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WEAR & USE GUIDE



Nissan MAXIMA



Nissan Z ROADSTER



Nissan TITAN



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WHAT IS WEAR AND USE?

Simply put, it's a yardstick to measure the condition of your vehicle at the completion of your lease in order to determine any additional financial responsibility you may have.

How is wear and use evaluated? A certified inspection company will examine the condition of your Nissan prior to your lease expiration date and see if excess charges apply. This complimentary inspection will also help you choose the end-of-lease option that is best for you. Just call the Alliance Inspection Management Center at (800) 253-9026 between 8:00 a.m. and 9:00 p.m., CT, weekdays, or 8:00 a.m. and noon, CT, Saturday, to schedule this pre-return inspection.

This guide is designed to give you a practical understanding of charges that may be assessed if your vehicle has sustained any excess wear and use during the course of your lease. It will also help prepare you for your inspection.

NOT ALL DENTS ARE CREATED EQUAL.

NON-CHARGEABLE VS. CHARGEABLE WEAR AND USE

At the completion of the lease, every Nissan lessee is responsible for returning his/her vehicle in a condition that meets the standards that you'll find outlined in this brochure. A vehicle that is returned in good condition exhibits what is known as "non-chargeable" wear and use.

Non-chargeable wear and use is the reasonable cosmetic or mechanical depreciation your car undergoes as a result of day-to-day use. Chargeable wear and use is any damage above and beyond normal limits. For example, dents, cracks, broken taillights, torn or damaged upholstery, well-worn tires, collision repairs and vehicle components that don't meet Nissan standards are considered excessive, and are therefore the responsibility of the lessee. To ensure a fair assessment at its lease maturity date, every Nissan is inspected using consistent guidelines by a certified inspection company. These guidelines are summarized for you in the following pages.

THE VEHICLE INSPECTION DEFINED.

To make ending your lease as easy as possible, we will arrange a complimentary, but required, vehicle inspection. Simply call the Alliance Inspection Management Center at (800) 253-9026 before your lease expiration date for an appointment. A certified inspection company will provide you with an assessment of chargeable vehicle wear and use—if any—for which you may be responsible, as referenced in your lease contract. You will have the option of having your vehicle inspected at your home or place of business. The inspection will provide you with valuable information that may help you avoid a wear-and-use charge for items that may be covered under your insurance policy.* And, most important, it will give you the information you need to decide what to do with your vehicle when your lease is completed.

After your inspection, we highly recommend that you discuss the results with your Nissan Dealer and insurance agent. Your dealer may have helpful suggestions for minimizing your out-of-pocket expenses on your vehicle.

If you have any questions about this complimentary inspection, feel free to call the Alliance Inspection Management Center at (800) 253-9026.

*Terms and conditions of your vehicle's insurance policy may vary. Contact your insurance carrier for details.

To contact a product specialist about your next Nissan, call **(800) NISSAN3**.

MEET AN EXPERT WHO CAN TELL A DING FROM A DENT AND A SCRAPE FROM A SCRATCH.

THE INSPECTION

In order to make your upcoming lease-end procedure run as smoothly as possible, we will arrange a complimentary inspection for your vehicle with a certified inspector. Rest assured, your inspector will have extensive training and will be fully qualified to identify items that may require repair. He or she will also display proper identification before looking over your vehicle. Additionally, inspectors working with Nissan Motor Acceptance Corporation receive continuous training and are up-to-date on Nissan standards and procedures for excess wear and use. Here's how your inspection will work:

- The inspection will be performed using a laptop computer, and the results will be printed immediately afterward. Digital pictures of your vehicle will also be taken at this time.
- Once completed, the inspector will review the Vehicle Condition Report (VCR) with you and address any questions you may have concerning the results.
- In the event that excessive wear and use is determined, the cost of the damage may be covered by your insurance company, with your only expense being the amount of your deductible.* Your Nissan Dealer may also have suggestions for cost-effective repairs.
- You will be given a copy of the inspection report and Notice of Option to Make Repairs Prior to Return.
- Should the condition of your vehicle change prior to its return – due, for example, to collision or other physical damage – you should repair the vehicle or call for a complimentary inspection before its return.

If you have any questions about this complimentary inspection, feel free to call the Alliance Inspection Management Center at (800) 253-9026.

*Terms and conditions of your vehicle's insurance policy may vary. Contact your insurance carrier for details.

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INTERIOR WEAR&USE

On the following pages is an outline of some of the most common forms of interior vehicle wear and use, including examples of what is considered “non-chargeable” vs. “chargeable.”

CARPETING

Considering how many times you've stepped in and out of your Nissan, we don't expect the carpet to look brand-new. But there is a difference between non-chargeable and chargeable wear and use. Whether the carpet can be cleaned or repaired, or will require replacement, is dependent upon the extent and/or type of the damage.

NON-CHARGEABLE WEAR AND USE

- Stains that can be removed as part of normal car reconditioning
- Up to two singes (burns that do not penetrate fibers to the backing)

CHARGEABLE WEAR AND USE

- Stains that are too heavy to be removed as part of normal car reconditioning
- Three or more singes
- Any burn that goes through the fabric to the backing
- Any visible rip, cut or tear

UPHOLSTERY

As long as there are bumpy roads and loose coffee-cup lids, there will be upholstery stains. Fortunately, not every stain is chargeable. The guidelines for upholstery wear and use are similar to the guidelines for carpeting, as you'll see below. Upholstery includes seats, door trim, armrests and the headliner.

NON-CHARGEABLE WEAR AND USE

- Stains that can be removed as part of normal reconditioning
- Up to two singes (not penetrating the fabric to the backing)
- Seam separation with no signs of obvious abuse

CHARGEABLE WEAR AND USE

- Stains too heavy to be removed as part of normal reconditioning
- Three or more singes
- Any burn that goes through the fabric to the backing
- Any rip, cut or tear
- Scratches in fabric
- Any hole created by the removal of accessories

MISCELLANEOUS PARTS AND ACCESSORIES

Unfortunately, no matter how attached you are to your factory-installed stereo equipment or cellular phone, original keys or keyless entry remote, you do have to give them back. Wear and use is considered chargeable when interior or exterior damage is left behind from a component that has been installed, replaced, removed or stolen. This includes any damage that results from non-Nissan additions such as stereo systems, navigation systems, video systems, music players, fog lights, etc.

CHARGEABLE WEAR AND USE

- Any damage caused by the installation or removal of parts and accessories
- Missing parts such as radios, speakers, navigation system, headlights, keys, remotes, headphones, retractable cargo covers, etc.
- Any broken or inoperative part or accessory
- Poorly applied/peeling window tinting



EXTERIOR WEAR&USE

On the following pages is an outline of some of the most common forms of exterior vehicle wear and use, including examples of what is considered “non-chargeable” vs. “chargeable.”

PAINT AND BODY DAMAGE

You happily return to your car after a little shopping, only to discover a mystery dent. Was it caused by a runaway shopping cart? An inattentive driver? A small meteorite? No matter the reason, dented fenders and damaged bumpers are often considered excessive wear and use. The severity of exterior body damage is measured by size, quantity, depth, location and whether or not the paint has been broken.

NON-CHARGEABLE WEAR AND USE

- Surface scratches that will polish out during a normal reconditioning
- Minor bumper scratches that do not break the paint

CHARGEABLE WEAR AND USE

- Scratches exceeding 2" in length
- Scratches deep enough to catch your fingernail
- Scratches covered with touch-up paint
- Excessive number of chips
- Gouges, cracks or tears on bumper covers
- Excessive paint contamination (acid rain spotting, tree sap, etc.)

DENTS

Even an unsightly dent may be considered normal wear and use if it can be fixed with paintless dent-repair procedures.

Paintless dent repair fixes the dent by "pressing" the metal from the backside of the panel. This procedure can be done if the dent is small and is located in an area that is accessible with the interior trim panel (door, headliner) removed, although holes may not be drilled for repair access.

Your dealer has charts for areas where paintless dent repair can be performed. Unfortunately, the paintless dent-repair procedure cannot be done on panels that have been previously repainted.

NON-CHARGEABLE WEAR AND USE

- Panels with three or less dents, which can be fixed with paintless dent repair, are generally forgiven.

CHARGEABLE WEAR AND USE

- Dents with paint damage
- Dents exceeding 1 1/2" in diameter
- Panels with four or more dents
- Dents on panels that have been previously repainted

WINDSHIELD

You're just driving along, minding your own business, when suddenly you're on a collision course with a largish pebble fleeing from the back of a gravel truck. Glass damage is not only a painful fact of everyday life for those of us who drive, but also a common form of chargeable wear and use.

HEADLIGHTS/TAILLIGHTS

It goes without saying that headlights and taillights are critical to the safe operation of a vehicle. A damaged or inoperable part is considered excessive wear.

NON-CHARGEABLE WEAR AND USE

Minor glass chips and scratches that are outside the driver's line of sight. (Note: A driver's line of sight is defined as the area of the windshield where the wipers make contact while activated.)

CHARGEABLE WEAR AND USE

- Chips or scratches in the driver's line of sight
- Chips with "spider legs" or "bull's-eye"
- Any crack in the windshield, lens or lens cover
- The following damage requires replacement; repairs are not allowed for straight-line cracks, chips, bull's-eyes or stars larger than a nickel, and any damage directly in front of the driver.
- Any inoperable or non-Nissan headlight, taillight, turn signal, fog light, etc., requires replacement.

FRAME DAMAGE

Repairs that do not restore the frame rails, undercarriage or unibody to the original specifications are not acceptable and may indicate frame damage. Actual frame damage due to a previous collision is rather easy to identify. The following illustrations provide guidelines.

CHARGEABLE WEAR AND USE

Frame depression – away from joint: If the frame rail is pushed up more than $\frac{1}{8}$ " (3 mm), there is potential for the frame to have been damaged.

Frame depression – at joint: If contact is directly on the weld of the joint, the frame is potentially damaged if there is a depression of $\frac{1}{16}$ " (1.5 mm).

Split frame rail: A frame rail that is split is not acceptable. Dent/gouge or crease in frame rail: Contact that dents the frame rail is not acceptable. This could indicate frame damage.

Bowed-out frame rail: Contact that causes the frame rail to bow out more than $\frac{1}{8}$ " (3 mm) is not acceptable. This could indicate frame damage.

Improperly replaced rails – engine bay or trunk area: The frame rails in these areas contribute to the crush zones of the vehicle. For this reason, any rail that is improperly welded, bent, bulged or separated is suspected to have frame damage.

PREVIOUS REPAIRS

As the saying goes, "Accidents will happen." Fortunately, so will repairs. Previous repairs on your vehicle are acceptable provided they were done properly and do not, therefore, detract from the value of the vehicle.

NON-CHARGEABLE WEAR AND USE

Previous repairs that are acceptable and do not detract from the value of the vehicle. The damaged area(s) must have been properly repainted and repaired.

CHARGEABLE WEAR AND USE

- Paint "spiders" or cracks in the paint caused by not using flex additives
- Clear coat lifting/peeling
- Tape lines from poor repair preparation
- Sags/drips in the paint
- Excessive "orange peel"
- Excessive dirt in paint
- Color mismatch
- Sanding marks under paint
- Paint cratering
- "Wavy" panel repairs

WHEELS AND WHEEL COVERS

Damage to the wheel or wheel cover can significantly detract from both the performance and appearance of your vehicle. Generally speaking, minor cosmetic damage to wheels or wheel covers is non-chargeable, and therefore acceptable.

NON-CHARGEABLE WEAR AND USE

- Cosmetic scrapes less than 2" that do not affect the performance (retention ability) of the wheel cover or wheel

CHARGEABLE WEAR AND USE

- Cosmetic scrapes greater than 2"
- Gouges in the wheel
- Any damage to the wheel that may affect performance (ability to hold air or support vehicle during operation)
- Non-Nissan wheels or wheel covers with poor paint durability
- Wheels or wheel covers with peeling finish due to surface contact (curbs, etc.)
- Missing or mismatched wheel covers

TIRES

In order to ensure peak performance and safety, it's important to take good care of your vehicle's tires. If tires are worn unevenly, are bulging, have sidewall damage or are below a minimum tread depth of $\frac{1}{8}$ ", there will be a charge to replace them.

If you need to replace any tires, be sure they are a matching set that matches the type, quality, size and rating of the vehicle's original factory tires.

NON-CHARGEABLE WEAR AND USE

- Tires with a $\frac{1}{8}$ " tread depth or greater at the minimum-thickness point

CHARGEABLE WEAR AND USE

- Tires with less than a $\frac{1}{8}$ " tread depth at the minimum-thickness point
- Tires with sidewall damage (cut, bulges, cracks, etc.)
- Tires with plugged repairs are not allowed
- Any tire not part of a matching set
- Any tire that does not match vehicle's original tire type, quality, size and rating is not allowed

SOME FINAL THOUGHTS ABOUT ENDING YOUR LEASE

Our goal is to provide you with a solid understanding of wear and use, and help make your lease transition a smooth one. That's why the Nissan Lease Customer Network is here to assist you with any questions or comments you have about the inspection process. Just call (800) 778-4211 between 8:00 a.m. and 6:00 p.m., CT, weekdays. If you have any questions regarding your next Nissan, contact us at (800) NISSAN3 to speak to a product specialist. We hope you've enjoyed driving a Nissan, and that you continue to be a valued member of the Nissan family for a long time to come.

LOOK OUT FOR YOUR STEP BY STEP GUIDE

Learn how to return your vehicle and get into your next Nissan. Arriving in the mail soon.

NISSAN WEAR AND USE ASSESSMENT KEY

SCRATCHES/CHARGEABLE WEAR AND USE EXAMPLES

- Scratches longer than 2" in length
- Scratches deep enough to catch your fingernail
- Scratches covered with touch-up paint
- Excessive number of chips

MISC./CHARGEABLE WEAR AND USE EXAMPLES

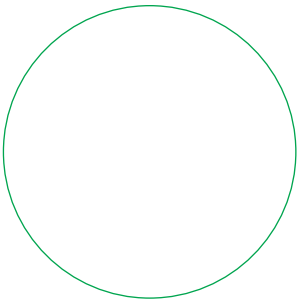
- Tires with less than 1/8" tread
- Broken/missing parts
- Poorly repaired collision damage
- Frame damage
- Cracked/broken/chipped windshields or windows

DENTS/CHARGEABLE WEAR AND USE EXAMPLES

- Dents with paint damage
- Dents that exceed 1 1/2" in diameter
- Panels with four or more dents

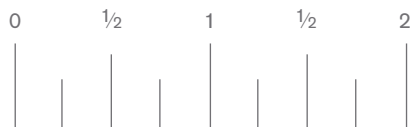
ACCEPTABLE AREAS FOR PAINLESS DENT REPAIR

- Must be at least 2" from perimeter of hood, roof and decklid panels
- Must be at least 1" from fuel-filler opening, wheel-well lip and front pillarposts
- Cannot be used on panels that have been previously repaired
- No holes drilled for repair access



Maximum acceptable area for dents is 1 1/2" in diameter

Maximum acceptable area for scratches is 2" in length



Please refer to your Wear and Use Guide for further details.

Contact the **Nissan Lease Customer Network** with any questions at **(800) 778-4211**. If you have any questions regarding your next Nissan, contact our product specialists at **(800) NISSAN3**.