

1. NISSAN ASSISTANCE

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 dealer or to a local workshop if no Nissan dealer is located there.

1.1 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 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 dealer (LCV dealer for Truck, NHPC for GT-R). You can choose the dealer if that dealer is 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 dealer.

1.2 ADDITIONAL SERVICE

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

** limitation for Germany only: in case of an accident there is no entitlement to 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 > 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. Fuel and toll charges are at the user's expense. In case of Rental vehicle a deposit may be required. The replacement vehicle will be, if possible, the same segment as the breakdown vehicle (for GT-R segment E).

Drivers of a Nissan Truck (Atleon, NT500, Cabstar, Interstar, NV400), taxis, driving school vehicles and other special vehicles are eligible for a segment B replacement vehicle. A replacement vehicle may not be used for commercial activities (such as business continuation).

3. Accommodation:

If the breakdown occurred > 100km 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 GT-R 4 star) 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 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 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.

1.3 LOYALTY ROADSIDE ASSISTANCE

For countries operating a Loyalty Roadside Assistance programme, you will be given 12 months NISSAN ASSISTANCE if you have your vehicle serviced at a Nissan dealer. Therefore you will continue to benefit from the same cover as described in the Chapters above. For more information please contact your nearest Nissan dealer.

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 fuel, insurances, tolls, parking fees and meals.

(Nissan dealer = Authorized Nissan dealer or Approved Nissan repairer)