



**Nissan Commercial Vehicle Roadside Assistance
1-877-NIS-NCV1
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** and 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

Towing	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. <ul style="list-style-type: none"> • Mechanical Disablements • Accidents/Collisions
Roadside Assistance Benefits	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.
Jump Start	Jump Start dead battery
Lockout Service	For keys locked in vehicle or keys missing (cost of parts, keys, and the making of keys would be at customer's expense)
Fuel Delivery	Emergency fuel delivery (up to 2 gallons)
Tire Change	Replace tire with Customer's inflated spare (if vehicle is equipped)
Trip Interruption	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.



**Dealers with additional roadside assistance questions
on benefits and coverage should contact the
Cross Country
Customer Services Manager**

Julie Malinowski
781-306-3479



**24/7 Nissan Commercial Vehicle Roadside Assistance
1-800-NIS-NCV1**



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Frequently Asked Questions

<p>Can a Dealer request Roadside Assistance on behalf of a customer?</p>	<p>Dealers can request roadside assistance on behalf of a Nissan Commercial Vehicle customer by selecting option 1. The dealer call will be routed directly to a roadside assistance agent.</p>
<p>What do the terms “Code Blue/Code Black” mean on the Nissan Commercial Vehicle roadside assistance phone system?</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 still speak with an agent and can request service.</p>
<p>How can customers receive reimbursement under the Trip Interruption Benefits?</p>	<p>Mail a letter referring to the event along with supporting documents to:</p> <p style="text-align: center;">Nissan Commercial Vehicle Roadside Assistance Claims Processing PO Box 9145 Medford, MA 02155</p> <ul style="list-style-type: none">• Date of service• Vehicle Identification Number (VIN)*• Mileage• Dealer Repair order• Original receipts <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>What is the process for a damage claim?</p>	<p>In the event that damage occurs during a Roadside Service, please DO NOT perform any repairs. Dealer or customer must first report damage claim by calling 1-800-835-0221. The claim will be reviewed by the Incident Management Team (IMT) at Cross Country Automotive Services:</p> <ul style="list-style-type: none">• Customers will be contacted within 24 hours (Mon - Fri) by an IMT representative upon receipt of a damage claim• Photos and estimate must be faxed to the IMT representative<ul style="list-style-type: none">◦ Damages over \$500.00 require two estimates• The IMT representative will review the supporting documents and also contact the provider to review the event. If the damage is found to be consistent with towing, the provider will be held liable.

