



**Nissan Motor [GB] Limited**

Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire WD3 9YS

Registered in England Number 2514418 VAT No. GB605587038

**Administered by Nissan Extended Warranty Administration**

Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG Tel: 0344 573 8022

# Nissan Intelligent Choice 2 Year Servicing and Roadside Assistance Package

## TERMS & CONDITIONS from 1st November 2018

This document contains the following details about your 2 Years Nissan Free Servicing and Roadside Assistance package and should be kept in a safe place:

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

### WHAT'S INCLUDED IN YOUR SERVICE PLAN?

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

#### Your Service Plan covers the following:

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

Table 1

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

*Engine related items above do not apply to EV.*

Your service plan excludes claims for (a) any item or repair not specified in this agreement letter, including the replacement of drive belts/cambelts/timing belts/tensioners (b) loss of time, loss of use of the vehicle or any other loss or damage of whatsoever nature, and (c) loss or damage recoverable under any other service or maintenance plan, warranty or insurance cover.

#### How to Claim

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

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

### NISSAN SERVICING GENERAL TERMS

The two years Free Servicing and Roadside Assistance offer is available on specified NIC Nissan vehicles when purchased with Nissan Finance (with a minimum amount financed of £6000 and where the finance agreement is not cancelled prior to first payment being made).

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

#### Transferability

If you sell your vehicle privately, you can transfer the Service Plan to the new owner. To update the details of the Service Plan, please contact Nissan Service Plan Administration on 0344 573 8022.

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

#### Cancellation

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

#### Your Responsibilities

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

#### Complaints

Although we aim to please, things can sometimes go wrong. We would rather you told us if you are dissatisfied. In the unlikely event of a complaint, you should contact the Administrator in the first instance on 0344 573 8022, or in writing to: The Customer Services Manager, Nissan Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. You can also email the administrator at [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

For further questions about your Service Plan, please contact: Nissan Service Plan Administration, Car Care Plan Ltd., Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Tel: 0344 573 8022.

### WHAT'S INCLUDED IN YOUR ROADSIDE ASSISTANCE COVER?

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

#### Nissan Pan-European Roadside Assistance

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

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

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

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

#### Coverage includes:

- Roadside repair
- Towing service to nearest Nissan dealership

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

- Replacement vehicle for up to three working days. We'll supply the driver of the Nissan or Nissan EV with a replacement car (non-EV) for a maximum of three working days or until the repair is completed, whichever is sooner.

Charging and toll fees are at the user's expense and the replacement car excludes all other additional services. Drivers of special vehicles such as taxis, driving-school vehicles, short-term rental vehicles, etc are not eligible for this service.

- Hotel accommodation for up to three nights.
- Reimbursement of the cost of Public transport to complete your journey. The options available are:
  - Train, 1st class
  - Taxi up to 30 miles
  - Any other suitable means.

#### EV BATTERY OUT OF CHARGE

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

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

A fair usage policy applies.

#### Fair Usage Clause:

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

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

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

CALL 0800 246 820 (when travelling in the UK)  
0044 161 210 2409 (when travelling in Europe)

EV CALL 0800 652 3025 (when travelling in the UK)  
0044 1737 815 175 (when travelling in Europe)

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

### NISSAN ROADSIDE ASSISTANCE GENERAL TERMS

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

Details of the contractual arrangements under which RAC Services are provided to you are available by calling 0800 246820.

### NISSAN EV ROADSIDE ASSISTANCE GENERAL TERMS

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

### NISSAN EXTENDED WARRANTY ADMINISTRATION PRIVACY AND DATA PROTECTION NOTICE

#### 1. Data Protection

Nissan Extended Warranty Administration (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit [www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk).

#### 2. Use of your Personal Data

The Data Controller may use the personal data it holds about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller's general legal or regulatory obligations.

#### 3. Disclosure of your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

#### 4. International Transfers of Data

The Data Controller may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where the Data Controller transfers your personal data outside of the EEA, the Data Controller will ensure that it is treated securely and in accordance with the Legislation.

#### 5. Your Rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

#### 6. Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact: **The Data Protection Officer, Nissan Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**