

ROADSIDE ASSISTANCE

Included with your Nissan purchase, Roadside Assistance Benefits are available to you, 24 hours a day, 365 days a year, for emergency roadside assistance should the need arise for any of the following items:

- Mechanical Breakdown
- Tire Failure
- Accident/Collision
(One-way tow, loaner vehicle not included)
- Out of charge
- Lock-out service

All Roadside Assistance services are provided exclusively by Cross-Country Motor Club, Inc., Boston, Massachusetts 02155, except in California, Oregon, Wisconsin and Wyoming, where services are provided by Cross-Country Motor Club of California, Inc., Boston, Massachusetts 02155.

HOW TO USE ROADSIDE ASSISTANCE

Should one of the disablements listed above occur, simply call the toll free number, **1-877-NO GAS EV (1-877-664-2738)**, and advise the Roadside Assistance Representative of your name, the vehicle identification number (VIN) of your car, your location, and the nature of the problem. The VIN can be found imprinted on a plate affixed to the upper dashboard on the driver's side of your vehicle.

ON-SITE AND TOWING SERVICE

Depending on the type of vehicle problem you are experiencing, the Roadside Assistance Representative will determine the appropriate roadside assistance and/or flatbed (towing) service to be dispatched. In most cases, minor disablement services such as lock-out service, etc., can be performed on-site so that you can be on the road again as soon as possible. There is no charge for the dispatch of on-site or towing service. Any charges for the replacement of keys or non-warranty items will be your responsibility at the time of the repair or service. Whenever possible, flatbed (towing) service will be dispatched for mechanical disablements or accident/collisions which render the vehicle inoperative. There is no charge for the towing service. Roadside Assistance will arrange to transport the vehicle to the nearest Nissan LEAF certified dealer. Warranty covered repairs will be provided for under the terms of the applicable Nissan New Vehicle Limited Warranty. However, any non-warranty or accident/collision repairs will be your responsibility.

Note: You may be required to sign a receipt at the time of disablement to acknowledge receipt of the Roadside Assistance service rendered.

EMERGENCY TRAVEL EXPENSE/TRIP INTERRUPTION BENEFITS

If you experience a mechanical breakdown more than 100 miles from your primary residence, you may be eligible for the following reasonable trip interruption benefits:

- Meals
- Lodging
- Substitute transportation

- Costs to reunite the vehicle and owner, after warranty repairs have been completed

The Roadside Assistance Representative, (toll free number **1-877-NO GAS EV (1-877-664-2738)**), will explain Emergency Travel Expense/Trip Interruption benefits in detail and provide authorization of appropriate benefits. In some situations you may be required to pay for these benefits initially. If so, the representative will provide instructions for reimbursement procedures. You must keep records of these expenses and submit them upon request. Emergency Travel Expense/Trip Interruption Benefits are not available for accident/collision and/or other non-warrantable disablements.

COVERAGE

Roadside Assistance is provided for all Nissan LEAF vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, for a period of 36 months/unlimited mileage.

Roadside Assistance is available to anyone operating the Nissan LEAF vehicle with the authorization of the owner. (For purpose of Roadside Assistance benefits, "owner" includes the lessee of a leased vehicle.) These services are transferable with the resale of the vehicle for the time remaining on the original Nissan New Vehicle Limited Warranty coverage period. Roadside Assistance is available throughout the lower 48 States and Hawaii.

(Continued on next page)

EXCLUSIONS

Roadside Assistance is not a warranty and is not provided under any Nissan warranty, but is a service which is provided to you as part of the purchase of a Nissan LEAF to minimize any unforeseen vehicle operation inconvenience. Potential liability is expressly limited to the cost of the listed benefits and does not extend to incidental or consequential damages such as loss of use inconvenience, loss of pay, or commercial loss.

Roadside Assistance benefits exclude any costs related to repairs, parts replacement, labor, etc. which are incurred as a result of accident/collision, vehicle abuse, racing, vandalism or other items not covered by the Nissan New Vehicle Limited Warranty. Also excluded are services for snow tires, repair to studs, mounting or demounting of snow chains, and any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations.

Complimentary rental car program

During the first 36 months/36,000 miles of service, your participating Nissan LEAF certified dealer will provide you with a complimentary rental vehicle when a warrantable repair is performed, subject to availability and the eligibility requirements listed below.*

The eligibility Requirements for complimentary rental vehicle are as follows:

- Only available for warrantable repairs during the first 36 months/36,000 miles of service, Basic Warranty coverage period
- You must be 21 years of age or older with a valid U.S. drivers license.

- You must provide proof of primary insurance
- Other restrictions may apply to loan car including mileage use and days use limitations.**

*Rental vehicle model subject to dealer availability.

**Ask your dealer for details.

Note: This program is NOT a warranty, and is NOT part of the Nissan New Vehicle Limited Warranty and is subject to change without notice at any time.

AutoValet (Concierge) Service: Roadside Assistance will assist you in arranging for the following services:

- **Hotel Reservations**
Assistance locating emergency lodging when away from home at a hotel that best fits your needs.
- **Airline Information**
Assistance obtaining flight information, e.g. flight times and fares.
- **Alternate Transportation**
Assistance obtaining rental vehicles or taxi service
- **Enhanced Directory Assistance**
Assistance locating nearby service station. ATM, and/or bank and provide telephone and address information.
- **Message Relay**
we will attempt to contact those persons for whom telephone numbers are provided in order to relay messages.

All third-party cost associated with these benefits are the customer's responsibility.