

Your Nissan has been engineered to the highest standard, providing you with safe and reliable motoring. However, on the road, driving hazards and motoring problems can occur.

This brochure provides details of the services available.

This service is available 24 hours a day 365 days per year and covers you across Australia. All you need do is call the toll free number, 1800 035 035, and a Nissan Roadside Assistant Consultant will be available to help you.

exclusions, terms and conditions

The benefits provided by Nissan Roadside Assistance do not extend to breakdowns which are a result of:

1. Unattended vehicles, unless organised at the time of assistance
2. Incorrect fuel, where the incorrect type of fuel has been added to the petrol tank
3. Modified vehicles, where the vehicle has been modified or fitted with a body that requires specialist or heavy haulage towing
4. Nissan vehicles over 10 years of age from the date of first purchase
5. Costs for parts, labour and any other associated costs for the repair of your vehicle
6. Remote locations, if your vehicle is located in a remote location (remote location is deemed as being a road not trafficable by a 2 wheel drive recovery vehicle)
7. Your vehicle is immobilised due to inappropriate maintenance, repair or use
8. Your vehicle is involved in any form of racing or motor sports
9. Accident damage being damage caused where a driver has had a collision immobilising the vehicle.
10. Excessive use of Nissan Roadside Assistance due to lack of regular preventative maintenance, or numerous call outs due to owner/driver related faults or non-compliance to rectify any recurring faults.

using Nissan Roadside Assistance

your checklist for calling for help

- Have your vehicle details (VIN and Registration number) on hand
- Confirm the location of your vehicle (stating the nearest cross street where possible)
- Provide a detailed description of the problem *and*
- Your contact telephone number

safety first

If your vehicle has broken down in a hazardous location, please advise the operator when you call and ensure you are not exposed to danger from oncoming vehicles.

refund policy/transfer of cover

Nissan Roadside Assistance is not refundable but fully transferable when you transfer your vehicle to a new owner at any time during the period of cover, provided you notify us of the new owner.

important information

The information contained in this brochure was current as of the time of printing but is subject to change at any time without notice.

Nissan Roadside Assistance is offered by Nissan Motor Co (Australia) Pty. Ltd. ABN 54004663156 through its contracted provider AGA Assistance Australia Pty. Ltd. ABN 52097227177 trading as Allianz Global Assistance.

For full terms and conditions see the Terms and Conditions statement at www.nissan.com.au for details.



Nissan 24-Hour Roadside Assistance



my nissan



Nissan Roadside Assistance Services

flat batteries

Flat batteries can occur. If you find yourself immobilised with a battery problem, Nissan Roadside Assistance will attend your vehicle, test the battery for performance, jump start flat batteries or coordinate battery replacement if required.

emergency fuel

In the event that you run out of fuel, we will provide sufficient "free" fuel (petrol or diesel) for you to travel to the nearest available refuelling facility (minimum 5 litres). In the case of LPG fuelled vehicles, we will tow your vehicle to the nearest re-fuelling facility. The delivery and cost of fuel is free where an emergency re-fuel occurs within a capital city or major regional town. However, all costs incurred outside these areas are the driver's responsibility.

flat tyres

If you find yourself with a flat tyre, we will change it with the vehicle's serviceable spare wheel or, if necessary, transport the vehicle to an approved tyre outlet or Authorised Servicing Dealer, whichever is the nearest.

Should additional services be required beyond this due to multiple flat tyres, the spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, these services would be at the driver's cost.

lost or locked keys

If you lose your keys or lock them in your vehicle, we will provide all reasonable assistance (subject to proof of ownership shown) to:

- a. Locate and deliver a spare key;
- b. Arrange for the Driver to retrieve the spare key, if this is more practical.

If an emergency situation arises and it is necessary to gain access to your vehicle, Nissan Roadside Assistance may attempt to gain access only after the driver's written consent has been provided. (Nissan Roadside Assistance will not be responsible for any damage incurred, or for any repair costs, resulting from gaining access to the vehicle or moving the vehicle whilst it is locked.)

In all other situations where the key is not available, we will arrange to transport the vehicle to an Authorised Servicing Dealer, where the appropriate entry methods may be used.

A limit of \$150.00 (GST inclusive) applies to this benefit. All additional costs are the driver's responsibility.

vehicle transport

If your Nissan cannot be mobilised on the roadside, transport will be provided to deliver your vehicle to the nearest authorised Nissan Dealer.

If the breakdown has occurred after business hours, we will arrange for your vehicle to be stored at a secured facility and delivered to an Authorised Servicing Dealer on the morning of the next working day.

Towing is provided free of charge up to 40kms from the breakdown location within a capital city or major town.

Other areas, a limit of 100kms applies.

Note: All additional towing costs are the driver's responsibility.

accommodation

Should your Nissan be immobilised more than 100kms from your home, and your vehicle can not be mobilised on the same day, accommodation will be provided to you and your passengers for up to two nights to a maximum value of \$150.00 (inc. GST) per night (room cost only). Accommodation entitlements cease once your vehicle has been repaired.

car rental

Should your Nissan be immobilised more than 100kms from your home, and your vehicle can not be mobilised on the same day, a rental car will be provided for a maximum period of two days to a maximum cost of \$150.00 (inc. GST) per day.

Any excess of this limit and ancillary costs (fuel, toll, and insurance excess reduction, excess km charges, traffic infringements, and damage, excess or insurance waivers) are at the driver's expense. Rental car entitlements cease on the day the vehicle has been repaired.

Provision of the hire car is at the discretion of the rental company.

vehicle relocation

Where your Nissan is immobilised more than 100kms from your home and can not be mobilised on the same day, we will assist with the delivery of your repaired vehicle to your home or destination to a maximum value of \$300.00.

Alternatively, return transport may be provided to enable the driver to collect the repaired vehicle to the same value.

accident coordination

Should your Nissan be involved in an accident, then Nissan Roadside Assistance can assist you with the recovery of your vehicle to the closest repairer of your choice. Assistance can also be provided in arranging transport for you and your passengers to continue your journey.

The cost of services under 'Accident Coordination' is not covered by Nissan Roadside Assistance and is at the driver's expense. If applicable you may be able to claim costs back from your insurance company.

legal advice

Telephone legal advice is available in relation to any matter involving the use or ownership of your Nissan. Advice is supplied via telephone only and does not extend to the preparation of briefs or personal interviews or written advice.

stay with your Nissan

Once assistance has been called, it is vital that you remain with your vehicle. Should the Nissan Roadside Assistance provider arrive at the scene of the breakdown and the vehicle is unattended, we will be unable to carry out any work to the vehicle and payment may be required for any subsequent call-outs to assist with the same incident.

If you require assistance and have to leave your vehicle for safety reasons, please advise the Nissan Roadside Assistance operator at the time of the initial call.