



**Nissan Commercial Vehicle Roadside Assistance**

**1-877-NIS-NCV1**

**1-877-647-6281**

**Quick Reference Guide**

Roadside Assistance Benefits are available, 24 hours a day, 365 days a year, for emergency roadside assistance. Owners or dealers simply call **1-877-NIS-NCV1 (1-877-647-6281)**, select **Option 1**, provide name, vehicle identification number (VIN), location of disablement, and the nature of the problem. Services are provided by Cross Country Motor Club, Inc.

**Roadside Benefits**

<b>Towing</b>	Roadside Assistance provides towing service for a period of 60 months/60,000 miles (whichever comes first). Arrangements will be made to transport the vehicle to the nearest Nissan Commercial Vehicle certified dealer.
<b>Roadside Assistance Benefits</b>	Roadside Assistance is provided for all Nissan Commercial Vehicles from the date the vehicle is delivered to the first qualified buyer or otherwise put into use, whichever is earlier, for a period of 36 months/36,000 miles.
<b>Jump Start</b>	Jump Start dead battery
<b>Lockout Service</b>	For keys locked in vehicle or keys missing (cost of parts, keys, and the making of keys would be at customer's expense at the time of service).
<b>Fuel Delivery</b>	Emergency fuel delivery (up to 2 gallons).
<b>Tire Charge</b>	Replace tire with Customer's inflated spare (if vehicle is equipped).
<b>Trip Interruption</b>	Customers who experience a mechanical breakdown more than 100 miles from the vehicle's primary location may be eligible for the following reasonable trip interruption benefits: meals, lodging, substitute transportation, and costs to reunite the vehicle and owner, after warranty repairs have been completed.
<p><b>Dealers with additional roadside assistance questions on benefits and coverage should contact the Cross Country Customer Services Manager</b></p> <p>781-306-3050</p>	



**Nissan Commercial Vehicle Roadside Assistance**

**1-877-NIS-NCV1**

**1-877-647-6281**

**Frequently Asked Questions**

<p><b>Can a Dealer request Roadside Assistance on behalf of a customer?</b></p>	<p>Dealers can request roadside assistance on behalf of a Nissan Commercial Vehicle customer by selecting option 1.</p>
<p><b>What do the terms “Code Blue/Code Black” mean on the Nissan Commercial Vehicle roadside assistance program system?</b></p>	<p>Occasionally Roadside will experience Code Blue/Code Black extended ETA’s mainly as a result of weather. Based on the area code of the phone being used, callers will hear a message explaining that there are extended ETA’s in that area and if this is not an emergency they may wish to call back. Note, if the customer stays on the line, they will speak with an agent and can request service.</p>
<p><b>How can customers receive reimbursement under the Trip Interruption Benefits?</b></p>	<p>Mail a letter referring to the event along with supporting documents to:</p> <p align="center"><b>Nissan Commercial Vehicle Roadside Assistance Claims Processing PO Box 9145 Medford, MA 02155</b></p> <ul style="list-style-type: none"> <li>• Date of service</li> <li>• Vehicle Identification Number (VIN)*</li> <li>• Mileage</li> <li>• Dealer Repair order</li> <li>• Original receipts</li> </ul> <p>*The VIN can be found imprinted on a plate affixed to the upper dashboard on the driver’s side of the vehicle.</p>
<p><b>What is the process for a damage claim?</b></p>	<p>In the event that damage occurs during a Roadside Service, the Dealer or customer must first report damage claim by calling <b>800-225-2476</b>. Select prompt 2 (Status of Earlier Request) and then UPDATE the roadside representative.</p> <ol style="list-style-type: none"> <li>1. An Incident Management Specialist will be assigned to begin follow-up with the customer, tow-truck company, and Dealer.</li> <li>2. The customer will need to provide CCG with all necessary documentation before liability or reimbursement can be determined. Necessary documentation includes: <ul style="list-style-type: none"> <li>▪ Completed and signed Damaged Vehicle Report (DVR)</li> <li>▪ Formal Estimate for damages to be repaired</li> <li>▪ Picture of damage</li> </ul> </li> <li>3. Once necessary documentation has been received, the Incident Management Specialist will begin the discovery phase. The discovery phase requires that the assigned specialist obtain a statement from all parties involved.</li> </ol> <p><b>NOTE:</b> The responsiveness of all parties involved will determine the length of this process. No repairs should be completed prior to determination of liability, as an inspection of the damaged property may be required.</p>