

LIMITED WARRANTY BOOKLET



CERTIFIED
PRE-OWNED

YOUR CERTIFIED VEHICLE INFORMATION

Owner Name _____

Model _____ Year _____

VIN _____

Purchase Date _____

Limited Warranty Number _____

In-Service Date _____

Optional Elite™ Extended Protection Plan¹ ☐ Yes ☐ No

Elite™ Extended Protection Plan Number _____

Retailer Name _____

Retailer Phone Number _____

¹Read a sample Elite Protection Program contract at your retailer, and read your actual service contract because its terms, conditions, exclusions, and limitations control. In Florida, INFINITI Elite Extended Protection Program is backed by IESNA, Inc., P.O. Box 685004, Franklin, TN, 37068-5004. License #60128. ELITE® and Elite Protection Program are trademarks of Nissan North America, Inc.

YOUR CONFIDENCE. CERTIFIED.

Dear INFINITI Owner,

Thank you for purchasing your Certified Pre-Owned INFINITI vehicle. Please be sure to retain this booklet with your vehicle, as it outlines the terms and conditions of your Limited Warranty, including:

- What is covered
- What is not covered
- Limitations of damages
- Emergency Roadside Assistance benefits²
- INFINITI Owner Satisfaction and Assistance

If you have any questions regarding your Limited Warranty, please contact your INFINITI Retailer.



² All roadside assistance services are provided by Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are provided by Cross Country Motor Club of California, Inc., Medford, MA 02155.

TOLL-FREE
EMERGENCY ROADSIDE
ASSISTANCE NUMBER

1.800.662.6200

WARRANTY PROGRAMS

The only thing on your mind should be the drive.

Your INFINITI Certified Pre-Owned vehicle delivers a full range of driving sensations, which empower you to go further with your mind at ease. INFINITI Pre-Owned vehicle warranties are tailored according to the mileage and date the vehicle came into service.

CERTIFIED PRE-OWNED INFINITI.

AVAILABLE ON ALL ELIGIBLE INFINITI MODELS

UP TO 5 YEARS/60K MILES

- \$0 DEDUCTIBLE
- 167-POINT INSPECTION
- 6YR/75K MILE OR 6YR/UNLIMITED MILE WARRANTY
- 1 YEAR PRE-PAID MAINTENANCE
INCLUDED WITHIN THE FIRST YEAR OF OWNERSHIP

CERTIFIED PRE-OWNED SELECT INFINITI.

AVAILABLE ON ALL ELIGIBLE INFINITI MODELS

UP TO 10 YEARS/100K MILES

- \$100 DEDUCTIBLE
- 84-POINT INSPECTION
- 12 MONTH/12K MILES LIMITED WARRANTY
- 1 COMPLIMENTARY VISIT
INCLUDED WITHIN THE FIRST YEAR OF OWNERSHIP

CERTIFIED PRE-OWNED SELECT

AVAILABLE ON SELECT MAKES & MODELS

UP TO 10 YEARS/100K MILES

- \$100 DEDUCTIBLE
- 84-POINT INSPECTION
- 6 MONTH/6K MILES LIMITED WARRANTY
- 1 COMPLIMENTARY VISIT
WITHIN THE FIRST YEAR OWNERSHIP
MAXIMUM \$50 REIMBURSEMENT

6 YEARS / 75,000 MILES OR 6 YEARS/ UNLIMITED MILES

VEHICLES WITH \leq 15,000 MILES RECEIVE A 6-YEAR/75,000 MILE WARRANTY FROM THE VEHICLE'S ORIGINAL IN-SERVICE DATE.

VEHICLES WITH $>15,001$ MILES BUT \leq 60,000 MILES RECEIVE A 6-YEAR/UNLIMITED MILEAGE WARRANTY FROM THE VEHICLE'S ORIGINAL IN-SERVICE DATE.

INFINITI warrants to the purchaser of an INFINITI vehicle – in accordance with and subject to the terms, conditions, and exclusions listed below – that INFINITI will repair or replace all covered parts on your vehicle when such repair or replacement is due to a "MECHANICAL BREAKDOWN"

that occurs in the United States (excluding U.S. Territories) when all other terms and conditions of this Limited Warranty are met.

For the purpose of this Warranty, "miles of operation" means the actual number of miles indicated on the vehicle's odometer, unless the odometer is/has been broken or replaced. In such a situation, INFINITI will calculate the total actual number of miles of vehicle operation based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately

CERTIFIED PRE-OWNED

INFINITI

determined by INFINITI, this Limited Warranty will be void.

For the purpose of this Warranty, MECHANICAL BREAKDOWN is defined as the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, damage to otherwise covered parts due to failure of non-covered parts, or gradual reduction in operating performance due to wear and tear.

WHAT IS COVERED CERTIFIED PRE-OWNED

EXCEPT FOR THOSE ITEMS LISTED UNDER THE CAPTION "WHAT IS NOT COVERED," THIS LIMITED WARRANTY EXTENDS THE COVERAGE OF THE INFINITI NEW VEHICLE LIMITED WARRANTY TO THE EXPIRATION DATE AND MILEAGE LISTED ON YOUR LIMITED WARRANTY REGISTRATION DECLARATION.

Other than as described herein, all terms, conditions, and exclusions of the INFINITI New Vehicle Limited Warranty apply to this Limited Warranty. In addition, subject to the items under the caption, "What Is Not Covered," this Limited Warranty covers any repairs needed due to mechanical breakdown as described previously, for components of this INFINITI vehicle, which were supplied by INFINITI in the following categories:

ENGINE Cylinder heads and block and all internally lubricated parts, rocker covers and oil pan, valvetrain, crankshaft pulley and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds, flywheel, seals and gaskets.

TRANSMISSION AND TRANSAXLE Case and all internally lubricated parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, clutch cover and housing, and electronic transmission controls.

HYBRID Traction Motor, Power Converter, Inverter Unit, Reduction Gear/Transaxle, and DC/DC Converter.

DRIVETRAIN Drive shafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

RESTRAINT SYSTEM Air bags and related electronic control systems.

REPLACEMENT PARTS Replacement of any part will be made with a new or remanufactured replacement part manufactured by or for INFINITI for use on INFINITI vehicles. If a part is not available from INFINITI, INFINITI may authorize an outside source or a like kind and quality part to be used in the repair.

WHAT IS NOT COVERED CERTIFIED PRE-OWNED

- Any component of a 100% Electric Vehicle (EV), not to be confused with a Hybrid Electric Vehicle (HEV), is not eligible for and is not covered by this Warranty.

- Paint, exhaust system (from the catalytic converter going back, including but not limited to catalytic converters, mufflers, resonators and exhaust pipes), carpet, glass, upholstery, soft trim, weather-stripping, convertible soft top, mouldings, bright metal, fabric and liner, single or dual clutch disc(s), clutch release bearing, high voltage battery system (cells/module/housing), 12 volt battery and cables, head lamp/tail lamp/ stop lamp assemblies and their lasers, bulbs/LEDs, belts and hoses, tires, brake drums, disc brake rotors, wheels, shock absorber(s), strut inserts, squeaks, rattles, water leaks, wind noise, immobilizer key, remote key-less entry switch assembly, infotainment system (all audio/navigation components).

- INFINITI will provide complimentary basic maintenance for the first year of ownership; thereafter, maintenance service expenses specified in your Owner's Manual such as but not limited to: engine tune-up, wheel balance and alignment, spark plug and wire replacement or adjustment, timing belt replacement, fluid and lubricant replacement or replenishment, wiper blade replacement, headlight aiming, filter replacement, brake pad and shoe replacement, air conditioning refrigerant replacement or replenishment.

- Any repairs related to loss of performance caused by normal wear and tear unless an actual MECHANICAL BREAKDOWN occurs.

- Any failure due to damage resulting from accident, fire, theft, flood, water damage (including water ingestion), freezing, alteration or modification, improper repair, improper installation of any accessory.

- Any failure resulting from: lack of scheduled maintenance as specified in your vehicle Owner's Manual; misuse (proper use is outlined in your Owner's Manual); use of improper or contaminated fuels, fluids or lubricants; failure to maintain proper fluid, coolant or lubricant levels; overheating of the powertrain; use of inferior or modified parts; modification of the vehicle from the original factory specifications, including installation of non-INFINITI approved accessories or components; negligent operation of a vehicle with failed components; pulling a trailer or other vehicle that exceeds INFINITI's recommendations or maximum Gross Vehicle Weight (GVW) of the vehicle; corrosion or any damage or failure due to rust or corrosion regardless of cause; salt in any form or of any composition whatsoever (including, but not limited to road salt, salt water, and/or salt or salt water in the air); environmental damage to include but not be limited to anything whatsoever external (not part of) the vehicle whether in water, air, ground, dirt or dust, chemicals, and vandalism, riot, explosion, natural disaster, terrorism, or acts of God; any damage or failure due to or caused by racing or other competition; service adjustments not usually associated with the replacement of parts; any vehicle with an inoperative or altered odometer so that the actual mileage of the vehicle

cannot be determined; any vehicle used for commercial uses (such as taxi, limousine, rental, snow plow, etc.), EXCEPT for vehicles used for "ride-sharing" services, (such as Uber, Lyft, and the like); any expense that is covered by your New Vehicle Warranties, parts warranties or other Agreements; any repair or replacement that has not been authorized by INFINITI or in which the information provided to INFINITI cannot be verified or is found to be deceptive.

- This Limited Warranty does not apply to, and is rendered void, if a vehicle has ever been issued a "salvage" or similar title under any State's law; or has ever been deemed a "total loss" or equivalent by any insurance company, such as by cash payment of a claim in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.



12 MONTH / 12,000 MILES

VEHICLES WITH >60,001 MILES BUT \leq 100,000 MILES RECEIVE A 12-MONTH/12,000 MILE WARRANTY FROM THE VEHICLE'S DATE OF PURCHASE.

INFINITI warrants to the purchaser of this INFINITI vehicle – in accordance with and subject to the terms, conditions, and exclusions listed below – that INFINITI will repair or replace all covered parts on your vehicle when such repair or replacement is due to a "Mechanical Breakdown" that occurs in the United States (excluding U.S. Territories) when all other terms and conditions of this Limited Warranty are met.

For the purpose of this Warranty, "miles of operation" means the actual number of miles indicated on the vehicle's odometer, unless the odometer is/has been broken or replaced. In such a situation, INFINITI will calculate the total actual number of miles of vehicle operation based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by INFINITI, this Limited Warranty will be void.

CERTIFIED
PRE-OWNED SELECT

INFINITI

For the purpose of this Warranty, MECHANICAL BREAKDOWN is defined as the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, damage to otherwise covered parts due to failure of non-covered parts, or gradual reduction in operating performance due to wear and tear.

6 MONTH / 6,000 MILES

VEHICLES WITH >60,001 MILES BUT \leq 100,000 MILES RECEIVE A 6-MONTH/6,000 MILE WARRANTY FROM THE VEHICLE'S DATE OF PURCHASE.

INFINITI warrants to the purchaser of this Certified Pre-Owned Select vehicle – in accordance with and subject to the terms, conditions, and exclusions listed below – that INFINITI will repair or replace all covered parts on your vehicle when such repair or replacement is due to a "Mechanical Breakdown" that occurs in the United States (excluding U.S. Territories) when all other terms and conditions of this Limited Warranty are met.

For the purpose of this Warranty, "miles of operation" means the actual number of miles indicated on the vehicle's odometer, unless the odometer is/has been broken or replaced. In such a situation, INFINITI will calculate the total actual number of miles of vehicle operation based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by INFINITI, this Limited Warranty will be void.

CERTIFIED
PRE-OWNED SELECT

For the purpose of this Warranty, MECHANICAL BREAKDOWN is defined as the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, damage to otherwise covered parts due to failure of non-covered parts, or gradual reduction in operating performance due to wear and tear.

WHAT IS COVERED CERTIFIED SELECT (INFINITI & OTHER MAKES)

THIS LIMITED WARRANTY COVERS ANY REPAIRS NEEDED DUE TO MECHANICAL BREAKDOWN AS DESCRIBED ON THE LEFT FOR THE POWERTRAIN COMPONENTS LISTED EXCLUSIVELY IN THE FOLLOWING CATEGORIES:

ENGINE Cylinder heads and block and all internally lubricated parts, rocker covers and oil pan, valvetrain, crankshaft pulley and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds, flywheel, seals and gaskets.

TRANSMISSION AND TRANSAXLE Case and all internally lubricated parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, and electronic transmission controls.

HYBRID Traction Motor, Power Converter, Inverter Unit, Reduction Gear/Transaxle, and DC/DC Converter.

DRIVETRAIN Drive shafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

REPLACEMENT PARTS Replacement of any part will be made with a new or remanufactured replacement part manufactured by or for INFINITI for use on INFINITI vehicles. If a part is not available from INFINITI, INFINITI may authorize an outside source or a like kind and quality part to be used in the repair.



WHAT IS NOT COVERED CERTIFIED SELECT

- Any component not listed in the "WHAT IS COVERED" section of this Limited Warranty.

- Any and all High Voltage Electric Battery (EB) cells/modules and sensors.

- Any component of a 100% Electric Vehicle (EV), not to be confused with a Hybrid Electric Vehicle (HEV), is not eligible for and is not covered by this Warranty.

- Paint, exhaust system (from the catalytic converter going back, including but not limited to catalytic converters, mufflers, resonators and exhaust pipes), carpet, glass, upholstery, soft trim, weather-stripping, convertible soft top, mouldings, bright metal, fabric and liner, single or dual clutch disc(s), clutch release bearing, clutch cover and housing, high voltage battery system (cells/module/housing), 12 volt battery and cables, head lamp/tail lamp/ stop lamp assemblies and their lasers, bulbs/LEDs, belts and hoses, tires, brake drums, disc brake rotors, wheels, shock absorber(s), strut inserts, squeaks, rattles, water leaks, wind noise, immobilizer key, remote key-less entry switch assembly, infotainment system (all audio/navigation components).

INFINITI will provide 1 complimentary oil change and tire rotation within the first year of ownership; thereafter, maintenance service expenses specified in your Owner's Manual such as but not limited to: engine tune-up, wheel balance and alignment, spark plug and wire replacement or adjustment, timing belt replacement, fluid and lubricant replacement or replenishment, wiper blade replacement, headlight aiming, filter replacement, brake pad and shoe replacement, air conditioning

refrigerant replacement or replenishment.

- Any repairs related to loss of performance caused by normal wear and tear unless an actual MECHANICAL BREAKDOWN occurs.

- Any failure due to damage resulting from accident, fire, theft, flood, water damage (including water ingestion), freezing, alteration or modification, improper repair, improper installation of any accessory.

- Any failure resulting from: lack of scheduled maintenance as specified in your vehicle Owner's Manual; misuse (proper use is outlined in your Owner's Manual); use of improper or contaminated fuels, fluids or lubricants; failure to maintain proper fluid, coolant or lubricant levels; overheating of the powertrain; use of inferior or modified parts; modification of the vehicle from the original factory specifications, including installation of non-approved accessories or components; negligent operation of a vehicle with failed components; pulling a trailer or other vehicle that exceeds the manufacturer's recommendations or maximum Gross Vehicle Weight (GVW) of the vehicle; corrosion or any damage or failure due to rust or corrosion regardless of cause; salt in any form or of any composition whatsoever (including, but not limited to road salt, salt water, and/or salt or salt water in the air); environmental damage to include but not be limited to anything whatsoever external (not part of) the vehicle whether in water, air, ground, dirt or dust, chemicals, and vandalism, riot, explosion, natural disaster, terrorism, or acts

of God; any damage or failure due to or caused by racing or other competition; service adjustments not usually associated with the replacement of parts; any vehicle with an inoperative or altered odometer so that the actual mileage of the vehicle cannot be determined; any vehicle used for commercial uses (such as taxi, limousine, rental, snow plow, etc.), EXCEPT for vehicles used for "ride-sharing" services, (such as Uber, Lyft, and the like); any expense that is covered by your New Vehicle Warranties, parts warranties or other Agreements; any repair or replacement that has not been authorized by INFINITI or in which the information provided to INFINITI cannot be verified or is found to be deceptive.

- This Limited Warranty does not apply to, and is rendered void, if a vehicle has ever been issued a "salvage" or similar title under any State's law; or has ever been deemed a "total loss" or equivalent by any insurance company, such as by cash payment of a claim in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.

LIMITATION OF DAMAGES

(CERTIFIED PRE-OWNED / CERTIFIED SELECT)

INFINITI's limit of liability for any one repair visit, shall not exceed the actual cash value of the vehicle at the instant prior to the most recent loss. The aggregate total of all benefits paid or payable during the term of this Warranty shall not exceed the private party value of the vehicle as listed by Kelley Blue Book® immediately preceding the loss due to the most current claim. Limitation of Limited Warranties and other Limited Warranty Terms and state law rights:

Any implied Warranty of merchantability and fitness for a particular purpose shall be limited to the duration of this written Warranty.

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

INFINITI does not authorize any person to create for it any other Warranty, obligation or liability in conjunction with this vehicle.

TRANSFERRING THE LIMITED WARRANTY

Your Certified Limited Warranty is transferable to one subsequent private owner (private party to private party) for the duration of the warranty. A copy of the transfer certificate can be found on the last page of your Limited Warranty Registration.

If needed, please contact INFINITI Consumer Affairs at 800-662-6200 for a certificate.

OBTAINING WARRANTY SERVICE

INFINITI vehicles must be taken to an authorized INFINITI Retailer. (Visit infinitiusa.com to find your nearest authorized INFINITI Retailers.)

NON-INFINITI return to your selling Retailer, or any licensed repair facility. Provide the repairing facility with this Limited Warranty and instruct them to call 1-800-888-5245, prior to repairing, replacing or disassemble or any part(s).

Note: NON-INFINITI vehicles that are still under Manufacturer's Warranty, your vehicle must be returned to the same branded dealership as your vehicle.

MAINTENANCE AND RECORDS

You are responsible for properly using, maintaining and caring for your vehicle as outlined in your vehicle's Owner's Manual. Evidence of the performance of the required maintenance should be kept and may need to be presented as proof of such maintenance in connection with related repairs covered by this Limited Warranty. Failure to provide such evidence and/or failure to maintain the vehicle in accordance with your Owner's Manual may disqualify the vehicle from coverage.

SERVICE COURTESY VEHICLE

Not provided by this warranty, but as part of INFINITI's Total Ownership Experience®, you may be provided with a complimentary INFINITI Service Courtesy Vehicle from a participating

INFINITI Retailer, subject to availability and eligibility requirements of that program (including that authorized drivers must meet certain age requirements, possess a valid U.S. driver's license, must have proof of primary insurance, etc.).

ALTERNATE TRANSPORTATION

During the repair, and only in the event a Service Courtesy Vehicle is not available under INFINITI's Total Ownership Experience® from the repairing INFINITI Retailer, each warranty offers substitute transportation. Substitute transportation is based on the INFINITI Flat Rate time required to repair the vehicle as follows:

Certified Pre-Owned INFINITI and
Certified Pre-Owned Select INFINITI - \$50/DAY;
max \$250

Certified Pre-Owned Select - \$42/day; max \$210

Rental must be made from an authorized commercial rental agency or an INFINITI Retailer.

REPAIR TIME REQUIRED	DAYS ALLOWED
0.1 - 8.0 hours	2
8.1 - 16.0 hours	3
16.1 - 24 hours	4
24+ hours	5

EMERGENCY ROADSIDE ASSISTANCE BENEFITS

INFINITI provides you with a Roadside Assistance Package for the duration of your Limited Warranty.

24-HOUR ROADSIDE ASSISTANCE¹ Upon receiving your call, a qualified representative will assess your needs and dispatch assistance for battery boost (jump-start); flat tire change (using your spare); delivery of gas (two gallons maximum); and/or lock-out assistance, up to a maximum of \$100.00. Emergency fuel delivery includes up to five fuel deliveries within a calendar year.

TOWING ASSISTANCE If your vehicle is disabled due to a **MECHANICAL BREAKDOWN**, the Roadside Assistance Representative will arrange for your vehicle to be towed to the nearest participating retailer, up to \$100 per claim.

TRIP INTERRUPTION Emergency travel/trip interruption coverage is provided should a **MECHANICAL BREAKDOWN** occur when you are 100 miles or more away from home. Upon approval by a Roadside Assistance Representative, coverage of the following expenses will apply: alternate transportation, meals and lodging. Arrangements must be made by the Roadside Assistance Representative and may not exceed \$500.00.

¹Services are valid for the duration of the limited warranty. Services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155.



TOLL-FREE
EMERGENCY ROADSIDE
ASSISTANCE NUMBER

1.800.662.6200

SATISFACTION AND ASSISTANCE ALWAYS AT HAND

Service that takes the experience beyond.



Both INFINITI and your INFINITI Retailer are dedicated to serving all your automotive needs. Your complete satisfaction is our primary concern. Your INFINITI Retailer is available to assist you with all your automobile sales, parts and service requirements.

If a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps:

STEP ONE

Discuss the situation with your Retailer's management. Your INFINITI Retailer is best equipped to resolve the matter for you.

STEP TWO

If the concern has still not been addressed to your satisfaction, please contact our INFINITI Consumer Affairs Department using our toll-free number:

1.800.662.6200, PROMPT 7

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard)
- Date and mileage at purchase
- Current odometer reading
- Your INFINITI Retailer's name
- Details of the concern

Or you can write to INFINITI with the necessary information at:

INFINITI
Nissan North America, Inc.
Consumer Affairs Department
P. O. Box 685003
Franklin, TN 37068

STEP THREE

In the event that you believe INFINITI has been unable to satisfactorily address the concern, a special automotive complaint resolution program called AUTO LINE is available to you. The AUTO LINE program is independently operated by the Council of Better Business Bureaus, Inc. (BBB).

To request assistance, either call the BBB at 1-800-955-5100 or write to the following address:

BBB Auto Line Dispute Resolution Division
Council of Better Business Bureaus, Inc.
3033 Wilson Blvd., Suite 600
Arlington, VA 22201-3843

If you call, the BBB staff will record the details of your complaint by telephone. They will ask for the same information as in Step 2.

SATISFACTION AND ASSISTANCE

Support every step of the way.

The AUTO LINE program consists of two parts: mediation and arbitration. The AUTO LINE Staff will attempt to provide suggestions for resolving the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will generally have the opportunity to present your case personally before an impartial person or three-person panel. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

If you accept the decision, it will be legally binding on you and INFINITI. If you do not accept the decision, it will not be legally binding on you or INFINITI. However, in some states, if the decision is not accepted, it may be introduced either by you or by INFINITI as evidence in a subsequent court action. The BBB must send you a final decision in your case within forty (40) days (plus 7 if you have not contacted the proper person from the dealership or INFINITI) unless you delay the process.

Some states may specify that complaint resolution processes such as AUTO LINE that are sponsored

by the manufacturer or distributor must be used before you may use their state-operated complaint resolution process or before you may file a lawsuit. In those states, use of AUTO LINE is required prior to filing litigation. Use of AUTO LINE is also required prior to filing a lawsuit under the Federal Magnuson-Moss Warranty Act.

Other states may have their own state-operated complaint resolution processes which may, or may not, require participation before a lawsuit is filed.

AUTO LINE may not be available in all states, depending on state law. INFINITI can provide you with information about the availability of AUTO LINE in your state.

INFINITI vehicles less than four years old from the date of delivery to the first retail buyer or otherwise put into use, and with fewer than 60,000 miles, are eligible for the AUTO LINE program. However, check with INFINITI or the BBB concerning your eligibility.



EXTENDED WARRANTY SUPPORT

Specializing in you.

In support of our commitment to the Total Ownership Experience®, INFINITI may occasionally offer special assistance, which will pay for all or part of vehicle repairs beyond the expiration of the limited warranty period on a case-by-case basis. Should you experience unusual difficulties with your vehicle, contact your INFINITI Retailer. If your retailer is unable to assist you, call INFINITI Consumer Affairs Department, toll-free at 1.800.662.6200. You will be asked to provide the vehicle identification number (found on vehicle dash, driver's side) and the nature of the problem. Your ownership records, such as the maintenance history of the vehicle, are useful in resolving special concerns.

INFINITI may in addition occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond the terms of the warranty for some vehicle models. (Some states refer to such offers as "adjustment programs.") In such circumstances, INFINITI mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized INFINITI Retailer, or of INFINITI directly at 1.800.662.6200, of the applicability of such programs to your vehicle.



INFINITI®



Always wear your seat belt, and please don't drink and drive.
©2022 INFINITI. Reorder #2INFCPO23-WB (12/22, IMS)