



ELITE[®]
PROTECTION
PROGRAM

F&I PRODUCTS RESOURCE GUIDE

Effective June 3, 2025



TABLE OF CONTENTS

Elite Protection Core Products

Vehicle Service Contract	3
Eligible Vehicles.....	4
Ineligible Vehicles.....	4
Model Classification Guide	5
CERTIFIED PRE-OWNED	6
Certified Pre-Owned Limited Warranty Recap.....	6
Certified Pre-Owned Wrap.....	7
Certified Select Program.....	8
PREPAID MAINTENANCE.....	9

QualityGuard+Plus

Review Available Plans	10
Summary of Plans.....	11
Eligible Vehicles.....	12
Ineligible Vehicles.....	12
Vehicle Classification Guide.....	13
PREPAID MAINTENANCE	15
Summary of Prepaid Maintenance Plans	16

Core Miscellaneous

Elite Protection Program Claims & Cancellation Information	17
QualityGuard+Plus Claims & Cancellation Information.....	18
Elite Protection Pre-Purchase Inspection Report	20
QualityGuard+Plus Pre-Purchase Inspection Report	21
Cancellation Request Form	22
Insurance Program	23
Consumer Payment Plans.....	24
How to Order Core Product Collateral.....	25
Important Contact Information	26

Ancillary Products

- OVERVIEW 27
- HIGH-MILEAGE PLAN..... 28
 - High-Mileage Vehicle Classification Guide 29
- EXTENDED LEASE CARE..... 30
- VEHICLE PROTECTION 35
 - Bundles - Two Plan Options 35
 - Paintless Dent Repair 39
 - Key Protection 39
 - Emergency Road Service..... 39
 - Tire & Wheel Protection..... 39
 - 360Shield..... 40
 - Vehicle Care 42
- FINANCIAL PROTECTION..... 43
 - GAP..... 43
 - Lease Excess Wear & Tear 44
 - Theft Protection..... 44
 - Total Loss Protection 46
 - Value Protect..... 46
 - PaymentShield..... 47
 - Ancillary Product Payment Plans 48
- LIFETIME LIMITED WARRANTY 49

Ancillary Miscellaneous

- Ancillary State and Lender Availability Disclaimers 50
- Claims & Cancellation Information for Contracts Sold Prior to March 31, 2025 and High-Mileage Plans Sold Prior to June 3, 2025..... 52
- 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..... 52
- 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..... 53
- How to Order Ancillary Supplies 54



Vehicle Service Contract

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

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

Emergency Toll-Free Help

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

Alternate Transportation

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

Transferable to a New Owner

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

Covers INFINITI-Approved Replacement Parts

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

Convenient and Economical

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

Long-term Coverage

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

Time and Mileage	4 years/60,000 miles	6 years/70,000 miles	8 years/120,000 miles
New Vehicle Basic Limited Warranty	INFINITI Elite VSC		
New Vehicle Powertrain Warranty			INFINITI Elite VSC
Additional Elite VSC Benefits Included	Mechanical Breakdown Protection		
	Roadside Assistance ³		
	Towing Reimbursement ³ (up to \$100)		
	Trip Interruption ³		
Car Rental Coverage			

For a summary of INFINITI's Limited warranty, see page 1 of the Warranty Information Booklet.

<https://www.infiniti-usa.com/owners/ownership/manuals-guides.html>

1. A nominal transfer fee may apply. For details please refer to the INFINITI Elite VSC.

2. See page 24.

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



ELIGIBLE VEHICLES

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

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

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

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

Model Year Eligibility Parameters Table

ALL VEHICLES OF CURRENT AND PRIOR 9 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

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

INELIGIBLE VEHICLES

- Vehicles that have been distributed by entities other than the INFINITI division of Nissan North America (for example, INFINITI in Guam, Canada, USVI, etc.)
- Vehicles that do not pass the INFINITI Pre-Owned Vehicle Inspection for the Elite Protection Program
- Vehicles that have been issued a salvage title (or similar title) for any reasons under any state law
- Vehicles that at any time were determined to be a "total loss" by any insurance company or their adjusters
- True Mileage Unknown (TMU) vehicles
- Vehicles that have had a factory warranty voided for various reasons, "some warranties cancelled" as shown in the Service-Comm Inquiry Screen
- Vehicles with frame/unibody damage
- Vehicles that have suffered flood damage
- Vehicles that do not meet the time and/or mileage parameters
- Vehicles used at any time for commercial uses purposes. "Commercial Use" is one which is undertaken for a business purpose, rather than hobby, recreational, educational, or other purposes. Such uses are usually attributed to a for-profit entity, but can also be attributable to a non-profit or government entity.

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

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

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

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

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



MODEL CLASSIFICATION GUIDE

CLASS 1

QX30

QX50

QX55

CLASS 2

Q50

Q60

QX60

QX70 (V6)

Q70

CLASS 3

QX70 (V8)

QX80





Certified Pre-Owned

CERTIFIED PRE-OWNED LIMITED WARRANTY RECAP

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

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

Eligibility, Available Terms and Expiration

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

Regulated Retail Price: \$0

New Vehicle Limited Warranty Coverage Comparison

BASIC: 4 YEARS/60,000 MILES

POWERTRAIN: 6 YEARS/70,000 MILES

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

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

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

Please contact CertifiedPre-OwnedSupport@infiniti.com with any questions.

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

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





CERTIFIED PRE-OWNED WRAP

Certified Pre-Owned Wrap Recap

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

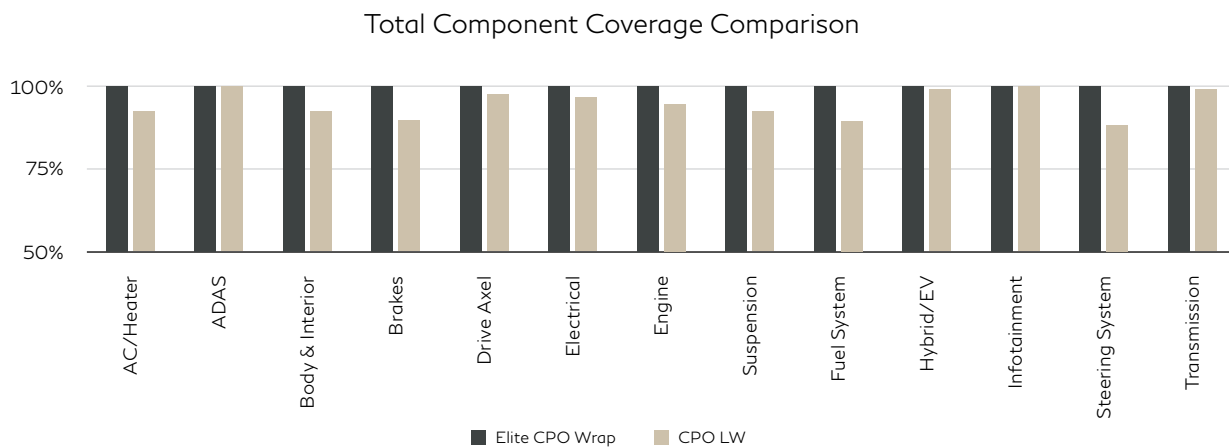
Eligibility, Available Terms and Expiration

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

Term Options

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

CPO Limited Warranty vs. Elite Wrap Coverage Comparison



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



CERTIFIED SELECT PROGRAM

Certified Select Limited Warranty Overview

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

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

PLAN	MODELS	TIME/MILEAGE OPTION ²
All INFINITI vehicles	All INFINITI vehicles ¹	12 month / 12,000 mile
Non-INFINITI vehicles	Class 10 & below ³	6 month / 6,000 mile

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

Certified Select Wrap Upgrade

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

The Certified Select Limited Warranty covers 630+ Engine, Transmission and Drivetrain components for 12 months/12,000 miles on INFINITI vehicles and 6 months/6,000 miles on Non-INFINITI vehicles. The optional Certified Select Wrap plan adds 1,400+ additional components for a combined total of up to 2,035+ components and includes 3 term options - 12-month/12,000-mile, 24-month/24,000-mile, or 36-month/36,000-mile.

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

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

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

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

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

1. INFINITI vehicles that do not qualify for the INFINITI Certified Pre-Owned program can qualify for the INFINITI Certified Select program if they are current and prior 9 Model Years with less than 100,000 miles
2. Coverage begins on date and mileage on the odometer at time of purchase
3. See [pages 13-14](#) for Vehicle Classification Chart



Prepaid Maintenance

Retailer Benefits

- **Client Retention** - Over 90% of Elite Maintenance clients return to the selling retailer for covered maintenance and other needed service
- **Increased Revenue** - Elite Maintenance will help an INFINITI retailer increase sales in F&I, Parts and Service Departments
- **Simplicity** - Elite Maintenance service plan levels have only one price for all classes

Client Benefits

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

Eligibility Requirements

Prepaid Maintenance: Premium Care / Upsell Plans

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

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

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

Covered Services, Inspections & Benefits

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

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



QualityGuard+Plus

REVIEW AVAILABLE PLANS

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

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

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

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

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

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

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

Model Year Eligibility Parameters

ALL VEHICLES OF CURRENT AND PRIOR 9 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

VEHICLE TYPE		NEW & PRE-OWNED VEHICLES				
PLAN		QUALITYGUARD+PLUS VSC PLANS				
NUMBER OF COVERED COMPONENTS		Up to 2,035 components (Varies by Plan: Supreme 2,035; Deluxe 1,330; Powertrain 630)				
DEDUCTIBLE		\$100				
VEHICLE ELIGIBILITY		BEFORE Selecting Plan, Review Eligibility Parameters on page 12				
ROADSIDE ASSISTANCE ¹		Up to \$100 per Claim (Roadside Assistance: 800-225-2476)				
TRIP INTERRUPTION ¹		Up to \$500 per incident				
CAR RENTAL		Up to \$42 per day, 5-day maximum				
TOWING ¹		Up to \$100				
TIME/MILEAGE TERMS	Months / Miles	0 – 12,000 Miles on Odometer				
				36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000	60/75,000	
		60/100,000	72/75,000	72/100,000	84/75,000	
		84/100,000	84/120,000	96/100,000		
	Months / Miles	12,001 – 20,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000	60/75,000	
		60/100,000	72/75,000	72/100,000	84/75,000	
		84/100,000	96/100,000			
	Months / Miles	20,001 – 30,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000	60/75,000	
		60/100,000	72/75,000	72/100,000	84/75,000	
		84/100,000	96/100,000			
	Months / Miles	30,001 – 40,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000	60/75,000	
		60/100,000	72/75,000	84/75,000		
	Months / Miles	40,001 – 50,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000	60/75,000	
		72/75,000	84/75,000			
	Months / Miles	50,001 – 60,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000	60/75,000	
		72/75,000	84/75,000			
	Months / Miles	60,001 – 75,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000	36/48,000	
		48/48,000	48/60,000	60/60,000		
	Months / Miles	75,001 – 100,000 Miles on Odometer				
		12/12,000	24/24,000	36/36,000		
	COVERAGE BEGINS		Coverage begins on the date the vehicle is purchased.			
	ADDITIONAL COMPONENT COVERAGE SURCHARGES	Covered Items	Surcharge		Surcharges must be added at the time of contract sale in order for the applicable components to be covered by the contract.	
		Turbocharger	●			
		Supercharger	●			
		4WD/AWD	●			
Diesel Engine		●				
RETAILER ASSISTANCE		For retailer assistance with applications, transfers, or cancellations call 800-362-4111, option 1.				
CLAIMS AND CLIENT INQUIRIES		For claims assistance or questions about contract coverage: 800-888-5245 or share www.qualityguard-plus.com				

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



ELIGIBLE VEHICLES

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

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

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

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

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

INELIGIBLE VEHICLES

- Vehicles either listed as N/A or not listed in the QualityGuard+Plus Protection Plan Vehicle Classification Guide.
- Vehicles with a 12-cylinder engine. Specially-modified and re-badged vehicles like AMG, RUF, SALEEN.
- Vehicles that have been issued a salvage title (or similar title) for any reason under any state law.
- Vehicles that have been issued a title that indicates the actual mileage is unknown, a true mileage unknown (TMU).
- Vehicles that at any time were determined to be a "total loss" by any insurance company or their adjusters.
- Vehicles with frame/unibody damage.
- Vehicles that have suffered flood damage.
- Vehicles that have had their warranty invalidated for any reason.
- Vehicles modified beyond factory specifications.²
- All fuel cell vehicles are expressly excluded from coverage.
- 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.

1. Please see [page 6](#) for specific eligibility requirements and coverage on CPO Limited Warranty and CPO Wrap.

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



VEHICLE CLASSIFICATION GUIDE

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

MODEL	CLASS	MODEL	CLASS	MODEL	CLASS	MODEL	CLASS
ACURA		CADILLAC		DODGE		GENESIS	
ILX	3	ATS / CT4	5	Caravan / Grand Caravan	6	GV70 / GV80	2
Integra	3	ATS-V	9	Charger / Challenger	4	G70	3
MDX / RDX / TSX V6	4	Celestiq	N/A	Dart	2	G80	4
NSX Hybrid	10	CTS Models	8	Durango	5	G80 Sport	5
RLX	5	CT4-V / CT5-V	9	Hellcat / Hellcat Demon	10	G90	6
TLX	3	CT5-V Blackwing	8	Hornet	4	All Hybrids / Electric	6
Type S	5	CT5	6	Journey	4		
All Hybrids / Electric	6	CT6	8	Shaker Models	7	GMC	
		CT6-V / CTS-V	9	SRT Models (except Viper)	8	Sierra 1500	5
ALFA ROMEO		ELR	7	Viper / Viper SRT	10	Sierra 2500 HD	6
All Models	9	Escalade ESV	7	All Hybrids	5	Sierra 3500 HD	7
		Escalade IQ Electric	12			Acadia	7
AUDI		Escalade-V	9	DODGE (RAM) TRUCKS		Canyon	5
A3 / A4	8	Lyriq / Optiq Electric	8	ProMaster City	5	Savanna Van 1500/2500	6
A5 / A6 / A7	8	SRX	7	1500 Series / ProMaster Cargo	5	Savanna Van 3500	6
A8	11	XTS / XT4 / XT5 / XT6	7	1500 TRX	10	Terrain	5
AllRoad / Q3 / Q5 / Q7	8	Most HEVs / EVs	7	2500 Series / ProMaster Cargo	6	Yukon / Yukon XL	7
All V10, W8, W12 engines	N/A			3500 Series / ProMaster Cargo	7	All Electric	9
Q4 e-Tron	8	CHEVROLET		All Hybrids / Electric	5		
e-Tron GT / RS	N/A	Camaro	6			HONDA	
Q8 / Q8 e-Tron	9	Camaro Z28	10	FIAT		Accord	1
R8 4.2	12	Camaro ZL1	8	124 Spider	5	Civic	1
R8 5.2	N/A	Corvette	8	500 / 500e / 500L / 500X	4	Civic / CRV	1
RS3 / RS5	9	Corvette Z Series	10			Civic Type R	3
RS6 / RS7	10	Corvette E-Ray	10	FORD		Clarity Electric	4
RS Q8	11	Cruze	4	EcoSport	2	Fit	1
S3 / S4	8	Impala	3	Fiesta	2	HR-V	2
S5 / SQ5 / S6	8	Malibu	3	Flex / C-Max	3	Odyssey	2
S7 / SQ7	9	Sonic	3	Focus	2	Passport / Pilot	2
SQ8 / SQ8 e-Tron	10	Spark Electric	3	Focus Electric	2	Ridgeline	3
S8	11	SS Models	7	Fusion	3	All Hybrids / Electric	5
TT / TTS	8	Volt Hybrid	4	Mustang	6		
Most Hybrids / Electric	9	Hybrids / Electric	5	Mustang Cobra	6	HYUNDAI	
				Mustang Dark Horse	8	Accent	1
BMW		CHEVY VANS / TRUCKS		Mustang Dark Horse R / S	N/A	Azera	2
1 / 2 Series	8	Silverado 1500	5	Mustang Shelby GT 350 / 500	8	Elantra	2
3 / 4 Series	9	Silverado 2500 HD	6	Saleen / GT40	N/A	Equus	5
5 Series	10	Silverado 3500 HD	7	Taurus / SHO	6	Genesis	3
6 Series	11	Silverado Electric	6	All Hybrids / Electric	5	Ioniq	5
7 / 8 Series	12	Blazer	4	All Natural Gas Vehicles	N/A	Kona	3
7 / 8 Series 12-Cylinder	N/A	Colorado	4			Palisade	6
ALPINA	N/A	Equinox	5	FORD VAN / TRUCKS		Santa Cruz	3
7 Series Hybrid	12	Express Van 1500 / 2500 / 3500	6	Bronco	5	Santa Fe	3
i7 Electric	12	Suburban / Tahoe	7	Bronco Raptor	8	Sonata	3
i8 Electric	N/A	Traverse	6	E-150 / E-250	4	Tucson	2
All M Series	N/A	Trax	3	E-350	6	Veloster	2
X1 / X2	8	Most Hybrids / Electric	5	E-Transit	6	Venue	4
Other X Series	9			Edge	3	All Hybrids / Electric	5
Z4	9	CHRYSLER		Escape	5		
All HEVs / EVs except i3 / i4	9	200 Series / 300 Series	4	Expedition	7	JAGUAR	
i3 / i4 Hybrid / Electric	8	300 Series V8	5	Explorer	5	All Models	9
		SRT Models	7	F-150	5	F-Pace SVR	N/A
		All Hybrids	5	F-150 Electric	6	F-Type SVR	N/A
BUICK				F-150 Raptor-R	8	I-Pace Electric	9
Cascada	4	CHRYSLER VANS / TRUCKS		F-250	6	XE SV Project 8/SVR	N/A
Enclave	7	Pacifica	5	F-350	7		
Encore / Envista	3	Town & Country / Voyager Van	4	F-450 and Greater	N/A		
Envision	6	Trucks / Vans	6	Maverick	3		
LaCrosse	3	All Hybrids	5	Ranger / Lariat	3		
Regal	3			Ranger Raptor	5		
Verano	4			Transit Connect	6		
All Hybrids	5			All Hybrids / Electric	5		

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

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



VEHICLE CLASSIFICATION GUIDE

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

MODEL	CLASS	MODEL	CLASS	MODEL	CLASS	MODEL	CLASS
JEEP		LINCOLN VAN / TRUCKS		NISSAN		TOYOTA	
Cherokee / Grand Cherokee	5	Aviator	7	370Z / Z	6	4Runner	2
Compass / Patriot	4	Corsair	7	Altima	2	86 / GR-86	5
Gladiator	4	MKC / MKT / MKX	7	ARIYA	5	Avalon	1
Grand Cherokee Trackhawk	10	Navigator	7	GT-R	N/A	Camry	1
Wrangler	4	Nautilus	7	LEAF	2	Corolla / Cross / iM	1
Renegade	5	All Hybrids	7	Maxima	4	C-HR	3
SRT Models	8			Sentra	1	Highlander / Grand Highlander	3
Wrangler Rubicon 392	8	MASERATI		Versa	1	Land Cruiser	5
All Hybrids / Electric	5	Ghibli Sedan	9			Prius	3
		Grecale	9	NISSAN VANS/TRUCKS		RAV4	1
KIA		Grecale Trofeo	N/A	Armada	7	Sequoia	4
Cadenza	2	Levante SUV	9	Frontier	4	Sienna	4
Carnival / Telluride	5	Quattroporte Sedan	10	Juke / Kicks	5	Supra	8
EV6 / EV9 Electric	6	GranTurismo	12	Murano incl. HEV	5	Tacoma	2
Forte	2	GranTurismo Modena	N/A	NV200	3	Tundra	2
K4 / K5	5	GranTurismo Trofeo	N/A	NV1500	3	Venza	2
K900	7	GranTurismo Folgore Electric	N/A	NV2500	5	Yaris / Yaris iA	1
Niro	4	MC20	N/A	NV3500	6	All Hybrids / Electric	5
Optima	3	Most Hybrids / Electric	10	Pathfinder	6	except bZ4X	
Rio	1			Quest	6	bZ4X	6
Sedona	3	MAZDA		Rogue (all)	5		
Seltos	2	CX3 / CX-30	4	Titan / Titan XD	5	VOLKSWAGEN	
Sorento	3	CX5 / CX50	4			All VW Models / Trim Levels	N/A
Soul	2	CX9 / CX-90	5	PORSCHE		with a V10, W8 or W12 Engine	
Sportage	2	Mazda 3, 6	3	911 Carrera / Panamera	10	Atlas / Cross Sport	7
Stinger	6	MX5 Miata	4	911 Carrera S / Panamera S	11	Arteon	8
Most Hybrids / Electric	5	All Hybrids	6	Boxster / Cayenne / Cayman	9	Beetle	4
				Boxster S / Cayenne S /	10	CC	7
				Cayman S / Cayman GT4		Eos	8
LAND ROVER		MERCEDES-BENZ		Cayenne Turbo Hybrid	N/A	E-Golf	6
All Models	10	All 12-cylinder engines	N/A	Panamera Turbo Hybrid	N/A	Golf / TDI	5
All Hybrids / Electric	10	All AMG	N/A	Targa	10	GTI / GLI	5
		All Maybach	N/A	Taycan	N/A	Jetta / TDI	4
LEXUS		All McLaren	N/A	All Turbo Models	N/A	Passat / TDI	6
ES / GS Series	2	A-Class / C-Class	8	SALEEN		Taos / Touareg / TDI	7
GS F / GX Series	4	B250e	8	All Models	N/A	Tiguan	7
IS 500	7	CLA	8			All Hybrids / Electric	8
IS Series	3	CLS Class	9	SCION			
LFA	N/A	E-Class	8	All models except FR-S	4	VOLVO	
LC	7	EQC 400	8	FR-S	5	S60 / 80 / 90	5
LS Series	6	GLA / GLB / GLC	8			V60 / 70 / 90	5
LX Series	5	G / GL / GLE / GLS	9	SMART		XC40 / 60 / 70 / 90	7
NX / RX Series	4	M-Class	8	All Models	4	All Other Models	6
RC / RC F	4	Metris	8			All Hybrids / Electric	8
RZ 300e / 450e	7	S / SLC / SLK Class	9	SUBARU			
TX / UX	4	SL-Class	10	Ascent	5	WAGONEER	
All Other models	5	All Hybrids / Electric	10	BRZ	4	Wagoneer	5
LS / LC Hybrid	7			Forester	3	Grand Wagoneer	5
All Other Hybrids	4	MINI		Impreza	3	All Electric	5
		All John Cooper Works Models	8	Legacy	2		
LINCOLN		All Hybrids / Electric	6	Outback	4		
Continental	6	All Other Models	7	WRX	4		
MKS	6			WRX-STI	8		
MKZ	6	MITSUBISHI		XV Crosstrek	3		
		Eclipse Cross	3	All HEVs / EVs except Solterra	5		
		Lancer	3	Solterra Electric	6		
		RALLIART /	9				
		Sportback RALLIART					
		Mirage	1				
		Outlander / Outlander Sport	2				
		All Hybrids / Electric	3				

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

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



Prepaid Maintenance

RETAILER BENEFITS

QualityGuard+Plus Prepaid Maintenance plans are available for new and pre-owned vehicles and provide an opportunity to increase sales in the F&I office as well as on the service drive. Two plans are offered:

1) Oil change only 2) Oil change plus tire rotation¹ and Tire Road Hazard Protection². Both plans include a complimentary 10-point inspection when being serviced at the selling retailer.³

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

CLIENT BENEFITS

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

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

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

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

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

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



SUMMARY OF PREPAID MAINTENANCE PLANS

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

		SERVICE INTERVAL OPTIONS			
		Months	3	4	6
		Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	# OF SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSEN				
12 Months / 15,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2	
	Rotate Tires & Check Tire Pressure (as applicable)	2	3	2	
24 Months / 30,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	8	6	4	
	Rotate Tires & Check Tire Pressure (as applicable)	4	6	4	
36 Months / 45,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	12	9	6	
	Rotate Tires & Check Tire Pressure (as applicable)	6	9	6	
48 Months / 60,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8	
	Rotate Tires & Check Tire Pressure (as applicable)	8	12	8	
60 Months / 75,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10	
	Rotate Tires & Check Tire Pressure (as applicable)	10	15	10	
72 Months / 90,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	24	18	12	
	Rotate Tires & Check Tire Pressure (as applicable)	12	18	12	
84 Months / 105,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	28	21	14	
	Rotate Tires & Check Tire Pressure (as applicable)	14	21	14	
96 Months / 120,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	32	24	16	
	Rotate Tires & Check Tire Pressure (as applicable)	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

		SERVICE INTERVAL OPTIONS			
		Months	3	4	6
		Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	# OF SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSEN				
12 Months / 15,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2	
24 Months / 30,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (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 OPTIONS					
\$35	\$60	\$85	\$150		



Core Miscellaneous

ELITE PROTECTION PROGRAM CLAIMS & CANCELLATION INFORMATION

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

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

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

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

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

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

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

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

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

Retailer Assistance Directory

- Retailer Assistance with VSC/PMA Applications, Transfers or Cancellations 800-362-4111
Option 1, then option 1
- INFINITI VSC & PMA Claims 800-933-3712
- INFINITI Roadside Assistance 800-835-0221
- PMA Tire Road Hazard Protection Claims 866-359-5427
- 0% Consumer Finance Plan (Service Payment Plan) 800-346-5990
- Materials Order Status Check 800-247-5321



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

Vehicle Service Contract, Pre-Paid Maintenance, and CPO

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

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

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

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

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

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

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

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

Vehicle Service Contract Mechanical Breakdown Claims Process:

- All claims require pre-approval
- Obtain client complaint, cause and correction
- Have full repair estimate ready including part numbers and labor:
 - MSRP pricing and labor hours via Motors, Mitchell or AllData
 - If applicable, have rental, towing or sublet invoices available
 - Call QualityGuard+Plus (QGP) @ 800-888-5245 for pre-approval
 - If applicable, you will be given an approval number and dollar amount
 - All mechanical claims have a \$100 deductible per repair visit
- Click [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 53](#) 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 [here](#) or scan QR Code to download the QGP FFM Quick Reference Guide.



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

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

Retailer Assistance Directory

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

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



ELITE PROTECTION PRE-PURCHASE INSPECTION REPORT

VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT								
 INFINITI		ELITE [®] PROTECTION PROGRAM						
VIN:		Sales Type: (Check all that apply) ☐ Original Owner ☐ Subsequent Owner ☐ Service Drive Sale ☐ Lease Buyout						
Retailer Name: _____	Year: _____	License Number & State: _____	Mileage: _____					
Retailer Code: _____	Make: _____	OEM Warranty Expiration Date: _____	Work Order (WO) _____					
Date: _____	Model: _____	Number of Keys: _____	Stock Number: _____					
Technician: _____	Body Type: _____	Number of Keyless Remotes: _____						
The Vehicle Inspection Report (VIR) is required for vehicles outside of the OEM Powertrain Warranty and not required for vehicles that are still covered under the OEM Powertrain Warranty. Qualifications for all vehicles: Retailer expressly acknowledges and agrees that before issuing a VSC or Limited Warranty (LW), it will thoroughly inspect and properly precondition the vehicle as necessary. Sync and use CONSULT-4 for diagnostic scans. If applicable, the VIR, WO, VSC Application and Bill of Sale may be requested in the future to determine repair eligibility.								
Check the ☐ if the item is OK. Note all specifications/readings on WO. Check the ☐ if adjustments or repairs are required and note on WO.								
VIN / TSB's / Recalls / Maintenance / Engine Mechanical		Road Test						
1	Verify VIN (Original / No Alterations)	☐ ☐	64	Instrument Cluster and Gauges (Operation)	☐ ☐			
2	Perform Scheduled Maintenance	☐ ☐	65	Engine Performance (Operation / Noise / Vibration)	☐ ☐			
3	Check for OEM recalls	☐ ☐	66	Transmission (Operation / Noise)	☐ ☐			
4	Check all systems for Diagnostic Trouble Codes (Repair as needed)	☐ ☐	67	Differential / Transfer Case (Operation/ Noise)	☐ ☐			
5	All Belts / Hoses (Condition/Leaks)	☐ ☐	68	Steering and Suspension (Operation / Noise / Vibration / Ride Quality / Handling)	☐ ☐			
6	Start-up: Cold / Hot (Extended Crank Time)	☐ ☐	69	Cruise Control (Operation)	☐ ☐			
7	Engine: Sludge / Smoke From Tail pipe (Inspect for signs of sludge)	☐ ☐	70	Tire Pressure Monitoring System (Operation)	☐ ☐			
8	Engine: Noise (Ticking/Knocking/Abnormal: List where and what is making noise)	☐ ☐	* Hybrid System					
9	Engine: Leaks (Gaskets/Seals: Record where and what is leaking)	☐ ☐	71	*Hybrid Transaxle - Motor and Generator (Operation / Noise / Leaks)	☐ ☐			
10	All Fluids: Condition/Levels	☐ ☐	72	*Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant (Operation / Level / Leaks)	☐ ☐			
11	Engine Mounts (Cracked/Oil Soaked/ Broken)	☐ ☐	73	*Hybrid Electronic Control Unit - Motor Power Regeneration Controls (Run Diagnostic)	☐ ☐			
12	Exhaust Manifold (Warped/Cracked)	☐ ☐	74	*Diagnostic Scan (Check for Codes & Software Updates)	☐ ☐			
13	Catalytic Converter (Operation/Condition)	☐ ☐	* Electric Vehicle (EV)					
Advanced Driver Assistance Systems (ADAS)		Interior / Exterior Amenities		* EV Control Systems: (Run Diagnostic)				
14	Scan for Diagnostic Trouble Code(s) (Repair as needed)	43	Windows Controls: Motors / Regulators / Switches (Operation)	☐ ☐	75	Trickle Charge Cable (Operation/Condition)	☐ ☐	
15	ADAS Operation (All ADAS components / systems)	44	Door Handles / Locks / Controls (Manual / Automatic Operation)	☐ ☐	76	*Charge Port Inspection (Visually for Cracks/ Bent Terminals/Dirt/Debris) / (Operation of Charging Ports Caps/Does Air Exit Back of Port)	☐ ☐	
16	OEM Rear / Around View Monitor (Operation)	45	Tilt / Telescopic Steering Wheel / Adjustable Pedal (Operation)	☐ ☐	77	*Traction Motor Systems - Motor Power Regeneration Controls (Run Diagnostic)	☐ ☐	
Electrical / Fuel System		46	Seat Adjustments / Controls: Manual / Power / Automatic Drive Positioner (Operation)	☐ ☐	78	*Vehicle Charging Systems - On Board Charger (Operation / Run Diagnostic)	☐ ☐	
17	All OEM Wiring (Condition)	☐ ☐	47	Multifunction Switch (Headlight / Turn Signal)	☐ ☐	79	*High Voltage Cooling System (Leaks/ Levels/Condition)	☐ ☐
18	Starter Operation: Cranking Voltage _____ Amperage Draw _____	☐ ☐	48	Wipers / Washer (Operation/Speeds/Delay)	☐ ☐	80	*High Voltage Battery capacity inspection (Battery Usage Report)	☐ ☐
19	Alternator Charging: Output Voltage _____	☐ ☐	49	Horn (Operation)	☐ ☐	81	*Reduction Gear (Operation / Noise / Leaks)	☐ ☐
20	Fuel Pump (Operation/Noise)	☐ ☐	50	Interior Courtesy Lights: Vanity / Dome / Map (Operation)	☐ ☐	82	*Electric Shift Control (Run Diagnostic)	☐ ☐
21	Fuel Lines / Hoses (Condition/Leaks)	☐ ☐	51	HomeLink® (Operation)	☐ ☐	83	*Brake Systems / Brake Control / Parking Brake Systems (Operation)	☐ ☐
Cooling System		52	Rear / Side View Mirror: Auto-dimming / Power Folding / Controls / Motors (Operation)	☐ ☐	* HEV / EV Certified Technician Name and Signature			
22	Cooling System (Pressure Test/Leaks/Freeze Protection)	☐ ☐	53	Seat: Heated / Cooled (Operation)				☐ ☐
23	Recovery Tank / Radiator / Water Pump incl. electric / Cooling Fan(s) (Operation/Condition)	☐ ☐	54	Steering Wheel: Heated / Cooled (Operation)				☐ ☐
HVAC / Defroster		55	Steering Wheel Controls (Operation)	☐ ☐				
24	HVAC Operation (Hot/Cold, PTC Heater, Compressor Noise)	☐ ☐	56	Shift Interlock (Operation)				☐ ☐
25	A/C Hoses / Lines (Condition/Leaks)	☐ ☐	57	Sunroof / Moonroof / Conv. Top (Operation)	☐ ☐	Technician Name (print): _____ Technician Signature: _____		
26	Auto Climate Control (Air Flow / Fan Speed)	☐ ☐	58	Headlights: High / Low Beams (Operation)	☐ ☐			
27	Rear Window Defroster (Operation)	☐ ☐	59	Tail / Brake / Hazard Lights (Operation)	☐ ☐			
Brakes / Steering / Suspension		Transmission / Transfer Case / Drivetrain						
28	Brake Lines / Hoses / Fittings (Condition/ Leaks)	☐ ☐	60	Transmission / Transfer Case / Drivetrain (Fluid Condition/Leaks)	☐ ☐			
29	Calipers / Wheel Cylinders (Operation/Leaks)	☐ ☐	61	Transmission / Transfer Case Mounts (Cracked / Oil Soaked / Broken)	☐ ☐			
30	Parking Brake (Operation/Adjustment)	☐ ☐	62	Universal Joints / CV Joints / Drive Axles (Condition/Leaks)	☐ ☐			
			63	CV Boots (Condition/Leaks)	☐ ☐			

ELT-VIR-004





QUALITYGUARD+PLUS PRE-PURCHASE INSPECTION REPORT

VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT									
QualityGuard+Plus®					VIN:				
					Sales Type: (Check all that apply) ☐ Original Owner ☐ Subsequent Owner ☐ Certified Pre-Owned ☐ Service Drive Sale ☐ Lease Buyout				
Dealer Name: _____		Year: _____		License Number & State: _____		Mileage: _____			
Dealer Code: _____		Make: _____		OEM Warranty Expiration Date: _____		Work Order (WO) _____			
Date: _____		Model: _____		Number of Keys: _____		Stock Number: _____			
Technician: _____		Body Type: _____		Number of Keyless Remotes: _____					
The Vehicle Inspection Report (VIR) is required for vehicles outside of the OEM Powertrain Warranty and not required for vehicles that are still covered under the OEM Powertrain Warranty. Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a VSC or Limited Warranty (LW), it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.									
Check the ☐ if the item is OK. Note all specifications/readings on WO. Check the ☐ if adjustments or repairs are required and note on WO.									
VIN / TSB's / Recalls / Maintenance / Engine Mechanical				31 Master Cylinder and Booster (Operation/Leaks)		☐ ☐		Road Test	
1 Verify VIN (Original / No Alterations)				32 Power Steering Hoses / Lines (Condition/Leaks)		☐ ☐		64 Instrument Cluster and Gauges (Operation)	
2 Perform Scheduled Maintenance				33 Power Steering Pump (Operation/Leaks/Noise)		☐ ☐		65 Engine Performance (Operation / Noise / Vibration)	
3 Check for OEM recalls				34 Electronic or Electro-Hydraulic Controlled Power Steering Pump / Systems (Operation/Leaks)		☐ ☐		66 Transmission (Operation / Noise)	
4 Check all systems for Diagnostic Trouble Codes (repair as needed)				35 Steering / Suspension (Control Arms/Ball Joints/Bushings/Springs: Condition/Excessive Play/Modifications)		☐ ☐		67 Differential / Transfer Case (Operation/Noise)	
5 All Belts / Hoses (Condition/Leaks)				36 Struts (Leaks/Noise/Damage)		☐ ☐		68 Steering and Suspension (Operation / Noise / Vibration / Ride Quality / Handling)	
6 Start-up: Cold / Hot (Extended Crank Time)				37 Wheel / Hub / Axle Bearings (Condition/Noise)		☐ ☐		69 Cruise Control (Operation)	
7 Engine: Sludge / Smoke From Tail pipe (Inspect for signs of sludge)				Audio / Alarm / Navigation				* Hybrid (HEV) System	
8 Engine: Noise (Ticking/Knocking/Abnormal: List where and what is making noise)				38 OEM Multi-Information Display (Operation)		☐ ☐		71 *Hybrid Transaxle - Motor and Generator (Operation / Noise / Leaks)	
9 Engine: Leaks (Gaskets/Seals: Record where and what is leaking)				39 OEM Supplied Mobile Entertainment Systems (Operation)		☐ ☐		72 *Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant (Operation / Level / Leaks)	
10 All Fluids: Condition/Levels				40 OEM Audio System-Radio, CD (Operation)		☐ ☐		73 *Hybrid Electronic Control Unit - Motor Power Regeneration Controls (Run Diagnostic)	
11 Engine Mounts (Cracked/Oil Soaked/Broken)				41 OEM Navigation System (Operation)		☐ ☐		74 *Diagnostic Scan (Check for Codes & Software Updates)	
12 Exhaust Manifold (Warped/Cracked)				42 OEM Alarm/Theft Deterrent Systems (Operation)		☐ ☐			
13 Catalytic Converter (Operation/Condition)				Interior / Exterior Amenities				* Electric Vehicle (EV)	
Advanced Driver Assistance Systems (ADAS)				43 Windows Controls: Motors / Regulators / Switches (Operation)		☐ ☐		75 Trickle Charge Cable (Operation/Condition)	
14 Scan for Diagnostic Trouble Code(s) (Repair as needed)				44 Door Handles / Locks / Controls (Manual / Automatic Operation)		☐ ☐		76 *Charge Port Inspection (Visually for Cracks/ Bent Terminals/ Dirt/Debris) / (Operation of Charging Ports Caps/Does Air Exit Back of Port)	
15 ADAS Operation (All ADAS components / systems)				45 Tilt / Telescopic Steering Wheel / Adjustable Pedal (Operation)		☐ ☐		77 *EV Control Systems: (Run Diagnostic)	
16 OEM Rear / Around View Monitor (Operation)				46 Seat Adjustments / Controls: Manual / Power / Automatic Drive Positioner (Operation)		☐ ☐		78 *Traction Motor Systems - Motor Power Regeneration Controls (Run Diagnostic)	
Electrical / Fuel System				47 Multifunction Switch (Headlight / Turn Signal)		☐ ☐		79 *Vehicle Charging Systems - On Board Charger (Operation / Run Diagnostic)	
17 All OEM Wiring (Condition)				48 Wipers / Washer (Operation/Speeds/Delay)		☐ ☐		80 *High Voltage Cooling System (Leaks/Levels/ Condition)	
18 Starter Operation: Cranking Voltage _____ Amperage Draw _____				49 Horn (Operation)		☐ ☐		81 *High Voltage Battery capacity inspection (Battery Usage Report)	
19 Alternator Charging: Output Voltage _____				50 Interior Courtesy Lights: Vanity / Dome / Map (Operation)		☐ ☐		82 *Reduction Gear (Operation / Noise / Leaks)	
20 Fuel Pump (Operation/Noise)				51 HomeLink® (Operation)		☐ ☐		83 *Electric Shift Control (Run Diagnostic)	
21 Fuel Lines / Hoses (Condition/Leaks)				52 Rear / Side View Mirror: Auto-dimming / Power Folding / Controls / Motors (Operation)		☐ ☐		84 *Brake Systems / Brake Control / Parking Brake Systems (Operation)	
Cooling System				53 Seat: Heated / Cooled (Operation)		☐ ☐			
22 Cooling System (Pressure Test/Leaks/Freeze Protection)				54 Steering Wheel: Heated / Cooled (Operation)		☐ ☐			
23 Recovery Tank / Radiator / Water Pump incl. electric/ Cooling Fan(s) (Operation/Condition)				55 Steering Wheel Controls (Operation)		☐ ☐			
HVAC / Defroster				56 Shift Interlock (Operation)		☐ ☐			
24 HVAC Operation (Hot/Cold, PTC Heater, Compressor Noise)				57 Sunroof / Moonroof / Conv. Top (Operation)		☐ ☐			
25 A/C Hoses / Lines (Condition/Leaks)				58 Headlights: High / Low Beams (Operation)		☐ ☐			
26 Auto Climate Control (Air Flow / Fan Speed)				59 Tail / Brake / Hazard Lights (Operation)		☐ ☐			
27 Rear Window Defroster (Operation)				Transmission / Transfer Case / Drivetrain					
Brakes / Steering / Suspension				60 Transmission / Transfer Case / Drivetrain (Fluid Condition/Leaks)		☐ ☐			
28 Brake Lines / Hoses / Fittings (Condition/Leaks)				61 Transmission / Transfer Case Mounts (Cracked / Oil Soaked / Broken)		☐ ☐			
29 Calipers / Wheel Cylinders (Operation/Leaks)				62 Universal Joints / CV Joints / Drive Axles (Condition/Leaks)		☐ ☐			
30 Parking Brake (Operation/Adjustment)				63 CV Boots (Condition/Leaks)		☐ ☐			

*** HEV / EV Certified Technician Name and Signature**

Technician Name (print): _____

Technician Signature: _____

QGP-VIR-004



CANCELLATION REQUEST FORM

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



ELITE[®]
PROTECTION
PROGRAM

QualityGuard+Plus[®]

RETAILER CANCELLATION REQUEST FORM

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

Step 1: REASON FOR CANCELLATION (attach supporting documents)

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

Cancellation Reason (select below): _____

- **Cancel & Reissue:** corrected policy must be entered into PCRS
- **Client Request:** attach odometer statement or recent service record dated within 60 days of cancellation date
- **Default on Loan:** attach letter from lienholder
- **Duplicate:** same client and VIN#
- **Entered in Error:** attach original buyers order showing policy was not purchased
- **Private Party Sale:** attach copy of odometer statement or bill of sale showing date and mileage
- **Repossession/Abandonment:** attach repo/abandon letter from lienholder
- **Rewrite:** attach documents showing rewrite
- **Theft:** attach insurance report or police report showing loss date and mileage
- **Too Expensive:** attach odometer statement or recent service record dated within 60 days of cancellation date
- **Total Loss:** attach insurance report or lienholder's letter of demand showing total loss date and mileage
- **Trade:** attach copy of odometer statement or buyer's order showing date and mileage
- **Unwind:** attach unwind documents showing date of unwind

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

Step 2: CLIENT, VEHICLE AND POLICY INFORMATION

Client Name: _____

Client Address (current): _____

VIN#: _____ Policy#: _____

STEP 3: CANCELLATION DATE, MILEAGE, REFUND INFORMATION

Date: _____ Mileage: _____ Retail Refund Amount: _____

STEP 4: DEALERSHIP INFORMATION (the retailer completing this form)

Retailer Name (PRINT) _____ Retailer Code _____ Retailer Signature _____

- **A refund quote can be obtained in the cancellation section of PCRS**
- **All cancellation requests are now processed via PCRS with supporting documents attached**
- **All refunds are credited to the cancelling dealership's Non-Vehicle Account statement**
 - Policies financed through Service Payment Plan (SPP) will be refunded directly to SPP for proper disbursement, unless proof of loan payoff is attached
- **Cancelling dealership is responsible for issuing a check for the RETAIL REFUND to the appropriate party (LIENHOLDER/CLIENT)**
 - Cancelling dealership is responsible for verifying lien holder payoff before refunding client
 - If the cancelling dealership is not the original selling dealership, then any unearned portion will be debited to the original selling dealer's NVA

STEP 5: CLIENT SIGNATURE AND DATE

I request cancellation of the VSC/PMA listed above, and release and forever discharge Nissan Extended Services North America, its parent, subsidiaries and the affiliates of each entity, as well as each office, agent, distributor, employee, attorney, retailer successor and assignee of any of the above from and against any and all expenses, damages, claims, demands, suit, losses, judgments, liabilities, actions, payments and all costs whatsoever (including without limitation, attorney's fees) with respect to the VSC/PMA cancelled. In addition, a processing fee, as noted in your contract, will be automatically deducted from the retail refund amount. **This form must be completed in its entirety in order for the cancellation to be processed. I understand that this Cancellation Request is irrevocable. Please allow up to 30 days for processing upon complete submission. (The client must sign the cancellation request.)**

X

PRINT NAME

CLIENT SIGNATURE

DATE



ELITE[®]
PROTECTION
PROGRAM



Insurance Program



INSURANCE
Powered by Liberty Mutual®

Personal Insurance Strategic Partnership¹

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

RETAILER BENEFITS

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

CLIENT BENEFITS

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



1. Not available in AK, CA, LA, MA, MI, ND, SD. Coverage provided and underwritten by Liberty Mutual Insurance Company or its subsidiaries or affiliates, 175 Berkeley Street, Boston, MA 02116. The materials herein are for informational purposes only. All statements made are subject to provisions, exclusions, conditions, and limitations of the applicable insurance policy. Coverages and features not available in all states. Eligibility is subject to meeting applicable underwriting criteria. Learn more about our privacy policy at www.libertymutual.com/privacy.

2. Average savings based on a countrywide survey of new customers who reported savings when they switched to Liberty Mutual between 05/2023 and 04/2024. Savings may vary. Comparison does not apply in MA.

3. Discounts and savings are available where state laws and regulations allow, and may vary by state. Certain discounts apply to specific coverages only. To the extent permitted by law, applicants are individually underwritten; not all applicants may qualify.

4. Optional coverage; subject to limitations, and availability varies by state. Eligibility rules apply. More details are available at www.libertymutual.com/infiniti-owners.



CONSUMER PAYMENT PLANS

Consumer Finance Strategic Partnership

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

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

SPP 0% Payment Plan Advantages

RETAILER BENEFITS

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

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

Prices subject to change without prior notice

CLIENT BENEFITS

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

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



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

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

SPP SERVICE
PAYMENT
PLAN, INC.
The Power of Zero.®



How to Order Core Product Collateral

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

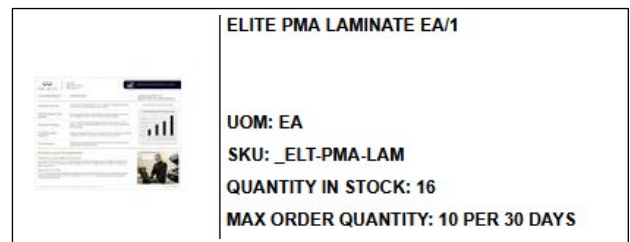
01 | Via NNA.net.com. Go to www.nnanet.com and choose My Links--> Dealer Operations --> Dealer Materials Ordering --> VSC/Extended Protection Plans

02 | Select the Brand and then the category of item to open the ordering page and locate the item you want to order.

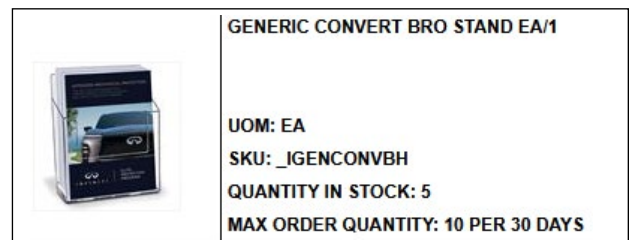


03 | Click on the button labeled 'Add to cart' to add the item to your cart for checkout.

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.

INFINITI Elite Collateral Order Form



QualityGuard+Plus Collateral Order Form



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

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

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

QUESTIONS?

Contact your IESNA Representative for assistance.



Important Contact Information

CONSUMER ASSISTANCE

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

IESNA RETAILER HOTLINE DIRECTORY

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

Menu Option

- Assistance with application processing, transfers or cancellations 1
- INFINITI Vehicle Claims 4
- QualityGuard+Plus Vehicle Claims..... 5
- Service Payment Plan Program (SPP) 6
- Certified Pre-Owned (CPO) CARFAX 7

RETAILER ASSISTANCE

- Retailer Assistance with VSC/PMA Applications, Transfers or Cancellations 800-362-4111
Option 1, then option 1
- INFINITI VSC & PMA Claims 800-933-3712
- QualityGuard+Plus Claims..... 800-888-5245
- INFINITI Roadside Assistance 800-835-0221
- QualityGuard+Plus Roadside Assistance 800-225-2476
- PMA Tire Road Hazard Protection Claims..... 866-359-5427
- 0% Consumer Finance Plan (Service Payment Plan)..... 800-346-5990
- Materials Order Status Check..... 800-247-5321



Ancillary Products: Overview

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

Vehicle Protection

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

Extended Lease Care

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

Financial Protection

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

High-Mileage Plan

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

Lifetime Limited Warranty

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

CLAIMS & CANCELLATION INFORMATION

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

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

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

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

To cancel a contract for Ancillary, Vehicle & Financial Protection, High-Mileage, Extended Lease Care, and Lifetime Limited Warranty, see [page 53](#).

For questions, additional information, or assistance with Extended Lease Care, High-Mileage, Exotic, Lifetime Limited Warranty, and Ancillary Products including Vehicle and Financial Protection products, call 800-475-9016.



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.
- **Emergency Road Service:** Roadside assistance with towing up to 50 miles is included. The client 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.

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 2' DELUXE

All coverages in level 1 plus

- Air Conditioning
- Braking System
- Electrical
- Steering
- Suspension

LEVEL 3' DELUXE PLUS

All coverages in levels 1 & 2 plus

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

LEVEL 4' SUPREME

All coverages in levels 1, 2, & 3 plus

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

* See contract for a full list of exclusions



HIGH-MILEAGE VEHICLE CLASSIFICATION GUIDE

MAKE/MODEL	CLASS	MAKE/MODEL	CLASS	MAKE/MODEL	CLASS
ACURA		GENESIS		NISSAN	
NSX	IE	All Models	3	CT-R	IE
All Other Models	3			All Other Models	1
ALFA ROMEO		GMC		OLDSMOBILE	
All Models	7	Yukon / Yukon XL	6	All Models	2
		All Models	5		
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		SAAB	
All Models	5	All Models	8	All Models	2
CADILLAC		JEEP		SATURN	
V Models	6	All Models	4	All Models	2
All Other Models	5				
CHEVROLET		KIA		SPRINTER	
Corvette	6	All Models	1	All Models	8
Corvette ZR-1 / Stingray / E-Ray	IE				
Suburban	5	LAND ROVER		SUBARU	
Uplander	5	All Models	8	BRZ	4
Silverado 2500 / 3500	5			WRX	5
Silverado 4500 / 5500 / 6500	6	LEXUS		All Models	2
Silverado Medium Duty	6	LFA	IE		
All Other Models	4	All Other Models	3	SUZUKI	
				All Models	2
CHRYSLER		LINCOLN		TOYOTA	
All Models	4	Navigator	7	86 / GR 86	4
		All Other Models	4	GR Supra	5
				All Other Models	2
DODGE		MASERATI		VOLKSWAGEN	
Challenger SRT Demon	IE	All Models	8	All Models	6
Challenger SRT Demon 170	IE				
Challenger SRT Hellcat	IE	MAZDA		VOLVO	
Challenger SRT Hellcat Redeye	IE	RX7 / RX8	7	All Models	6
Charger SRT Hellcat	IE	All Other Models	1		
Durango SRT Hellcat	IE			INELIGIBLE VEHICLES	
Viper	IE	MERCEDES-BENZ		Electric Vehicles	
All Other Models	4	ALL AMG	IE	Heavy Duty Trucks	
		A / C / CLA	6	Manufacturers Not Listed	
DODGE (RAM) TRUCKS		G	IE		
4500 Chassis Cab	6	Metris	8		
ProMaster 1500 / 2500 / 3500 / City	7	R / S / SL / SLS	8		
All Other Models	5	Sprinter	8		
		All Other Models	7		
FIAT		MERCURY			
All Models	6	All Models	2		
FORD		MINI			
GT	IE	All Models	7		
Mustang Shelby GT350	IE				
Mustang Shelby GT500	IE	MITSUBISHI			
F250 / F350	5	All Models	1		
F450 / F550 / F650	6				
All Other Models	4				

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



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, depending on coverage level selected, either \$2,500 or \$5,000.

Engine

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

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

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

Transmission

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

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

Drivetrain

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

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

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



* Batteries for hybrid/electric vehicles are excluded.



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

Seals & Gaskets

Covered only if required in connection with a covered repair.

Dual Rear Wheels

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

Canadian Vehicle

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

Air Conditioning

Condenser, compressor, clutch and pulley, orifice tube, accumulator, HVAC control module, high/low pressure cutoff switches, high/low pressure hoses, pressure cycling switch, thermostat, drier, temperature control head, fasteners for these components, and 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, three-phase high voltage cables, hydraulic or electric regenerative braking system, onboard computer system, including all relays, sensors, ECU & ECM (electronic control units/electronic control modules), power switch/button and controller/electronic throttle control system.

Miscellaneous Components

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



Technology

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

ADDITIONAL COVERAGE

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

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

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

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

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

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

Interior Protection | Repair of rips, cuts, punctures or tears in fabric, leather, or vinyl up to 2" or less in length and not wider than 1/8" and/or stains that are no greater than 6" in length or diameter as a result of normal wear and tear. In some instances, repair of the stain may require re-dyeing 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 Care Plus or Extended Care Lease Plus | We agree to pay, or in our sole discretion, reimburse the driver only the cost, including the labor rate, to

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

Surcharge

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





Vehicle Protection

BUNDLES - TWO PLAN OPTIONS

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

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

Preferred provides all the benefits of Select and adds an \$800 or \$1,400 Key Replacement Plan benefit, plus Cosmetic coverage to the Tire & Wheel benefit.



1. Windshield Replacement available where permitted.



SELECT

Tire & Wheel Protection

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

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

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

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

Windshield Protection

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

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

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

Emergency Road Service

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

Paintless Dent Repair

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



PREFERRED

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

Cosmetic Wheel Protection

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

Key Protection

Key Protection 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.



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 infinitielite-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.



Surcharges*

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 clear-coat unless the Chrome/Mixed Media Surcharge is selected and paid; any wheel constructed of carbon fiber, ceramic, or any materials other than steel or aluminum alloy.

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

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

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.



* Surcharges are subject to payment by your driver of the applicable surcharge price.



Standalone Products

PAINTLESS DENT REPAIR

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

KEY PROTECTION

Key Protection may include either an \$800 or \$1400 benefit to replace the vehicle key/remote should it become lost, stolen or destroyed. Battery replacement is not included.

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

EMERGENCY ROAD SERVICE

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

TIRE & WHEEL PROTECTION

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

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

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

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

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





360SHIELD

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

PaintShield

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

InteriorShield

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

GlassShield

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

WheelShield

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

BodyShield

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



Interior Anti-Microbial Protection

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

Air Quality & Odor Protection

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

ScreenShield

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

WHAT'S NOT COVERED

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

PaintShield: Body panels and components not treated with applicable product, damage due to paint defects, damage to chrome, bumper, & grills.

InteriorShield: Defects in vehicle's manufacturing materials, burned, torn, ripped materials, staining or fading caused by corrosive substances, blood, bleach, acid, dyes, inks, tar, paint, gum. **GlassShield:** Damage to areas of the vehicle other than front windshield.

WheelShield: Chrome wheels, wheels that have mixed finishes: paint, machine-finished, chrome, 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-dyeing the affected area.



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

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

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

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

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

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

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



Financial Protection

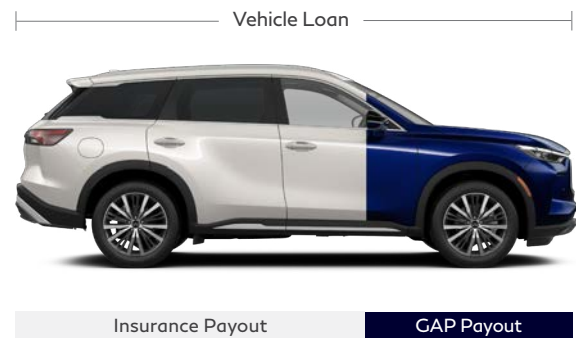
GAP

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

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

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

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



ADDITIONAL COVERAGE AVAILABILITY

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

WHAT DOES NOT QUALIFY 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 retailer of the replacement vehicle the replacement benefit up to the maximum benefit identified on the information schedule. The replacement benefit shall be calculated as follows: (i) when both the vehicle and replacement vehicle are purchased, the difference between the replacement vehicle cost basis, and the retail value of the vehicle as determined by the driver's primary carrier on the date of loss; or (ii) when both the vehicle and the replacement vehicle are leased, the difference between the sum of the monthly lease payments for the driver's replacement vehicle and the sum of the monthly lease payments for the vehicle for the entire term of the respective leases. Our payment of the replacement benefit is subject to the following: (i) the replacement vehicle must be of the same transaction type as the vehicle (e.g., purchase or lease); (ii) the replacement vehicle must be purchased or leased within 60 days from the date of loss; (iii) the cost of the replacement vehicle must be greater than the retail value of the driver's vehicle in order to receive the replacement benefit; and (iv) the replacement vehicle must be purchased or leased (as applicable) from the original

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

Surcharge

Commercial Use (ONLY when Surcharge has been selected and paid) | The driver will be eligible for coverage hereunder even though the driver is using their vehicle for a commercial use as defined herein.





TOTAL LOSS PROTECTION

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

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

COVERAGE DETAILS

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

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

VALUE PROTECT

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

COVERAGE BENEFITS

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

DIMINISHED VALUE BENEFITS

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





PAYMENTSHIELD

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

HOW PAYMENTSHIELD WORKS

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

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

COVERAGE BENEFITS

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





ANCILLARY PRODUCT PAYMENT PLANS

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

PURCHASER PAYMENT PLAN OPTIONS

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

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



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

POWERFUL TOOLS

Our online account management system includes:

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

ADDITIONAL BENEFITS

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



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



Lifetime Limited Warranty

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

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

POWERTRAIN COVERAGE

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

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

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

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

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

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

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

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

ADDITIONAL COVERAGE

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.



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 Retailer Replacement Benefit not available in AK, KS, NE, NY, TN, TX, and WV.



ANCILLARY STATE AND LENDER AVAILABILITY DISCLAIMERS (CONTINUED)

Lease Excess Wear & Tear

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

Value Protect

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

Theft Protection

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

Guaranteed Asset Protection (GAP)

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

Sentinel GAP - Unlimited

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

Chase GAP - Not Unlimited

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

Ford GAP - Unlimited

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



Claims & Cancellation Information

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

All claims require prior authorization.

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

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

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

Retailer Assistance Directory

- Ancillary Plan Claims Assistance 888-684-9327
- Ancillary Plan Appearance Protection Claims 800-323-3521
- Ancillary Plan GAP and Value Protect Claims 888-272-5517
- Ancillary Plan Lease Wear & Tear Claims Administrator 866-910-5547
Option 3, then option 1
- Ancillary Plan Roadside Assistance 866-330-0760
- High-Mileage Plan Claims 817-383-7251
(Purchased on or prior to 6/2/25)
- High-Mileage Plan Retailer Assistance & Consumer Benefits 800-856-0990
(Purchased on or prior to 6/2/25, Towing / Road Service; Trip Interruption; Lost Key / Lockout)

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

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

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

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

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

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



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

Client Initiated Cancellation

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

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

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

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

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

Cancellation Notification Process

Client Submits Cancellation Request

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

Day 1 - Confirmation of Request Received:

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

Day 6 - Confirmation of Intent to Proceed:

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

Day 7 - Final Confirmation of Cancellation:

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

What information does a client need to cancel their contract?

- Contract #
- VIN #
- Odometer
- Cancel Reason



How to Order Ancillary Supplies

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

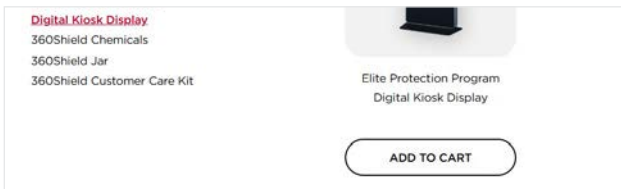
- 01 |** Go to nesna-resources.com and click on "Supplies Store" in the navigation bar. You can also go directly to nesna-dealers.com/supply-store/



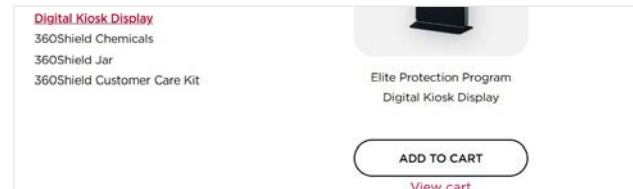
- 02 |** Select your brand, then browse the left-hand menu and click directly on an item to select it.



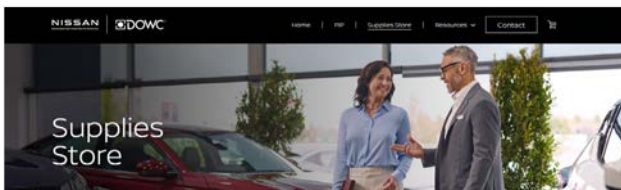
- 03 |** Click on the button labeled 'Add to cart' to add the item to your cart for checkout.



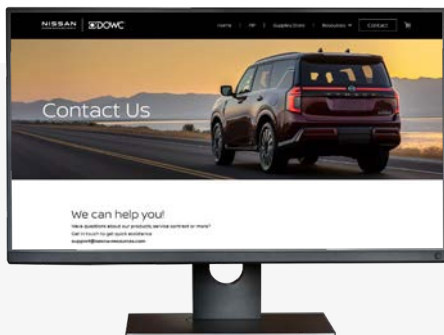
- 04 |** Once an item is added to your cart, a button labeled "View cart" will appear directly below the button, allowing you to view the items in your cart.



- 05 |** Optionally, you can also view the items in your cart by clicking on the shopping cart icon at the top 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/



ELITE®
PROTECTION
PROGRAM



Elite is a registered trademark of Nissan North America, Inc. The INFINITI name, logos and slogans are trademarks owned by or licensed to Nissan Motor Co. Ltd. and/or its North American subsidiaries. ©2025 INFINITI Extended Services North America. All rights reserved.