

# RSA coverage document for EV per 2020

## 1. NISSAN ASSISTANCE

Nissan Assistance is available 24 hours a day, all year round, Sundays and public holidays included in the following countries:

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, Gibraltar, 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<sup>1</sup> or on an island<sup>2</sup>, *without* a Nissan dealer located on that 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 a local workshop.

If the breakdown occurs on an enclave<sup>1</sup> or on an island<sup>2</sup>, *with* a Nissan dealer located on that island, belonging to one of the countries listed above the driver is eligible for Basic Service and Additional Service on the island where the immobilization occurred (conditions for Additional Service entitlement are outlined under 4.3).

<sup>1</sup> for example the Spanish enclaves Ceuta and Melilla in Morocco

<sup>2</sup> an island is defined as being only connected to the mainland by water/air, not by bridge/tunnel

## What are the Covered Programs?

EV has the same programs as ICE. So EV can have extended warranty or Loyalty RSA as well. The duration does not differ.

### Nissan Programs:

#### 1. New Vehicle Warranty (NVW)

→ 3 years for passenger cars & 5 years for LCV/Truck

#### 2. Extended Warranty (EW)

→ 1 or 2 years on top of NVW

#### 3. Loyalty Roadside Assistance (LRSA)

→ SARA program, 1 or 2 year extension after maintenance is performed by a dealer

The RSA entitlement is only limited by duration, not by mileage.

## 1.1 BASIC SERVICE

If the vehicle becomes immobilized due to a warrantable incident, non-warrantable incident or accident, the customer 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 the customer is entitled to one of the two following Basic Services:

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

If the vehicle cannot be repaired on the spot, it will be towed to a Nissan EV dealer or **recharge point/home address** (in case of empty Li-ion battery). The customer can choose the Nissan EV dealer or recharge point/ home address if these are located within 100 km of the place of the breakdown. If that distance is more than 100 km the vehicle is towed to the nearest Nissan EV dealer or recharge point.

## 1.2 ADDITIONAL SERVICE

If the vehicle is towed to a Nissan EV dealer and cannot be repaired within 4 hours after arrival at the dealer, the customer 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 (1<sup>st</sup> class)
- taxi up to 100 km
- plane, if train > 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 the customer is entitled to an additional three 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, if possible, the same segment as the breakdown vehicle (segment C for LEAF, segment LCV for eNV200). The replacement vehicle should be, if possible, provided by the Nissan dealer. If a courtesy car is not available a Rental car can be provided.

### 3. Accommodation:

If the breakdown occurred > 100 km from home and if the customer 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 the breakdown occurred abroad<sup>1</sup> or > 500 km from home in the same country<sup>2</sup> and in case the vehicle cannot be repaired within 3 working days after it arrived at the Nissan EV dealer, repatriation of the unrepaired 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 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.

<sup>1</sup> Commonly referred to as “Repatriation” (return unrepaired vehicle / driver / ..... from abroad to the home dealer / address). Repatriation is mentioned for all cases under <sup>1</sup> and <sup>2</sup>.

<sup>2</sup> Commonly referred to as “Transportation” (return unrepaired vehicle / driver / ..... Inside the home country to the home dealer / address)

### 1.3 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 Roadside Assistance provider will be able to make a fair judgment based on best practice experience.

### 1.4 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, like insurances, tolls, parking fees and meals

(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)