAGE, REFUI	ND INFORMATION	
Date:	Mileage:	Retail Refund Amount:	
	IIP INFORMATION (the Deal		
SILP 4. DEALERSI	IIP INFORMATION (title Dealt	er completing this form,	
Dealer Name (PRINT)	Dealer Co	de Dealer Signature	
All cancellation r     All refunds are compositions of the concelling dealer of the concelling dealer of the concelling dealer of the concelling dealer of the concelling debited to the concelling debited to the concelling dealer of the concelling debited to the concelling	redited to the cancelling dealer through Service Payment Placed through Service Payment Placed through Service Payment Placed through Service Payment Placed through Service Payment I say in the service of the content of the service of the service Placed through Service Place	ia PCRS with supporting documer ership's Non-Vehicle Account state an (SPP) will be refunded directly to	ement SPP for proper to the appropriate ling customer
	R SIGNATURE AND DATE		
America, its parent, sub dealer successor and a losses, judgments, liab respect to the VSC/PN from the retail refund a This form must be c	osidiaries and the affililates of each assignee of any of the above from ilities, actions, payments and all contains and all contains and all contains and all contains are also are are also ar	d release and forever discharge Nissar entity, as well as each office, agent, dist and against any and all expenses, dampets whatsoever (including without limiting fee, as noted in your contract, will be for the cancellation to be processed days for processing upon complete segments.	ributor, employee, attorney, ages, claims, demands, suit, tation, attorney's fees) with be automatically deducted ed. I understand that this
	X		
PRINT NAME	CUS	FOMER SIGNATURE	DATE





### Nissan Insurance



### Personal Insurance Strategic Partnership<sup>1</sup>

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

#### **DEALER BENEFITS**

- Credit Application Program An auto insurance solution that sends a text to Nissan customers during the point of sale - Dealers 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 Nissan customers after the point of sale offering a digital quote experience - Dealers can earn up to \$30 per completed quote. (\$25 in AZ, VA and MT)
- Towing Back to Nissan Dealer and Guaranteed OEM parts benefits drive business back to Nissan dealer Service & Part Departments, while maintaining the lifetime value of vehicle for resale and trade-in

#### **CUSTOMER BENEFITS**

- · Exclusive Nissan owner benefits with a digital, no obligation quote
- Policies may Include
  - Nissan Safety Feature Discounts<sup>3</sup>
  - New Car Replacement™<sup>4</sup>
  - Genuine Nissan Replacement Parts<sup>4</sup>
  - Towing Back to Nissan Dealerships<sup>4</sup>
  - 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/nissan-owners.





#### CONSUMER PAYMENT PLANS

#### **Consumer Finance Strategic Partnership**

With SPP financing, there is no credit check necessary, as your customer 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**

#### **DEALER BENEFITS**

- SPP will pay Dealers 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
- NESNA volume with SPP affords Dealer Participants a profit-friendly, discounted fee structure
- Ability to increase penetration and sell contracts to capped customers and customers 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) <sup>2</sup>	\$124 (\$74 refund)²	\$178 (\$78 refund)²	6.2% of Amount Financed (\$50% refunded) <sup>2</sup>	12 Months & 12,000 Miles
12 Month	\$36 (\$16 refund) <sup>2</sup>	\$57 (\$32 refund) <sup>2</sup>	\$128 (\$78 refund)²	\$183 (\$83 refund) <sup>2</sup>	7.2% of Amount Financed (\$50% refunded) <sup>2</sup>	24 Months & 24,000 Miles
18 Month	\$41 (\$21 refund) <sup>2</sup>	\$87 (\$37 refund)²	\$175 (\$100 refund) <sup>2</sup>	\$273 (\$148 refund)²	10.3% of Amount Financed (\$50% refunded) <sup>2</sup>	36 Months & 36,000 Miles
24 Month	\$52 (\$27 refund)²	\$139 (\$64 refund)²	\$252 (\$137 refund)²	\$360 (\$210 refund) <sup>2</sup>	14.15% of Amount Financed (\$50% refunded) <sup>2</sup>	36 Months & 48,000 Miles

Prices subject to change without prior notice

#### **CUSTOMER 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 customers that have a set monthly car payment in mind, have prearranged vehicle financing, or are buying a contract after taking delivery of their vehicle
- Customers can manage their SPP account online 24/7 and opt in to receive text and email alerts from SPP

For more information, visit www.sppinc.net, call SPP customer service at (800) 346-5990, or contact your Security+Plus field representative.



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

2. Refund if canceled before 3rd payment





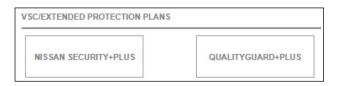
<sup>1.</sup> Maximum markup is limited to 250% (\$2,500 over cost maximum) cost or Florida MSRP



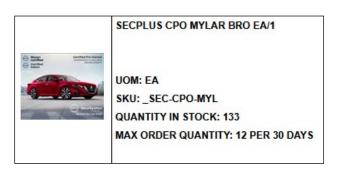
## How to Order Core Product Collateral

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.

### Security+Plus **Collateral Order Form**



### **QualityGuard+Plus Collateral Order Form**



We create and distribute a variety of marketing collateral to dealers 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 NESNA Representative for assistance.





# Important Contact Information

### **CONSUMER ASSISTANCE**

For VSC, CPO Wrap or PMA contract information, customers can contact Consumer Affairs by:

• Phone: 800-647-7261 SMS/Text: 615-675-9353

NESNA DEALER HOTLINE DIRECTORY	
Dealers may call the NESNA Dealer Hotline @ 800-362-4111 (If you are a Nissan Dealer, press 1)	Menu Option
Assistance with application processing, transfers or cancellations	1
Guaranteed Auto Protection (GAP) and Ancillary Policies	2
Nissan Dealer Claims	3
QualityGuard+Plus Claims	5
Service Payment Plan Program (SPP)	6
Certified Pre-Owned (CPO) CARFAX	7

### **DEALER ASSISTANCE**

DEFREIR FIGURE
<ul> <li>Certified Pre-Owned (CPO) CARFAX</li> <li>800-362-4111</li> <li>Option 1, then option 7</li> </ul>
<ul> <li>Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations</li></ul>
• Security+Plus Claims
Security+Plus Roadside Assistance
PMA Tire Road Hazard Protection Claims see below (Purchased prior to 5/1/24, contact <u>AgeroRider.com</u> ; on 5/1/24 or later contact <u>AAA.com/nissantire</u> )
• QualityGuard+Plus Claims
QualityGuard+Plus Roadside Assistance
0% Consumer Finance Plan (Service Payment Plan)
Materials Order Status Check





## **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 customer'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.nissansecurityplus-products.com
- 2. Choose your product from the dropdown 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: 800-475-9016
- Email: <u>claims@nissansecurityplus-products.com</u>

To cancel a contract for Ancillary, Vehicle & Financial Protection, High-Mileage, Extended Lease Care, and Lifetime Limited Warranty, see page 60.

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 800-475-9016.





## 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** HUMMER **PORSCHE ACURA ALFA ROMEO HYUNDAI** RAM **JAGUAR** AUDI RIVIAN **BMW JEEP SPRINTER** 

BUICK **KARMA** SUBARU **CADILLAC TESLA** 

LAND ROVER **CHEVROLET TOYOTA CHRYSLER LEXUS VINFAST** 

DODGE LINCOLN **VOLKSWAGEN** 

**FIAT LUCID VOLVO** 

MASERATI **FISKER FORD** MAZDA

### **INELIGIBLE VEHICLES**

**ACURA INEOS PORSCHE** All Models 911 Turbo NSX

911 GT2 RS **ASTON MARTIN** LAMBORGHINI 911 GT3 RS All Models All Models

All Models

**ROLLS-ROYCE BENTLEY LEXUS** All Models All Models LFA

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

Vehicle Care **FERRARI MAYBACH** 

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



GT



### HIGH-MILEAGE PLAN ONLY

MAKE/MODEL	<u>CLASS</u>	MAKE/MODEL	CLASS	MAKE/MODEL	<u>CLASS</u>
ACURA		GENESIS		NISSAN	
NSX	IE	All Models	3	GT-R	IE
All Other Models	3			All Other Models	1
		GMC			
ALFA ROMEO		Yukon / Yukon XL	6	OLDSMOBILE	
All Models	7	All Models	5	All Models	2
AUDI		HONDA		PLYMOUTH	
R8	IE	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	IE	All Models	1	911	IE
ALPINA B6 / B7 / B8 / XB7	IE			Cayenne Turbo	IE
i8	IE	INFINITI		Macan Turbo	IE
All Other Models	7	All Models	3	Panamera Turbo	IE
				All Other Models	8
BUICK		JAGUAR			
All Models	5	All Models	8	SAAB	
		,		All Models	2
CADILLAC		JEEP			
V Models	6	All Models	4	SATURN	
All Other Models	5	All Models	4	All Models	2
		KIA		,	_
CHEVROLET		All Models	1	SPRINTER	
Corvette	6	All Models	I	All Models	8
Corvette ZR-1 / Stingray / E-Ray	IE	LAND ROVER		All Models	O
Suburban	5			SUBARU	
Uplander	5	All Models	8	BRZ	4
Silverado 2500 / 3500	5	LEVUC		WRX	5
Silverado 4500 / 5500 / 6500	6	LEXUS		All Models	2
Silverado Medium Duty	6	LFA	IE	All Models	2
All Other Models	4	All Other Models	3	SUZUKI	
					2
CHRYSLER		LINCOLN		All Models	2
All Models	4	Navigator	7	TOYOTA	
		All Other Models	4	TOYOTA	,
DODGE				86 / GR 86	4
Challenger SRT Demon	IE	MASERATI		GR Supra	5
Challenger SRT Demon 170	IE	All Models	8	All Other Models	2
Challenger SRT Hellcat	IE			\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	
Challenger SRT Hellcat Redeye	IE	MAZDA		VOLKSWAGEN	
Charger SRT Hellcat	IE	RX7 / RX8	7	All Models	6
Durango SRT Hellcat	IE	All Other Models	1		
Viper	IE			VOLVO	
All Other Models	4	MERCEDES-BENZ		All Models	6
		ALL AMG	IE		
DODGE (RAM) TRUCKS		A/C/CLA	6	INELIGIBLE VEHICLES	
4500 Chassis Cab	6	G	IE	Electric Vehicles	
ProMaster 1500 / 2500 / 3500 / C		Metris	8	Heavy Duty Trucks	
All Other Models	5	R/S/SL/SLS	8	Manufacturers Not Listed	
7.11 0 1.11 7.10 0 0.15		Sprinter	8		
FIAT		All Other Models	7		
All Models	6				
	0	MERCURY			
FORD		All Models	2		
GT	IE				
Mustang Shelby GT350	IE	MINI			
Mustang Shelby GT500	IE	All Models	7		
F250 / F350	5				
F450 / F550 / F650	6	MITSUBISHI			
All Other Models	4	All Models	1		
All Other Models	4				

**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 Conditioning

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

<sup>\*</sup> 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 & 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 & tube, & 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.



<sup>\*</sup> 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 Freon-refrigerant 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, threephase 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 Customers	•	
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 Protection<sup>1</sup>.

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



1. Windshield Replacement available where permitted.





## SFI FCT

#### 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.





#### PRFFFRRFD

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 nissansecurityplus-products.com/idprotectionterms, 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) powder-coat; 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 clearcoat 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

## PAINTI ESS 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 oilbased 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, powder-coat, 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 touchup 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 Customers	•	•
GAP Protection	•	•
Insurance Deductible Assistance	•	•
Vehicle Replacement Credit	•	

Guaranteed Auto Protection (GAP) helps cover what the customer 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 dealer 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 dealer 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 | 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.





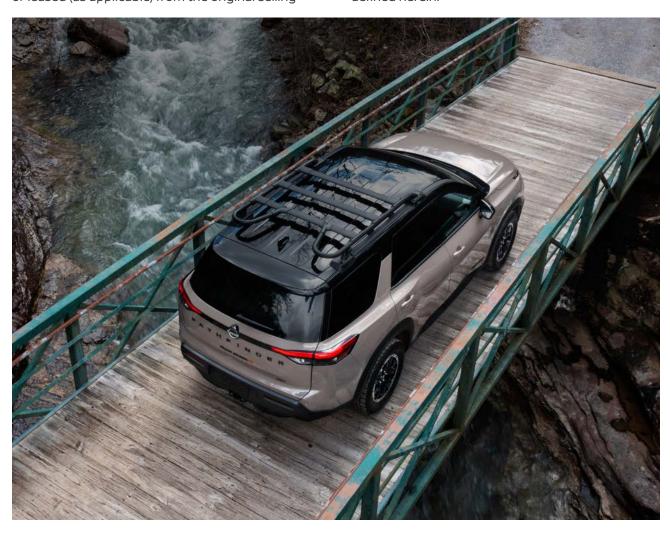


Replacement Benefit | In the event of a total loss, we will pay the selling dealer of the replacement vehicle the replacement benefit up to the maximum benefit identified on the information schedule. The replacement benefit shall be calculated as follows: (i) when both the vehicle and replacement vehicle 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

dealer. The replacement benefit will be paid directly to the selling dealer 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 Dealer 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 dealer 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 dealer; (ii) a credit of \$1,000 if your driver return to the original selling dealer 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 dealer 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 dealer 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 dealer for a credit of the guaranteed repurchase price toward the purchase or lease of another vehicle.

## **DIMINISHED VALUE BENEFITS**

 The dealer'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 customer 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 guidelines (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 Dealer 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 (dealer 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 customers 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. Customers should call 800-856-0990 for Plan questions or Benefits (Towing / Road Service; Trip Interruption; Lost Key / Lockout).

# **Dealer Assistance Directory**

٠	Ancillary Plan Claims Assistance
	Ancillary Plan Appearance Protection Claims
	Ancillary Plan GAP and Value Protect Claims
•	Ancillary Plan Lease Wear & Tear Claims Administrator
•	Ancillary Plan Roadside Assistance
•	High-Mileage Plan Claims
•	High-Mileage Plan Dealer Assistance & Consumer Benefits

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.nissansecurityplus-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: 800-475-9016
- Email: <u>claims@nissansecurityplus-products.com</u>

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 800-475-9016.





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

#### **Customer Initiated Cancellation**

Visit <u>nissansecurityplus-products.com</u>. When a customer 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 dealer to inquire about the cancellation process. You may also contact us for guidance. To obtain a copy of your contract, contact us at support@nissansecurityplus-products.com or 800.475.9016. A cancellation fee may apply."

When a customer contacts our support team with a request to cancel, we will first direct them back to the selling dealer for assistance. If the customer is unable to cancel the contract with the dealer, 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 dealer to cancel your contract, contact us at <u>support@nissansecurityplus-products.com</u> or 800.475.9016.

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

#### **Cancellation Notification Process**

Customer Submits Cancellation Request

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

Day 1 - Confirmation of Request Received:

 The customer, dealer and MarketSource will receive an email confirming that the cancellation request has been received.

Day 6 - Confirmation of Intent to Proceed:

- The customer 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 customer, dealer and MarketSource will receive an email confirming that the contract has been cancelled.

# What information does a customer need to cancel their contract?

- Contract #
- VIN #
- Odometer
- · Cancel Reason





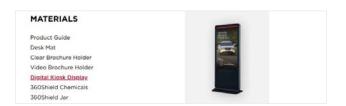
# How to Order Ancillary Supplies

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** 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.





# **QUESTIONS?**

Reach out to us by email or online

support@nesna-resources.com

nesna-resources.com/contact-us/



