

Important Contact Information

CONSUMER ASSISTANCE

For VSC, CPO Wrap or PMA contract information, customers can contact Consumer Affairs by:

- Phone: 800-647-7261
- SMS/Text: 615-675-9353

For High-Mileage plans, customers can call: 888-559-1909

DEALER ASSISTANCE

NESNA DEALER HOTLINE DIRECTORY

Dealers may call the NESNA Dealer Hotline @ 800-362-4111
(If you are a Nissan Dealer, press 1)

Menu Option

- Assistance with application processing, transfers or cancellations..... 1
- Guaranteed Auto Protection (GAP) and Ancillary Policies..... 2
- Nissan Dealer Claims..... 3
- QualityGuard+Plus Claims..... 5
- Service Payment Plan Program (SPP)..... 6
- Certified Pre-Owned (CPO) CARFAX..... 7

Dealer Assistance Contact Directory

- QualityGuard+Plus Claims..... 800-888-5245
- QualityGuard+Plus Roadside Assistance..... 800-225-2476
- PMA Tire Road Hazard Protection Claims..... see below
(Purchased prior to 5/1/24, contact AgeroRider.com; on 5/1 or later contact AAA.com/nissantire)
- 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)
- 0% Consumer Finance Plan (Service Payment Plan)..... 800-346-5990
- IMS Materials Order Status Check..... 800-247-5321

Ancillary Plans sold ON OR BEFORE MARCH 31, 2025

- Ancillary Plan Claims Assistance..... 888-684-9327
Claims process by plan type - <https://www.nsd-nesna.com/processes>
- 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

Ancillary Plans sold ON OR AFTER APRIL 1, 2025

To file a claim for GAP, Key Protection, Lease Excess Wear & Tear, 360Shield, Theft Protection, Value Protect, or Towing/Roadside Reimbursement:

1. Go to: claims.qualityguardplus-products.com
2. Choose your product from the drop-down section. The system will provide the respective information.
3. Log in to start your claim.

To file a claim for Bundle, Extended Lease Care, Lifetime Limited Warranty, Paintless Dent Repair, Tire & Wheel, Total Loss Protection or Windshield Protection:

- Call: 800-730-6016
- Email: claims@QualityGuardPlus-products.com