



CARED4 Nissan 2 Years' free servicing and 2 Years' Roadside Assistance

TERMS & CONDITIONS from 1st January – 31st March 2017

This document contains the following details about Nissan's 2 Years Nissan Free Servicing offer:

- What's included in your Service Plan
- Nissan Servicing General Terms
- What's included in your Roadside Assistance cover
- Nissan Roadside Assistance General Terms

WHAT'S INCLUDED IN YOUR SERVICE PLAN?

Your CARED4 Service Plan is valid up to two years from the plan start date or for two services, whichever comes first*.

Your Service Plan covers the following:

- One Minor and one Major Service carried out at the time or mileage (whichever comes first) as specified in the official Nissan service schedule in your vehicle handbook. This includes labour, as well as the parts, oils and fluids as detailed in Table 1.
- The services can be claimed in any order based on the servicing requirements of your vehicle at the time. Your Nissan dealer will advise on the appropriate order based on the service history.

Table 1

Minor Service	Major Service
Fit new sump plug washer	Everything in the Minor service plus . . .
Fit new engine oil filter	Fit new air filter
Change engine oil	Fit new pollen filter
Top up screen wash	Renew brake fluid
At the required mileage or time interval . . .	
Fit new fuel filter (diesel vehicles only)	
Fit new spark plugs (petrol vehicles only)	
Renew coolant	

Engine related items above do not apply to EV.

Your service plan excludes claims for (a) any item or repair not specified in this agreement letter, including the replacement of drive belts/cambelts/timing belts/tensioners (b) loss of



time, loss of use of the vehicle or any other loss or damage of whatsoever nature, and (c) loss or damage recoverable under any other service or maintenance plan, warranty or insurance cover.

How to Claim

Please contact your chosen Nissan dealer to make an appointment for the service to be completed, making them aware that you wish to claim under your CARED4 Service Plan and quoting your policy number.

The first service may be claimed any time after six months from the policy start date or sooner if the scheduled annual mileage has been covered. The policy start date is the date on which the vehicle transfers to your ownership.

NISSAN SERVICING GENERAL TERMS

The two years Free Servicing offer is available on specified CARED4 Nissan vehicles when purchased with Nissan Finance (with a minimum amount financed of £2500 and where the finance agreement is not cancelled prior to first payment being made).

Claims are subject to audit by Nissan Motor (GB) Limited, The Rivers Office Park, Denham Way, Rickmansworth, Hertfordshire WD3 9YS.

Transferability

If you sell your vehicle privately, you can transfer the Service Plan to the new owner. To update the details of the Service Plan, please contact Nissan Service Plan Administration on 0844 573 8022.

You cannot transfer the (Service Plan) if you sell the vehicle through a commercial retailer and the Service Plan cannot be transferred to a New Vehicle.

Cancellation

Should you decide to cancel a CARED4 Service Plan which has been provided free of charge you will not be entitled to reimbursement of the cost of the Service Plan. No cash alternative is available.

Your Responsibilities

It is a condition of the Service Plan that your vehicle is serviced by a franchised Nissan dealer at the intervals recommended by Nissan Motor (GB) Ltd throughout the period of the plan. Services must be carried out within one month and 1,000 miles of the periods specified by Nissan Motor (GB), whichever comes first. Failure to do so may invalidate your plan.

Complaints

Although We aim to please, things can sometimes go wrong. We would rather you told us if you are dissatisfied. In the unlikely event of a complaint, you should contact the Administrator in the first instance on 0844 573 8022, or in writing to: The Customer Services Manager, Nissan Extended Warranty Administration, Jubilee House, 5 Mid Point Business



Park, Thornbury, West Yorkshire BD3 7AG. You can also email the administrator at complaints@motor-admin.com. For further questions about your Service Plan, please contact: Nissan Service Plan Administration, Car Care Plan Ltd., Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Tel: 0844 573 8022.

WHAT'S INCLUDED IN YOUR ROADSIDE ASSISTANCECOVER?

Your package also entitles you to two years free Roadside Assistance with the below benefits. The first-year cover is automatically set up upon purchase of your CARED4 vehicle. Each subsequent year of cover must be renewed with your dealer at the point of service.

Nissan Pan-European Roadside Assistance

All Nissan Vehicles are covered by the Nissan Pan-European Roadside Assistance.

Nissan Pan-European Roadside Assistance is available in the following countries

Austria, Belgium, Denmark, Finland, France (excluding DOM TOM), Germany, Greece, Ireland, Italy, Luxembourg, Monaco, The Netherlands, Norway, Portugal, Spain (excluding Ceuta and Meilla), Sweden, Switzerland and the United Kingdom (excluding Guernsey and Jersey).*

* Should your vehicle become inoperative due to a warrantable defect in a country not covered by the Nissan Pan-European Roadside Assistance, repair on the spot or towing service, when necessary, to the nearest authorised Nissan Dealer or recharge point is covered.

Coverage includes:

- Roadside repair
- Towing service to nearest Nissan dealership

Additional coverage per breakdown for vehicles where breakdown necessitates repairs covered under Nissan warranty and where repair cannot be completed on the day of breakdown:

- Replacement vehicle for up to three working days. We'll supply the driver of the Nissan or Nissan EV with a replacement car (non-EV) for a maximum of three working days or until the repair is completed, whichever is sooner. Charging and toll fees are at the user's expense and the replacement car excludes all other additional services. Drivers of special vehicles such as taxis, driving-school vehicles, short-term rental vehicles, etc are not eligible for this service.
- Hotel accommodation for up to three nights.
- Reimbursement of the cost of Public transport to complete your journey. The options available are:
 - Train, 1st class
 - Taxi up to 30 miles
 - Any other suitable means.



EV BATTERY OUT OF CHARGE

Roadside Assistance is available to you in the unlikely event of your Nissan EV battery running out of charge en-route to your destination. If your Nissan EV battery cannot be recharged at your location, your car will be towed to either a location of your choice or the nearest location where the battery can be recharged (both within a 30 mile radius) to help you get back on your journey – the towing cost will be covered by the policy. Any cost for recharging your Nissan EV if applicable will be covered by the driver.

For LEAF Flex (battery lease) customers, the Nissan EV Pan-European Roadside Assistance will cover you for the duration of your battery lease agreement should your Nissan EV run out of battery charge. For any other repair work, the basic warranty clause still applies.

A fair usage policy applies.

Fair Usage Clause:

During the warranty period, the number of Roadside Assistance services resulting from no or low EV battery charge depends on a fair usage of the vehicle.

- In the case of repeated non-starts with plausible causes Roadside Assistance service will be provided.
- In the case of non-starts (by same driver) without plausible causes no Roadside Assistance will be provided.
- Nissan Assistance will be able to make a fair judgment based on best practice experience.

Further terms and conditions of the Roadside Assistance cover are available at <http://www.nissan-aftersales.co.uk/assistance/roadside-assistance>.

CALL EV 0800 246 820 (when travelling in the UK)

0044 161 210 2409 (when travelling in Europe)

EV CALL 0800 652 3025 (when travelling in the UK)

0044 1737 815 175 (when travelling in Europe)

Nissan Assistance is provided by RAC Motoring Services. Nissan EV Assistance is provided by AXA (calls may be recorded and/or monitored).

NISSAN ROADSIDE ASSISTANCE GENERAL TERMS

Roadside Assistance benefits and services are provided by RAC Motoring Services and/or RAC Insurance Ltd Registered in England No. 1424399: Registered Office: 8 Surrey Street, Norwich NR1 3NG) and RAC Insurance Limited (Registered in England No. 2355834, Registered Office as above) are authorised and regulated by the Financial Conduct Authority and within the jurisdiction of the Financial Ombudsman Service and Financial Services Compensation Scheme. See Nissan Roadside Assistance welcome pack for details of



breakdown and recovery services entitlement. Details of the contractual arrangements under which RAC Services are provided to you are available by calling 0870 366 5603.

NISSAN EV ROADSIDE ASSISTANCE GENERAL TERMS

Benefits and Services are provided by Nissan Assistance. Nissan Assistance is committed to the fair treatment of all customers and may monitor or record telephone calls for quality assurance purposes. Nissan Assistance is authorised and regulated by the Financial Conduct Authority (FCA). FCA Register number 439069. Nissan Assistance UK Limited (registration 2638890) 106-118 Station Road, Redhill, Surrey RH1 1PR.

Nissan CARED4 Pledges

1. Detailed checks

Every CARED4 vehicle will have been through detailed checks by an independent company to ensure it's not stolen, that there's no outstanding finance, has never been written off and that the Vehicle Identification Number (VIN) corresponds to DVLA records. In addition, the mileage is researched to see if there is any indication of discrepancy. Only then will your vehicle have gone through a rigorous multi-point check and preparation process by a Nissan trained technician. And only once it has passed every single check can it become CARED4.

2. Minimum 12 months' warranty

To give you further peace of mind, every CARED4 car comes with a manufacturer-approved warranty for a minimum of 12 months with an option to upgrade to a further 12 or 24 months for even greater worry free motoring. All you have to do is ensure that your vehicle is serviced in accordance with manufacturer requirements. And just for the record, all Nissan CARED4 vehicles are less than 7 years old and have covered less than 75,000 miles. Also included as an additional benefit, if the vehicle is more than 2 years old at the time of sale, is MOT Care which covers the cost of repairing, replacing or adjusting specific defective parts in the unlikely event that your car fails its next MOT.

3. Exchange promise

This is a serious commitment. In fact our commitment to making the whole used cars experience a whole lot better goes so far that we offer you a 30 days/1,000 mile exchange promise. This means in the unlikely event that the vehicle develops a fault, which cannot be resolved within the mileage and timeframe, we'll exchange it for another vehicle of at least equal value. But with all this care and attention, we like to think you'll be very happy together.

4. YOU+NISSAN

OUR PROMISE. YOUR EXPERIENCE.



We promise to provide you the highest level of support throughout your ownership. Whether you are an existing Nissan owner or a new Nissan customer there's no time limit on how long you will benefit from our promises. We will look after you. That is our Promise.

YOU care about staying on the road when your Nissan is in for service or repair. want to stay on the road when your Nissan is in for a service or repair.
NISSAN PROMISE to keep you mobile free of charge whether you need a courtesy car, or just a lift.

YOU want to understand what is going on with your car's service.
NISSAN PROMISE a free vehicle health check and we can even show you any work that might need doing with your own vehicle assessment video.

YOU want the best value for money when it comes to service and repair.
NISSAN PROMISE simple Fixed Price Servicing, and will price match like-for-like competitor written quotes within 10 miles of your local dealer.

YOU want the peace of mind you get from our quality service to go even further.
NISSAN PROMISE to provide you with Roadside Assistance for free every time you service your car with us.

YOU want your problems resolved quickly.
NISSAN PROMISE to propose a resolution to any problem within two working days.

YOU want to test drive the latest Nissan model, engine and gearbox you're interested in buying.
NISSAN PROMISE that's what you'll get when you pre-book your test drive either online or through our customer service centre.