

NISSAN ELECTRIC VEHICLE PAN EUROPEAN WARRANTY

NISSAN PAN European Warranty is valid in European countries where authorised NISSAN EV Dealers are located.

NISSAN ELECTRIC VEHICLE PAN EUROPE WARRANTY (summary - see Warranty Certificate and page 5 for details)		Valid for years or miles, whichever comes first.	
		YEARS	MILES (KILOMETRES)
BASIC WARRANTY covers the non Electric Vehicle (EV) parts - see page 5 for details		3	60,000 (100,000)
ELECTRIC VEHICLE (EV) WARRANTY covers all the Electric Vehicle (EV) parts - see page 5 for details		5	60,000 (100,000)
ELECTRIC VEHICLE BATTERY (LI-ION) CAPACITY COVERAGE (24kWh) covers capacity loss - see page 6 for details		5	60,000 (100,000)
ELECTRIC VEHICLE BATTERY (LI-ION) CAPACITY COVERAGE (30kWh) covers capacity loss - see page 6 for details		8	100,000 (160,000)
BASIC NISSAN ASSISTANCE offers breakdown recovery - see page 5 for details		3	60,000 (100,000)
ENHANCED NISSAN ASSISTANCE for replacement vehicle or public transport - see page 5 & 10 for details		3	60,000 (100,000)
PAINT WARRANTY covers the body paint - see page 6 for details		3	UNLIMITED
PERFORATION FROM CORROSION WARRANTY covers inside-to-outside perforation - see page 6 for details		12	UNLIMITED
GENUINE PARTS AND ACCESSORIES WARRANTY covers all genuine NISSAN parts and accessories - see page 6 for details		1	UNLIMITED

* NISSAN Electric Vehicle Pan European Warranty does not affect the statutory rights of the purchaser and comes in addition to any other provisions the purchaser may have under contract of sale.

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3. NISSAN ELECTRIC VEHICLE PAN EUROPEAN WARRANTY INFORMATION

NISSAN International SA issues a warranty for each new NISSAN Electric Vehicle (EV) sold registered and operated in European countries where authorised NISSAN EV Dealers are located. Within the relevant period of time and mileage specified in each section below, an authorised NISSAN EV Dealer will repair or replace free of charge those parts or components which are covered by the section's description and which prove defective in materials or workmanship. Parts which are excluded from warranty are listed in section 4.10 below the header "What is not covered". The method of repairing or replacing is to be determined by the NISSAN EV Dealer. NISSAN Pan European Warranty does not affect the statutory rights of the purchaser and comes in addition to any other provisions the purchaser may have under the contract of sale.

3.1 BASIC VEHICLE WARRANTY

The Basic Vehicle Warranty covers all parts and components not covered by the EV System Warranty of each new NISSAN EV supplied by NISSAN which prove defective in materials or workmanship. Basic Vehicle Warranty is valid for 3 years from the warranty start date or 60,000 miles (or 100,000 km), whichever comes first.

3.2 ELECTRIC VEHICLE (EV) SYSTEM WARRANTY

The Electric Vehicle (EV) System Warranty covers all EV parts and components of each new NISSAN EV supplied by NISSAN which prove defective in materials or workmanship. Electric Vehicle (EV) System Warranty is valid for 5 years from the warranty start date or 60,000 miles (or 100,000 km), whichever comes first.

1. Li-ion Battery (EV battery)
2. Motor
3. Inverter
4. Vehicle Control Module (VCM)
5. Reduction gear
6. PDM (Power Delivery Module)
7. Charge connector & cable

3.3 TOWING WARRANTY

During the Basic Vehicle Warranty, if your vehicle becomes inoperative due to a warrantable defect in a country not covered by NISSAN Assistance, repair on the spot or towing service, when necessary, to the nearest authorised NISSAN Dealer or recharge point is covered.

3.4 NISSAN ASSISTANCE

Basic Service

During the Basic Vehicle Warranty, if your NISSAN EV becomes inoperative due to a (non) warrantable defect or accident in a country covered by NISSAN Assistance a rescue vehicle will be sent to your location. If your NISSAN EV cannot be repaired on the spot it will be towed to the nearest authorised NISSAN EV Dealer or recharge point.

Additional Benefits

If, after your NISSAN EV has been towed to the nearest authorised NISSAN Dealer, it cannot be repaired in the same day, NISSAN Assistance service will provide an additional benefit. NISSAN Assistance service will pay for the continuation of the trip or return home, hotel accommodation or a replacement car up to a certain maximum. See section 5 for further details.

3.5 RELOCATION OF VEHICLE

Your NISSAN EV is manufactured to meet the regulations and environmental requirements of the country where such NISSAN vehicles are originally sold. In case you relocate it to another European country, your NISSAN vehicle may not comply with the regulations and environmental requirements of that country.

If you relocate your NISSAN EV to a non-European country or a European Country where there are no NISSAN EV dealers located, you will not be able to receive warranty or maintenance services, (see 3.6 EV European Countries).

3.6 EV EUROPEAN COUNTRIES (NISSAN EV DEALERS ARE LOCATED IN THE FOLLOWING COUNTRIES)

NISSAN Electric Vehicle Pan European Warranty is available in the following countries

For vehicles sold and first registered in a European country listed below following a breakdown in a country below; NISSAN ASSISTANCE Service is available 24 hours a day, all year round, Sundays and public holidays included in the following countries:

Andorra, Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France*, Germany, Greece, Hungary, Iceland, Ireland, Italy, Liechtenstein, Lithuania, Latvia, Luxemburg, Monaco, The Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Vatican City.

* excluding: French overseas territories

If the breakdown occurs in an enclave or on an island belonging to one of the countries listed above the driver is eligible for Basic Service only. In case Repair on the spot is not possible, the vehicle is towed to the local NISSAN dealer or to a local workshop if no NISSAN dealer is located there.

3.7 PAINT WARRANTY

The Paint Warranty covers painted body parts (excluding the under body) which suffer from paint defects as a result of defective materials or workmanship.

The period for the Paint Warranty is 3 years from warranty start date, regardless of mileage driven.

3.8 PERFORATION FROM CORROSION WARRANTY

The Perforation from Corrosion Warranty covers body sheet metal panels which suffer from inside-to-outside perforation from corrosion as a result of defective materials or workmanship. The period for the Perforation from Corrosion Warranty is 12 years from the warranty start date, regardless of mileage driven. This warranty requires that the vehicle is inspected according to the yearly inspection reports displayed in this booklet, and repaired if necessary, by an authorised NISSAN EV Dealer.

3.9 GENUINE PARTS AND ACCESSORIES WARRANTY

NISSAN International SA issues a warranty for all NISSAN genuine parts and accessories installed on a NISSAN EV by an authorised NISSAN EV dealer from defects in material or workmanship for a duration of 1 year from the date of installation, regardless of mileage driven. To exercise his right to this warranty, the customer must provide evidence of the part installation date by means of the invoice and/or the warranty repair order.

When the vehicle on which the part is installed is covered by NISSAN Electric Vehicle Pan European Warranty, the part warranty will cease with the NISSAN Electric Vehicle PAN European Warranty. A Parts Warranty repair cannot be used to prolong the total warranty period of the vehicle.

Warranty on genuine parts and accessories purchased “over the counter” by the customer is warranted for a period of 1 year from the date of purchase. The customer must provide evidence of the purchase date by means of the sales invoice.

3.10 ELECTRIC VEHICLE BATTERY (LI-ION) CAPACITY COVERAGE

In addition to the Electric Vehicle Battery (Li-Ion) Coverage for defects in materials or workmanship, the Electric Vehicle Battery (Li-Ion) is also warranted against capacity loss below nine bars of capacity as shown on the vehicle’s battery capacity level gauge for a certain period depending on the vehicle battery specification:

- 24kWh battery: 60 months or 60,000 miles (100,000 km), whichever comes first.
- 30kWh battery: 96 months or 100,000 miles

(160,000 km), whichever comes first.

This warranty covers any repairs needed to return the battery capacity to a level of nine bars or above on the vehicle’s battery capacity level gauge. This Electric Vehicle Battery (Li-Ion) Capacity Coverage is subject to the exclusions listed under the heading “WHAT IS NOT COVERED.”

4. THINGS YOU SHOULD KNOW ABOUT NISSAN ELECTRIC VEHICLE PAN EUROPE WARRANTY

4.1 TYRES

Tyres, even when originally installed on new NISSAN vehicles, are warranted by the tyre manufacturer. An authorised NISSAN Dealer will assist you in making a warranty claim for tyres if necessary.

4.2 12V BATTERY

The 12V battery is warranted under the Basic Vehicle Warranty.

4.3 EV BATTERY (LI-ION BATTERY)

The EV battery is warranted under Electric Vehicle (EV) System Warranty policy. During vehicle usage the battery will discharge. If the battery charge drops below a minimum value the Power Limitation Indicator lamp (see Owner's Manual) will illuminate and the battery will need to be charged as soon as possible. The Power Limitation Indicator lamp does not indicate a warrantable defect with the Li-ion battery but merely indicates a greatly reduced level of charge. If the Power Limitation Indicator remains illuminated after charging is complete contact your nearest authorised EV Dealer. If a malfunction in the EV battery is detected, the EV System Warning Light is illuminated (see your Owner's Manual). It is recommended to contact an authorised NISSAN EV Dealer as soon as possible to have your EV inspected and if necessary, repaired.

If the Li-ion battery is covered by a lease scheme the warranty and repair procedure for the Li-ion battery exclusively is governed by the lessor contract. Please refer to your lease scheme documentation for details on the Li-ion battery lease scheme warranty and repair procedure.

4.4 PRE-DELIVERY INSPECTION

To make sure you will be completely satisfied with your new NISSAN EV from the very start, it has been inspected thoroughly and prepared before delivery according to NISSAN's New Vehicle Pre-Delivery Inspection Procedure.

4.5 PERIODIC MAINTENANCE SERVICE

The periodic maintenance services are a minimum requirement for warranty. They should be performed in accordance with the NISSAN recommended maintenance schedule. Additional maintenance service may be required since weather and atmospheric conditions, varying roads, vehicle usage and individual driving habits greatly influence the need for such service.

4.6 EV DEALER

It is recommended that periodic maintenance is performed by an authorised NISSAN EV Dealer. To ensure your NISSAN EV can be serviced or repaired at an authorised NISSAN EV Dealer whilst travelling outside your home country please contact your nearest authorised NISSAN EV Dealer or your National Sales Company.

4.7 GENUINE NISSAN PARTS AND ACCESSORIES

Genuine NISSAN parts and accessories are designed by or for NISSAN for use on NISSAN vehicles. Using genuine NISSAN parts and accessories is recommended for safe driving and lower overall running cost. Only genuine NISSAN parts and accessories are covered by NISSAN's Genuine Parts and Accessories Warranty.

4.8 WARRANTY SERVICE IN FOREIGN COUNTRIES

NISSAN Electric Vehicle Pan European Warranty is valid in European countries where authorised NISSAN EV Dealers are located (see Section 3.6 for details). The Warranty Booklet must be presented to an authorised NISSAN EV Dealer when a warranty repair is necessary, at home and abroad. Therefore it is essential that the Warranty Booklet is kept in your vehicle wherever it goes. Instructions to foreign dealers in several languages, see section 6, may be useful when needing a warranty repair abroad. If you visit or relocate your EV to another European country without an authorised NISSAN EV Dealer, you will not be able to receive warranty or maintenance services in that country. Please contact the nearest authorised NISSAN EV Dealer who will be able to advise you how to obtain warranty service.

4.9 DESIGN CHANGE

NISSAN has the right at any time to make changes to the design or specifications of any NISSAN vehicle without notice and without any obligation to make such changes on vehicles that have been sold in the past.

4.10 WHAT IS NOT COVERED

1. Tyres are covered by the tyre manufacturer's warranty, see section 4.1 for details.
2. Any non-genuine NISSAN parts, accessories or equipment.
3. Any parts and labour cost incurred in connection with required or recommended maintenance service such as, but not restricted to, wheel balancing and alignment, headlight aiming, replacement of light bulbs, brake discs/drums, brake shoes, brake pads, filters, wiper blades, fluids or lubricants.
4. Damage, failures or corrosion resulting from:
 - Misuse, accident, theft, arson or intentional damage;
 - Industrial fall-out, acid or alkali contamination, stone chipping, chemical fall-out, tree sap, bird droppings, salt, hail, windstorm, lightning or other environmental conditions;
 - Failure to follow the relevant guidelines given in the Owner's Manual and under the caption "what you must do" in this booklet;
 - Failure to have the vehicle repaired at the earliest opportunity after a defect has become apparent;
 - Lack of proper maintenance services as outlined in this Warranty Booklet and/or your Owner's Manual;
 - Alteration or improper repair;
 - Repairs not performed by an authorised NISSAN EV Dealer;

- Use of non-genuine parts, accessories or equipment;
- Use of improper or dirty, fluids or lubricants.

Additionally, damage or failures to the Li-ion battery resulting from or caused by:

- Exposing a vehicle to ambient temperatures above 120F (50 °C) for over 24 hours.
 - Storing a vehicle in temperatures below -13F (-25 °C) for over seven days.
 - Leaving your vehicle for over 14 days where the Li-ion battery reaches a zero or near zero state of charge.
 - Physically damaging the Li-ion battery or intentionally attempting to reduce the life of the battery.
 - Exposing the Li-ion battery to contact with a direct flame.
 - Charging the Li-ion battery full on a daily basis despite the battery keeping a high state of charge level (98-100%).
 - Immersing any portion of the Li-ion battery in water or fluids.
 - Opening the Li-ion battery enclosure or having it serviced by a non EV certified technician.
 - Neglecting to follow correct charging procedures.
 - Use of Incompatible charging devices.
 - Consequential damage caused by the failure to repair an existing problem.
5. Normal deterioration of trim, paint or other cosmetic items.
 6. Any vehicle on which the odometer has been altered or replaced so that the reading does not correspond with the actual mileage of the vehicle, without official registration on the Speedometer change certificate (located in the rear of this booklet), or on which the Vehicle Identification Number and/or Motor Number have been altered or removed.

7. Incidental or consequential damages such as loss of use of the vehicle, inconvenience or commercial loss.
8. GRADUAL CAPACITY LOSS
The Lithium-ion battery (Electric Vehicle Battery), like all lithium-ion batteries, will experience gradual capacity loss with time and use. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under this warranty beyond the terms and limits specified in the ELECTRIC VEHICLE BATTERY (LI-ION) CAPACITY COVERAGE above. See OWNER'S MANUAL for important tips on how to maximize the life and capacity of the "Lithium-ion battery."

4.11 WHAT WE WILL DO

All warrantable defects will be repaired by an authorised NISSAN EV Dealer at no charge to the customer for labour or parts within the limitations set out in this Warranty Booklet.

4.12 WHAT YOU MUST DO

1. Properly use, maintain and care for your vehicle as outlined in this Warranty Booklet and your Owner's Manual.
2. Take the vehicle to an authorised NISSAN EV Dealer's place of business during regular business hours at your expense in order to obtain warranty service.
3. Check for trim, paint or other cosmetic defects at the time the new vehicle is delivered and report the same to your selling dealer without delay.
4. Retain maintenance service records in the event a question should arise concerning the vehicle's maintenance. As for the Genuine Parts and Accessories Warranty, keep relevant documents and invoices of all parts installations.

5. As for the Paint Warranty and the Perforation from Corrosion Warranty, the following things must be done additionally:
- Carefully read vehicle care and maintenance instructions given in the Owner's Manual;
 - Have the annual paint inspection carried out and documented in section 9;
 - Wash and wax the vehicle regularly; remove salt, sand, ice melting agents, road and oil tar, tree sap, bird droppings and other potentially harmful materials immediately when they are found sticking to the vehicle;
 - Promptly repair any damage to the surface finish of the vehicle at your own expense.

5. NISSAN ASSISTANCE

During New Vehicle Warranty you are entitled to NISSAN ASSISTANCE 24 hours a day, all year round, Sundays and public holidays included.

NISSAN ASSISTANCE is provided by a Nissan Europe partner and is available in the following countries:

Albania, Andorra, Austria, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France*, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxemburg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City.

* *excluding: French overseas territories*

If the breakdown occurs in an enclave or on an island belonging to one of the countries listed above you are eligible for Basic Service only. In case Repair on the spot is not possible, the vehicle is towed to the local Nissan (EV) dealer or to a local workshop if no Nissan (EV) dealer is located there.

5.1 BASIC SERVICE

If your vehicle becomes immobilized due to a warrantable incident, non-warrantable incident or accident, you can call the telephone number printed on the Warranty Certificate. The first objective is to identify the possibility to solve the problem through telephone instructions. If Phone Fix is not possible you are entitled to one of the two following Basic Services:

1. Repair on the spot
2. Towing to the Nissan EV dealer

The first objective is to repair your vehicle on the spot, if that is not possible your vehicle will be towed to a Nissan EV dealer or recharge point/home address (in case of empty Li-ion battery). You can choose the Nissan EV dealer or recharge point/ home address if these are located within 50 km of the place of the breakdown. If that distance is more than 50 km your vehicle is towed to the nearest Nissan EV dealer or recharge point.

5.2 ADDITIONAL SERVICE

If your vehicle is towed to a Nissan EV dealer and cannot be repaired the same day, you are entitled to one of the four following Additional Services.

1. Journey continuation:

To start or continue the journey or to return home for driver and passengers and returning to the dealer to retrieve the repaired vehicle for the driver (or a person selected by the driver).

- train / ship (1st class)
- taxi up to 50 km
- plane, if train journey is more than 8 hours (economy class)
- public transport

Combinations of the above are possible. The cost of local transport between the dealer where the vehicle can be repaired and the station, airport, hotel, Rental Company is covered.

2. Replacement vehicle:

Until the vehicle is repaired with a maximum of three working days with unlimited mileage. When the vehicle has to be towed to a LiB Repair

Centre you are entitled to an additional 3 working days. Fuel and toll charges are at the user's expense. In case of a Rental vehicle a deposit may be required. The replacement vehicle will be a segment C vehicle. A replacement vehicle may not be used for commercial activities (such as business continuation).

3. Accommodation:

If the breakdown occurred more than 50 km from home and if you would like to wait for repair of the vehicle. Until the vehicle is repaired with a maximum of three working days in a 3 star hotel including breakfast for driver and passengers.

4. Repatriation:

If following a breakdown abroad the vehicle cannot be repaired within 3 working days after it arrived at the Nissan EV dealer, repatriation of the vehicle / driver / passengers / luggage can be arranged if necessary. In that case the repatriation should be arranged within 4 working days after the vehicle arrived at the Nissan EV dealer. If it cannot be foreseen within one day that a vehicle cannot be repaired within 3 working

days Repatriation can be combined with one of the three services mentioned above if necessary.

5.3 LIFETIME NISSAN ASSISTANCE

If you have your vehicle serviced at a Nissan EV dealer, you will benefit from NISSAN Assistance until your next scheduled maintenance. Therefore you will continue to benefit from the same cover as described in the Chapters above. For more information please contact your nearest Nissan EV dealer.

5.4 BATTERY LEASE SCHEME

If the Li-ion battery is covered by a lease scheme the warranty and repair procedure for the Li-ion battery exclusively is governed by the lessor contract. Please refer to your lease scheme documentation for details on the Li-ion battery lease scheme warranty and repair procedure.

5.5 FAIR USAGE CLAUSE NO/LOW LI-ION BATTERY CHARGE

During the NISSAN Assistance entitlement period the number of NISSAN Assistance services due to no or low Li-ion battery charge are depending on fair usage of the vehicle:

- A - In case of repeated non-starts with plausible causes NISSAN Assistance services will be provided.
- B - In case of repeated non-starts (by same driver) without plausible causes no NISSAN Assistance services will be provided.

The NISSAN Assistance provider will be able to make a fair judgment based on best practice experience.

5.6 LIMITATIONS:

NISSAN ASSISTANCE will not cover:

- incidents that occur off-road
- incidents caused by force majeure
- incidents that occur during participation in competitions, rallies and races
- cargo damages, physical injuries or loss of income as a result of an immobilization
- incidents caused by intentional action or extreme lack of care from the driver or passengers
- costs the customer would normally have when travelling, insurances, tolls, parking fees, meals, etc.

(Nissan EV dealer = Entity authorized to sell or repair Nissan Electric Vehicles) (Recharge point = Any suitable energy source and plug where the customer can recharge the vehicle) (Nissan LiB Repair Centre = Nissan EV dealer authorized to repair Li-ion battery)

6. TO THE AUTHORISED NISSAN EV DEALER ABROAD

ENGLISH

To the EV authorised NISSAN Dealer.

Warranty Repair:
This vehicle has been registered in another country and is warranted under the NISSAN Pan European Warranty for the period and mileage listed on the Warranty Certificate at the front of this booklet. If the vehicle is still covered by the NISSAN Pan European Warranty, any necessary warranty repairs the driver requests must be carried out free of charge to the customer. In case of doubt, please contact the distributor in your country

NISSAN Assistance:
If the customer is from a country covered by the NISSAN Assistance and the warranty repair is essential for a safe continuation of the journey, and the repair cannot be completed the same day, observe the following procedure:
- Instruct the customer to contact the NISSAN Assistance numbers issued with the vehicle and listed in this booklet to obtain assistance. The customer is entitled to additional service as described in 5.2.

DEUTSCH

An Vertragshändler für NISSAN-Elektrofahrzeuge.

Garantiereparatur:
Dieses Fahrzeug wurde in einem anderen Land zugelassen und ist für den Zeitraum und die Laufleistung, die auf der Garantiekarte vorn in diesem Heft angegeben sind, von der paneuropäischen NISSAN-Garantie gedeckt. Wenn für das Fahrzeug noch die paneuropäische NISSAN-Garantie gilt, müssen sämtliche vom Fahrer geforderten Garantiereparaturen für diesen kostenlos durchgeführt werden. Wenden Sie sich im Zweifelsfall an den Vertriebspartner in Ihrem Land.

Pannendienst:
Wenn der Kunde aus einem Land kommt, das durch den NISSAN Assistance Dienst gedeckt ist, und die Garantiereparatur für eine sichere Weiterreise erforderlich ist, diese aber nicht am selben Tag fertiggestellt werden kann, ist folgendes Verfahren zu beachten:
- Weisen Sie den Kunden an, sich für Unterstützung an die Nummern von NISSAN Assistance zu wenden, die mit dem Fahrzeug geliefert wurden und in diesem Heft vermerkt sind.
Der Kunde hat Anspruch auf Zusatzleistungen wie in 5.2 beschrieben

FRANÇAIS

Au réparateur agréé NISSAN véhicules électriques.

Réparation sous garantie :
Ce véhicule a été immatriculé dans un autre pays et est couvert par la garantie paneuropéenne NISSAN pour la durée et le kilométrage mentionnés sur le certificat de garantie au début de ce carnet. Si le véhicule est encore couvert par la garantie paneuropéenne NISSAN, toute réparation sous garantie nécessaire, demandée par le conducteur, doit être effectuée gratuitement. En cas de doute, veuillez contacter le distributeur de votre pays.

Assistance routière :
Si le client est originaire d'un pays dans lequel la couverture de l'assistance NISSAN s'applique et que la réparation sous garantie est indispensable pour poursuivre le voyage en toute sécurité, mais que la réparation ne peut pas être effectuée le jour même, respectez la procédure suivante :
- Indiquez au client de contacter l'assistance NISSAN aux numéros fournis avec le véhicule et mentionnés dans ce carnet pour obtenir de l'aide.
Le client peut prétendre à des services supplémentaires tels que décrits à la section 5.2.

ESPAÑOL

Al Concesionario Autorizado NISSAN para vehículos eléctricos.

Reparación en garantía:
Este vehículo se ha registrado en otro país y está cubierto por la Garantía Paneuropea de NISSAN durante el periodo y kilometraje mencionados en el Certificado de Garantías que aparece al inicio de este libro. Si el vehículo está aún cubierto por la Garantía Paneuropea de NISSAN, cualquier reparación que solicite el conductor debe llevarse a cabo sin cargo alguno. Para cualquier duda, contacte con el distribuidor de su país.

Asistencia en carretera:
Si el cliente procede de un país cubierto por el Servicio de asistencia NISSAN y para continuar el viaje de forma segura es esencial una reparación en garantía, y se prevé que la reparación no puede finalizarse el mismo día, lleve a cabo el siguiente procedimiento:
- Indique al cliente que debe ponerse en contacto con el número del Servicio de asistencia NISSAN proporcionado con el vehículo e incluido en este Libro de Garantías para hacer uso del servicio de asistencia.
El cliente tiene derecho a los servicios adicionales descritos en el apartado 5.2.

ITALIANO

Al concessionario autorizzato di veicoli elettrici NISSAN.

Riparazione in garanzia:
Questo veicolo è stato registrato all'estero ed è coperto dalla Garanzia paneuropea NISSAN per il periodo e il chilometraggio specificati nel Certificato di garanzia nella parte anteriore del presente libretto. Fintantoché il veicolo sarà coperto dalla Garanzia paneuropea NISSAN, gli interventi di riparazione necessari richiesti dal conducente devono essere eseguiti senza spesa per il cliente. In caso di dubbio, rivolgersi al distributore nel proprio paese.

Assistenza stradale:
Se il cliente proviene da un paese in cui è valida l'Assistenza NISSAN e l'intervento di riparazione è essenziale per il proseguimento sicuro del viaggio ma non può essere effettuato in giornata, osservare la seguente procedura:
- Bisogna indicare al cliente i numeri dell'Assistenza NISSAN forniti con il veicolo e riportati nel presente libretto, affinché possa ottenere l'assistenza necessaria. Il cliente ha il diritto al servizio addizionale, descritto nel paragrafo 5.2.

PORTUGUÊS

Para o concessionário autorizado para o veículo eléctrico NISSAN que fará a reparação em garantia:

Reparação coberta pela garantia:
Este veículo foi registado noutro país e está abrangido pela Garantia Pan-europeia NISSAN durante o período e quilómetros indicados no Certificado de Garantia na parte da frente deste livrete. Se o veículo ainda estiver abrangido pela Garantia Pan-europeia NISSAN, quaisquer reparações necessárias cobertas pela garantia que sejam solicitadas pelo condutor devem ser realizadas de forma gratuita para o cliente. Em caso de dúvida, contacte o distribuidor para o seu país.

Assistência em Viagem:
Se o cliente for de um país abrangido pela Assistência NISSAN e a reparação coberta pela garantia for essencial para prosseguir a viagem em segurança, e a reparação não puder ser concluída no mesmo dia, proceda da seguinte forma:
- Dê instruções ao cliente para utilizar os números de contacto da Assistência NISSAN divulgados com o veículo e indicados neste livrete para obter assistência. O cliente tem direito a serviço adicional, conforme descrito no ponto 5.2.

NEDERLANDS

Aan de erkende
NISSAN-Dealer van
elektrische voertuigen.

Reparatie onder garantie:

Deze auto is geregistreerd in het buitenland en valt onder de NISSAN Pan-europese Garantie gedurende de periode en de kilometers aangegeven in het Garantiecertificaat aan het begin van dit boekje. Zolang de auto gedekt is door de NISSAN Pan-europese Garantie, dient elke noodzakelijke reparatie die de bestuurder vereist kosteloos voor de klant uitgevoerd te worden. Neem bij vragen contact op met de distributeur in uw land.

Pechhulpdienst:

Als de klant afkomstig is uit een land waar de NISSAN Assistance geldig is en de reparatie onder garantie essentieel is voor een veilige voortzetting van de reis maar niet dezelfde dag uitgevoerd kan worden, neem dan de volgende procedure in acht:
- Maak de klant attent op de nummers van de NISSAN Assistance meegeleverd met de auto en aangegeven in dit boekje, opdat de nodige hulp verkregen kan worden. De klant heeft recht op extra service, zoals beschreven in 5.2

DANSK

Til den auktoriserede
NISSAN-el-bilforhandler.

Garantireparation:

Bilen er indregistreret i et andet land og dækkes af NISSANs fælleseuropæiske garanti for den periode og det kilometerantal, der er angivet i garanticertifikatet forrest i dette hæfte. Hvis køretøjet stadig er dækket af NISSANs paneuropæiske garanti, skal alle nødvendige reparationer, som føreren anmoder om, udføres uden omkostninger for kunden. I tilfælde af tvivl bedes du kontakte distributøren i dit land.

Vejhjælp:

Hvis kunden kommer fra et land, der er dækket af NISSAN Assistance, og garantireparationen er nødvendig for at kunne fortsætte rejsen på sikker vis, men ikke kan udføres på samme dag, skal følgende procedure følges:
- Anmod kunden om at kontakte numrene til NISSAN Assistance, der gælder for køretøjet og er angivet i dette hæfte for at få assistance.
Kunden er berettiget til til-lægsydelser som beskrevet i 5.2.

SVENSKA

Till den auktoriserade
NISSAN-elbilförsäljare.

Garantireparation:

Detta fordon har registrerats i ett annat land och omfattas av NISSAN Pan-European-garantin för perioden och körsträckan som anges i garanticertifikatet längst fram i detta hæfte. Om fordonet fortfarande omfattas av NISSAN Pan-European-garantin måste alla nödvändiga garantireparationer som föraren begär utföras utan kostnad för kunden. I tvessamma fall ber vi dig kontakta distributören i ditt land.

Vägassistans:

Om kunden kommer från ett land som omfattas av NISSAN Assistance och garantireparationen är avgörande för en säker fortsättning på resan och reparationen inte kan slutföras samma dag beakta följande procedurer:
- Instruera kunden att kontakta de nummer till NISSAN Assistance som utfärdades tillsammans med fordonet, och som anges i detta hæfte, för att få hjälp.
Kunden är berättigad till de tilläggstjänster som beskrivs i 5.2.

NORSK

Til NISSAN elbil autorisert
forhandler.

Garantireparasjon:

Denne bilen er registrert i et annet land og er dekket av NISSAN Pan-European Warranty for perioden og kilometerstanden som er oppgitt på garantibeviset på forsiden av dette heftet. Hvis bilen fortsatt er dekket av NISSAN Pan-European Warranty, og det er behov for garantireparasjon etterspurt av føreren, skal dette utføres uten kostnad for bilens eier. Hvis du er i tvil kan du kontakte distributøren i landet ditt.

Vejhjælp:

Hvis kunden er fra et land som er dekket av NISSAN Assistance, og garantireparasjonen er avgjørende for å kunne fortsette kjøreturen på en sikker måte og reparasjonen ikke kan fullføres samme dag, følg følgende prosedyre:
- Instruer kunden om å kontakte NISSAN Assistance på det aktuelle nummeret i listen i dette heftet som kunden skal ha fått utdelt sammen med kjøretøyet, for å få hjelp.
Kunden har rett til tilleggstjenester som beskrevet i 5.2.

SUOMI

Valtuutetulle
NISSAN-sähköautojen
jälleenmyyjälle.

Takuukorjaus:

Tämä auto on rekisteröity toisessa maassa, ja se kuuluu NISSAN Pan Europe -takuun piiriin tämän vihkon alussa olevassa takuutodistuksessa mainitun ajanjakson ja kilometrimäärän mukaisesti. Jos ajoneuvo kuuluu yhä NISSAN Pan Europe -takuun piiriin, kaikki ajoneuvon kuljettajan vaatimat takuukorjaukset on suoritettava asiakasta veloittamatta. Ota yhteys maahantuojan epäselvissä tapauksissa.

Tiepalvelu:

Jos asiakas on NISSAN Assistance -palveluohjelman piiriin kuuluvasta maasta ja takuukorjaus on välttämätön matkan turvallisen jatkamisen kannalta, mutta korjausta voidaan suorittaa samana päivänä, huomioi seuraava menettely:
- Pyydä asiakasta ottamaan yhteyttä NISSAN Assistance -palvelunumeroon, joka on ilmoitettu auton mukana, ja kysymään neuvoa palvelusta.
Asiakas on oikeutettu lisäpalveluun kohdassa 5.2 kuvatulla tavalla.

ΕΛΛΗΝΙΚΑ

Προς τον εξουσιοδοτημένο
αντιπρόσωπο Ηλεκτρικών
οχημάτων της NISSAN.

Επισκευή εντός εγγύησης:

Αυτό το όχημα έχει καταχωριστεί σε άλλη χώρα και η εγγύηση που το καλύπτει είναι η Panευρωπαϊκή Εγγύηση NISSAN, για την περίοδο και τη χιλιομετρική κάλυψη που αναφέρονται στο Πιστοποιητικό Εγγύησης στο μπροστινό μέρος του παρόντος φυλλαδίου. Εάν το όχημα συνεχίζει να καλύπτεται από την Panευρωπαϊκή Εγγύηση NISSAN, οπισθοθέστε απαραίτητες επισκευές υπό την εγγύηση σας ζητηθούν από τον οδηγό, πρέπει να γίνουν χωρίς χρέωση για τον πελάτη. Σε περίπτωση αμφιβολίας, επικοινωνήστε με το διανομέα στη χώρα σας.

Οδική βοήθεια:

Σε περίπτωση που ο πελάτης είναι από χώρα την οποία καλύπτει η Βοήθεια της NISSAN και η επισκευή υπό την εγγύηση είναι σημαντική για την ασφαλή συνέχιση του ταξιδιού και δεν είναι δυνατό να ολοκληρωθεί αυθημερόν, πρέπει την εξής διαδικασία:
- Δώστε στον πελάτη την οδηγία να επικοινωνήσει με κάποιον από τους αριθμούς της Βοήθειας NISSAN που παρέχονται με το όχημα και παρατίθενται στο παρόν φυλλάδιο για να λάβει βοήθεια.
Ο πελάτης δικαιούται επιπλέον υπηρεσίες όπως περιγράφεται στην ενότητα 5.2.

7. VEHICLE MAINTENANCE & SERVICE SCHEDULE INFORMATION

Chapter 2 contains information on the NISSAN MAINTENANCE SCHEDULE which enables you to understand which service frequency is applicable to your NISSAN EV and information about SPECIFIC OPERATIONS on NISSAN Maintenance schedules.

This section is designed to help you identify the maintenance requirements for your NISSAN EV.

Section (7.1) contains information on GENERAL MAINTENANCE which can be performed by you, an authorised EV dealer, or your authorised NISSAN EV Dealer. Having identified, in chapter 2, which NISSAN service schedule applies to your Electric Vehicle, sections (7.1) and (7.2) will show you exactly which type of service is required.

Section (7.2) contains instructions regarding your PERIODIC MAINTENANCE.

Section (7.3) contains information on ADDITIONAL MAINTENANCE which might be required if your NISSAN EV is used in some severe driving conditions.

Your NISSAN EV Dealer can provide further advice on all of these subjects if required.

7.1 GENERAL MAINTENANCE

Your new NISSAN Electric Vehicle has been designed to have minimum maintenance requirements with longer service intervals to save you both time and money. However, some day-to-day and regular maintenance is essential to maintain your NISSAN's good mechanical condition, as well as its performance. It is the owner's responsibility to make sure that the specified maintenance, as well as general maintenance, is performed.

As the vehicle owner, you are the only one who can ensure that your vehicle receives the proper maintenance care. You are a vital link in the maintenance chain.

GENERAL MAINTENANCE

General maintenance includes those items which should be checked during normal day-to-day operation of the vehicle. They are essential if your vehicle is to continue to operate properly. It is your responsibility to perform these procedures regularly as prescribed.

Performing general maintenance checks requires minimal mechanical skill and only a few general automotive tools. These checks or inspections can be done by yourself, a-qualified technician or, if you prefer, your NISSAN EV Dealer.

WARNING

- Failure to perform scheduled maintenance may result in reduced vehicle performance or possible breakdowns, as well as exclusion from warranty coverage.
- When performing any checks or maintenance work, closely observe the "Maintenance precautions" paragraph in the "Maintenance and do-it-yourself" operations section of the Owner's Manual.

PERIODIC MAINTENANCE

The maintenance items listed in this part are required to be serviced at regular intervals.

However, under severe driving conditions, additional or more frequent maintenance will be required.

WHERE TO GO FOR SERVICE

If maintenance service is required or your vehicle appears to malfunction, we recommend having the systems checked and tuned by an authorised NISSAN EV Dealer.

NISSAN technicians are well-trained specialists and are kept up to date with the latest service information through technical bulletins, service tips, and in-dealership training programs. They are completely qualified to work on NISSAN EV before they work on your vehicle, rather than after they have worked-on it.

You can be confident that your NISSAN EV Dealer's service department performs the best job to meet the maintenance requirements on your NISSAN EV in a reliable and economic way.

EXPLANATION OF GENERAL MAINTENANCE ITEMS

During the normal day-to-day operation of the vehicle, general maintenance should be performed regularly as prescribed in this section. If you detect any unusual sounds, vibrations or smell, be sure to check for the

cause or have a knowledgeable NISSAN repairer such as a NISSAN EV Dealer do it promptly. In addition, you should notify a knowledgeable NISSAN repairer such as a NISSAN EV Dealer if you think that repairs are required.

WARNING

When performing any checks or maintenance work, closely observe the “Maintenance precautions” paragraph in the “Maintenance and do-it-yourself” operations section of the Owner’s Manual.

Additional information on the following items with “★” is found in the “Do-it-yourself operations” section.

OUTSIDE THE VEHICLE

The maintenance items listed here should be performed weekly, unless otherwise specified.

★ **Tyres:** Check the pressure with a gauge periodically when at a service station and adjust to the specified pressure if necessary. Check carefully for damage, cuts or excessive wear.

★ **Tyre rotation:** Tyres should be rotated every 6,000 miles (10,000 km). However, the timing for tyre rotation may vary according to your driving habits and the road surface conditions.

★ **Wheel alignment and balance:** If the vehicle pulls to either side while driving on a straight and level road, or if you detect uneven or abnormal tyre wear, there may be a need for wheel alignment. If the steering wheel or seat vibrates at normal highway speeds, wheel balancing may be needed.

Windscreen.

Check the windscreen at least every six months for cracks or other damage. Have a damaged windscreen repaired by a knowledgeable NISSAN repairer such as

a NISSAN EV Dealer.

★ **Windscreen wiper blades:** Check for cracks or wear if they do not wipe properly.

Doors and motor bonnet.

Check that all doors, bonnet, boot lid and tailgate operate properly. Also ensure that all latches lock securely. Lubricate hinges, latch pins, latches, rollers and links if necessary. Make sure that the secondary latch keeps the bonnet from opening when the primary latch is released.

When driving in areas using road salt or other corrosive materials, check for lubrication frequently.

★ **Lights:** Make sure that the headlights, stop lights, tail lights, turn signal lights, and other lights are all operating properly and installed securely. Also check headlight aim.

INSIDE THE VEHICLE

The maintenance items listed here should be checked on a regular basis, such as when performing periodic maintenance, cleaning the vehicle, etc.

Warning lights and chimes.

Make sure that all warning lights and chimes are operating properly.

Steering wheel.

Check for change in the steering conditions, such as excessive free play, hard steering or strange noises.

★ **Seat belts:** Check that all parts of the seat belt system (e.g. buckles, anchors, adjusters and retractors) operate properly and smoothly, and are installed securely. Check the belt webbing for cuts, fraying, wear or damage.

★ **Accelerator pedal:** Check the pedal for smooth operation and make sure that the pedal does not catch or require uneven effort. Keep the floor mat away from the pedal.

★ **Brake pedal:** Check the pedal for smooth operation and make sure that it has the proper distance under it when depressed fully. Check the brake booster function. If the brake pedal suddenly goes down further than normal, the pedal feels spongy or the vehicle seems to take longer to stop, contact an authorised EV dealer immediately. Keep the floor mat away from the pedal.

★ **Brakes:** Check that the brakes do not pull the vehicle to one side when applied.

Electric shift P (Park) position mechanism:

On a steep hill, check that the vehicle is held securely while the vehicle is in the P (Park) position without applying the brakes.

★ **Parking brake:** Check the parking brake operation regularly. The vehicle should be securely held on a steep hill with only the parking brake applied. If the parking brake cannot keep a vehicle position contact a knowledgeable NISSAN repairer such as a NISSAN EV Dealer.

★ **Seats:** Check seat position controls such as seat adjusters, seatback recliners, etc. to ensure that they operate smoothly and that all latches lock securely in every position. Check that the head restraints/headrests move up and down smoothly and that the locks (if so equipped) hold securely in all latched positions.

★ **Windscreen defroster:** Check that the air emits from the defroster outlets properly and in sufficient quantity when operating the heater or air conditioner

UNDER THE BONNET AND VEHICLE

The maintenance items listed here should be checked periodically.

- ★ **Windscreen washer fluid:** Check that there is adequate fluid in the tank.
- ★ **Motor coolant level:** Check the coolant level when the motor compartment is cold. Make sure that the coolant level is between the “MAX” and “MIN” lines on the reservoir.
- ★ **Brake fluid level:** Make sure that the brake fluid level is between the “MAX” and “MIN” lines on the reservoir.
- ★ **12V Battery:** Check the fluid level in each cell. It should be between the “MAX” and “MIN” lines. Electric vehicles operating in high temperatures or under severe conditions require frequent checks of the 12V battery fluid level.
- ★ **Fluid leaks:** Check under the vehicle for oil, water or other fluid leaks after the vehicle has been parked for a while. Water dripping from the air conditioner after use is normal. If you should notice any leaks, the vehicle must be checked immediately.
- ★ **Radiator and hoses:** Check the front of the radiator and clean off any dirt, insects, leaves, etc., that may have accumulated. Make sure that the hoses have no cracks, deformation, rot or loose connections.
- ★ **Underbody:** The underbody is frequently exposed to corrosive substances such as those used on icy roads or to control dust. It is very important to remove these substances, otherwise rust will form on the floor pan and frame. At the end of winter, the underbody should be thoroughly flushed with plain water, being careful to clean those areas where mud and dirt may accumulate.

7.2 PERIODIC MAINTENANCE

The periodic maintenance and servicing required for ensuring good motor performance and good mechanical condition of your new vehicle is located at the front of this booklet. These matters should be attended to by a knowledgeable NISSAN repairer such as a NISSAN EV Dealer.

Periodic maintenance means that your vehicle will require servicing either on a time or mileage based schedule. If you typically travel less than 18,000 miles (30,000 km) per year, your vehicle will require servicing on a time-based interval. If, however, you typically travel more than 18,000 miles (30,000 km) per year, your vehicle will require servicing on a mileage-based interval.

Please use the information on the labels at the front of the booklet to identify the correct servicing regime for your vehicle. Note that these schedules show the maintenance schedule for normal usage. Depending on weather and atmospheric conditions, varying road surfaces, individual driving habits and vehicle usage, additional or more frequent maintenance may be required. See “Maintenance under severe driving conditions” for more information.

Periodic maintenance beyond the last period shown on the maintenance service label at the front of the booklet is required at the same intervals.

7.3 MAINTENANCE UNDER SEVERE DRIVING CONDITIONS

If the vehicle is mainly operated under severe driving conditions as shown below, more frequent maintenance must be performed. Please consult a knowledgeable NISSAN repairer such as a NISSAN EV Dealer about additional service requirements for your vehicle.

Severe driving conditions

- a - Driving under dusty conditions
- b - Driving in high humidity areas or in mountainous areas
- c - Driving in areas using salt or other corrosive materials
- d - Driving on rough and / or muddy roads or in the desert
- e - Driving with frequent use of braking or in mountainous areas

10. CUSTOMER CARE

Your complete satisfaction with your Nissan vehicle is of primary concern to your authorised Nissan dealer and Nissan.

We will give full consideration to any query or problem that arises, either within or outside the warranty period. If a concern arises that has not been effectively handled by staff within the Nissan dealer, we would ask you to:

STEP 1

Initially contact the appropriate Department Manager within the Dealer and allow him the opportunity to respond and resolve your problem.

STEP 2

If the problem is not resolved to your satisfaction, contact the dealership General Manager, Dealer Principal or Quality Manager asking for their personal involvement.

STEP 3

If you are dissatisfied with the responses received, we would ask you to contact:

Nissan Customer Support Centre
Nissan Motor (GB) Ltd
The Rivers Office Park
Denham Way
Rickmansworth
WD3 9YS

Tel: 0330 123 1231

E-mail: gb@nissan-services.eu

The Customer Support Centre is normally open between 8.30 and 6.00 pm Monday-Friday

Alternate Dispute Resolution Process

Nissan Motor (GB) Limited subscribes to the Motor Industry Code of Practice for New Cars. If we are not able to resolve a dispute, we will refer you to Motor Codes, a Chartered Trading Standards Institute Alternative Dispute Resolution provider. They can be contacted at www.motorcodes.co.uk or 0207 344 1651.

11. NOTICE OF OWNER OR VEHICLE REGISTRATION NO. CHANGE

If your name and/or address and/or registration number has been changed, or you are the new owner of a NISSAN Electric vehicle, please inform us of the changed details as soon as possible. This will allow us to inform you of any important information when appropriate. You can either:

- ★ Visit your local NISSAN EV Dealer so they can print out a new Warranty Certificate Label
- ★ For UK: Complete and mail the freepost card on the last page of this booklet.
- ★ For Ireland: Mail us with the information at
The Customer Service Department
NISSAN Ireland
Cedar House, Park West Business Park
Nangor Road, Dublin 12, Ireland

12. LOCAL SPECIALITIES OF ISSUING COUNTRY AND WARRANTORS ADDRESS

NISSAN International SA
Zone d'activités La Pièce 12
1180 Rolle
SWITZERLAND