



2011 LEAF™  
WARRANTY INFORMATION BOOKLET  
FOR CANADIAN MODELS



Zero Emission

## AN IMPORTANT MESSAGE TO OWNERS

### NISSAN'S SATISFACTION ADVANTAGE

The NISSAN Satisfaction Advantage brings real benefits to you as a NISSAN owner. We begin by offering a full line of quality products, from our flagship Maxima to the dependable Sentra, and a wide range of vehicles in between. In addition to our No-Nonsense Warranty – one of the most comprehensive full-line warranties in the business – we were the first company in Canada to offer an Information Centre and Roadside Assistance across the full model line-up. One toll-free call to 1-800-387-0122 puts you in touch with bilingual representatives who will be happy to help you in any way they can. Our 3-year Roadside Assistance program, which includes trip planning, means that help is just a phone call away, even if you've simply locked the keys in your car.

Just a few examples of our comprehensive efforts to make sure you feel good about your choice.

### WARRANTY INFORMATION

This booklet contains important information on the NISSAN New Vehicle Warranty applicable to your vehicle. The Service & Maintenance Guide supplied with your NISSAN contains valuable information on the proper maintenance required to protect your vehicle and maintain warranty coverage.

**Please take the time to become familiar with both publications and keep them in your vehicle at all times.**

For more information:

Visit our Web Site at [www.nissan.ca](http://www.nissan.ca)

# 1 877-NO GAS EV (1-877-664-2738)

- **ROADSIDE ASSISTANCE SERVICES**
- **ACCIDENT HELP LINE**

- **MECHANICAL BREAKDOWN**
- **CUSTOMER ENQUIRIES**

This brochure is printed on recycled paper. NISSAN encourages you to recycle it in turn; let's work together to protect the environment.



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## **ROADSIDE ASSISTANCE PROGRAM**

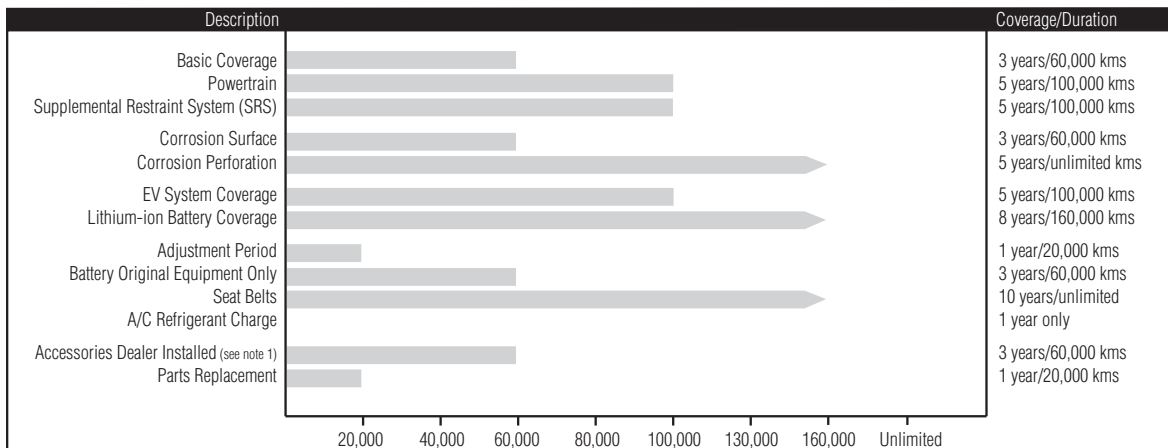
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## 2012 NEW VEHICLE LIMITED WARRANTY AT A GLANCE

### WHAT IS COVERED AND FOR HOW LONG

NISSAN CANADA INC., 5290 Orbitor Drive, Mississauga, Ontario L4W 4Z5, warrants that any part or component of each new NISSAN vehicle as supplied by NISSAN found to be defective in materials or workmanship, will be repaired by an authorized NISSAN LEAF certified dealer for the warranty periods and on the conditions described herein. The location and number of NISSAN LEAF certified dealers in Canada is limited. For a current listing of names and locations of NISSAN LEAF certified dealers, please contact the NISSAN INFORMATION CENTER (toll free) at 1-877-NO GAS EV (1-877-664-2738).

### 2012 NEW VEHICLE LIMITED WARRANTY COVERAGE



#### Notes:

1) for specific details refer to Genuine NISSAN Accessories.

## THINGS YOU SHOULD KNOW ABOUT THE NEW VEHICLE LIMITED WARRANTY

### WARRANTY START DATE AND APPLICABILITY

Nissan Canada Inc., (NISSAN) is the warrantor of your Nissan vehicle. The warranty period begins on the date the vehicle is delivered to the original purchaser other than a Canadian Nissan dealer or the date it is put into service, whichever is earlier. This warranty applies to NISSAN vehicles originally sold by a NISSAN, authorized Nissan LEAF certified dealership in Canada and registered in Canada and normally operated in Canada or Continental United States of America, including Alaska and Hawaii (referred to as the Continental U.S.).

This warranty is generally transferable “from the original owner other than a Nissan LEAF certified dealer” (OWNER) to subsequent owners of the vehicle at anytime ownership of the vehicle is transferred, without any action on your part, except that this warranty is not transferable but is instead void if **during the first six months after delivery** to the original Owner: (1) the ownership of the vehicle is transferred from the original OWNER and (2) the vehicle is registered outside of Canada.

This warranty does not apply at the time of importation if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable Owners Manual while touring outside of Canada or Continental United States for a period not exceeding sixty (60) days in any one 12 month period. Subject to the transferability restriction described above, this warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in Canada or Continental United States

You must take your NISSAN vehicle to an authorized NISSAN LEAF certified dealer in Canada or the Continental U.S. during regular business hours in order to obtain warranty service.

### What NISSAN Will Do

Repairs due to warrantable defects in parts or workmanship will be performed at no charge for parts/and or labour to the customer, except for Tires which a prorated charge may apply. Nissan Canada Inc., will repair or at its option replace the failed component with new or authorized remanufactured part(s).

### Notes

The written warranties are the only express warranties provided by Nissan and NISSAN does not authorize any person to create or assume for it any other warranty obligation or liability in connection with this vehicle. Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion.

### What You Must Do

**You are responsible for properly maintaining your vehicle, depending upon your driving conditions as outlined in the Service and Maintenance Guide and Section 7 Appearance and Care in the Owners Manual.**

### Design Change

NISSAN reserves the right to make changes in design or specifications of any NISSAN vehicle or any part at any time, without notice and without incurring any obligation to make or install similar changes on vehicles and/or parts previously purchased.

## THINGS YOU SHOULD KNOW ABOUT THE NEW VEHICLE LIMITED WARRANTY (CONT'D)

### **WARRANTY SERVICE FOR CANADIAN CONSUMERS WHILE TOURING OUTSIDE OF CANADA**

While touring a foreign country with your vehicle and a problem occurs, the NISSAN LEAF certified dealer **should** provide repairs under the warranty stipulated in this warranty information booklet.

#### **Note:**

Complaints related to the failure to comply with proper use of the vehicle as described in the applicable Owner's Manual (including lack of availability or use of proper fuel and fluids), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than Canada, U.S. or the listed U.S. territories) are **not** covered by the warranty.

### **Warranty Service for relocated Canadian Consumers \***

Subject to the transferability provisions described on the previous page, in the event a vehicle is distributed by NISSAN Canada, Inc., to which this warranty applies is relocated and registered in the Continental U.S. or Hawaii, Guam, Puerto Rico, Virgin Islands, Saipan or American Samoa, the warranty coverage which applies is that of its new location.

**\*IN THE EVENT A VEHICLE DESCRIBED ABOVE IS RELOCATED OTHER THAN TO THE CONTINENTAL US OR THE TERRITORIES LISTED ABOVE, THE WARRANTY COVERAGE WILL EXPIRE.**

### **MAINTENANCE AND RECORDS (Owner's or Lessee Expense)**

**You are responsible for properly maintaining your vehicle, depending upon your driving conditions, as outlined in the Service and Maintenance Guide and in Section 7 Appearance and Care in the Owners Manual.**

You are responsible for any parts and labour costs incurred in connection with required or recommended maintenance services.

**Receipts covering the performance of regular as well as the recommended maintenance must be kept in the event questions arise concerning maintenance. The receipts or a copy of them must be transferred to subsequent owners.**

## NISSAN CUSTOMER ASSISTANCE

### If You Have Questions

Both NISSAN and your NISSAN LEAF certified dealer are dedicated to serving all your motoring needs. Complete satisfaction with your vehicle and your NISSAN LEAF certified dealer are our primary concern. Your NISSAN LEAF certified dealer is always available to assist you with your automobile service requirements.

If, however, a problem arises that you feel has not been handled satisfactorily through normal channels, may we suggest you take the following steps:

**STEP 1.** (AT THE DEALERSHIP) Request a review of your concerns with the appropriate Department Manager. We suggest it is best to request an appointment for this review, so that your concerns receive full attention. In some cases, it is helpful to send the Department Manager, the General Manager, or the Dealer Principal Owner a letter outlining your concerns and requesting a reply. The Department Manager, the General Manager or Dealer Principal Owner is able to involve a representative of NISSAN if he/she feels it is necessary.

**STEP 2.** If you feel your concern was not fully addressed or you did not understand the explanations given for your questions, phone the NISSAN INFORMATION CENTRE (toll free) at 1-877-NO GAS EV (1-877-664-2738) or write:

NISSAN CANADA INC.  
Information Centre  
5290 Orbitor Drive  
Mississauga, Ontario L4W 4Z5

For efficient handling of your concern, please provide the following information if phoning or writing us.

- Your name, address and telephone number (and name the vehicle is registered to if different than yours)
- Vehicle Identification Number (17 digits long)
- Date of purchase and where purchased from
- Current odometer reading
- The nature of your concern
- Name of Nissan LEAF certified dealer you are currently dealing with, where Step 1 review took place
- **The name of the Department Manager, General Manager, or Dealer Principal Owner who reviewed your concern, and outcome of that review.**

## NISSAN CUSTOMER ASSISTANCE (CONT'D)

### **CUSTOMER ARBITRATION PLAN**

Nissan Canada Inc. endeavours to resolve all customer vehicle concerns through our dealer network or directly where necessary, using the 2-Step Customer Assistance procedure found on page 5 of this booklet. Occasionally, a customer complaint cannot be resolved despite our best efforts.

In these instances, after following the 2-step procedure above, you may wish to consider contacting the Canadian Motor Vehicle Arbitration Plan (CAMVAP). CAMVAP is an independent organization that assists customers in resolving disputes with the

manufacturer regarding defects in your vehicle's assembly or materials, or the manner in which the manufacturer is applying or administering its new vehicle warranty.

For more information on CAMVAP and to obtain a copy of the CAMVAP consumer guide entitled "Your Guide to CAMVAP", please call **1-800-207-0685** or visit **CAMVAP's website ([www.camvap.ca](http://www.camvap.ca))**.



## **NEW VEHICLE LIMITED WARRANTY**

### **BASIC WARRANTY**

Your new NISSAN vehicle is covered by the Basic Warranty for the duration of 36 months or 60,000 kilometres (whichever comes first).

This warranty covers any repairs needed to correct defects in material or workmanship of all original parts and components of each new Nissan vehicle supplied by Nissan except for the exclusions or items listed elsewhere under the caption "Limitations" and "What is Not Covered".

### **POWER TRAIN WARRANTY**

The duration of POWER TRAIN Warranty is 60 months or 100,000 kilometres (whichever comes first). This warranty covers any repairs needed to correct defects in materials or workmanship.

Powertrain coverage applies to the components listed below, supplied by Nissan, except for exclusions or items elsewhere under the caption "Limitations" and "What is Not Covered".

### **WHAT IS COVERED**

#### **Drive Train**

Drive shafts, final drive housing and all internal parts, universal joints, bearings, seals and gaskets.

### **ELECTRIC VEHICLE (EV) SYSTEM COVERAGE**

The EV System coverage period is 60 months or 100,000 kilometres, whichever come first.

This warranty covers any repairs needed to correct defects in materials or workmanship.

EV System Coverage applies to components listed below under the heading EV System, supplied by Nissan, subject to the exclusions listed under the heading WHAT IS NOT COVERED.

### **EV SYSTEM**

Motor, Inverter unit, VCM, Reduction gear, DC/DC converter, Onboard charger, Onboard charger connector, and Trickle charge cable.

### **LITHIUM-ION BATTERY COVERAGE**

The Lithium-Ion coverage period is 96 months or 160,000 kilometres, whichever comes first. This warranty covers any repairs needed to correct defects in materials or workmanship subject to the exclusions listed under the heading WHAT IS NOT COVERED. This warranty period is 96 months or 160,000 kilometres, whichever comes first.

### **OBTAINING WARRANTY SYSTEM**

You must take the vehicle to an authorized Nissan LEAF certified dealer in the Canada or United States during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Nissan LEAF certified dealers are listed in telephone directories.

## NEW VEHICLE LIMITED WARRANTY (CONT'D)

### **MAINTENANCE, DATA RECORDS, AND RECORDS**

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your OWNER'S MANUAL and your NISSAN LEAF SERVICE & MAINTENANCE GUIDE, and maintaining copies of all maintenance records & receipts for review by Nissan. You are required to perform annual EV Battery Usage Report at intervals of 12 months, 24 months, 36 months, 48 months, 60 months, 72 months, and 84 months. These EV Battery Usage Reports can be performed by a Nissan LEAF certified dealer. The 12 and 24 month EV Battery Usage Report will be performed at no charge to the customer, provided the work is done at a Nissan LEAF certified dealer. Any damage or failure resulting from a failure to have these required services performed, or that could have been avoided had these services been performed, is not covered under warranty.

You are also required to provide consent to give Nissan access to data stored on vehicle systems for the purpose of vehicle diagnosis and repair. Failure to do so is likely to result in denial of warranty coverage.

Evidence of the performance of the required maintenance should be kept and presented as proof of such maintenance in connection with related warranty repairs. To assist you in maintaining appropriate records, the maintenance log located in your NISSAN LEAF SERVICE & MAINTENANCE GUIDE can be used along with supporting repair invoices, receipts and other such records.

### **SUPPLEMENTAL RESTRAINT SYSTEM (SRS)**

The duration of SUPPLEMENTAL RESTRAINT SYSTEM (SRS) Warranty is 60 months or 100,000 kilometres (whichever comes first). This warranty covers any repairs needed to correct defects in materials or workmanship.

Supplemental Restraint System (SRS) coverage applies to the components listed below, supplied by Nissan, except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

Restraint system: Air bags and related electronic control systems.

### **CORROSION WARRANTY**

#### **Surface Corrosion**

Surface corrosion of any body sheet metal is covered by the 36 months/60,000 kilometres Basic Warranty, except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered". Surface corrosion means corrosion affecting any readily visible surface area of any component of the vehicle body, but not including the vehicle underbody.

#### **Perforation from Corrosion**

Original equipment vehicle body sheet metal components are warranted to be free of "Perforation from Corrosion", defined as rust through, from the inner surface to the outer surface, resulting in a hole. The duration of this warranty is 60 months from the warranty start date\*.

\*See page 3 "Warranty Start Date and Applicability". Except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

## NEW VEHICLE LIMITED WARRANTY (CONT'D)

### SEAT BELT WARRANTY

#### What is Covered and for How Long?

This warranty covers any seat belt or related component supplied on NISSAN vehicles that fails to function properly during normal use with ten (10) years of the date the vehicle is delivered to the first retail buyer or buyer or placed in to service (whichever is earlier). Seat Belt coverage applies to the components, supplied by Nissan. Except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered". Warranty repairs are free of charge for parts and labour.

#### What is Not Covered

- Damage due to misuse, alteration, accident or collision damage. (Proper use is outlined in the Owner's Manual)
- Colour fading, spotting or other cosmetic imperfections of the belt are not covered when the belt is otherwise functioning properly.
- Air bags and related electronic control systems are covered for the duration of the Supplemental Restraint Coverage ONLY.

#### TOWING

If your vehicle becomes inoperative due to a part failure under warranty, towing service is covered, when necessary, to the nearest authorized NISSAN LEAF certified dealer.

## LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY

### **LIMITATIONS**

#### *ADJUSTMENTS*

During the first 12 months or 20,000 kms (whichever comes first) of the Basic Warranty, all required service adjustments that are refinements in original factory fit, alignment or performance, as required in normal use, will be performed by a NISSAN dealer at no charge. After this period they are considered to be maintenance services. The term "adjustments" as used in this warranty refers to labour-intensive repairs which are not usually associated with the replacement of parts, such as but not limited to: front end alignment, wheel balancing, headlight aiming, body panel/door/ hood adjustments, drive belt adjustments, wind noise, lubrication of locks and hinges and tightening of clamps and hardware.

#### *FLOOR MATS*

All floor mats are covered for 1 year/20,000 kilometres only (whichever comes first).

#### *EXTERIOR and SOFT TRIM COMPONENTS*

The exterior hard and soft trim components (such as, but not limited to: mouldings, grilles, emblems, striping, bright metal, alloy/chrome wheels and soft trim parts) that are subject to deterioration as a result of corrosion or environmental conditions are covered for a period of 12 months or 20,000 kilometres (whichever comes first).

#### *ORIGINAL EQUIPMENT BATTERY COVERAGE*

The Warranty period is 36 months or 60,000 kilometres (whichever comes first).

#### *AIR CONDITIONER REFRIGERANT*

Genuine NISSAN factory installed air conditioners are warranted for the Basic Coverage period of 36 months or 60,000 kilometres. (whichever comes first). However, air conditioner refrigerant is only covered for 12 months, unless done as a part of a warranty repair.

#### *TIRE LIMITED WARRANTY*

Original equipment tires are covered by the tire manufacturer's warranty.

Contact your NISSAN LEAF certified dealer for details and or Warranty Service assistance.

#### *RUST/ PERFORATION and SURFACE CORROSION WARRANTIES*

The exterior hard and soft trim components (such as, but not limited to: mouldings, grilles, emblems, striping, bright metal, alloy/chrome wheels and soft trim parts) that are subject to deterioration as a result of corrosion or environmental conditions are covered for a period of 12 months or 20,000 kilometres (whichever comes first).

## LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY (CONT'D)

### NEW VEHICLE LIMITED WARRANTY

#### **WHAT IS NOT COVERED:**

- Any repairs required due to a lack of required maintenance as per the Maintenance Schedules in the Service and Maintenance Guide.
- Maintenance Service Expense.
- Any repairs required as a result of racing or other similar activity, fire, driving through water (including engine water ingestion), or misuse.
- Alteration, Tampering or improper repair.
- Improper installation of any Nissan approved or aftermarket accessory or component.
- Normal wear and Tear, including dings, dents, chips or scratches.
- Any repairs required as a result of modifications to the vehicle to accept non Nissan approved parts or accessories.
- Any repairs to a vehicle in which the odometer has been altered, tampered with, or changed so that the vehicle kilometrage cannot be readily ascertained.
- Deterioration due to wear or exposure.
- Vehicles that have been declared a total loss or deemed to be written off or sold for salvage purposes due to theft or accidents.
- Damage to paint, glass, and other exterior items due to road hazards.
- Glass breakage, unless resulting from defects in material or workmanship.
- Failures resulting from the use of improper or contaminated fuel, fluids or lubricants.

- Use of parts not equivalent in quality or design to NISSAN supplied parts.
- Use of vehicle in races, rallies or other competitive events.
- Handling and operation of the vehicle contrary to the instructions in the Owner's Manual.
- Overloading of the vehicle exceeding Gross Vehicle Weight (GVW) limits.
- Chemical fallout, tree sap, salt, sand, hail or other environmental conditions, such as acid rain.
- Misuse, such as overloading, using the vehicle to tow, driving over curbs, or using the vehicle as a power source.
- Repairs performed by anyone other than a Nissan LEAF certified dealer.

### LITHIUM-ION BATTERY

This warranty does not cover damage or failures resulting from or caused by:

- Exposing a vehicle to ambient temperatures above 120F (49C) for over 24 hours.
- Storing a vehicle in temperatures below -13F (-25C) for over seven days.
- Leaving your vehicle for over 14 days where the lithium-ion battery reaches a zero or near zero state of charge.
- Physically damaging the lithium-ion battery or intentionally attempting to reduce the life of the lithium-ion battery.
- Exposing the lithium-ion battery to contact with a direct flame.

## LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY (CONT'D)

- **Charging the lithium-ion battery full on a daily basis despite the lithium-ion battery keeping a high state of charge level (98-100%).**
- **Immersing any portion of the lithium-ion battery in water or fluids.**
- **Opening the lithium-ion battery enclosure or having it serviced by someone other than a Nissan LEAF certified technician.**
- **Neglecting to follow correct charging procedures.**
- **Use of incompatible charging devices.**
- **Consequential damage caused by the failure to repair an existing problem.**
- **The following items are covered under warranty if replacement is required due to a warrantable defect. They are not covered if replacement is required due to wear and tear or as part of regular required maintenance:**
  - **Brake pads/shoes**
  - **Brake rotors/drums**
  - **Wiper blade inserts**
  - **All lubricants and fluids**
  - **Replacement of Key Fob batteries**

**However, the above mentioned items are covered ONLY if they are rendered unusable due to a failure of a covered component.**

### GRADUAL CAPACITY LOSS

The Lithium-ion battery (EV battery), like all lithium-ion batteries, will experience gradual capacity loss with time and use. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under this warranty. See your OWNER'S MANUAL for important tips on how to maximize the life and capacity of the "Lithium-ion battery."

**(Continued on next page) DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS**

## LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY (CONT'D)

### **RUST/PERFORATION AND SURFACE CORROSION WARRANTIES**

#### ***DOES NOT COVER:***

- Body panel rust caused by lack of maintenance, abuse, or accident
- Rust where paint has been damaged by stone chipping or debris from the road.
- Rust caused by environmental fallout, or, hail, tree sap, salt or submersion in water, sand or mud.
- Exhaust system components
- Corrosion of outer trim parts , such as mouldings. However, corrosion of outer trim parts are warranted for 12 months/20,000 kilometers (whichever occurs first). Special bodies or equipment not manufactured or supplied by Nissan.

### **EXTRA EXPENSES**

This warranty does not cover incidental or consequential damages such as:

- Loss of use of vehicle
- Replacement/rental car/loaner
- Inconvenience/loss of wages
- Commercial loss

### **OTHER WARRANTY TERMS AND PROVINCIAL LEGISLATION**

Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion.

You may have other rights arising from provincial legislation, which will vary from province to province. Such applicable provincial legislation may not allow limitations on the length of an implied warranty or the exclusion of incidental or consequential damages. Therefore, some of the above limitations or exclusions may not apply to you.

## GENUINE NISSAN ACCESSORIES

### **THE WARRANTY OBLIGATIONS ARE DEPENDENT UPON THE USE OF GENUINE NISSAN-APPROVED ACCESSORIES ONLY.**

#### **What is Covered and for How Long**

The warranty duration for all NISSAN genuine accessories is 36 months or 60,000kms (whichever comes first) is applicable when the accessories are installed at a Nissan LEAF certified dealer. When Genuine Nissan Accessories are installed at a date later than time of delivery, the warranty coverage will be for the duration of the basic vehicle warranty. If a customer purchases Genuine Nissan Accessories over the counter, the warranty coverage is the same as our Parts Warranty, one year or 20,000 KM. Except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

#### **What You Must Do**

In order to obtain warranty service you must deliver the warranted accessory, or the vehicle on which the accessory is installed, to an authorized NISSAN LEAF certified dealer in Canada at your expense, along with your repair order or purchase receipt showing the purchase date, odometer reading and vehicle identification number.

For a current list of names and locations of NISSAN LEAF certified dealers, please contact the NISSAN INFORMATION CENTER (toll free) at 1-877-NO GAS EV (1-877-664-2738).

#### **What NISSAN Will Do**

Accessories covered by this warranty which are found to be defective will be replaced free of charge if the customer's proof of purchase indicates that the item was initially installed by an NISSAN LEAF certified dealer.

The customer will be charged for labour if the proof of purchase indicates that the item was installed by other than an NISSAN LEAF certified dealer.

#### **Limitations:**

This warranty does not cover:

1. Tires are covered by separate warranties.
2. Normal maintenance service and parts replacement as outlined in the Service and Maintenance Booklet, and the Appearance and Care, in section 7 of your Owner's Manual or the Care Guide supplied with the accessory.
3. Damage or failures resulting from:
  - Misuse (your Owner's Manual is your guide to proper use)
  - Accident.
  - Chemical fallout, tree sap, salt, sand, hail or other environmental conditions, such as acid rain.
  - Modification or improper repair.
  - Use of non-NISSAN-approved accessories
  - Accessories used for competition purposes, i.e., racing or rallying.
  - Lack of performance of required maintenance services as outlined in the Service and Maintenance Guide, and the Appearance and Care in section 7 of your Owner's Manual or the Care Guide supplied with the accessory.
  - Use of improper or dirty fuel, fluids or lubricants.
  - Nissan Motorsports and NISMO R-tune parts, including NISMO Legacy parts are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable law, in which case the warranty provided is the minimum required by law.



## **GENUINE NISSAN ACCESSORIES (CONT'D)**

Your NISSAN LEAF certified dealership is the only place to buy genuine NISSAN Accessories for your vehicle. A wide range of items are available, including rear spoilers, alloy wheels, audio systems, floor mats, roof racks, winter wiper blades and much more.

Ask your dealer for a copy of the new NISSAN Accessories Brochure.

### **EXTRA EXPENSES**

This warranty does not cover incidental or consequential damages such as:

- Loss of use of vehicle
- Replacement/Rental Car/Loaner
- Inconvenience/ Loss of Wages
- Commercial Loss

### **OTHER WARRANTY TERMS AND PROVINCIAL LEGISLATION**

Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion.

You may have other rights arising out of provincial legislation, which will vary from province to province. Such applicable provincial legislation may not allow limitations on the length of an implied warranty or the exclusion of incidental or consequential damages. Therefore, some of the above limitations or exclusions may not apply to you.

## LIMITED WARRANTY ON NISSAN REPLACEMENT PARTS

THE WARRANTY OBLIGATIONS ARE DEPENDENT UPON THE USE OF GENUINE NISSAN REPLACEMENT PARTS AND/OR NISSAN APPROVED REPLACEMENT PARTS.

### What is Covered and for How Long

NISSAN warrants all replacement parts supplied by NISSAN for use on NISSAN vehicles, except those listed below under "Limitations".

This warranty is for 12 months or 20,000 kilometres from the date of purchase, whichever comes first. However, the warranty on replacement parts installed in an NISSAN vehicle while it is covered by an NISSAN warranty will not end before the end of that warranty.

Except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

### What You Must Do

In order to obtain warranty service you must deliver the warranted part or the vehicle on which the part is installed, to an authorized NISSAN LEAF certified dealer at your expense with your repair order or purchase receipt, showing the purchase date, odometer reading and vehicle identification number. For a current list of names and locations of NISSAN LEAF certified dealers, please contact the NISSAN INFORMATION CENTER (toll free) at 1-877-NO GAS EV (1-877-664-2738).

### What NISSAN Will Do

Parts covered by this warranty which are found to be defective, will be replaced free of charge if the customer's proof of purchase indicates that the item was initially installed by an NISSAN LEAF certified dealer.

The customer will be charged for labour if the proof of purchase indicates that the item was installed by other than a NISSAN LEAF certified dealer.

### Limitations:

1. Tires or batteries. These items are covered by separate warranties.
2. Normal maintenance service and parts replacement as outlined in the Service and Maintenance Guide, and in section 7, Appearance and Care, in your Owner's Manual.
3. Damage or failures resulting from:
  - Misuse (your Owner's Manual is your guide to proper use).
  - Accident.
  - Chemical fallout, tree sap, salt, sand, hail or other environmental conditions, such as acid rain.
  - Parts used for competition purposes, i.e., racing or rallying.
  - Lack of performance of required maintenance services as outlined in your Owner's Manual.

## LIMITED WARRANTY ON NISSAN REPLACEMENT PARTS (CONT'D)

4. The use of replacement parts which are inferior to genuine NISSAN parts may reduce the operational effectiveness and performance of your NISSAN.
5. Use of improper or dirty fuel, fluids or lubricants.
6. Nissan Motorsports and NISMO R-tune parts, including NISMO Legacy parts are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable law, in which case the warranty provided is the minimum required by law.

### EXTRA EXPENSES

This warranty does not cover incidental or consequential damages such as:

- Loss of use of vehicle
- Replacement/rental car/loaner
- Inconvenience/loss of wages
- Commercial loss

### OTHER WARRANTY TERMS AND PROVINCIAL LEGISLATION

Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion.

You may have other rights arising from provincial legislation, which will vary from province to province. Such applicable provincial legislation may not allow limitations on the length of an implied warranty or the exclusion of incidental or consequential damages. Therefore, some of the above limitations or exclusions may not apply to you.

## **PARTS & ACCESSORY AVAILABILITY NETWORK**

The Parts Department of your NISSAN LEAF certified dealership maintains a comprehensive inventory of genuine NISSAN new and remanufactured replacement parts and accessories. These high quality parts have been specifically designed and manufactured for your NISSAN vehicle. They are covered by NISSAN's extensive warranty, which is one of the best in the industry.

To ensure that your parts and accessories requirements are met, the NISSAN LEAF certified dealer organization uses modern computerized inventory control systems. In the event a critical part is required but is not stocked by your local dealership, NISSAN Canada's fast response ordering system will ensure the quickest possible shipment of parts to your dealer.

Our three Canadian Parts Distribution Centres carry an extensive inventory of the parts and accessories needed to support the Total Ownership Experience to our customers. An industry-leading service level makes sure that parts and accessories are available on a timely basis. Our employees at the distribution centres are dedicated to making sure that

the right parts are shipped to NISSAN LEAF certified dealers, in the most expeditious manner using premium transportation services. State-of-the-art computer and satellite communications systems provide the necessary support to integrate your local NISSAN LEAF certified dealer's computer system with other NISSAN LEAF certified dealers and NISSAN Canada Inc.

The purpose of this comprehensive, sophisticated distribution network is to provide you with the parts and accessories you need on a timely basis. Ready availability of parts and accessories and your satisfaction with our service is something that we at NISSAN are committed to.

## TIRE SAFETY INFORMATION

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. This could create a risk of property damage and serious or fatal injury. Disregarding any of the safety precautions and instructions contained in this manual may result in tire failure or explosion causing serious personal injury or death. For your safety, comply with the following:

### **TIRE INFLATION**

Keep tires inflated to the pressures recommended on the tire data placard. (See your OWNER'S MANUAL for location.) These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

**CHECK INFLATION PRESSURES ON ALL YOUR TIRES, INCLUDING THE SPARE, WHEN TIRES ARE COLD, AT LEAST ONCE A MONTH BEFORE DRIVING**

Failure to maintain correct inflation may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control and serious personal injury. Therefore, inflation pressures should be checked at least once a month and always prior to long distance trips.

Pressures should be checked when tires are cold. The tires are cold when your vehicle has been driven less than a mile at moderate speed after being stopped for three or more hours.

### **CHECKING PRESSURE WHEN TIRES ARE HOT**

If you must add air when your tires are hot, add 28kPa or (4psi), above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.

For Example Only:

Gauge reading of hot tire: 227 kPa or (32psi)

If recommended pressure is: 213 kPa or (30psi)

Desired gauge reading of hot tire:  $213 + 28 = 241$  kPa or  $(30 + 4\text{psi} = 34\text{psi})$

Check cold pressures as soon as possible, at least by the next day.

Never "bleed" air from hot tires as your tire will be underinflated. Use an accurate tire gauge to check pressures. Never allow children to inflate tires.

**DRIVING ON ANY TIRE THAT DOES NOT HAVE THE CORRECT INFLATION PRESSURE IS DANGEROUS.**

For replacement tires, the correct inflation pressure will be provided by your tire dealer, if not, refer to the vehicle tire data placard.

Under-inflation produces extreme flexing of the sidewalls and builds up heat which may result in sudden tire destruction and serious personal injury.

Over-inflation can cause the tire to be more susceptible to impact damage.

## TIRE SAFETY INFORMATION (CONT'D)

### LOAD LIMITS

#### **DO NOT OVERLOAD. DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS.**

Never load your tires beyond the load carrying limits molded into the sidewall of the tires or the maximum vehicle load limit as shown on the vehicle tire data placard, whichever is less. Overloading causes heat to build up which can lead to sudden tire failure and serious personal injury.

### SPEED LIMITS AND SPEED RATED TIRES

**HIGH SPEED DRIVING CAN BE DANGEROUS.** Never operate your vehicle in excess of lawful speeds or the maximum speeds justified by the driving conditions. Excessive speeds or racing can cause heat buildup in a tire leading to possible failure and serious personal injury. **Correct inflation pressure is especially important.** However, at high speeds, even with the correct inflation pressure, a road hazard, for example, is more difficult to avoid and if contact is made, there is a greater chance of causing tire damage than at the lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop. If you see any damage to a tire or wheel, replace it with your spare tire and see your tire dealer at once.

Tire speed ratings do not imply that a vehicle can be safely driven at the maximum speed for which the tire is rated. In addition, some damage or improper repairs may cause a speed-rated tire to lose its speed rating. Exceeding the tire's maximum speed rating will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle with sudden air loss can lead to an accident. In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.

**SPEED SYMBOLS** - are shown on the sidewall of some tires. The following table shows the maximum speed corresponding to the symbol.

SPEED RATINGS		
†Speed Rating	Speed mph	Maximum km/Hr
M	81	130
N	87	140
P	93	150
Q	99	160
R	106	170
S	112	180
T	118	190
H	130	210
W	168	270
Y	186	300
V*	149	240
Z**	149	240

## TIRE SAFETY INFORMATION (CONT'D)

***\*Some V (or VR) rated tires may have a speed capacity of greater than 240 km/h (149 mph).*** Consult your tire manufacturer for maximum speed ratings if your vehicle capability exceeds this speed.

***\*\*Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 240 km/h (149 mph).*** Consult your tire manufacturer for maximum speed capabilities.

†Although a tire may be speed rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings are based on laboratory tests which relate to performance on the road, but are not applicable if tires are under-inflated, overloaded, worn out, damaged, altered, improperly repaired, or re-treaded. Furthermore, tire speed ratings do not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions or if the vehicle has unusual characteristics. Most highway passenger tires that do not have a speed symbol in the sidewall have a maximum speed rating of 170km/h (105 mph). Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 140 km/h (87 mph). Some light truck tires may have higher maximum speeds; consult your tire dealer. The speed and other ratings of re-treaded tires are assigned by the retreader and voids the original manufacturer's ratings.

**IMPORTANT:** In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle placard or owners manual). If tires with lower speed ratings are fitted, the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tire as indicated on the above table.

Remember...High speed driving can be dangerous and may be damaging to your tires. And...when driving at highway speeds, correct inflation pressure is especially important.

Contact the manufacturer of your tires for their position and assistance on the repair of speed-rated tires. When you are replacing tires that have a speed rating, you must replace with tires of the same or higher speed rating if the speed capability of the vehicle is to be maintained.

### ***VISUAL INSPECTION***

**INSPECT YOUR TIRES. DO NOT DRIVE ON A DAMAGED TIRE OR WHEEL.** Check your tires frequently for scrapes, bulges, separations, cuts, snags, cracks, penetrations or excessive localized wear from hard braking. Also check for abnormal tire wear, particularly on the edges of the tire tread which may be caused by misalignment or under-inflation. Impacts can damage the inner portion of the tire without being visible on the outside. If damage can be seen on the tires or wheels, or if you suspect that possible impact damage may have occurred, replace with spare at once and have your tire store or dealer inspect your tires immediately. Use of a damaged tire could result in tire destruction. When inspecting your tires, including the spare, check your air pressures. If your pressure check indicates that one of your tires has lost pressure of two pounds or more, look for signs of penetrations, valve leakage, or wheel damage that may account for the air loss.

## TIRE SAFETY INFORMATION (CONT'D)

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off-road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When you drive on such roads, drive on them carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

**TREAD WEAR INDICATORS (WEAR BARS):** Tires contain Tread Wear Indicators (Wear Bars) in the grooves of the tire tread which **show up when only 1.6mm. or (2/32nds of an inch) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are dangerous.**

**HAZARDS:** Objects in the road that threaten a tire should be safely avoided. These objects are potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection.

You may not always recall hitting an object that can damage or injure your tires. If while driving your vehicle experiences any unusual vibrations, ride disturbance or noise and/or you suspect that possible damage to the tires or vehicle has occurred, **DO NOT JAM OR LOCK YOUR BRAKES!** Rather reduce your speed and drive with caution until you can safely pull off the road. Stop and inspect the tires. If the tire is under-inflated or damaged, deflate, remove the tire and rim assembly and replace it with your spare. If you cannot detect a cause, have the vehicle towed to the nearest vehicle or tire dealer to have the vehicle inspected.

### **REPAIRING, MOUNTING AND DEMOUNTING OF TIRES**

**Do not attempt to repair, mount or demount a tire yourself.** Tire changing can be dangerous and must be done by professionally trained persons using proper tools and procedures as specified by the Rubber Manufacturers Association (RMA). Follow these mounting recommendations. Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Bent, chipped or rusted wheels may cause tire damage. The inside of the tire must be free from foreign materials. Have your dealer check the wheels before mounting new tires. Mis-matched tires and rims can explode during mounting. Also, mis-matched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not re-mount it on the proper rim - scrap it. It may be damaged internally (which is not externally visible) by being dangerously stretched and could fail on the highway.

Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must be mounted only on wheels designed for tubeless tires, i.e., wheels which have safety humps or ledges.

Never perform a temporary repair, use an inner tube, or inject sealant as a permanent substitute for a proper repair. Only qualified persons should repair tires.

Be sure that all your valves have suitable valve caps. This will keep valve cores clean and clear and guard against leakage.



## TIRE SAFETY INFORMATION (CONT'D)

**REPAIRS - WHENEVER POSSIBLE, SEE A TIRE DEALER AT ONCE.** Some tire manufacturers do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer. Punctures in the tread of a passenger tire which do not exceed (1/4 of an inch) 6mm. in diameter can usually be repaired by following the Rubber Manufacturer's Association (RMA) Passenger and Light Truck Repair procedures. Contact the manufacturer of your tires for its position and assistance as to the acceptable location for a proper repair and the repair of speed rated tires. **Do not use plug repairs. They may cause further damage to the tire. They are not always air tight and the plug may fail.** Do not exceed posted speed limits on any repaired tire. Certain tire manufacturers speed ratings are voided if the tire is repaired.

Although a tire was properly repaired, internal structural damage resulting from the puncture may have occurred. Sometime later the damage may cause the tire to be removed from service. If the tire has a puncture in the tread which exceeds 6mm. or (1/4 inch), the tire must be replaced. If any tire has sustained a puncture, have the tire inspected internally by a tire dealer for possible damage that may have occurred. Improper mounting and inflation procedures can cause an explosion of the tire/rim assembly. Only specially trained persons should perform these tasks. Contact your tire store or dealer for assistance.

**CAUTION - Never, under any circumstance, introduce a flammable substance into a tire.**

### ***WHEEL ALIGNMENT AND BALANCING***

Wheel alignment and balancing are important for safety and maximum distance in kilometres from your tires. Check how your tires are wearing at least once a month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires, but adversely affect the handling characteristics of your vehicle which could be dangerous. If you detect irregular wear or vibration, have your alignment and balance checked immediately. Tires that have been run under-inflated will show more wear on the shoulders than in the center of the tread.

### ***HARD BRAKING***

You must inspect your tires after any hard braking circumstances or after tires have slid on the pavement. This can cause a flat spot in a section of the tire tread.

### ***TIRE SPINNING***

Never spin your tires above a speedometer reading of 55 km/h (35 mph) if your vehicle becomes stuck. The centrifugal force generated by the free spinning tire/wheel assembly may cause a sudden tire explosion, resulting in vehicle damage and/or serious personal injury or death. Never allow anyone to stand near or behind a tire spinning at high speed while attempting to push a vehicle that is stuck. When in mud, sand, snow, ice or other slippery conditions, do not indulge in excessive wheel spin. In such conditions, with automatic transmission vehicles, by accelerating the engine excessively, it is possible to spin one of the drive tires beyond its speed capability. This is also true when balancing a drive tire/wheel assembly using the engine of the vehicle to spin the wheel.

## TIRE SAFETY INFORMATION (CONT'D)

### **TIRE TREAD**

Tires must be replaced when the depth of the tread reaches 1.6mm. (2/32 inch). Tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires approximate 1.6mm. (2/32 inch) wearout, the tread gauge becomes thinner and more vulnerable to the effects of road hazards. Also, worn tires are more subject to hydroplaning, which can cause loss of control. Therefore, visual tire inspection becomes more crucial as the tires wear out.

### **WORN TIRES**

Never drive on worn tires. Tires should be replaced by trained personnel when 1.6mm. (2/32nds of an inch) tread depth remains, as indicated by the tread wear indicators molded into the tread grooves. In most states, it is illegal to drive with less than 1.6mm. (2/32nds of an inch) of tread remaining.

### **TIRE MIXING**

For best performance select tires similar in size and load rating to the original equipment tires. It is recommended that the same size and type of tire be used on all four wheel positions. In certain tires, casing ply material and ply construction may vary as indicated on the sidewall of the tire. When changing or replacing tires, it is preferred that all four tires are the same construction type (i.e., High Performance, All Season, Mud & Snow) and construction (Radial or Bias Ply). Before mixing tires of different types on a vehicle in any configuration, be sure to check the vehicle owner's manual for its recommendations.

Tires which meet the Rubber Manufacturer's Association (RMA) definition of mud and snow tires are marked M/S, M+S, M&S. On such tires, this designation is molded into the sidewall. Tires without this notation are not recommended for mud and/or snow driving.

If snow tires are needed, it is necessary to select tires equivalent in size and load rating to the original equipment tires. Always fit performance snow tires in sets of four (4) for optimum mud & snow traction and maintenance of vehicle handling characteristics. If you do not, it may adversely affect the safety and handling of your vehicle. It is also important to check the vehicle owner's manual before mixing or matching tires on 4-wheel drive vehicles as this may require special precautions.

Please refer to your Owner's Manual for more information on tire replacement precautions.

### **TIRE ROTATION**

Tires on your Nissan vehicle should be rotated every 12,000 kms. or (7,500 miles) or as irregular wear develops. If irregular wear becomes apparent or if the wear rate on the tires is perceptibly uneven, the tires should be rotated in such a way to alleviate the problem. Check your vehicle for any mechanical problems and correct if necessary. Any rotation pattern or procedure may be followed including those indicated in the Owner's Manual. Some tires have arrows on the sidewall showing the direction in which the tire should turn. When rotating this type of tire, care must be taken to maintain the proper turning direction as indicated by the arrows. Some vehicles have different tire sizes specified for front and rear axles. Tires on these vehicles should not be rotated side to side (unless they are directional). Where a temporary type spare tire is available, it should not be included in the tire rotation schedule. Such tires are intended for temporary use only.

## TIRE SAFETY INFORMATION (CONT'D)

Whenever only two tires are replaced, the new tires should be put on the rear axle of vehicles equipped with the same size tire on all four wheel positions.

### **TIRE ALTERATIONS**

Do not perform any alterations on your tires. Alterations may prevent proper performance, leading to tire damage, which can result in an accident. Tires that become unserviceable due to alterations such as true-ing, whitewall inlays, addition of balancing or sealant liquids, may be excluded from warranty coverage. Consult your tire warranty.

### **HIGH PRESSURE TEMPORARY SPARE TIRES**

- 1) The high-pressure spare tire in your Nissan vehicle is designed for temporary use only and must not be used continually as a regular tire. The standard tire should be repaired and/or replaced as soon as possible.
- 2) Avoid driving over obstacles that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
- 3) Speed must not exceed 80km/h (50MPH) for non-speed-rated temporary spare tires.
- 4) Temporary spare tires have a limited tread life which can vary depending on road conditions and your driving habits. The spare tire should be returned to the trunk as soon as the standard tire can be repaired or replaced.
- 5) Because the high-pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.
- 6) Do not use snow chains on your high-pressure spare. This could cause damage to your vehicle.

- 7) Check the tire's cold inflation pressure monthly and maintain at 4.2kPa. (60psi) even when not in use.
- 8) The high-pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the high-pressure spare tire rim which was originally installed.
- 9) When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
- 10) Do not enter an automatic car wash with a temporary spare tire fitted.
- 11) Do not make a sharp turn or apply the brakes suddenly when driving on a high-pressure temporary spare.

**Note:** When using any temporary type spare tire, be sure to follow the vehicle Owner's Manual instructions.

### **TIRE STORAGE**

All tires should be stored in a cool dry place indoors so that there is no danger of water collecting inside them.

When tires are stored they should be stored in a cool place away from sources of heat and ozone such as hot pipes and electric generators. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances which could deteriorate the rubber. (Tires exposed to these materials during storage or driving could be subject to sudden failure.)

## TIRE SAFETY INFORMATION (CONT'D)

### ***To Avoid Damage to your Tires and Possible Accident:***

- Check tire pressure at least once a month when tires are cold and before long trips.
- Do not underinflate/overinflate.
- Do not overload.
- Drive at moderate speeds, observe legal limits.
- Avoid driving over potholes, obstacles, curbs or edges of pavement.
- Avoid excessive wheel spinning.
- If you see any damage to a tire, replace with spare and see the tire manufacturer's dealer or your Nissan LEAF certified dealership.

## CAR CARE AND MAINTENANCE

The most important factor in maintaining the original anti-corrosion protection built into your NISSAN is the personal care you give your vehicle.

### WHAT CAUSES CORROSION

Corrosion results from deterioration or damage of the paint and protective coatings on your vehicle such as:

- 1) Removal of paint and/or protective coatings on the surface of the vehicle and underbody through damage caused by stone or gravel impacts.
- 2) Accumulation of ice and snow melting agents, dust control materials, road dirt and moisture in cavities and other underbody areas that exterior car washing alone cannot adequately remove.

When the above conditions occur and are not corrected or eliminated for a long time, corrosion will very likely develop. The rate of corrosion development is dependent upon the environmental conditions affecting your vehicle. Surface corrosion which is not corrected will result in perforation, as a result of not correcting surface rust subsequent perforation is not eligible for warranty. Please refer to your Owner's Manual for proper care.

Unless properly handled, carrying corrosive materials such as chemical fertilizers, de-icing salt, etc. can also result in corrosion damage.

### HOW TO PROTECT YOUR VEHICLE FROM CORROSION

#### Regular Washing

The best way to preserve your vehicle's surface finish and help avoid corrosion is to keep the vehicle clean by washing regularly and frequently.

Under adverse conditions, wash your vehicle at least once a week if the weather and other conditions permit.

Wash your vehicle only with lukewarm or cold water. Refrain from washing the vehicle in direct sunlight, or using strong soap or chemical detergents. Any cleaning agents used should be washed off promptly and not allowed to dry on the surface finish.

After washing, be sure to dry the vehicle completely and clean the drain holes on the bottom of the doors and tail gate as well as ventilation holes.

It is also important to check whether the weatherstrip(s) and molding(s) attached to the windows are preventing water from entering the body panels. When it is very cold, do not wash the vehicle unless you can dry it completely. Locks and rubber seals are susceptible to damage caused by freezing.

## CAR CARE AND MAINTENANCE (CONT'D)

### **Foreign Material Deposits**

Calcium chloride and other salts, ice melting agents, road oil and tar, tree sap, bird droppings, chemicals from industrial chimneys and other foreign matter may damage the car finish if left on painted surfaces. Prompt washing may not completely remove all these deposits.

Additional cleaners may be needed. When using chemical cleaners developed for this purpose, be sure they are safe for use on painted surfaces.

### **Touching-up Surface Finish Damage**

**When you wash your vehicle, it is a good time to check for surface finish damage caused by the impact of stones or other objects or by accidents. Repairing such damage as you find it is the key to avoiding further damage and major repair costs.**

Take your NISSAN to an authorized NISSAN LEAF certified dealer to repair any damage found.

## CHANGE OF ADDRESS OR SUBSEQUENT OF OWNERSHIP NOTIFICATION

### **To The Owner Whose Address and/or Name Has Changed**

In the event of an address or name change, please call the NISSAN Information Centre at **1-877-NO GAS EV (1-877-664-2738)**.

### **To Subsequent Owners of this NISSAN**

If you have become a subsequent NISSAN owner before the expiration of the vehicle's original warranty, you are entitled to the unexpired portion of the warranty.

Please register this change in ownership by calling the number above.

This registration will ensure future warranty/product information is delivered to the current owner of this vehicle.

## **NISSAN ROADSIDE ASSISTANCE SERVICE**

As part of the NISSAN Satisfaction Advantage, you won't have to worry about where you can obtain assistance when mishaps requiring Emergency Road Service, Accident Assistance, or Mechanical Breakdown Towing occur. Anywhere across Canada or the Continental U.S.A. 24 hours a day, 365 days a year, our NISSAN Roadside Assistance Representatives will be there to ensure you receive prompt, efficient and courteous service.

# **1-877-NO GAS EV (1-877-664-2738)**

### **SUMMARY**

#### **EMERGENCY ROADSIDE SERVICES:**

- Mechanical Breakdown Towing
- Accident Help Line (in Canada)
- Accident Towing (in United States)
- Winching
- Out of Charge

#### **EMERGENCY SERVICE CALLS:**

- Battery Boost
- Tire Change
- Lockout Service

### **TRAVEL PLANNING SERVICES**

#### **PROTECTION SERVICES**

- Traffic Accident Service
- Trip Interruption Service
- Hazardous Weather Service
- Legal Assistance Service
- Stolen Vehicle Service
- Vandalism Service
- Destruction by Fire Service



## DETAILS OF ROADSIDE ASSISTANCE SERVICE

### EMERGENCY ROADSIDE SERVICES

#### MECHANICAL BREAKDOWN TOWING

If your NISSAN vehicle experiences a mechanical breakdown, and is unable to proceed under its own power, NISSAN Roadside Services will dispatch a service facility to tow your vehicle within 100 kilometres to the nearest NISSAN LEAF certified dealership.

#### ACCIDENT HELP LINE (IN CANADA)

If your NISSAN vehicle is involved in an accident, and is unable to proceed under its own power, as chosen or required by the caller, the NISSAN Accident Help Line will dispatch a tow truck to take the NISSAN vehicle to:

- 1) the caller's choice of NISSAN LEAF certified dealership including the original servicing dealer, up to 35 kilometres from the accident location, or
- 2) The closest NISSAN LEAF certified dealership to the accident scene.

The NISSAN Accident Help Line will also alert the NISSAN LEAF certified dealership to expect your vehicle and a coordinator at the dealership will be available to help make arrangements with your insurance company and arrange repairs to ensure your vehicle is promptly repaired.

### ACCIDENT TOWING (IN UNITED STATES)

If your Nissan vehicle is involved in an accident in the continental United States, and is unable to proceed under its own power, NISSAN Roadside Service will dispatch a service facility to tow your vehicle up to 100 kilometres, to the nearest NISSAN LEAF certified dealership or approved repair facility.

**Note:** Accident is defined as an upset or collision with any object, moving or not, that renders the NISSAN vehicle unable to proceed safely under its own power.

#### WINCHING

If your vehicle becomes stuck in a ditch, mud, or snow, NISSAN Roadside Assistance Services will dispatch a service facility for up to 100 kilometres to winch or extricate your vehicle. (The vehicle must be accessible and located on, or adjacent to, a regularly traveled roadway). This service is limited to one (1) vehicle.

**Note:** For the above four emergency roadside services, if dispatch service is not available from NISSAN Roadside Services, reimbursement is limited to a maximum of \$75 and only after obtaining pre-authorization.

## DETAILS OF ROADSIDE ASSISTANCE SERVICE (CONT'D)

### EMERGENCY SERVICE CALLS

#### TIRE CHANGE

If your vehicle has a flat tire, the Roadside Assistance will arrange for a service facility to remove the flat tire and install your spare tire. The spare tire must be inflated and in sound operating condition. If you do not have an operable spare tire in your vehicle, the vehicle will be towed to the nearest NISSAN LEAF certified dealership within 100 kilometres.

#### LOCKOUT SERVICE

If you have locked your keys in your vehicle, NISSAN Roadside Assistance Service will dispatch a service facility to attempt to gain entry into your vehicle. If your locks are frozen, attempts to gain entry to your vehicle may cause damage. Therefore, your vehicle will be towed up to 100 kilometres to the nearest NISSAN LEAF certified dealership within 100 kilometres.

**Note:** For the above four emergency services, if dispatch service is unavailable from NISSAN Roadside Assistance Services, reimbursement is limited to a maximum of \$50 and only after obtaining pre-authorization.

### PERSONALIZED AUTO TRIP PLANNING

Trip planning specialists will provide you with the following:

- personal, computerized itinerary and routing for destinations in Canada and Continental U.S. only
- point-to-point distance calculations for mileage planning
- maps with highlighted routing
- accommodation and campsite information
- a package containing a range of sightseeing information, facts and travel tips about your destination
- complete list of NISSAN Dealerships en route

Trip planning specialists are available to accept trip planning requests from 8:30 a.m. to 6:30 p.m. (Eastern Standard Time), Monday through Friday. Please make your requests at least two weeks prior to your departure date to ensure that you receive all this valuable information in time to review it before your trip.

## **DETAILS OF ROADSIDE ASSISTANCE SERVICE (CONT'D)**

### **PROTECTION SERVICES**

#### **TRAFFIC ACCIDENT SERVICES**

If you and your Vehicle are involved in a motor vehicle accident more than 100 kilometres away from home, NISSAN Roadside Assistance Service will reimburse you for the following related expenses if they are incurred within 72 hours of the accident. To qualify to claim, you must have reported the accident to the police and/or your insurance company. (Limitations apply-See Details of Covered Expenses)

Expenses covered by your insurance policy are not eligible for reimbursement. NISSAN Roadside Assistance Service must be contacted within 72 hours of the accident and notified of the charges that you wish to claim.

- Accommodations and Meals
- Vehicle Rental
- Transportation
- Return of Passengers

### **TRIP INTERRUPTION SERVICE**

If your Vehicle experiences a mechanical breakdown more than 100 kilo metres away from your home, NISSAN Roadside Assistance Service will reimburse you the following expenses incurred as the result of the breakdown for a vehicle that is unable to proceed under its own power. NISSAN Roadside Assistance Service must be contacted within 72 hours of the mechanical breakdown and notified in advance of the charges that you wish to claim. (Limitations apply-See Details of Covered Expenses)

- Accommodation and Meals
- Vehicle Rental
- Transportation

## DETAILS OF ROADSIDE ASSISTANCE SERVICE (CONT'D)

### HAZARDOUS WEATHER SERVICES

If you and your Vehicle are stranded more than 100 kilometres away from home and you are unable to continue your travel due to hazardous weather conditions, NISSAN Roadside Assistance Service will reimburse you for the following expenses incurred. Hazardous weather conditions are defined as snow, hail, ice, fog, flooding, forest fire, avalanche, tornado, hurricane or landslide. NISSAN Roadside Assistance Service must be contacted within 72 hours of the incident and notified of the charges that you wish to claim. (Limitations apply-See Details of Covered Expenses)

- Accommodations and Meals
- Emergency Communication
- Personal Necessities

### LEGAL ASSISTANCE SERVICES

If, while operating your Vehicle, you are charged with speeding, careless driving or other moving violations, Nissan Premium Roadside Assistance Service will reimburse you to assist in covering the costs of a lawyer or a para-legal to advise or represent you in the following circumstances: (Limitations apply-See below)

#### • Legal Advice

Nissan Roadside Assistance Service will reimburse you to a maximum of \$50 and only after obtaining pre-authorization, for the cost of retaining a lawyer to provide the Plan Holder with advice on the following matters:

- a) A preliminary legal opinion on any matter arising as the direct result of your operation of your Nissan Vehicle.
- b) An interpretation of the Highway Traffic Act or similar statute.

- c) Assistance in negotiating the settlement of a claim made against you as a result of traffic accident arising out of your operation of your Nissan Vehicle, which is not covered by your motor vehicle insurance.
- d) Legal advice on any matter arising from your private sale or purchase of your Nissan Vehicle.

#### • Legal Appeal

When, in the opinion of your legal counsel and Nissan Roadside Assistance Service, an appeal against a conviction on any charge covered under Legal Defense is justified, Nissan Roadside Assistance Service will reimburse you, according to a schedule of fees set by Nissan Roadside Assistance Service (see below) and only after obtaining pre-authorization, to assist with costs incurred.

#### • Legal Defense or Action

Nissan Roadside Assistance Service will reimburse you, according to a schedule of fees set by Nissan Roadside Assistance Service (see below) and only after obtaining pre-authorization, to assist with costs incurred as a result of hiring a lawyer or para-legal to defend or represent you in the following circumstances:

- a) In defense of a moving violation charge laid against you under municipal by-laws, highway traffic safety legislation or criminal legislation.
- b) When you are sued in a civil court for damages arising out of your operation of an insured Vehicle.
- c) In defense of criminal negligence charges or for causing death by criminal negligence.

#### • Legal Representation at Inquest

Nissan Roadside Assistance Service will reimburse you, a maximum of \$300 and only

## DETAILS OF ROADSIDE ASSISTANCE SERVICE (CONT'D)

after obtaining pre-authorization, towards the cost of retaining a lawyer to represent you at an inquest where the death of any other person has been caused by your operation of your Vehicle.

- **Limitation of Legal Assistance Services**

Legal Assistance services are not provided for civil or criminal actions relating to alcohol and/or drug related charges or when you are driving while your license is under suspension. If more than one offence is involved, the defense arising from the more serious offence will be paid. Nissan Roadside Assistance Service does not pay fines or parking violations.

### **Schedule of Fees (Reimbursement Amounts):**

Moving Violation	Maximum Reimbursement
Careless Driving	\$150.00
Speeding	\$125.00
Failing to stop on a red light/stop sign	\$300.00
Criminal Negligence	\$500.00
All others	\$125.00

## **STOLEN VEHICLE SERVICES**

If your Vehicle is stolen and you have duly reported the theft to the police and your insurance company, NISSAN Roadside Assistance Service will reimburse you for the following related expenses if they are incurred within 72 hours of the theft. Expenses covered by your insurance policy will not be reimbursed. NISSAN Roadside Assistance Service must be contacted within 72 hours of the theft and notified in advance of the charges that you wish to claim. (Limitations apply-See Details of Covered Expenses)

- Vehicle Rental or Taxi
- Towing
- Transportation
- Accommodation and Meals

## **VANDALISM SERVICES**

If your Vehicle suffers malicious damage by vandals and you have duly reported the vandalism to the police and your insurance company and you are stranded awaiting the repair of your Vehicle, NISSAN Roadside Assistance Service will reimburse you for the following related expenses if they are incurred within 72 hours of the vandalism. Expenses covered by your insurance policy will not be reimbursed. NISSAN Roadside Assistance Service must be contacted within 72 hours of the incident and notified in advance of the charges that you wish to claim. (Limitations apply-See Details of Covered Expenses)

- Towing
- Vehicle Rental or Taxi

## **DETAILS OF ROADSIDE ASSISTANCE SERVICE (CONT'D)**

### **DESTRUCTION BY FIRE SERVICES**

If your Vehicle is completely destroyed by fire and you have duly reported the fire to the police and your insurance company; NISSAN Roadside Assistance Service will reimburse you for the following related expenses if they are incurred within 72 hours of the fire. Expenses covered by your insurance policy will not be reimbursed. NISSAN Roadside Assistance Service must be contacted within 72 hours of the fire and notified in advance of the charges that you wish to claim. (Limitations apply-See Details of Covered Expenses)

- Vehicle Rental or Taxi
- Accommodations and Meals
- Transportation

## DETAILS OF COVERED EXPENSES

### Accommodations and Meals

(Applies to Traffic Accident – more than 100 km from home, Trip Interruption, Hazardous Weather, Stolen Vehicle, and Destruction by Fire Services)

NISSAN Roadside Assistance Service will reimburse you to a maximum of \$100 for hotel and meal expenses required within the vicinity of the accident, while you await the repair to your Vehicle, the recovery or replacement of your vehicle, or while you are stranded due to weather. **Original receipts are required.**

### Vehicle Rental or Taxi

(Applies to Traffic Accident – more than 100 km from home, Trip Interruption, Stolen Vehicle, and Destruction by Fire Services)

If you require transportation while awaiting repairs to your Vehicle, or recovery or replacement of your Vehicle, NISSAN Roadside Assistance Service will reimburse you up to a maximum of \$100 for the cost of a rental vehicle, (excluding insurance and mileage charges). The benefit applies only to daily rental rate, including taxes. Rental must be from a recognized rental agency.

The benefit does not apply in the case where your automobile insurance policy pays for alternate transportation cost. If you do not rent a vehicle, NISSAN Roadside Assistance Service will reimburse you for transportation by taxi, subject to the same limits. **Original receipts are required.**

### Transportation

(Applies to Traffic Accident – more than 100 km from home, Trip Interruption, Stolen Vehicle, and Destruction by Fire services)

If you are required to continue your journey via commercial transportation, NISSAN Roadside Assistance Service will reimburse you to a maximum of \$100 for the cost of transportation for you and your passengers via taxi, bus, train or plane, to your original destination or home. **Original receipts are required.**

### Return of Passengers

(Applies to Traffic Accident Service)

If you are hospitalized as result of the accident, Nissan Roadside Assistance Service will reimburse you to a maximum of \$100 for the costs of commercial transportation and/or accommodation of your passengers to return them to their home. **Original receipts are required.**

**Note:** “Accident” is defined as an upset or collision with any object, moving or not, that renders the NISSAN vehicle unable to proceed safely under its own power.

## DETAILS OF COVERED EXPENSES (CONT'D)

### Emergency Communication

(Applies to Hazardous Weather Service)

NISSAN Roadside Assistance Service will reimburse you to a maximum of \$50 for the cost of one telephone call to a member of your family to advise them of your situation. The call must be placed from your hotel and charged to your bill. **Original receipts are required.**

### Personal Necessities

(Applies to Hazardous Weather Service)

While staying at a hotel in the vicinity of the hazardous weather, NISSAN Roadside Assistance Service will reimburse you to a maximum of \$50 for required personal necessities. **Original receipts are required.**

### Towing

(Applies to Stolen Vehicle and Vandalism Services)

If your Vehicle or recovered Vehicle is unable to proceed under its own power, NISSAN Roadside Assistance Service will dispatch a service facility to tow your vehicle to the nearest NISSAN LEAF certified dealership within 100 kilometres or approved repair facility. If a service facility is not available we will reimburse you to a maximum of \$100 only after obtaining pre-authorization. **Original receipts are required.**

(See Alternate Service Arrangements for details on how to obtain pre- authorization.)

### HOW TO OBTAIN SERVICE

#### 1. Call 1-877-NO GAS EV (1-877-664-2738).

2. Provide the NISSAN Roadside Assistance Service Representative with your Name, Vehicle Identification Number (VIN), the nature of your difficulty and the exact location of your vehicle.
3. An authorized service facility will be dispatched to provide you with the necessary assistance.



## **ALTERNATE SERVICE ARRANGEMENTS**

1. NISSAN Roadside Assistance Service must be contacted prior to making any alternate service arrangements to ensure reimbursement for the services rendered.
2. In the unlikely event that an authorized service facility is not available in the area of your breakdown, the NISSAN Roadside Assistance Service Representative will authorize you to obtain service from an alternate facility.
3. We then recommend that you call the most convenient local service facility and arrange for service to be dispatched.
4. Obtain a detailed receipt outlining the cause of disablement, service required and distance towed, if applicable.
5. Submit the original receipt within 30 days from the date of service. The original detailed repair bill must accompany towing claims. Please forward to:  
  
**Nissan Roadside Assistance Services**  
**Attn: Claims Department**  
**248 Pall Mall St.**  
**P.O. Box 5845**  
**London ON**  
**N6A 4T4**
6. Upon receipt and confirmation of the information, we will send you a reimbursement cheque.

## HOW TO CLAIM NISSAN ROADSIDE ASSISTANCE

Should you require reimbursement for any NISSAN Roadside Services, simply follow the steps outlined below.

**Note:** Expenses related to services claimed for: Traffic Accident – more than 100 km from home, Trip Interruption, Hazardous Weather, Stolen Vehicle, Vandalism, Destruction by Fire or Mechanical Breakdown Services must be incurred within 72 hours of the incident to qualify.

1. Contact Nissan Roadside Assistance Service within 72 hours of the incident and advise the NISSAN Roadside Assistance Service Representative of the charges you wish to claim. The Representative will provide you with a pre-authorization number.

2. Forward your original receipts for reimbursement along with the pre-authorization number, the original repair bill and a description of the cause and location of the breakdown or the accident (a police report must also be included in the case of theft, fire or vandalism and if applicable, accident) to:

**Nissan Roadside Assistance Services**  
**Attn: Claims Department**  
**248 Pall Mall St.**  
**P.O. Box 5845**  
**London ON**  
**N6A 4T4**

3. Upon receipt and confirmation of the information, NISSAN Roadside Assistance Services will send you a reimbursement cheque.

## SERVICES NOT COVERED BY NISSAN ROADSIDE SERVICES

Unless otherwise specified, NISSAN Roadside Services coverage and benefits do not include:

- Towing services to any repair facility or location other than a NISSAN LEAF certified dealership unless prior express authorization is obtained from NISSAN Roadside Assistance Service.
- Any charges related to the repair(s) (parts and/or labour), additional servicing equipment, storage or impound charges.
- Service to any Vehicle willfully driven into an area not regularly travelled including vacant lots, unassumed roads, open fields, construction sites, mud or snow filled driveways, impassable private or recreational roads, beaches or any other area that is inaccessible to service facility vehicles.
- Shoveling or the removal of snow to free a Vehicle.
- Service to any unlicensed or uninsured Vehicle.
- Service to Vehicles where the driver is not present.

## HOW TO OBTAIN SERVICE

All service facilities providing NISSAN Roadside Assistance Service are independent contractors and are not employees of NISSAN Roadside Assistance Service. Therefore NISSAN Roadside Assistance Service can not and does not assume any liability or responsibility for any loss or damage to your vehicle or your personal property resulting from rendering of such services.

Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within 24 hours and prior to any repairs being carried out.

## GENERAL TERMS AND CONDITIONS OF NISSAN ROADSIDE SERVICE

NISSAN Roadside Services agrees to provide to the driver of the registered NISSAN Vehicle the coverages as listed, subject to the terms and conditions as set out herein. The records of NISSAN Canada Inc., will determine the commencement and termination date of your coverage and will be evidence of your eligibility to claim for benefits.

The reimbursement limits quoted in this agreement are stated in Canadian Dollars and will be reimbursed in Canadian funds.

The reimbursement limits available as a part of the NISSAN Roadside Services are specific to their respective services only and cannot be modified, transferred or interchanged.

Any fraudulent alterations on bills for service will render them invalid for claims reimbursement.

Only original receipts and/or charge copies submitted by you from a bona fide rental car company, hotel/motel or restaurant will be accepted for consideration for reimbursement. Originals will be returned upon request.

NISSAN Roadside Assistance Service reserves the right to decline any claim submitted for payment later than thirty (30) days from the date the service was performed or any claim deemed to be unreasonable or not in conformity with the condition of this coverage as stated.

NISSAN Roadside Assistance Service is provided for all new NISSAN Vehicles from the date the Vehicle is delivered to the first retail buyer or put into service (whichever occurs first), for a period of 36 months except that Roadside Assistance is not available under any circumstances if your vehicle warranty is void. NISSAN Roadside Assistance Service is otherwise available to anyone operating the NISSAN vehicle with the authorization of the owner. (For the purpose of NISSAN Roadside Assistance Service benefits, "owner" includes the lessee of a leased vehicle). These services are transferable with the resale of the vehicle with the remaining original NISSAN New Vehicle Limited Warranty coverage period. NISSAN Roadside Assistance Service are available only to vehicles currently licensed in Canada and subject to the terms above. NISSAN Roadside Assistance Service is available throughout Canada and the Continental U.S.A., 24 hours a day, 365 days a year.

NISSAN Roadside Assistance Service is not a warranty, but a service provided to you as part of the NISSAN Satisfaction Advantage to minimize any unforeseen vehicle operation inconvenience.

### **NISSAN ROADSIDE ASSISTANCE SERVICE**

**1-877-NO GAS EV (1-877-664-2738).**

## OWNER INFORMATION

Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

## VEHICLE IDENTIFICATION

\_\_\_\_\_ Key Code \_\_\_\_\_

Vehicle Identification  
M / D / Y \_\_\_\_\_ km

Date of Delivery \_\_\_\_\_ Odometer Reading at Delivery \_\_\_\_\_

Selling Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

## SPEEDOMETER REPLACEMENT

M / D / Y \_\_\_\_\_ Odometer Reading \_\_\_\_\_ km

Date \_\_\_\_\_ Odometer Reading \_\_\_\_\_

Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

**NOTE:** Read this booklet carefully and keep it in your vehicle. Present it to an authorized NISSAN Dealer when warranty service is required. It should remain with your vehicle when you sell it so subsequent owners will know of any remaining warranty coverage.

