

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

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

- Certified Pre-Owned (CPO) CARFAX..... 800-362-4111
Option 1, then option 7
- Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations..... 800-362-4111
Option 1, then option 1
- Security+Plus Claims..... 855-456-9544
- Security+Plus Roadside Assistance..... 800-225-2476
- PMA Tire Road Hazard Protection Claims..... see below
(Purchased prior to 5/1/24, contact [AgeroRider.com](https://agerorider.com); on 5/1 or later contact [AAA.com/nissantire](https://aaa.com/nissantire))
- QualityGuard+Plus Claims..... 800-888-5245
- QualityGuard+Plus Roadside Assistance..... 800-225-2476
- 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
- Materials Order Status Check..... 800-247-5321