



CERTIFIED  
PRE-OWNED

Always wear your seat belt, and please don't drink and drive. \*\*INFINITI USA\* includes Nissan North America and Nissan Extended Services Contract NA (NESNA). ©2017 INFINITI. IN-17955 Reorder #16513WB1 (8/16, IMS)

# 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 Plan<sup>1</sup>       Yes       No

Elite™ Extended Protection Plan Number \_\_\_\_\_

Retailer Name \_\_\_\_\_

Retailer Phone Number \_\_\_\_\_



TOLL-FREE EMERGENCY ROADSIDE ASSISTANCE NUMBER

# 1.800.662.6200

P.O. BOX 685004, FRANKLIN, TN 37068-5004

# 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 benefits<sup>2</sup>
- INFINITI Owner Satisfaction and Assistance

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

<sup>1</sup> See your local INFINITI Retailer for details and read the warranty booklet or extended protection plan. <sup>2</sup> 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.

# INFINITI CERTIFIED PRE-OWNED WARRANTY

The only thing on your mind should be the drive.

Your INFINITI Pre-Owned vehicle delivers a full range of driving sensations, which synergize to 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.

- Vehicles with less than 15,000 miles receive a 6-year/75,000-mile warranty from the vehicle's original in-service date.
- Vehicles with more than 15,000 miles and are less than 48 months from the original in-service date are covered by a 6-year/Unlimited mileage warranty from the vehicle's original in-service date.

- Vehicles with more than 15,000 miles and are more than 48 months beyond their original in-service date receive a 2-year/Unlimited mileage warranty that begins from the CPO sale date.

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.

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

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 internal parts, rocker covers and oil pan, valvetrain 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 internal 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.

### 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

- Any component of an electrically powered vehicle—i.e., any vehicle whose propulsion is provided by an electric motor and/or power source—is not eligible for and is not covered by this Warranty.
- Paint, exhaust system, carpet, glass, upholstery, soft trim, weatherstripping, convertible soft top, moldings, bright metal, fabric and liner, clutch disc, pressure plate and throw out bearing (manual transmission), audio system components, battery and cables, lenses and bulbs, belts and hoses, tires, brake drums, disc brake rotors, wheels, shock absorber(s), strut inserts, squeaks, rattles, water leaks, wind noise, constant velocity boots, immobilizer key, remote keyless entry switch assembly, mobile entertainment systems, navigational system components, and any and all in-vehicle communication systems.
- 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 INFINITI-approved 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; 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 use (such as taxi, limousine, etc.); 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 any vehicle and is rendered void if the 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

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss. Limitation of warranties and other 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.

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. Please visit [infiniti.com/cpo](http://infiniti.com/cpo) for ownership transfer instructions and requirements.

## OBTAINING WARRANTY SERVICE

To obtain Warranty service, you must take the vehicle to an authorized INFINITI Retailer in the UNITED STATES (excluding the U.S. Territories) during regular business hours at your expense, except as otherwise approved by INFINITI. (Visit [infiniti.com](http://infiniti.com) to find your nearest authorized INFINITI Retailers.) You may be required to provide PROOF OF MAINTENANCE to the repairing retailer as outlined in the vehicle's INFINITI Service and Maintenance Guide or Owner's Manual.

## MAINTENANCE AND RECORDS

You are responsible for properly using, maintaining and caring for your vehicle as outlined in your vehicle's INFINITI Service and Maintenance Guide or 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. To assist you in maintaining appropriate records, the INFINITI Maintenance Log can be used along with supporting repair invoices, receipts and other such records. Failure to provide such evidence and/or failure to maintain the vehicle in accordance with the INFINITI Service and Maintenance Guide or Owner's Manual may disqualify the vehicle from coverage. For additional important information, please see the next page of this Pre-Owned Vehicle Limited Warranty Booklet.

## SERVICE COURTESY VEHICLE

Not provided by this warranty, but as part of INFINITI's Total Ownership Experience<sup>®</sup>, 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 the driver must be 21 years of age or older with a valid U.S. driver's license and must have proof of primary insurance).

## ALTERNATE TRANSPORTATION

If you require alternate transportation during the repair, and only in the event a Service Courtesy Vehicle is not available under INFINITI's Total Ownership Experience<sup>®</sup> from the repairing INFINITI Retailer, this Warranty will provide reimbursement for the actual expenses of substitute transportation up to \$50.00 per day, to a maximum of five (5) days and \$250.00 per service visit. Rental must be made from an authorized commercial rental agency or an INFINITI Retailer. Substitute transportation is based on the INFINITI Flat Rate time required to repair the vehicle as follows:

REPAIR TIME REQUIRED	DAYS ALLOWED	MAXIMUM REIMBURSEMENT
0.1 - 8.0 hours	2	\$100.00
8.1 - 16.0 hours	3	\$150.00
16.1 - 24 hours	4	\$200.00
24+ hours	5	\$250.00

# EMERGENCY ROADSIDE ASSISTANCE BENEFITS

Separate and apart from the Certified Pre-Owned Vehicle Limited Warranty, INFINITI provides you with a Roadside Assistance Package for the duration of your Limited Warranty.

1.800.662.6200

24-HOUR  
ROADSIDE  
ASSISTANCE

## **24-HOUR ROADSIDE ASSISTANCE<sup>1</sup>**

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 (\$5.00 maximum); and/or lock-out assistance, up to a maximum of \$100.00.

## **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 INFINITI dealership (up to 250 miles). If over 250 miles, the vehicle may be towed to an authorized repair facility. This coverage provides for flat bed towing and may not exceed \$100.00 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.

<sup>1</sup>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.





# SATISFACTION AND ASSISTANCE, ALWAYS AT HAND

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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 the dealership management. If a problem still exists, contact the dealership's owner. Your INFINITI dealership 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**

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard)
- Date of 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 USA\*  
Nissan North America, Inc.  
Consumer Affairs Department  
P. O. Box 685004  
Franklin, TN 37068-5008

**STEP THREE:** In the event that you believe INFINITI has been unable to satisfactorily address the problem, 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).

For information about the BBB AUTO LINE in your area, please call us (INFINITI) at the same toll-free number (1-800-662-6200). We will be happy to provide you with the address and phone number of your local BBB office or any other information about AUTO LINE.

## SATISFACTION AND ASSISTANCE

(continued)

You may also contact the BBB at:

AUTO LINE  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd.  
Arlington, VA 22203

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.

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

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Specializing in you.

In support of our commitment to the Total Ownership Experience,<sup>®</sup> 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.