



NISSAN NEW ZEALAND LIMITED

WE'VE GOT YOUR BACK

Nissan Roadside Assistance Programme: Terms and Conditions

The Nissan Roadside Assistance program provides you with reliable and secure roadside support 24 hours a day, 365 days a year, for any Nominated Vehicle in the North and South Island of New Zealand.

(Please note that service is not available either on the Chatham Islands or on Stewart Island).

The Nissan Roadside provider will endeavour to make the vehicle mobile at roadside so that the Driver can continue the journey. However, where this is not possible or practical, or where any mechanical action may void any part of the Vehicle's warranty, vehicle recovery will be provided.

Vehicles Covered

Any Nissan passenger, 4x4 recreational and light commercial vehicles under 3,500 Kg GVM, excluding payload at the time of breakdown

Wheels and tyres

The AA will replace a damaged tyre/wheel with the Vehicle's serviceable spare, where it is roadworthy and compatible with the other tyres/wheels on the vehicle. Where the spare is not serviceable, roadworthy or compatible, a tow to the nearest facility able to supply and/or repair the tyre/wheel will be provided at the driver's expense.

Battery Assistance

The AA will provide a battery boost and any other practical assistance at the roadside to start the Vehicle. Where the Vehicle cannot be made mobile at the roadside, the AA will recover the vehicle to the closest Nissan Dealer or authorised Nissan service agent to have a new battery installed.

If there is no Nissan Dealer or authorised Nissan service agent available at the time of the breakdown and extreme circumstances dictate, the AA can supply a replacement battery at the expense of the driver (if the battery is out of warranty), or charged to Nissan NZ.

*Auckland, Wellington, Tauranga, Palmerston North, Whangarei, Hamilton and Christchurch only

Lockout

Where the vehicle is unable to be accessed due to lost or locked in keys, the AA will attempt to open the vehicle. This action will be subject to satisfactory proof of ownership or owner authority to drive the Vehicle. The Owner or the Owner's representative (the driver) may also be required to sign an indemnity releasing the AA from any liability should damage be caused by such forced entry. If unsuccessful, the AA will recover the vehicle to the nearest Nissan dealer.

Lost Keys

Where a replacement key is required then we will arrange for either;

- I. A locksmith to attend to make a replacement key* (where possible); or
- II. Arrange for the vehicle to be transported.

*The cost of making any replacement key(s) will be at the expense of the driver.

Out of fuel

Where possible, the AA will provide sufficient liquid fuel to enable an 'out of fuel' nominated vehicle to be driven to the nearest service station. Where it is not possible or practical to provide liquid fuel, a tow will be provided to the nearest service station at the AA's expense. The fuel and the delivery of the fuel will be at the expense of the AA.

Wrong Fuel or Incorrectly Fuelled

For incorrectly fuelled vehicles, towing will be arranged to the nearest Nissan dealer at the Driver's expense.

Emergency Side Glass Replacement

In metro areas, the AA will replace a damaged or broken side window with a temporary flexi plastic side window to enable the vehicle to be safely driven at no cost to the driver. The driver will be then referred to the closest Nissan Dealer or authorised Nissan service agent for further glass repairs or replacement.

Towing

Where a Vehicle cannot be made mobile at the roadside following a breakdown, recovery will be provided to the closest Nissan Dealer or authorised Nissan service agent from the breakdown site.

After Hours Towing

Where a Vehicle has become disabled and requires towing during periods where the authorised Nissan dealer is not open, towing and appropriate vehicle storage arrangements will be made (where available), at the AA's expense, until the Vehicle can be delivered to the nearest facility under the above criteria.

Caravans/Trailer towing

Towing will be provided, where possible, for caravans or any other form of trailer body whilst being towed by any Nominated Vehicle, which has experienced a roadside breakdown and requires towing. All transport expenses to get the vehicle and any trailer body to its destination, provided they can be transported by one standard towing vehicle, will be met by the AA. Any additional costs i.e. storage of any caravan or any other form of trailer body is at the expense of the Driver.

On-tow caravan/trailer limits

The Standard Roadside Assistance Programme covers caravans and trailers on tow at the time of the breakdown up to a maximum 7 metres in length (excluding tow-bar). 2.44 metres wide and /or 3 metres high. When recovery of a vehicle is required, caravans and trailers on tow at the time of the breakdown may be towed by the AA if not required to be lifted and carried. Any trailer or caravan that is un-roadworthy, overloaded, or in an unsafe condition will only be towed or transported at the drivers expense and only provided it is legal to do so in the opinion of the AA.

General Exclusions for Roadside Assistance

- Vehicle parts/fuel/repairs on garage premises.
- Vehicles of an un-roadworthy/unsafe condition.
- When the vehicle was being used for racing, pace making, speed testing, reliability trials, competitions or off-road activities at the time of the breakdown.
- Carriage of passengers as a result of a breakdown can only be to the legal limit of the attending vehicle. Any expense as a result of additional transportation or a return journey to pick up extra passengers is at the driver's cost.
- Vehicles requiring assistance with snow chains.
- Vehicles which are un registered or unwarranted
- Service will only be provided to Vehicles disabled on constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by the AA

Vehicle Attendance

The Owner or the Driver must wait with the Vehicle until the AA arrives.

Where the Owner has elected an authorised representative, this representative must hold a current motor vehicle drivers licence in case the Vehicle is required to be moved.

The Nissan Roadside Assist app is available for download, we recommend all Nissan Owners download the app as it provides access to request roadside assistance and a tracking tool so that in the event of a call out you can track in real time the progress of your contact and the provider location.

The image displays the Nissan Assist app interface across four panels. The top panel shows the app listing on an app store, featuring the Nissan logo, the title 'Nissan Assist', the developer 'NZ Automobile Association', and an 'Install' button. Below the listing, a warning message states 'You don't have any devices.' and an 'Add to Wishlist' button is visible.

The second panel shows the app's home screen, which includes a red Nissan SUV, the text 'Nissan Roadside Assistance', the membership ID 'LGMS9', and the expiration date 'Membership expires 9 April 2021'. A 'Request Assistance' button is located at the bottom.

The third panel shows a map view of Auckland, New Zealand, with several blue location markers indicating service points. The map includes labels for various areas like Westhaven, Parnell, and Newmarket.

The fourth panel shows the activation screen, which prompts the user to 'Enter your vehicle det' and provides fields for 'Vehicle registration (reg.)' and 'Your contact details' (Driver name and Mobile no.). A 'Request Assistance' button is also present, along with a 'CANCEL' button at the bottom.