

Important Contact Information

CONSUMER ASSISTANCE

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

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

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
- QualityGuard+Plus Claims..... 5
- Service Payment Plan Program (SPP)..... 6

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](https://agerorider.com); on 5/1 or later contact [AAA.com/nissantire](https://aaa.com/nissantire))
- 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 and High-Mileage Plans Sold ON OR BEFORE June 2, 2025

- Customer Assistance 800-338-2680
- Ancillary Plan Claims Assistance 888-684-9327
Claims process by plan type - <https://nsdditto.com/processes/#claim-procedures>
- Ancillary Plan Appearance Protection..... 800-323-3521
- Ancillary Plans GAP & Value Protect..... 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 817-383-7251
- High-Mileage Plan Dealer Assistance & Consumer Benefits..... 800-856-0990
(Towing / Road Service; Trip Interruption; Lost Key / Lockout)

Ancillary Plans sold ON OR AFTER APRIL 1, 2025 and High-Mileage Plans Sold ON OR AFTER June 3, 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, High-Mileage, Lifetime Limited Warranty, Paintless Dent Repair, Tire & Wheel, Total Loss Protection, Vehicle Care, or Windshield Protection:

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

For questions, additional information, or assistance with Extended Lease Care, High-Mileage, Lifetime Limited Warranty, and Ancillary Products including Vehicle and Financial Protection products, call 800-730-6016.