



**Certified Pre-Owned**



**BUY SMART.  
OWN CONFIDENCE.**

# THE FEELING OF CONFIDENCE 24/7

Dear Nissan Customer,

Thank you for purchasing your Certified Pre-Owned vehicle. Please be sure to retain this booklet with your vehicle, as it outlines the terms and conditions of your Limited Warranty, including:

- What is covered
- What is not covered
- Limitations of damages
- Emergency Roadside Assistance benefits\*
- Nissan Owner Satisfaction and Assistance

Nissan Certified Pre-Owned Coverage warranty details on Page 5 and Certified Select on Page 7.

If you have any questions regarding your Limited Warranty, please contact your Nissan dealer.



\* Roadside assistance available on Nissan Certified Pre-Owned Vehicles for a period of 84 months/100,000 miles from the date the vehicle was delivered to the first retail buyer or otherwise put into use, whichever is earlier. Roadside assistance available on Certified Select vehicles for 6 months/6,000 miles from date of purchase.

# YOUR VEHICLE PURCHASE INFORMATION

Customer Name: \_\_\_\_\_

Model/Year: \_\_\_\_\_

VIN: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Limited Warranty Application: \_\_\_\_\_

CPO In-Service Date / Certified Select Sale Date: \_\_\_\_\_

Optional Security+Plus® Extended Protection Plan\*  Yes  No

Extended Protection Plan Policy Number: \_\_\_\_\_

Dealership Name: \_\_\_\_\_

Dealer Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dealer Phone Number: \_\_\_\_\_

TOLL-FREE EMERGENCY ROADSIDE ASSISTANCE NUMBER

**1-800-225-2476**

P.O. BOX 685004, FRANKLIN, TN 37068-5004

\* Security+Plus not available on Non-Nissan Vehicle

# NISSAN CERTIFIED

## 7 YEARS/ 100,000 MILES

### YOUR NISSAN CERTIFIED PRE-OWNED VEHICLE LIMITED WARRANTY

**For a period of 7 years from the original new car in-service date or 100,000 miles on the odometer, whichever occurs first, Nissan\* warrants to the purchaser of this Nissan Certified Pre-Owned vehicle, in accordance with and subject to the terms and exclusions listed below, that Nissan will repair or replace all covered parts on your vehicle when such repair or replacement is due to a "Mechanical Breakdown" which occurs in the United States (excluding the U.S. Territories) when all other terms and conditions of this Limited Warranty are met.**

**For the purpose of this Limited Warranty, "miles on the odometer" means the actual number of miles indicated, unless the odometer is/ has been broken or replaced.** In such a situation, Nissan will calculate the total actual number of miles of vehicle operation based on the information available. **If ever the odometer is tampered with and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by Nissan, this Limited Warranty will be void.**

For the purpose of this Limited Warranty, MECHANICAL BREAKDOWN is defined as the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, damage to otherwise covered parts due to failure of non-covered parts, or gradual reduction in operating performance due to wear and tear.

\* "Nissan" includes the following: Nissan North America Inc. and Nissan Extended Services North America. This coverage applies to Nissan Certified Pre-Owned Vehicles only. Certified Select coverage information begins on Page 7.

# WHAT IS COVERED:

This Limited Warranty covers any repairs needed due to MECHANICAL BREAKDOWN as described on left for the powertrain components listed in the following categories:

**ENGINE:** Cylinder heads and block and all internally lubricated parts, rocker covers and oil pan, valvetrain, crankshaft pulley and front cover, timing chain and tensioner, oil pump and fuel pump, fuel injectors, intake and exhaust manifolds and turbocharger, flywheel, seals, and gaskets.

**HYBRID / ELECTRIC VEHICLE (EV):** Traction Motor, Power Converter, Inverter Unit, Reduction Gear/Transaxle, EV Cables, DC/DC Converter, Onboard Charger, Onboard Charger Connector, and Trickle Charge Cable.

**TRANSMISSION AND TRANSFER CASE:** Case and all internally lubricated parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, and electronic transmission controls.

**DRIVETRAIN:** Drive shafts, final drive housing and all internally lubricated parts, propeller shafts, universal joints, bearings, seals and gaskets.

**DEDUCTIBLE:** Repairs covered under this Limited Warranty are subject to a deductible of \$100 per visit (except where prohibited by law).

**REPLACEMENT PARTS:** Replacement of any part will be made with a new or remanufactured replacement part. If a part is not available from Nissan, Nissan may authorize an outside sourced part of like kind and quality to be used in the repair.



# CERTIFIED SELECT

## 6 MONTHS/ 6,000 MILES

### YOUR CERTIFIED SELECT VEHICLE LIMITED WARRANTY

**For a period of 6 months from the date of purchase or 6,000 miles from date of purchase**, whichever occurs first, Nissan\* warrants to the purchaser of this Certified Select vehicle, in accordance with and subject to the terms and exclusions listed below, that Nissan will repair or replace all covered parts on your vehicle when such repair or replacement is due to a "Mechanical Breakdown" which occurs in the United States (excluding the U.S. Territories) when all other terms and conditions of this Limited Warranty are met.

**For the purpose of this Limited Warranty, "miles on the odometer" means the actual number of miles indicated, unless the odometer is/ has been broken or replaced.** In such a situation, Nissan will calculate the total actual number of miles of vehicle operation based on the information available. **If ever the odometer is tampered with and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by Nissan, this Limited Warranty will be void.**

For the purpose of this Limited Warranty, MECHANICAL BREAKDOWN is defined as the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, damage to otherwise covered parts due to failure of non-covered parts, or gradual reduction in operating performance due to wear and tear.

\* "Nissan" includes the following: Nissan North America Inc. and Nissan Extended Services North America.

# WHAT IS COVERED:

This Limited Warranty covers any repairs needed due to MECHANICAL BREAKDOWN as described on left for the powertrain components listed in the following categories:

**ENGINE:** Cylinder heads and block and all internally lubricated parts, rocker covers and oil pan, valvetrain, crankshaft pulley, and front cover, timing chain and tensioner, oil pump and fuel pump, fuel injectors, intake and exhaust manifolds and turbocharger, flywheel, seals, and gaskets.

**TRANSMISSION AND TRANSFER CASE:** Case and all internally lubricated parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, and electronic transmission controls.

**HYBRID / ELECTRIC VEHICLE (EV):** Traction Motor, Power Converter, Inverter Unit, Reduction Gear/Transaxle, EV Cables, DC/DC Converter, Onboard Charger, Onboard Charger Connector, and Trickle Charge Cable.



**DRIVETRAIN:** Drive shafts, final drive housing and all internally lubricated parts, propeller shafts, universal joints, bearings, seals and gaskets.

**DEDUCTIBLE:** Repairs covered under this Limited Warranty are subject to a deductible of \$100 per visit (except where prohibited by law).

**REPLACEMENT PARTS:** Replacement of any part will be made with a new or remanufactured replacement part. If a part is not available from Nissan, Nissan may authorize an outside sourced part of like kind and quality to be used in the repair.

# WHAT IS NOT COVERED UNDER YOUR NISSAN CERTIFIED OR CERTIFIED SELECT WARRANTY:

1. Any component not listed in the "WHAT IS COVERED" section of this Limited Warranty.
2. Any and all High Voltage Electric Battery (EB) cells/modules and sensors.
3. Suspension, steering system, brake system, and/or regenerative braking systems, and air conditioning system, including refrigerant.
4. Paint, carpet, glass, upholstery, soft trim, weatherstripping, squeaks, rattles, water leaks, wind noise, moldings, bright metal, infotainment system, air bags and any related sensors and modules, 12 volt battery and cables, belts and hoses, tires, wheels, immobilizer key. Headlight systems including, but not limited to: High Intensity Discharge, Adaptive Front Lighting, Daytime Running Light, Head lamp/Tail lamp assemblies, Center high-mounted stop lamp assembly and their lenses, bulbs/LEDs.
5. Maintenance service expenses specified in your Owner's Manual such as, but not limited to: engine tune-up, wheel balance and alignment, spark plug and wire replacement/adjustment, timing belt replacement, fluid and lubricant replacement/replenishment, wiper blade replacement, headlight aiming, filter replacement, brake pad and shoe replacement, and air conditioning refrigerant replacement/replenishment.



- 6.** Any repairs related to loss of performance caused by normal wear and tear unless an actual MECHANICAL BREAKDOWN occurs.
- 7.** Any failure due to damage resulting from: accident, fire, theft, flood, water damage (including water ingestion), freezing, alteration or modification, improper repair, improper installation of any Nissan-approved accessory, vandalism, explosion, natural disaster, acts of God, environmental condition (including fallout or acid rain), physical damage, or any outside influences.
- 8.** Any failure resulting from: lack of scheduled maintenance including but not limited to sludge build-up as specified in your Vehicle Owner's Manual/Maintenance Logbook; misuse (proper use is outlined in your Vehicle Owner's Manual); use of improper or contaminated fuels, fluids or lubricants; failure to maintain proper fluid, coolant or lubricant levels; use of inferior or modified parts; modification of the vehicle beyond the original factory specifications, including installation of non-Nissan approved accessories or components; pulling a trailer or other vehicle that exceeds Nissan's recommendations or exceeds the maximum Gross Vehicle Weight (GVW) of the vehicle; corrosion or any damage or failure due to rust or corrosion, and damage or failure due to or caused by racing or other competition; service adjustments not usually associated with the replacement of parts; any vehicle with an inoperative or altered odometer so that the actual mileage of the vehicle cannot be determined; any vehicle used for commercial use (such as a taxi or limousine service); any expense that is covered by other existing warranties, including but not limited to the original New Vehicle Limited Warranty provided with your vehicle, as well as parts warranties, other warranties or other agreements; or any repair or replacement that has not been authorized by Nissan or in which the information provided to Nissan cannot be verified as accurate or is found to be deceptive.
- 9.** This Limited Warranty does not apply and is rendered void if any vehicle has ever been issued a "salvage" or similar title under any state's law, or has ever been deemed a "total loss" or equivalent by any insurance company, such as by cash payment of a claim in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.



# EXTRA EXPENSES – LIMITATIONS OF LIABILITY\*

THESE NISSAN CERTIFIED AND CERTIFIED SELECT LIMITED WARRANTIES DO NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.

NISSAN'S MAXIMUM LIABILITY UNDER THESE NISSAN CERTIFIED AND CERTIFIED SELECT LIMITED WARRANTIES FOR ANY COVERED REPAIR WILL BE THE LESSER OF THE TOTAL AMOUNT TO REPAIR OR THE ACTUAL CASH VALUE OF THE VEHICLE. LIMITATION OF LIMITED WARRANTIES AND OTHER LIMITED WARRANTY TERMS AND STATE LAW RIGHTS.

ANY IMPLIED LIMITED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE NISSAN CERTIFIED AND CERTIFIED SELECT LIMITED WARRANTIES.

\* Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied Limited Warranty lasts, so the above limitations or exclusions may not apply to you. These Limited Warranties gives you specific legal rights, and you may also have other rights which vary from state to state.

## TRANSFERRING LIMITED WARRANTY

Your Nissan Certified or Certified Select Limited Warranty is transferable to one subsequent private owner (private party to private party) for the duration of the Limited Warranty. Please visit [NissanUSA.com/owners/ownership/FAQ](http://NissanUSA.com/owners/ownership/FAQ) for ownership transfer instructions and requirements.

## OBTAINING NISSAN CERTIFIED LIMITED WARRANTY SERVICE

To obtain Limited Warranty service, you must take the vehicle to an authorized Nissan Certified dealer in the UNITED STATES (excluding the U.S. Territories) during regular business hours at your expense, except as otherwise approved by NISSAN. Authorized Nissan Certified Dealers can be found here: [cpo.nissanusa.com/en/dealer-locator](http://cpo.nissanusa.com/en/dealer-locator).

## OBTAINING CERTIFIED SELECT LIMITED WARRANTY SERVICE

To obtain Limited Warranty service on a Nissan Vehicle, you must take the vehicle to an Authorized Nissan dealer in the UNITED STATES (excluding the U.S. Territories) during regular business hours at your expense, except as otherwise approved by NISSAN. Authorized Certified Select dealers can be found here: [cpo.nissanusa.com/en/dealer-locator](http://cpo.nissanusa.com/en/dealer-locator)

## MAINTENANCE AND RECORDS

You are responsible for properly using, maintaining and caring for your vehicle as outlined in your vehicle Owner's Manual. Evidence of the performance of the required maintenance should be kept and may need to be presented as proof of such maintenance in connection with related repairs covered by this Limited Warranty. To assist you in maintaining appropriate records, the service record section of your Limited Warranty Information booklet can be used, along with supporting repair invoices, receipts and other such records.

**FAILURE TO PROVIDE SUCH EVIDENCE AND/OR FAILURE TO MAINTAIN THE VEHICLE IN ACCORDANCE WITH YOUR OWNER'S MANUAL MAY DISQUALIFY YOU FROM COVERAGE. FOR ADDITIONAL IMPORTANT INFORMATION, PLEASE SEE SECTION UNDER NISSAN OWNER SATISFACTION AND ASSISTANCE.**

\* Nissan does not authorize any person to create any other limited warranty, obligation or liability in connection with this vehicle.

# **YOUR EMERGENCY ROADSIDE ASSISTANCE BENEFITS**

**With this Nissan Certified or Certified Select Limited Warranty, Nissan is providing you with an Emergency Roadside Assistance Package.**

**CALL (800) 225-2476 FOR  
24-HOUR EMERGENCY  
ROADSIDE ASSISTANCE\***

For the duration of your Limited Warranty, a qualified representative will assess your needs and dispatch assistance, with no out-of-pocket expense up to \$100 for:

- Battery boost (jump-start)
- Flat tire change (using your good spare)
- Out-of-gas delivery (\$5 maximum fuel)
- Lock-out assistance

# TOWING ASSISTANCE:

If your vehicle is disabled due to a **MECHANICAL BREAKDOWN**, the Roadside Assistance Representative will arrange for your vehicle to be towed to the nearest Nissan dealership whenever possible, or to the nearest authorized repair facility. This coverage provides for towing cost not to exceed \$100 per claim.

# ADDITIONAL NISSAN CERTIFIED AND CERTIFIED SELECT BENEFITS:

**Car Rental Assistance** – Receive reimbursement for car rental expenses up to \$42/day, to a \$210/5 day maximum, when you need to rent a car while your Nissan is being repaired due to a failed covered component.

**Trip Interruption** – Reimburses you for meals, lodging and alternative transportation up to \$500 if your vehicle is disabled due to a mechanical breakdown caused by a covered component and you are more than 100 miles from home.



\* Emergency Roadside Assistance available on Nissan Certified Pre-Owned vehicles for a period of 7 years or 100,000 miles on the odometer. Available on Certified Select vehicles for 6 months or 6,000 miles from date of purchase.

# OWNER SATISFACTION AND ASSISTANCE

Both Nissan and your Nissan dealer are dedicated to serving all your automotive needs. Your complete satisfaction with your vehicle and your Nissan dealer are our primary concerns. Your Nissan Certified or Certified Select dealer is available to assist you with all your automobile sales, parts and service requirements.

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps:

## STEP 1:

Discuss the situation with the dealership management. Your Nissan dealership is best equipped to resolve the matter for you.

## STEP 2:

If the concern has still not been addressed to your satisfaction, please contact our Nissan Consumer Affairs Department using our toll-free number:

**1-800-NISSAN-1 (1-800-647-7261)**

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard)
- Date of purchase
- Current odometer reading
- Your Nissan dealership's name
- Details of the concern

Or you can write to Nissan with the above information at:

Nissan North America, Inc.  
Consumer Affairs Department  
P.O. Box 685004  
Franklin, TN 37068-5004



## STEP 3:

In the event that you believe Nissan has been unable to satisfactorily address the problem, a special automotive complaint resolution program called AUTO LINE is available to you. The AUTO LINE program is independently operated by the Council of Better Business Bureaus, Inc. (BBB).

For information about the BBB AUTO LINE in your area, please call us (Nissan) at the same toll-free number (1-800-NISSAN-1). We will be happy to provide you with the address and phone number of your local BBB office or any other information about AUTO LINE.

Or, you may contact the BBB at:

AUTO LINE  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd.  
Arlington, Virginia 22203

If you call, the BBB staff will record the details of your complaint by telephone. They will ask for the same information as in Step 2.

The AUTO LINE program consists of two parts: mediation and arbitration. The AUTO LINE Staff will attempt to provide suggestions for resolving the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will generally have the opportunity to present your case personally before an impartial person or three-person panel. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

If you accept the decision, it will be legally binding on you and Nissan. If you do not accept the decision, it will not be legally binding on you or Nissan. However, in some states, if the decision is not accepted, it may be introduced either by you or by Nissan as evidence in a subsequent court action. The BBB must send you a final decision in your case within forty (40) days (plus 7 if you have not contacted the proper person from the dealership or Nissan) unless you delay the process.

Some states may specify that complaint resolution processes such as AUTO LINE that are sponsored by the manufacturer or distributor must be used before you may file a lawsuit. **In those states, use of AUTO LINE is required prior to using the state-operated complaint resolution process or filing litigation.** Otherwise, Nissan does not generally require that AUTO LINE be used.

AUTO LINE may not be available in all states, depending on state law. Nissan does not provide you with information about the availability of AUTO LINE in your state.

Nissan vehicles fewer than three years old from the date of delivery to the first retail buyer or otherwise put into use, and with fewer than 36,000 miles, are eligible for the AUTO LINE program. However, check with Nissan or BBB concerning your eligibility.



# Certified Pre-Owned

## SPECIAL ASSISTANCE BEYOND LIMITED WARRANTY PERIOD

In our continuing effort to convey our total commitment to service and customer satisfaction and as an expression of our goodwill to our customers, Nissan may occasionally offer special assistance which will pay for all or part of vehicle repairs beyond the expiration of the Limited Warranty period on a case-by-case basis. Should you experience unusual difficulties with your vehicle, contact your Nissan dealer. If your dealer is unable to assist you, call Nissan Consumer Affairs Department (1-800-NISSAN-1) to notify us of your concerns. You will be asked to provide the Vehicle Identification Number (found on the vehicle dashboard, driver's side) along with other pertinent vehicle information. It is important that vehicle maintenance history records be kept in the event they are needed.

In addition, Nissan may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond the terms of the Limited Warranty for some vehicle models. (Some states refer to such offers as "adjustment programs.") In such circumstances Nissan mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized Nissan dealer, or of Nissan directly (through the 1-800-NISSAN-1 phone number), of the applicability of such programs to your vehicle.