QualityGuard+Plus®

for Nissan Dealers

F&I Products Resource Guide

Effective: May 2, 2023



Vehicle Protection Products

VSC ★ Prepaid Maintenance ★ Certified Pre-Owned & Wraps ★ GAP

Platinum & Ultimate Platinum ★ Lease Wear & Tear ★ Maintenance Care ★ Theft ★ Tire & Wheel

Lifetime Powertrain Warranty ★ Appearance Protection ★ Key ★ PDR ★ Value Protect

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THIS RESOURCE GUIDE APPLIES TO APPLICATIONS PROCESSED AND ACCEPTED BEGINNING MAY 2, 2023 AND IS SUBJECT TO CHANGE.

How to use the QualityGuard+Plus VSC Section

1. Refer to **Eligibility Parameters** table on page 3.
2. Review plan options
   - Use the **Vehicle Classification Guide** to determine the appropriate vehicle class.
   - On page 6 *VSC Plan Summary*, use the vehicle's **Miles at Purchase** (odometer reading) to determine the **Time and Mileage Options** available for the customer's vehicle.
3. **Refer to the Additional Component Coverage table for the list of options that require additional coverage costs.**

Additional Component Coverage	
Covered Items	**Surcharge**
Turbocharger	✓
Supercharger	✓
4WD/AWD	✓
Diesel Engine	✓

Avoid contract and billing errors by applying the proper surcharge(s) at the time of sale.

The Administrator reserves the right to correct or modify the customer's contract and debit the dealer for the surcharge or correct the classification. A QualityGuard+Plus VSC goes into effect with the date and mileage reading from the time the customer purchased the vehicle and expires after the time or mileage interval, whichever occurs first. The customer may also cancel the VSC for a fee, subject to certain restrictions. The cancellation fee depends on the state.

QualityGuard+Plus VSCs provide coverage only with respect to mechanical breakdowns that occur during the VSC period in the United States (excluding U.S. territories).

FLORIDA DEALERS: The Administrator cannot accept QualityGuard+Plus applications for VSCs sold to owners at retail prices that differ from those published in the current QualityGuard+Plus Florida Retail Rate Guide.

If a vehicle is found to be ineligible for any reason, or if an application is found to be ineligible, the Administrator will return the application to the dealer. The application will be voided and the dealer will be credited. Dealers will be subject to chargeback for claims associated with those vehicles, regardless of where the claim originates.

MODEL YEAR ELIGIBILITY PARAMETERS

All vehicles of current and prior nine (9) model years are eligible for these plans.	
January 1, 2024 through December 31, 2024	2015 and newer model years are eligible.
January 1, 2025 through December 31, 2025	2016 and newer model years are eligible.

Eligibility

Vehicle Service Contract (VSC) Plan Availability		Current plus 9 previous model years[1]	
		0 - 12,000 mi	12,001 - 100,000 mi
New Pricing	At time of original vehicle purchase date	Eligible for Sale	N/A
	After original vehicle purchase date		
Pre-Owned Pricing	At time of vehicle purchase date	N/A	Eligible for Sale
	After vehicle purchase date		

The Vehicle Inspection Report (VIR) requirement has been rescinded for vehicles under OEM Powertrain Warranty. The VIR is mandatory for vehicles outside of this warranty.

Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a VSC or Certified Pre-Owned (CPO) contract, it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.

Coverage begins on vehicle purchase date, and mileage is added to vehicle's current odometer reading.[1]

Vehicle model year must be within the current or previous nine (9) model years and have fewer than 100,000 miles.[2]

[1]Please see page 7 for specific eligibility requirements and coverage on CPO Limited Warranty and CPO Wrap.

[2] Please see page 8 for vehicles exceeding 10 years old and/or 100,000 miles.

ELECTRIC OR HYBRID BATTERY COVERAGE: High voltage battery is excluded from coverage.

Ineligible Vehicles

1. Vehicles either listed as N/A or not listed in the QualityGuard+Plus Protection Plan Vehicle Classification Guide.
2. Vehicles with a 12-cylinder engine. Specially-modified and re-badged vehicles like AMG, RUF, SALEEN.
3. Vehicles that have been issued a salvage title (or similar title) for any reason under any state law.
4. Vehicles that have been issued a title that indicates the actual mileage is unknown, a true mileage unknown (TMU).
5. Vehicles that at any time were determined to be a "total loss" by any insurance company or their adjusters.
6. Vehicles with frame/unibody damage.
7. Vehicles that have suffered flood damage.
8. Vehicles that have had their warranty invalidated for any reason.
9. Vehicles modified beyond factory specifications.[3]
10. All fuel cell vehicles are expressly excluded from coverage.
11. Vehicles used at any time for commercial purposes. "Commercial Use" is one that is undertaken for a business purpose, rather than hobby, recreational, educational, or other purposes. Such uses are usually attributed to a for-profit entity, but can also be attributable to a non-profit or government entity. All vehicles being used part-time or full-time for on-demand "ride-sharing" services (e.g. UBER, LYFT) are NOT considered commercial use.

    Examples: Vehicles used to generate profit include but are not limited to the following: Rental Cars, Snow Plows, Landscaping Business Vehicles, Taxis, and vehicles owned by a municipality that are used for city maintenance purposes.

    Note: Small businesses that lease a personal vehicle(s) in the company name to take advantage of U.S. tax strategies does not in and of itself constitute commercial use. Similarly, vehicles owned or leased by real estate agents or field sales representatives that are used as part of their daily transportation are not considered commercial use.

[3] Modification of the vehicle beyond the original factory specifications, including but not limited to: custom or add-on parts, frame, suspension, lift kits, emissions, engine, transmission, exhaust system, fuel system, and/or drive axle modifications.

QualityGuard+Plus®

Vehicle Classification Guide

(Fuel cell and commercial vehicles are not eligible for coverage.)

Model	Class
ACURA	
ILX	3
Integra	3
MDX / RDX / TSX V6	4
NSX Hybrid	10
RLX	5
TL / TLX / TSX	3
TLX Type S	5
All Hybrids / Electric	6
ALFA ROMEO	
All Models	9
AUDI	
A3 / A4	8
A5 / A6 / A7	8
A8	11
AllRoad / Q2 / Q3 / Q5 / Q7	8
All V10, W8, W12 engines	N/A
Q4 e-Tron	8
e-Tron GT / RS	N/A
Q8	9
R8 4.2	12
R8 5.2	N/A
RS3 / RS5	9
RS6 / RS7	10
RS Q8	11
S3 / S4	8
S5 / SQ5 / S6	8
S7 / SQ7	9
SQ8 / SQ8 e-Tron	10
S8	11
TT / TTS	8
Most Hybrids / Electric	9
BMW	
1 / 2 Series	8
3 / 4 Series	9
5 Series	10
6 Series	11
7 / 8 Series	12
7 / 8 Series 12-Cylinder	N/A
ALPINA	N/A
7 series hybrid/ i7 electric	12
i8	N/A
All M Series	N/A
X1 / X2	8
Other X Series	9
Z4 / Z5	9
All HEVs / EVs except i3 / i4	9
i3 / i4 Hybrid / Electric	8
BUICK	
Cascada	4
Enclave	7
Encore / Envista	3
Envision	6
LaCrosse	3
Regal	3
Verano	4
All Hybrids	5

Model	Class
CADILLAC	
ATS / CT4	5
ATS-V	8
Celestiq	N/A
CTS Models	8
CT4-V / CT5-V	7
CT5-V Blackwing	8
CT5	6
CT6 / CT6-V / CTS-V	8
ELR	7
Escalade EXT / ESV	7
Escalade IQ Electric	12
Escalade-V	9
Lyriq Electric	8
SRX	7
XLR	8
XLR-V	10
XTS / XT4 / XT5 / XT6	7
Most HEVs / EVs	7
CHEVROLET	
Aveo	2
Camaro	3
Camaro Z28	10
Camaro ZL1	8
Captiva	2
Corvette	8
Corvette Z series	10
Cruze	4
Impala	3
Malibu	3
Sonic	3
Spark Electric	3
SS Models	7
Volt Hybrid	4
All Hybrids / Electric	5
CHEVY VANS / TRUCKS	
Silverado 1500	3
Silverado 2500HD	4
Silverado 3500HD	6
Silverado Electric	6
Avalanche	5
Blazer / Traverse	6
Colorado	4
El Camino	5
Equinox	5
Express Van 1500 / 2500	6
Express Van 3500	6
Suburban / Tahoe	7
Trax	3
Most Hybrids / Electric	5
CHRYSLER	
200 series / 300 series	4
300 series V8	5
SRT Models	7
All Hybrids	5
CHRYSLER VANS / TRUCKS	
Pacifica	5
Town & Country / Voyager Van	4
Trucks / Vans	6
All Hybrids	5

Model	Class
DODGE	
Avenger / Dart	2
Caravan / Grand Caravan	6
Charger / Challenger	4
Durango	5
Hellcat / Hellcat Demon	10
Hornet	4
Journey	4
Shaker Models	7
SRT Models (except Viper)	8
Viper & Viper SRT	10
All Hybrids	5
DODGE (RAM) TRUCKS	
ProMaster City	3
1500 Series / ProMaster Cargo	3
1500 TRX	10
2500 Series / ProMaster Cargo	5
3500 Series / ProMaster Cargo	6
All Hybrids / Electric	5
FIAT	
124 Spider	5
500 / 500e / 500L / 500X	4
FORD	
EcoSport	2
Fiesta	2
Flex / C-Max	3
Focus	2
Focus Electric	2
Fusion	3
Mustang	4
Mustang Cobra	6
Mustang Shelby GT 350 / 500	8
Saleen / GT40	N/A
Taurus / SHO	6
All Hybrids / Electric	5
All Natural Gas Vehicles	N/A
FORD VAN / TRUCKS	
Bronco	4
Bronco Raptor	8
E-150 / E-250	4
E-350	6
E-Transit	6
Edge	3
Escape	3
Expedition	4
Explorer	4
F-150	4
F-150 Electric	6
F-150 Raptor-R	8
F-250	5
F-350	6
F-450 and greater	N/A
Maverick	3
Ranger / Lariat	3
Transit Connect	6
All Hybrids / Electric	5

Model	Class
GENESIS	
GV70 / GV80	2
G70	3
G80	4
G80 Sport	5
G90	6
All Electric	6
GMC	
1500 Series	3
2500 Series	4
3500 Pickup	6
Acadia / Yukon / Yukon XL	7
Canyon	4
Hummer Electric	9
Savanna Van 1500/2500	6
Savanna Van 3500	6
Terrain	5
HONDA	
Accord	1
Civic	1
Civic / CRV / SI Mugen	1
Civic Type R	3
Clarity Electric	4
Crosstour	2
Fit	1
HR-V	2
Odyssey	2
Passport / Pilot	2
Ridgeline	3
All Hybrids / Electric	5
All Natural Gas Vehicles	N/A
HYUNDAI	
Accent	1
Azera	2
Elantra	2
Equus	5
Genesis	3
Ioniq	5
Kona	3
Palisade	6
Santa Cruz	3
Santa Fe	3
Sonata	3
Tucson	2
Veloster	2
Venue	4
All Hybrids / Electric	5
INFINITI	
QX30 / 50 / 55	4
QX70 (V6)	5
QX70 (V8)	6
Q50 / Q60 Coupe	4
QX60	4
Q70	5
Q40	5
QX80	7
Q50 / QX60 Hybrid	4
Q70 Hybrid	5

Note: Any model listed above that is followed by 'N/A' is ineligible for coverage. All fuel cell vehicles are excluded from coverage. Additionally, any makes/models not listed above are ineligible for coverage.

Vehicle Classification Guide

(Fuel cell and commercial vehicles are not eligible for coverage.)

Model	Class
JAGUAR	
All Models	9
F-Pace SVR	N/A
F-Type SVR	N/A
I-Pace Electric	9
XE SV Project 8/SVR	N/A
JEEP	
Cherokee / Grand Cherokee	4
Commander	4
Compass / Patriot	4
Gladiator	4
Grand Cherokee Trackhawk	10
Wrangler	4
Renegade	5
SRT Models	8
Wrangler Rubicon 392	8
All Hybrids / Electric	5
KIA	
Cadenza	2
Carnival / Telluride	5
EV6 / EV9 (Electric)	6
Forte	2
K5	5
K900	7
Niro	4
Optima	3
Rio	1
Sedona	3
Seltos	2
Sorento	3
Soul	2
Sportage	2
Stinger	6
Most Hybrids / Electric	5
LAND ROVER	
All Models	10
All Hybrids / Electric	10
LEXUS	
ES / GS Series	2
GS F / GX Series	4
IS 500	7
IS F	5
IS Series	3
LFA	N/A
LC	7
LS Series	6
LX Series	5
NX / RX Series	4
RC / RC F	4
RZ 450e	7
TX / UX	4
All Other models	5
LS / LC Hybrid	7
All Other Hybrids	4

Model	Class
LINCOLN	
Continental	6
MKS	6
MKZ	6
LINCOLN VAN / TRUCKS	
Aviator	7
Corsair	7
MKC / MKT / MKX	7
Navigator	7
Nautilus	7
All Hybrids	7
MASERATI	
Ghibli Sedan	9
Grecale	9
Levante SUV	9
Quattroporte Sedan	10
GranTursimo	12
GranTurismo Convertible	12
MC20	N/A
MAZDA	
CX3 / CX-30 / CX5	4
CX7 / CX9 / CX-90	5
Mazda 2, 3, 5, 6	3
MX5 Miata / Speed MX5	4
All Hybrids	6
MERCEDES-BENZ	
All 12-cylinder engines	N/A
All AMG	N/A
All Maybach	N/A
All McLaren	N/A
A-Class / C-Class	8
B250e	8
CLA	8
CL-Class	9
CLS-Class	9
E-Class	8
EQC 400	8
GLA / GLB / GLC	8
G / GL / GLE / GLS	9
GLK-Class	8
M-Class	8
Metris	8
S-Class	9
SL-Class	10
SLK-Class / SLC	9
SLS-Class	N/A
All Hybrids / Electric	10

Model	Class
MINI	
All John Cooper Works Models	8
All Hybrids / Electric	6
All Other Models	7
MITSUBISHI	
Eclipse Cross	3
Lancer	3
Lancer EVO, Ralliart, & Sportback Ralliart	9
Mirage	1
Outlander / Outlander Sport	2
All Hybrids / Electric	3
PORSCHE	
911 Carrera / Panamera	10
911 Carrera S / Panamera S	11
Boxster / Cayenne / Cayman	9
Boxster S / Cayenne S / Cayman S / Cayman GT4	10
Cayenne Turbo Hybrid	N/A
Panamera Turbo Hybrid	N/A
Targa	10
Taycan	N/A
All Turbo Models	N/A
SALEEN	
All Models	N/A
SCION	
All models except FR-S	4
FR-S	5
SMART	
All Models	4
SUBARU	
Ascent	5
BRZ	4
Forester	3
Impreza	3
Legacy	2
Outback	4
WRX	4
WRX-STI	8
XV Crosstrek	3
All HEVs / EVs except Solterra	5
Solterra Electric	6

Model	Class
TOYOTA	
4Runner	2
86 / GR-86	5
Avalon	1
Camry	1
Corolla / Cross / iM	1
C-HR	2
FJ Cruiser	2
Highlander / Grand Highlander	3
Land Cruiser	5
Matrix	2
Prius	3
RAV4	1
Sequoia	4
Sienna	4
Supra	8
Tacoma	2
Tundra	2
Venza	2
Yaris / Yaris iA	1
All Hybrids / Electric except bZ4X	5
bZ4X	6
VOLKSWAGEN	
All VW Models / Trim Levels with a V10, W8 or W12 Engine	N/A
Atlas / Cross Sport	7
Arteon	8
Beetle	4
CC	7
Eos	8
E-Golf	6
Golf / TDI	5
GTI / GLI	5
Jetta / TDI	4
Passat / TDI	6
Routan	6
Taos / Touareg / TDI	7
Tiguan	7
All Hybrids / Electric	8
VOLVO	
S60 / 80 / 90	5
V40	4
V60 / 70 / 90	5
XC40 / 60 / 70 / 90	7
All Other Models	6
All Hybrids / Electric	8
WAGONEER	
Wagoneer	5
Grand Wagoneer	5
All Electric	5

Note: Any model listed above that is followed by 'N/A' is ineligible for coverage. All fuel cell vehicles are excluded from coverage. Additionally, any makes/models not listed above are ineligible for coverage.

QualityGuard+Plus®

Summary of VSC Plans

VEHICLE TYPE	New & Pre-Owned Vehicles			
PLAN	**QualityGuard+Plus VSC Plans**			
NUMBER OF COVERED COMPONENTS	**Up to 2,035 components (Varies by Plan: Supreme 2,035; Deluxe 1,330; Powertrain 630)**			
DEDUCTIBLE	**$100**			
VEHICLE ELIGIBILITY	**BEFORE Selecting Plan, Review Eligibility Parameters on page 3**			
ROADSIDE ASSISTANCE	**Up to $100 per Claim (Roadside Assistance: 800-225-2476)**			
TRIP INTERRUPTION	**Up to $500 per Incident**			
CAR RENTAL	**Up to $42 per day, 5-day Maximum**			
TOWING	**Up to $100**			
TIME/MILEAGE TERMS	**0-12,000 Miles on the odometer**			
	Months/Miles			
			36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	60/75,000
	60/100,000	72/75,000	72/100,000	84/75,000
	84/100,000	84/120,000	96/100,000	
	12,001-20,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	60/75,000
	60/100,000	72/75,000	72/100,000	84/75,000
	84/100,000	84/120,000	96/100,000	
	20,001-30,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	60/75,000
	60/100,000	72/75,000	72/100,000	84/75,000
	84/100,000	96/100,000		
	30,001-40,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	60/75,000
	60/100,000	72/75,000	84/75,000	
	40,001-50,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	60/75,000
	72/75,000	84/75,000		
	50,001-60,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	60/75,000
	72/75,000	84/75,000		
	60,001-75,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	36/48,000
	48/48,000	48/60,000	60/60,000	
	75,001-100,000 Miles on the odometer			
	Months/Miles			
	12/12,000	24/24,000	36/36,000	
COVERAGE BEGINS	**Coverage begins on the date the vehicle is purchased.**			
ADDITIONAL COMPONENT COVERAGE SURCHARGES	**Covered Items**	**Surcharge**	Surcharges must be added at the time of contract sale in order for the applicable components to be covered by the contract.	
	Turbocharger	✓		
	Supercharger	✓		
	4WD/AWD	✓		
	Diesel Engine	✓		
DEALER CONTACT	To receive marketing collateral, contact your QualityGuard+Plus representative For dealer assistance with applications, transfers or cancellations, call **800-362-4111**			
CLAIMS AND CUSTOMER INQUIRIES	For claims assistance or questions about contract coverage and for Customer Inquiries, call **800-647-7261**			

See page 3 for eligibility parameters.

Certified Pre-Owned (CPO) Limited Warranty (LW) and CPO Wrap Plan Availability		Vehicles: Up to 6 previous model years	
		0 - 60,000 mi	60,001 - 100,000 mi
CPO LW	At time of vehicle purchase date	Eligible[1]	N/A
CPO Wrap	At time of vehicle purchase date	Eligible for Sale[1]	N/A
	After vehicle purchase date	Eligible for Sale[2]	N/A

[1] The Vehicle Inspection Report (VIR) requirement has been rescinded for vehicles under OEM Powertrain Warranty. The VIR is mandatory for vehicles outside of this warranty. **Qualifications for all vehicles:** Dealer expressly acknowledges and agrees that before issuing a VSC or Certified Pre-Owned (CPO) contract, it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.

[2] CPO Wrap eligibility after the vehicle purchase date is restricted to within 90 days of the QualityGuard+Plus CPO / Limited Warranty Activation date.

Vehicle Classification Listing & Exclusions: Vehicle Classes 1-7 are eligible for a QualityGuard+Plus Certified Pre-Owned Limited Warranty**.** See pages 4 and 5 for a detailed listing of applicable makes, models and exclusions.

QualityGuard+Plus CPO Limited Warranty

Description	Details
Term	▪ 84 months/100,000 miles (from the original in-service date and 0 miles on the odometer, whichever comes first)
Coverage[3]	▪ **Powertrain:** Engine, Transmission/Transfer Case, Drive Axle ▪ **Up to 620+ Components** ▪ **Additional Benefits:** Car Rental Reimbursement
Eligibility	▪ Select 6-year-old and newer mass-market vehicles ▪ Less than 60,001 miles on the odometer ▪ Covered by OEM Powertrain Warranty
Deductible	▪ $100 per visit

Surcharges apply for Diesel engines, AWD/4WD, Turbos and Superchargers.

QualityGuard+Plus CPO Wraps

Description	Details
Available Terms	▪ 84 months/100,000 miles (from the original in-service date and 0 miles on the odometer, whichever comes first) ▪ 96 months/120,000 miles (from the original in-service date and 0 miles on the odometer, whichever comes first)
Coverage[3]	▪ **Exclusionary coverage: Supreme** ▪ **Over 1,400 additional components that wrap around the CPO/LW Powertrain Coverage** ▪ **Added Benefits:** Roadside Assistance, Trip Interruption and Towing Reimbursement
Eligibility	▪ Select 6-year-old and newer mass-market vehicles ▪ Less than 60,001 miles on the odometer ▪ Covered by OEM Powertrain Warranty ▪ **Must be certified with a QualityGuard+Plus CPO/LW**
Deductible	▪ $0 per visit

[3] High voltage battery is excluded from coverage.

QualityGuard+Plus® High-Mileage Plan

The High-Mileage Plan targets a national market where the average age of cars and light trucks currently in operation has increased to over 12 years. Coverage is available for all eligible vehicles, regardless of the age or mileage of the vehicle at time of sale. The High-Mileage plan must be sold at the time of vehicle purchase; ineligible for service drive sales.

Dealer Benefits

- Vibrant market for increased F&I revenue
- Customer Retention; F&I and Service Drive profits
- High mileage vehicles over 100,000 miles and/or beyond 10 years new are eligible for coverage
- Vehicles that don't meet QualityGuard+Plus qualifications due to age or mileage may be eligible
- Seamless claims adjudication - calls answered in 20 seconds
- Surcharge options for commercial use, lift kit/lower/oversized tires
- OEM administered, providing highest Customer take rates and satisfaction

Customer Benefits

- 3 levels of coverage: Powertrain - 4 Major Assemblies; Deluxe - 13 Major Assemblies; Supreme - Exclusionary Coverage
- 5 terms: 12 months/12,000 miles; 24 months/24,000 miles; 36 months/36,000 miles; 36 months/45,000 miles; 48 months/48,000 miles
- Seals and Gaskets coverage included on all levels
- Rental Car Reimbursement, Towing/Road Service, Trip Interruption, Lost Key/Lock Out benefits included
- Cancelable; transferable to subsequent vehicle owner, a small transfer fee may apply

Vehicle Eligibility Requirements

- Powertrain and Deluxe plans available for current plus 20 model years with 100,001 - 200,000 miles
- Supreme plan is available on vehicles current plus 10 model years with 100,001 - 175,000 miles
- Vehicles between 10 and 20 years old with under 100,000 miles are also eligible
- Powertrain plan only, 12/12 term available on any eligible model with more than 100,000 miles
- Detailed eligibility and restrictions available on our rate card, item # QGP-HMP-RC

Special Notes

- All claims MUST have prior authorization through program administrator at **800-559-1909** Monday - Friday 8:00 am - 6:00 pm CST
- For a printed or PDF rate card (item QGP-HMP-RC), or to ask questions regarding the product or the signup process, please contact your QualityGuard+Plus Protection representative or email letstalk@nesna1.com

Dealer Benefits

QualityGuard+Plus Prepaid Maintenance plans are available for new and pre-owned vehicles and provide an opportunity to increase sales in the F&I office as well as on the service drive. Two plans are offered: 1) Oil change only 2) Oil change plus tire rotation[1] and Tire Road Hazard Protection[2]. Both plans include a complimentary 10-point inspection when being serviced at the selling dealer.[3]

- **High Value Product** – Provides prepaid maintenance services at intervals applicable to most drivers' usage, plus valuable Tire Road Hazard Protection.[2]
- **Multiple Sales Opportunities** – All plans are additive terms and can be sold on the service drive as well as in the F&I office.
- **Customer Retention** – Mechanical inspections are performed when returning to the selling dealer, providing additional sales for parts & service.
- **Highly Customizable** – With 8 time and mileage options, 3 reimbursement levels, and 3 service intervals, you can customize a plan to suit your customer's individual driving habits and service needs.
- **Easy Claims Processing** – No phone call or pre-approval required with online "Front Facing Portal". Available to all stores with PCRS+ access. Self-process QGP maintenance claims and receive payment instantly

Customer Benefits

- **Affordable** – 144 different coverage options, all with zero deductible.
- **Price Protection** – Pre-payment of maintenance ensures that your customers are protected from future parts and service price increases.
- **Enhanced Resale Value** – Properly maintained vehicles can help customers earn higher resale values.
- **Tire Road Hazard Protection[2]** – Provides reimbursement for tire repair up to $35 per tire, or pro-rated tire replacement up to $250 per tire for up to 36 months.[4]
- **Transferable** – The plan is transferable to a new owner; a small transfer fee may apply.

10 Mechanical Inspections at Each Service[3]
Inspect Air Filter
Inspect Battery
Inspect CV Joint Boots (if applicable)
Inspect Engine Drive Belt(s)
Inspect Fluid Levels (add, if required)
Inspect Horn
Inspect Hoses
Inspect Lights (Head, Tail, Brake, Turn Signals)
Inspect Parking Brake Operation
Inspect Wiper Blades

Oil Change Only[3]	Oil & Filter Changes, plus Tire Rotations[1, 3]
Service Level 1 - Up to a maximum of $35 per service, including oil and filter change only.	**Service Level 1** - Up to a maximum of $50 per service, including: oil & filter change, plus tire rotation.[1]
Service Level 2 - Up to a maximum $60 per service including: oil & filter change only.	**Service Level 2** - Up to a maximum $75 per service including: oil & filter change, plus tire rotation.[1]
Service Level 3 - Up to a maximum $85 per service including: oil & filter change only.	**Service Level 3** - Up to a maximum $100 per service including: oil & filter change, plus tire rotation.[1]
Service Level 4 - Up to a maximum $150 per service including: oil & filter change only.	

[1] Vehicles equipped with staggered fitment tires cannot be rotated and are not available for reimbursement with tire rotation claims.
[2] Tire Road Hazard protection not available on contracts sold by dealers in Florida or Oil Change Only contracts.
[3] Both plans include a complimentary 10-point inspection when serviced at the selling dealer.
[4] Mounting, balancing, valve stems, disposal fees are included in this amount up to $25 per tire.

QualityGuard+Plus® Summary of Prepaid Maintenance Plans

PREPAID MAINTENANCE COVERAGE OPTIONS

		SERVICE INTERVAL OPTIONS		
	Months	3	4	6
	Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	**# of SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSEN**			
12 months / 15,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2
	Rotate Tires & Check Tire Pressure (as applicable)	2	3	2
24 months / 30,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	8	6	4
	Rotate Tires & Check Tire Pressure (as applicable)	4	6	4
36 months / 45,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	12	9	6
	Rotate Tires & Check Tire Pressure (as applicable)	6	9	6
48 months / 60,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8
	Rotate Tires & Check Tire Pressure (as applicable)	8	12	8
60 months / 75,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10
	Rotate Tires & Check Tire Pressure (as applicable)	10	15	10
72 months / 90,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	24	18	12
	Rotate Tires & Check Tire Pressure (as applicable)	12	18	12
84 months / 105,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	28	21	14
	Rotate Tires & Check Tire Pressure (as applicable)	14	21	14
96 months / 120,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	32	24	16
	Rotate Tires & Check Tire Pressure (as applicable)	16	24	16

Reimbursement Amount	Oil & Filter Change	Tire Rotation	Total
$50	$35	$15	$50
$75	$60	$15	$75
$100	$85	$15	$100

OIL CHANGE ONLY PREPAID MAINTENANCE COVERAGE OPTIONS

		SERVICE INTERVAL OPTIONS		
	Months	3	4	6
	Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	**# of SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSEN**			
12 months / 15,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2
24 months / 30,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	8	6	4
36 months / 45,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	12	9	6
48 months / 60,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8
60 months / 75,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10
72 months / 90,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	24	18	12
84 months / 105,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	28	21	14
96 months / 120,000 miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	32	24	16

Reimbursement Amount	Oil & Filter Change
$35	$35
$60	$60
$85	$85
$150	$150

Ancillary Products website for contact list, pricing, brochures, etc. https://www.nsdmc.com/nesna/

The following conditions apply to all Ancillary products unless otherwise stated.

- **New and Pre-Owned vehicles are eligible for coverage**
  - Eligible vehicles include current model year and 10 years prior
- **All Ancillary Products must be sold at the time of vehicle purchase, except:**
  - Value Protect can be sold at any time
- **Additional advance available on all products when financed through NMAC, excluding:**
  - Appearance Protection
  - Lifetime Limited Powertrain Warranty
- **Available in all states, excluding:**
  - GAP Plus (Not available in AK, FL, KS, NE, NY, TN, TX, or WV)
  - Lease Wear & Tear (Not available in NY)
  - Platinum with Lease End Protection (Not available in FL, IL, NY or OR)
  - Ultimate Platinum with Lease End Protection (Not available in FL, IL, NY, OR or WY)
  - Ultimate Silver Protection (ONLY available in NY)
  - Value Protect (Not available in NY or CA)
- **No deductibles, except:**
  - Lifetime Limited Powertrain Warranty includes a $100 deductible for covered repairs per covered claim
- **Commercial Vehicles are excluded unless where indicated below:**
  - GAP & GAP Plus
  - Key Replacement
  - Lease Wear & Tear Protection
  - Platinum with Lease End Protection
  - Ultimate Platinum with Lease End Protection

Enrollment & Claims Information

- All claims require prior authorization.
- Please contact your QualityGuard+Plus representative or email letstalk@nesna1.com to begin the enrollment process today.
- NSD claims management user guide - https://www.nsdmc.com/nesna/pdfs/dealer_manual/claims.pdf
- Should you have any questions regarding ancillary products or the on-boarding process, please call **800-338-2680**. Office hours are Monday through Friday from 8:30AM - 5:00PM EST.

The following section provides additional detail on some of the included benefits in the plans mentioned in the Ancillary Products section.

- **24-Hour Towing**
  - Provides towing up to 25 miles (except Key Replacement, which is 15 miles)
  - Additional miles can be purchased at customer's expense
- **Emergency Roadside Assistance**
  - Battery assistance, Lock-out assistance, Flat tire assistance and Emergency delivery of gasoline, water, oil or any supplies necessary to get your customer back on their way[1]
- **Windshield Repair**
  - Repairs front windshield if it becomes chipped or cracked due to propelled rocks or road hazard debris while driving on public roads, streets and highways[2]
- **Paintless Dent Repair**
  - Permanently removes door dings and minor dents without harming a vehicle's factory finish
- **Tire and Wheel Road Hazard Protection**
  - Provides for tire repair or replacement and/or wheel (rim) repair or replacement in the event tires and/or wheels are damaged due to a road hazard[3]
- **Key Replacement**
  - Includes either a $400 or $800 benefit to replace the vehicle key and/or remote should it become lost, stolen or destroyed. Battery replacement is not included[4]

[1] Customers will only have to pay out-of-pocket for the cost of fluids or supplies delivered at the time service is rendered.

[2] Does not cover windshield replacement.

[3] Road Hazard is defined as a condition on a public roadway that should not exist there (e.g. potholes, nails, or other road debris).

[4] Should the customer's key/remote become lost, stolen or broken, this program covers expenses for replacement/reprogramming of key/remote, not to exceed $400 per year for Plan 1 or $800 per year for Plan 2. Consumer MUST receive a minimum of two sets of keys/remotes at the time of vehicle delivery to be eligible for coverage.

Product	Platinum Protection	Ultimate Platinum Protection	Platinum w/ Lease End Protection	Ultimate Platinum w/ Lease End Protection	Ultimate Silver Protection (NY Only)
No Deductible for Customers	✓	✓	✓	✓	✓
Additional Back-End Advance with NMAC	✓	✓	✓	✓	✓
Protects Against Depreciation	✓	✓	✓	✓	✓
24-Hour Towing	✓	✓	✓	✓	✓
Roadside Assistance	✓	✓	✓	✓	✓
Paintless Dent Repair	✓	✓	✓	✓	
Windshield Repair	✓	✓	✓	✓	
Tire & Wheel Road Hazard Protection	✓	✓	✓	✓	✓
Key Replacement		✓		✓	✓
Curb & Cosmetic Coverage		✓		✓	✓
Chrome / PVD Wheel Coverage		+			
Excess Wear & Tear Coverage			✓	✓	

✓ = Included + = Optional

Platinum Protection provides 24-Hour Towing & Emergency Roadside Assistance, Tire & Wheel Road Hazard Protection, Paintless Dent Repair and Windshield Repair Protection.

Ultimate Platinum Protection provides all the benefits of Platinum Protection and adds an $800 Key Replacement Plan benefit, plus Curb & Cosmetic coverage to the Tire & Wheel benefit. Ultimate Platinum Protection is also available with optional Chrome / PVD coverage.

Details and Benefits:

- 24-Hour Towing
- Emergency Roadside Assistance
- Windshield Repair
- Paintless Dent Repair
- Tire and Wheel Road Hazard Protection

Platinum with Lease End Protection provides all the benefits of Platinum Protection and adds $1,500 benefit for Lease Wear & Tear coverage.

Ultimate Platinum with Lease End Protection provides all the benefits of Ultimate Platinum Protection and adds $1,500 benefit for Lease Wear & Tear coverage.

Details and Benefits:

- Coverage can only be obtained at the time the vehicle lease agreement is executed and only on vehicles with less than 10,000 odometer miles at lease inception
- 24-Hour Towing
- Emergency Roadside Assistance
- Windshield Repair
- Paintless Dent Repair
- Tire and Wheel Road Hazard Protection
- Lease Wear & Tear with up to a $1,500 benefit at time of lease turn-in

GAP Products

Product	GAP Plus	GAP
No Deductible for Customers	✓	✓
Additional Back-End Advance with NMAC	✓	✓
Protects Against Depreciation	✓	✓
GAP Protection	✓	✓
Insurance Deductible Assistance	✓	✓
Down Payment Assistance	✓	

✓ = Included

Guaranteed Auto Protection (GAP) helps cover what the customer owes on their vehicle loan if they experience a total loss before it is paid off. **GAP Plus provides the same coverage as a standard GAP policy and includes an additional $1,000 towards a down payment if the customer returns to the originating dealer.**

Details and Benefits:

- Commercial and Rideshare vehicles are covered
- No term limits
- No maximum on loan-to-value (LTV) or the amount financed[1]
- No maximum limit of coverage (no payout cap)[2]
- Covers insurance deductible up to $1,000[3]

[1] Maximum amount financed subject to state-specific regulations

[2] The covered deficiency balance between loan balance and actual cash value

[3] Not available in all states. Please refer to the GAP Waiver for additional information

Standalone Ancillary Products

Product	Maintenance Care Protection	Theft Protection	Lifetime Limited Powertrain Warranty	Paintless Dent Repair (PDR)	Lease Wear & Tear	Value Protect	Tire & Wheel Protection	Key Replacement	Appearance Protection
No Deductible for Customers	✓	✓		✓	✓	✓	✓	✓	✓
Additional Back-End Advance with NMAC	✓	✓		✓	✓	✓	✓	✓	
Protects Against Depreciation	✓		✓	✓	✓	✓	✓		✓
24-Hour Towing	✓						✓	✓	
Roadside Assistance	✓						✓	✓	
Powertrain Repair Coverage			✓						
Complimentary Inspection			✓						
Paintless Dent Repair (PDR)				✓					
Key Replacement								✓	
Excess Wear & Tear Coverage					✓				
Rental Reimbursement	✓	✓							✓
Trip Interruption Benefit		✓					✓		
Downpayment Assistance		✓							
Insurance Deductible Assistance		✓							
DNA Labeling		✓							
Covers Unscheduled Maintenance	✓								
Exterior Protection									✓
Interior Protection									✓
Tire & Wheel Road Hazard Protection							✓		
Curb & Cosmetic Coverage							+		
Chrome / PVD Wheel Coverage							+		

✓ = Included + = Optional

Maintenance Care Protection provides comprehensive coverage for many service and unscheduled maintenance items that are not covered by vehicle warranties or automotive insurance policies. This plan can protect your customer from paying for these out-of-pocket expenses. In addition to covering these mechanical failures, the program includes diagnostic, 24-Hour Towing & Roadside Assistance and Rental Car Coverage.

Details and Benefits:

- 24-Hour Towing
- Emergency Roadside Assistance
- Rental Car Reimbursement

Coverage

- Diagnostic Coverage
- Brake Pads – One set
- Battery – One replacement
- Headlamps – Excludes damage due to impact
- Belts & Hoses
- Windshield Wiper Blades – One set
- Electrical Coverage (fuses, lights, & bulbs)
- Wheel Alignment – One alignment

Theft Protection provides a cash benefit to the customer in the event their vehicle is stolen and deemed a total loss. This benefit can be used towards the purchase or lease of a replacement vehicle, to cover their insurance deductible, or to apply towards any other expenses they may incur because of the theft. Theft Protection includes DNA labeling to help prevent theft of a marked vehicle. $3,000 ($2,500 in NY) or $5,000 total benefit plans.

Details and Benefits:

- Rental Car Reimbursement
- Trip Interruption Benefits
- Down payment assistance: when the customer returns to the selling dealership, they can receive up to an additional $2,000 paid to the originating dealership towards the down payment on a replacement vehicle
- Auto insurance deductible is covered (up to $1,000) if the car is stolen and recovered damaged

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Lifetime Limited Powertrain Warranty covers components designated by vehicle's manufacturer as "Powertrain" components in their original factory warranty. Plan is included in the sale price of the vehicle and coverage lasts as long as customer owns the vehicle - unlimited time and unlimited miles.

Details and Benefits:

- $100 deductible for covered repairs per covered claim.
- Customer must follow the maintenance schedule detailed in their vehicle's owner's manual and keep copies of all maintenance and repair orders. Also must come back every seven years for a complimentary powertrain inspection.
- Non-Transferable and expires the day customer sells, trades or transfers the vehicle.

Paintless Dent Repair (PDR) delivers worry-free appearance care for a customer's vehicle by utilizing special tools and techniques to push dented sheet metal back to its original form. This process permanently removes dings and minor dents without harming a vehicle's factory finish.

Details and Benefits:

- Covers more surfaces than most other paintless dent repair plans because horizontal panels such as the hood, trunk lid, and roof are covered[1]
- Unlimited number of repairs
- Current model year plus 10 years

[1] Coverage not available for large or deep dents, dents where there is any paint damage, or dents that are the result of any sort of weather event (e.g. hail damage).

Lease Wear & Tear Protection[2] covers up to $5,000 in excess wear and tear charges at time of lease turn-in.

Details and Benefits:

- Covers new leased vehicles valued up to $150,000 MSRP
- Open term coverage when vehicle is turned in up to 180 days prior to or after original lease term

Coverage (Including but not limited to)

- Tires, wheels and wheel covers
- Scratched/chipped paint, including pits, rust, corrosion and cracks
- Cuts, rips, cracks, stains, burns, and spotting of upholstery and carpet
- Chipped glass, including windshield or mirror damage
- Cracked headlamps, head lamp lenses, rear lamps and fog lights
- Tail, turn signal and brake light lenses, sealed beams and halogen/light bulbs
- Dings and minor dents
- Convertible tops, padded tops and vinyl tops
- Molding, trim, bright metal and chrome
- Bumpers, step bumpers and surrounding trim
- Antennae
- Name plate badges and hood ornaments
- Door, trunk/hatch handles and rubber seals

[2] Claims must be filed within 90 days after lease turn in. Physical damage insurance claims and excess mileage fees are excluded from Lease Wear and Tear coverage. Each single incident causing excess wear and tear limited to $1,000. Plan not available in NY.

Value Protect[3] shields customers from the negative financial effects of diminished value if a collision occurs where the vehicle sustains damage but **is not** totaled.

Details and Benefits:

- Increases Actual Cash Value (ACV) up to $5,000 or $10,000 allowing the customer to buy a replacement vehicle
- Value Protect is the perfect complement to GAP, creating a "Total Financial Protection Package"

[3] Plan not available in NY or CA

Tire & Wheel Protection provides Tire & Wheel Road Hazard Protection that provides tire repair/replacement and/or wheel (rim) repair/replacement in the event tires and/or wheels become damaged due to a Road Hazard. Optional Curb & Cosmetic and Chrome/PVD Wheel coverage is available.

Details and Benefits:

- No aggregate coverage limits on tire or wheel (rim) repair/replacement
- 24-Hour Towing
- Emergency Roadside Assistance
- Emergency Trip Interruption Benefit

Exclusions: Tire & Wheel coverage does NOT include manufacturer's defect, hitting a curb, (unless you have Optional Curb & Cosmetic coverage) or tire dry rot. Tire & Wheel with Optional Curb & Cosmetic coverage does NOT include manufacturer's defects or tire dry rot. Tread depths of 3/32" or less at the lowest point on the tire are excluded from coverage.

Key Replacement includes either a $400 or $800 benefit to replace the vehicle key/remote should it become lost, stolen or destroyed. Battery replacement is not included.[1]

Details and Benefits:

- 24-Hour Towing[2]
- Emergency Roadside Assistance

[1] Should the customer's key/remote become lost, stolen or broken, this program covers expenses for replacement/reprogramming of key/remote, not to exceed $400 per year for Plan 1 or $800 per year for Plan 2. Customer MUST receive a minimum of two sets of keys and remotes at the time of vehicle delivery to be eligible for coverage.

[2] Key Replacement limits towing to 15 miles, all other plans are 25 miles.

Appearance Protection protects the vehicle's paint and interior surfaces against environmental conditions not covered under a manufacturer's warranty.

Details and Benefits:

- 7-year limited warranty for New and Pre-owned vehicles

Coverage (Including but not limited to)

- Protects exterior, high gloss paint against acid rain, deicing agents/road salts, UV fading, tree sap, insect damage and other potential environmental hazards
- Protects interior fabric and carpets from staining, fading & discoloration, mold & mildew, burns[3] (less than 1/4")
- Covers rips/tears, burns[3] and punctures in leather/vinyl surfaces (length & diameter restrictions apply)

[3] Burn Protection not available in NY

0% Interest Consumer Payment Plan

Consumer Finance Strategic Partnership

With SPP Consumer Payment Plans, there is no credit check necessary, as your customer simply makes the first payment at the time of sale. The balance is paid via equal, automatic monthly payments debited from their bank account or credit card. Available on Vehicle Service Contracts and Prepaid Maintenance Agreements. To sign up, go to www.sppdealersignup.com.

SPP 0% Payment Plan Advantages

Dealer Benefits

- SPP will pay Dealers the amount financed, less the SPP fee, on the 5th or 20th day the month after received by SPP and the contract is registered with NESNA[1]
- The Administrator's volume with SPP affords Dealer Participants a profit-friendly, discounted fee structure
- Ability to increase penetration and sell contracts to capped customers and customers who don't want to increase their interest costs
- Additional Service Drive profit center when utilized in Service

[1] Maximum markup limitations

Customer Benefits

- Interest-free payment plan without having to finance as part of the monthly vehicle payment
- Flexible terms: Convenient 6-, 12-, 18-, or 24-month payment option with monthly automatic debit on date they choose; Online account management at www.myspp.com
- Useful for customers that have a set monthly car payment in mind, have prearranged vehicle financing, or are buying a contract after taking delivery of their vehicle

For more information, visit www.sppinc.net, call SPP customer service at (800) 346-5990, or contact your QualityGuard+Plus representative or email letstalk@nesna1.com.

QualityGuard+Plus®

Cancellation Information

All cancellations, including customer originated, are made via PCRS.

Customers are instructed to submit a written cancellation request, which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, to the original selling dealer as listed on the front page of their contract.

Original Selling Dealers have the ability to cancel their own policies as long as they meet the following criteria:

- The Cancellation Effective Date is within 90 days of the Cancellation Entry Date
- The Retail Refund amount is less than $4,000
- The policy is NOT an SPP policy (financed through Service Payment Plan)

All Non-Original Selling Dealers, and Original Selling Dealers with cancellations that fall outside the above criteria, must submit their cancellation requests through the PCRS website for Administrator review and processing (cancellation documents are required).

The form printed on the following page is available in PCRS. For support, call **800-362-4111**, email NESNA_Cancellations@nesna.com, or contact your QualityGuard+Plus representative.

NESNA
P.O. Box 685004
Franklin, TN 37068-5004
Customer questions: 800-647-7261

QualityGuard+Plus®

DEALER CANCELLATION REQUEST FORM

Processed via Policy, Claims and Reporting Solution (PCRS)

Step 1: REASON FOR CANCELLATION (attach supporting documents)

Proof of mileage is always required. Make sure the supporting document(s) below include mileage.

Cancellation Reason (see below): _____

- **Cancel & Reissue:** corrected policy must be entered into PCRS
- **Customer Request:** attach odometer statement or recent service record dated within 60 days of cancellation date
- **Default on Loan:** attach letter from lienholder
- **Duplicate:** same customer and VIN#
- **Entered in Error:** attach original buyers order showing policy was not purchased
- **Private Party Sale:** attach copy of odometer statement or bill of sale showing date and mileage
- **Repossession/Abandonment:** attach repo/abandon letter from lienholder
- **Rewrite:** attach documents showing rewrite
- **Theft:** attach insurance report or police report showing loss date and mileage
- **Too Expensive:** attach odometer statement or recent service record dated within 60 days of cancellation date
- **Total Loss:** attach insurance report or lienholder's letter of demand showing total loss date and mileage
- **Trade:** attach copy of odometer statement or buyer's order showing date and mileage
- **Unwind:** attach unwind documents showing date of unwind

NESNA reserves the right to request additional documentation to support the cancellation reason (i.e. missing cancellation date and mileage)

Step 2: CUSTOMER, VEHICLE AND POLICY INFORMATION

Customer Name: _____

Customer Address (current): _____

VIN#: _____ Policy#: _____

STEP 3: CANCELLATION DATE, MILEAGE, REFUND INFORMATION

Date: _____ Mileage: _____ Retail Refund Amount: _____

STEP 4: DEALERSHIP INFORMATION (the Dealer completing this form)

Dealer Name (PRINT) _____ Dealer Code _____ Dealer Signature _____

- **A refund quote can be obtained in the cancellation section of PCRS**
- **All cancellation requests are now processed via PCRS with supporting documents attached**
- **All refunds will be made via payment to the cancelling dealership's bank account on file with the Administrator**
  - Policies financed through Service Payment Plan (SPP) will be refunded directly to SPP for proper disbursement, unless proof of loan payoff is attached
- **Cancelling dealership is responsible for issuing a check for the RETAIL REFUND to the appropriate party (LIENHOLDER/CUSTOMER)**
  - Cancelling dealership is responsible for verifying lien holder payoff before refunding customer
  - If the cancelling dealership is not the original selling dealership, then any unearned portion will be debited to the original selling dealer's bank account on file with the Administrator

STEP 5: CUSTOMER SIGNATURE AND DATE

I request cancellation of the VSC/PMA listed above, and release and forever discharge Nissan Extended Services North America, its parent, subsidiaries and the affililates of each entity, as well as each office, agent, distributor, employee, attorney, dealer successor and assignee of any of the above from and against any and all expenses, damages, claims, demands, suit, losses, judgments, liabilities, actions, payments and all costs whatsoever (including without limitation, attorney's fees) with respect to the VSC/PMA cancelled. In addition, a processing fee, as noted in your contract, will be automatically deducted from the retail refund amount.

This form must be completed in its entirety in order for the cancellation to be processed. I understand that this Cancellation Request is irrevocable. Please allow up to 30 days for processing upon complete submission. (The customer must sign the cancellation request.)

X

PRINT NAME CUSTOMER SIGNATURE DATE

VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT

QualityGuard+Plus®

VIN: | | | | | | | | | | | | | | | | | |

Sales Type: (Check all that apply)

☐ Original Owner ☐ Subsequent Owner ☐ Certified Pre-Owned
☐ Service Drive Sale ☐ Lease Buyout

Dealer Name: _____ Year: _____ License Number & State: _____ Mileage: _____

Dealer Code: _____ Make: _____ OEM Warranty Expiration Date: _____ Work Order (WO) _____

Date: _____ Model: _____ Number of Keys: _____ Stock Number: _____

Technician: _____ Body Type: _____ Number of Keyless Remotes: _____

The Vehicle Inspection Report (VIR) is required for vehicles outside of the OEM Powertrain Warranty and not required for vehicles that are still covered under the OEM Powertrain Warranty.

Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a a VSC or Limited Warranty (LW), it will thoroughly inspect and properly recondition the vehicle as necessary.

If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.

Check the ○ if the item is OK. Note all specifications/readings on WO. Check the ☐ if adjustments or repairs are required and note on WO.

	VIN / TSB's / Recalls / Maintenance / Engine Mechanical	○	☐
1	Verify VIN (Original / No Alterations)	○	☐
2	Perform Scheduled Maintenance	○	☐
3	Check for OEM recalls	○	☐
4	Check all systems for Diagnostic Trouble Codes (repair as needed)	○	☐
5	All Belts / Hoses (Condition)	○	☐
6	Start-up: Cold / Hot (Extended Crank Time)	○	☐
7	Engine: Sludge / Smoke From Tail pipe (Inspect for signs of sludge)	○	☐
8	Engine: Noise (Ticking/Knocking/Abnormal: List where and what is making noise)	○	☐
9	Engine: Leaks (Gaskets/Seals: Record where and what is leaking)	○	☐
10	All Fluids: Condition/Levels	○	☐
11	Engine Mounts (Cracked/Oil Soaked/Broken)	○	☐
12	Exhaust Manifold (Warped/Cracked)	○	☐
13	Catalytic Converter (Operation/Condition)	○	☐
	Advanced Driver Assistance Systems (ADAS)		
14	Scan for Diagnostic Trouble Code(s) (Repair as needed)	○	☐
15	ADAS Operation (All ADAS components / systems)	○	☐
16	OEM Rear / Around View Monitor (Operation)	○	☐
	Electrical / Fuel System		
17	All OEM Wiring (Condition)	○	☐
18	Starter Operation: Cranking Voltage _____ Amperage Draw _____	○	☐
19	Alternator Charging: Output Voltage _____	○	☐
20	Fuel Pump (Operation/Noise)	○	☐
21	Fuel Lines / Hoses (Condition/Leaks)	○	☐
	Cooling System		
22	Cooling System (Pressure Test/Leaks/Freeze Protection)	○	☐
23	Recovery Tank / Radiator / Water Pump / Cooling Fan(s) (Operation/Condition)	○	☐
	HVAC / Defroster		
24	HVAC Operation (Hot/Cold, Compressor Noise)	○	☐
25	A/C Hoses / Lines (Condition/Leaks)	○	☐
26	Auto Climate Control (Air Flow / Fan Speed)	○	☐
27	Rear Window Defroster (Operation)	○	☐
	Brakes / Steering / Suspension		
28	Brake Lines / Hoses / Fittings (Condition/Leaks)	○	☐
29	Calipers / Wheel Cylinders (Operation/Leaks)	○	☐
30	Parking Brake (Operation/Adjustment)	○	☐
31	Master Cylinder and Booster (Operation/Leaks)	○	☐
32	Power Steering Hoses / Lines (Condition/Leaks)	○	☐
33	Power Steering Pump (Operation/Leaks/Noise)	○	☐
34	Electronic or Electro-Hydraulic Controlled Power Steering Pump / Systems (Operation/Leaks)	○	☐
35	Steering / Suspension (Control Arms/Ball Joints/Bushings/Springs: Condition/Excessive Play/Modifications)	○	☐
36	Struts (Leaks/Noise/Damage)	○	☐
37	Wheel / Hub / Axle Bearings (Condition/Noise)	○	☐
	Audio / Alarm / Navigation		
38	OEM Supplied Mobile Entertainment Systems (Operation)	○	☐
39	OEM Audio System-Radio, CD (Operation)	○	☐
40	OEM Navigation System (Operation)	○	☐
41	OEM Alarm/Theft Deterrent Systems (Operation)	○	☐
	Interior / Exterior Amenities		
42	Windows Controls: Motors / Regulators / Switches (Operation)	○	☐
43	Door Handles / Locks / Controls (Manual / Automatic Operation)	○	☐
44	Tilt / Telescopic Steering Wheel / Adjustable Pedal (Operation)	○	☐
45	Seat Adjustments / Controls: Manual / Power / Automatic Drive Positioner (Operation)	○	☐
46	Multifunction Switch (Headlight / Turn Signal)	○	☐
47	Wipers / Washer (Operation/Speeds/Delay)	○	☐
48	Horn (Operation)	○	☐
49	Interior Courtesy Lights: Vanity / Dome / Map (Operation)	○	☐
50	HomeLink® (Operation)	○	☐
51	Rear / Side View Mirror: Auto-dimming / Power Folding / Controls / Motors (Operation)	○	☐
52	Seat: Heated / Cooled (Operation)	○	☐
53	Steering Wheel: Heated / Cooled (Operation)	○	☐
54	Steering Wheel Controls (Operation)	○	☐
55	Shift Interlock (Operation)	○	☐
56	Sunroof / Moonroof / Convt. Top (Operation)	○	☐
57	Headlights: High / Low Beams (Operation)	○	☐
58	Tail / Brake / Hazard Lights (Operation)	○	☐
	Transmission / Transfer Case / Drivetrain		
59	Transmission / Transfer Case / Drivetrain (Fluid Condition/Leaks)	○	☐
60	Transmission / Transfer Case Mounts (Cracked / Oil Soaked / Broken)	○	☐
61	Universal Joints / CV Joints / Drive Axles (Condition/Leaks)	○	☐
62	CV Boots (Condition/Leaks)	○	☐
	Road Test		
63	Instrument Cluster and Gauges (Operation)	○	☐
64	Engine Performance (Operation / Noise / Vibration)	○	☐
65	Transmission (Operation / Noise)	○	☐
66	Differential / Transfer Case (Operation/Noise)	○	☐
67	Steering and Suspension (Operation / Noise / Vibration / Ride Quality / Handling)	○	☐
68	Cruise Control (Operation)	○	☐
69	Tire Pressure Monitoring System (Operation)	○	☐
	*** Hybrid (HEV) System**		
70	*Hybrid Transaxle - Motor and Generator (Operation / Noise / Leaks)	○	☐
71	*Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant (Operation / Level / Leaks)	○	☐
72	*Hybrid Electronic Control Unit - Motor Power Regeneration Controls (Run Diagnostic)	○	☐
73	*Multi-Information Display (Operation)	○	☐
74	*Diagnostic Scan (Check for Codes & Software Updates)	○	☐
	*** Electric Vehicle (EV)**		
75	Trickle Charge Cable (Operation/Condition)	○	☐
76	*Charge Port Inspection (Visually for Cracks/ Bent Terminals/ Dirt/Debris) / (Operation of Charging Ports Caps/Does Air Exit Back of Port)	○	
77	*EV Control Systems: (Run Diagnostic)	○	☐
78	*Traction Motor Systems - Motor Power Regeneration Controls (Run Diagnostic)	○	☐
79	*Vehicle Charging Systems - On Board Charger (Operation / Run Diagnostic)	○	☐
80	*High Voltage Cooling System (Leaks/Levels/ Condition)	○	☐
81	*High Voltage Battery capacity inspection (Battery Usage Report)	○	☐
82	*Reduction Gear (Operation / Noise / Leaks)	○	☐
83	*Electric Shift Control (Run Diagnostic)	○	☐
84	*Brake Systems / Brake Control / Parking Brake Systems (Operation)	○	☐

*** HEV / EV Certified Technician Name and Signature**

Technician Name (print): _____

Technician Signature: _____

SAMPLE

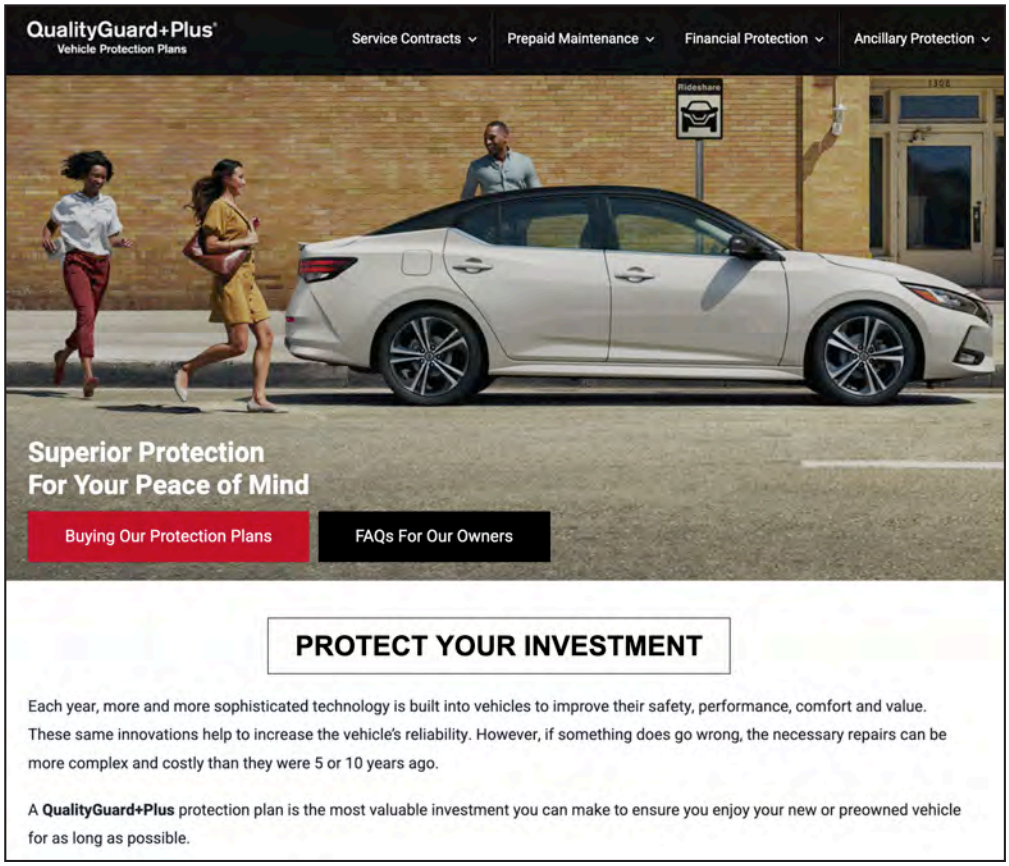
Collateral Materials Available for Order

Orders can be placed via email to NESNA.supplies@imsretail.com. In the chart below, check unit of measure at the end of column 1 - order one PK/25 to receive one bundle of 25; order five EA/1 to receive 5 singles. Be sure to include the part number in the second column in your email and your shipping address. You can also contact your QualityGuard+Plus representative to help order marketing collateral, too.

QUALITYGUARD+PLUS		
FORMS		*QUANTITY*
QGP PRE-PURCHASE VEH INSP RPT PK/25	QGP-VIR-004	
QGP SPP 0% CONSUMER FINANCE RIC PK/25	QGP-SPP-RIC	
BROCHURES/FOLDER/LAMINATES		
QGP VSC BROCHURE PK/25	_QGPVSCBRO	
QGP PMA BROCHURE PK/25	_QGPPMABRO	
QGP COMPONENT COVERAGE GUIDE PK/25	_QGPCOMPONENT	
QGP CPO WRAP BROCHURE PK/25	_QGP-CPO-WRAP	
QGP CPO LW WINDOW STICKER PK/10	_QGP-CPO-WS	
QGP LW POST-SALE CLIENT BRO PK/25	_QGP-CPO-LW	
QGP FOLDER EA/1	_FPQUALITYPF	
QGP VSC LAMINATE EA/1	_QGP-VSC-LAM	
QGP PMA LAMINATE EA/1	_QGP-PMA-LAM	
QGP CPO LAMINATE EA/1	_QGP-CPO-LAM	
GENERIC CONVERT BROCHR HOLDR EA/1	_GENCONVBH	
QGP HIGH MILEAGE PLAN BROCHURES PK/25	_QGP-HMP-CB	
QGP HIGH MILEAGE PLAN LAMINATE EA/1	_QGP-HMP-LAM	
QGP HIGH MILEAGE PLAN MAT EA/1	_QGP-HMP-MAT	
ANCILLARY BROCHURES/LAMINATES		
QGP APPEARANCE PROTECTION BROCHURE EA/1	QG+APR_BRO	
QGP APPEARANCE PROTECTION LAMINATE EA/1	QG+APR_LAM	
QGP GAP BROCHURE EA/1	QG+GAP_BRO	
QGP GAP LAMINATE EA/1	QG+GAP_LAM	
QGP GAP PLUS BROCHURE EA/1	QG+GAP+_BRO	
QGP GAP PLUS LAMINATE EA/1	QG+GAP+_LAM	
QGP KEY BROCHURE EA/1	QG+KEY_BRO	
QGP KEY LAMINATE EA/1	QG+KEY_LAM	
QGP LEASE WEAR & TEAR BROCHURE EA/1	QG+LWT_BRO	
QGP LEASE WEAR & TEAR LAMINATE EA/1	QG+LWT_LAM	
QGP LIFETIME LTD PWRTRN WARR BROC	QG+LLPW_BRO	
QGP LIFETIME LTD PWRTRN WARR LAM	QG+LLPW_LAM	
QGP MAINTENANCE CARE BROCHURE EA/1	QG+MCP_BRO	
QGP MAINTENANCE CARE LAMINATE EA/1	QG+MCP_LAM	
QGP PDR BROCHURE EA/1	QG+PDR_BRO	
QGP PDR LAMINATE EA/1	QG+PDR_LAM	
QGP PLATINUM BROCHURE EA/1	QG+PLT_BRO	
QGP PLATINUM LAMINATE EA/1	QG+PLT_LAM	
QGP PLATINUM W/LEASE END BROCHURE EA/1	QG+PLTLSE_BRO	
QGP PLATINUM W/LEASE END LAMINATES EA/1	QG+PLTLSE_LAM	
QGP ROADSIDE ASSIST TABLE TENT EA/1	QG+RSA_TT	
QGP T&W BROCHURE EA/1	QG+TW_BRO	
QGP T&W LAMINATE EA/1	QG+TW_LAM	
QGP THEFT BROCHURE EA/1	QG+THFT_BRO	
QGP THEFT LAMINATE EA/1	QG+THFT_LAM	
QGP ULTIMATE BROCHURE EA/1	QG+ULTM_BRO	
QGP ULTIMATE LAMINATE EA/1	QG+ULTM_LAM	
QGP ULTIMATE PLATINUM W/LEASE END LAMINATE EA/1	QG+ULTMLSE_LAM	
QGP UTLIMATE PLATINUM W/LEASE END BROCHURE EA/1	QG+ULTMLSE_BRO	
QGP ULTIMATE SILVER BROCHURE EA/1	QG+ULTMSILV_BRO	
QGP ULTIMATE SILVER LAMINATE EA/1	QG+ULTMSILV_LAM	
QGP VALUE PROTECT BROCHURE EA/1	QG+VP_BRO	
QGP VALUE PROTECT LAMINATE EA/1	QG+VP_LAM	
QGP FLIP BOOK EA/1	QGPFLPBOK	
FLIP BOOK STAND EA/1	FLIPBOOKSTAND	

www.qualityguard-plus.com

In an effort to support our Dealerships' continued profitability and success, we are hosting a consumer-facing website, www.qualityguard-plus.com. With this effective way to engage customers in today's "shop from home" environment and enhance digital retail traffic, we hope our dealers will link to the website and consider embedding it on their own. Please contact your QualityGuard+Plus field representative for more information.



Customer Assistance

Customers may call **Consumer Affairs @ 800-647-7261** for information regarding their Vehicle Service Contract (VSC) or Prepaid Maintenance Agreement (PMA). For Ancillary Plan information, **customers** must call **800-338-2680**. For High-Mileage Plan information, **customers** must call **888-662-6726**.

Dealer Direct Hotline

Dealers may call the **NESNA Dealer Hotline @ 800-362-4111**

Menu Option

- Assistance with application processing, transfers or cancellations 1
- Guaranteed Auto Protection (GAP) and Ancillary Policies 2
- QualityGuard+Plus Claims 5
- Service Payment Plan Program (SPP) 6

Dealer Assistance

Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations **800-362-4111**
Option 1, then option 1

VSC & PMA Claims **800-888-5245**
Roadside Assistance **800-225-2476**
Tire Road Hazard Protection Claims **866-359-5427**
Materials Order Status Check **800-247-5321**
0% Consumer Finance Plan (SPP) **800-346-5990**
Ancillary Plan Claims Assistance **888-684-9327**
Ancillary Plan Appearance Protection. **833-267-2195**
Ancillary Plan GAP **888-272-5517**
Ancillary Plan Lease Wear & Tear Claims Administrator. **866-910-5547**
Option 3, then option 1

Ancillary Plan Roadside Assistance **866-330-0760**
High-Mileage Plan Claims **800-559-1909**
High-Mileage Plan Dealer Assistance & Consumer Benefits. **888-662-6726**
(Towing / Road Service; Trip Interruption; Lost Key / Lockout)

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QGP-NRG-0124