

2019  
WARRANTY INFORMATION BOOKLET



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# TABLE OF CONTENTS

<b>1</b>	<b>SUMMARY OF WARRANTY COVERAGE</b>	<b>22</b>	<b>REPLACEMENT BATTERY LIMITED WARRANTY</b>
<b>2</b>	<b>INFINITI OWNER SATISFACTION AND ASSISTANCE</b>	<b>24</b>	<b>BRIDGESTONE FIRESTONE TIRE LIMITED WARRANTY</b>
<b>4</b>	<b>2019 NEW VEHICLE LIMITED WARRANTY</b>	<b>27</b>	<b>GOODYEAR/DUNLOP TIRE LIMITED WARRANTY</b>
<b>8</b>	<b>2019 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES</b>	<b>36</b>	<b>MICHELIN PASSENGER AND LIGHT TRUCK TIRE LIMITED WARRANTY</b>
<b>11</b>	<b>2019 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES</b>	<b>38</b>	<b>CONTINENTAL/GENERAL TIRE LIMITED WARRANTY</b>
<b>17</b>	<b>RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS</b>	<b>41</b>	<b>IMPORTANT TIRE SAFETY INFORMATION</b>
<b>18</b>	<b>SEAT BELT LIMITED WARRANTY</b>	<b>47</b>	<b>INFINITI TOTAL OWNERSHIP EXPERIENCE® BENEFITS</b>
<b>19</b>	<b>LIMITED WARRANTY ON GENUINE INFINITI REPLACEMENT PARTS AND GENUINE INFINITI ACCESSORIES</b>	<b>49</b>	<b>INFINITI ELITE EXTENDED PROTECTION PLAN</b>
<b>21</b>	<b>INFINITI LIFETIME REPLACEMENT PANEL CORROSION LIMITED WARRANTY</b>		

# SUMMARY OF WARRANTY COVERAGE

## Summary of Warranty Coverage\*

0 miles

unlimited mileage

Basic Coverage

48 months / 60,000 miles

Corrosion Coverage (Perforation from Corrosion)\*\*

84 months / unlimited mileage

Powertrain Coverage\*\*\*

72 months / 70,000 miles

Federal Emission Performance Warranty

24 months/24,000 miles

Federal Emission Defect Warranty

48 months / 60,000 miles

Federal Emission Long Term Defect Warranty

96 months / 80,000 miles

California Emission Performance and Defect Warranties

48 months / 60,000 miles

California Emission Long Term Defect Warranty

84 months / 70,000 miles

\* See the express terms of the appropriate warranty printed in this booklet, which terms control if there is a conflict with this chart.

\*\* Unlimited Mileage

\*\*\* 10 Years/Unlimited Mileage on Seat belts

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, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps.

#### STEP 1:

Discuss the situation with the retailer management. If a problem still exists, contact the retailer's owner. Your Infiniti retailer is best equipped to resolve the matter for you.

#### STEP 2:

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 and permanent Infiniti Total Ownership program card)
- Date of purchase
- Current odometer reading
- Your Infiniti retailer's name
- Details of the concern

Or you can write to Infiniti with the above information at:

INFINITI DIVISION  
Infiniti North America, Inc.  
Consumer Affairs Department  
P.O. Box 685003  
Franklin, TN 37068-5003

#### STEP 3:

In the event that you believe Infiniti has been unable to satisfactorily address the problem, a special automotive complaint resolution program called BBB AUTO LINE is available to you. The BBB 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.

Or you may contact the BBB at:

BBB Auto Line  
Council of Better Business Bureaus, Inc.  
3033 Wilson Boulevard  
Suite 600  
Arlington, VA 22203  
1 (800) 955-5100

If you call the BBB, its staff will record the details of your complaint by telephone. They will ask for the same information as in Step 2.

The BBB AUTO LINE program consists of two parts: mediation and arbitration. The BBB 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 have the opportunity to present your case personally before an impartial arbitrator or three person panel. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

The BBB will, in most cases, send you a final decision in your case within forty (40) days (plus 7 days, if you have not contacted Infiniti) unless you delay the process. 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.

### 3 INFINITI OWNER SATISFACTION AND ASSISTANCE

BBB AUTO LINE is an informal dispute settlement mechanism operated to comply with applicable Federal law and regulations. In states where BBB AUTO LINE is available, you are required to use BBB AUTO LINE before exercising rights or seeking remedies under Title 1 of the Federal Magnuson-Moss Warranty Act, 15 U.S.C. §2301, et. seq. If you choose to seek remedies other than those created by Title 1 of the Magnuson-Moss Warranty Act, (for example, under state law), that Federal Act does not require you to first use BBB AUTO LINE. The program is still available to you, however, and may be of considerable assistance. Some states specify that informal dispute settlement mechanisms such as BBB AUTO LINE must be used before you may use state operated complaint resolution processes, before you may file a lawsuit under state law, and/or before you may have certain other rights or remedies available under state law. In accordance with those states' laws, Infiniti requires the prior use of BBB AUTO LINE in good faith before you resort to such other processes, file a lawsuit, or seek other remedies provided by state law. Please see the Supplement to 2019 Infiniti Warranty Information Booklet & 2019 Infiniti Owner's Manual for additional information.

BBB AUTO LINE may not be available in all states. We, Infiniti, can provide you with information about the availability of BBB AUTO LINE in your state, or call the BBB AUTO LINE number listed above.

**ELIGIBILITY:** Generally, Infiniti vehicles less than four years old from date delivered to the first retail buyer or otherwise put into use, and with fewer than 60,000 miles, are eligible for the program. See Supplement to 2019 Infiniti Warranty Information Booklet & 2019 Infiniti Owner's Manual for possible exceptions applying in your state.

#### **ASSISTANCE OUTSIDE OF WARRANTY**

In support of our commitment to the "Total Ownership Experience," Infiniti may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond or outside of the terms of the warranty for some specific vehicle models. Some states refer to such programs 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 the number listed below of the applicability of such programs to your vehicle.

Infiniti may occasionally offer special assistance that may pay for part or all 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 please discuss the situation with your retailer. If your retailer is unable to assist you, you may call the Infiniti Consumer Affairs Department at 1-800- 662-6200 to discuss your concern. You will need to provide the Model, Model Year, VIN (Vehicle Identification Number), mileage, maintenance history, a detailed explanation of the concern, and why you believe that Infiniti should be responsible for the repair. Your request will be individually investigated and you will be informed of Infiniti's decision.

Please also review the Supplement to 2019 Infiniti Warranty Information Booklet & 2019 Owner's Manual for important information concerning consumer rights in your state.

## WHO IS THE WARRANTOR

Infiniti<sup>1</sup> warrants all parts of your 2019 Infiniti vehicle supplied by Infiniti, except for those listed under the caption "WHAT IS NOT COVERED."

## APPLICABILITY

- This warranty is provided to the original and subsequent owner(s) of an Infiniti vehicle originally distributed by Infiniti which is originally sold by a Infiniti authorized Infiniti retailer in the United States, and which is registered and normally operated in the United States (including Alaska and Hawaii), the United States territories (specifically Guam, Saipan, American Samoa, Puerto Rico, and the U.S. Virgin Islands), and Canada.

- Your Infiniti vehicle is manufactured to meet U.S. regulations and environmental requirements. With the exception of privately owned vehicles belonging to members of the U.S. military or employees and officers of the United States Government stationed abroad, this warranty does not apply if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above under this caption, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable Owner's Manual<sup>2</sup> while touring outside of the United States, the U.S. territories or Canada for a period not exceeding sixty (60) consecutive days or sixty (60) days in any one 12 month period. This warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in the United States, the U.S. territories or Canada, except for conditions due to the vehicle's foreign operation, e.g., use of inappropriate fuels or other fluids.

Infiniti makes available to you, and you are specifically required by Federal law to use BBB AUTO LINE [(800) 955-5100] before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C §2301, et. seq. You are not required to first use BBB AUTO LINE if you seek remedies not created by Title 1 of that Federal law, but are required to first use BBB AUTO LINE if you seek remedies created by that Federal law, including your state's lemon law, if applicable state law provides for using a 703 compliant or similar process before filing suit. Please refer to pp. 2-3 of this booklet and the "Supplement to 2019 Infiniti Warranty Information Booklet & 2019 Infiniti Owner's Manual" for additional information.

<sup>1</sup> Infiniti indicates Infiniti Division of Nissan North America, Inc., P.O. Box 685003, Franklin, Tennessee, 37068-5003, which distributes Infiniti vehicles in the United States.

<sup>2</sup> See the Owner's Manual for information relevant to proper operation of the vehicle, including the recommended fuels and fluids.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES - LIMITATIONS OF DAMAGES THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF THE USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.**

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 connection with this vehicle.

## THE WARRANTY BEGINS

The warranty period begins on the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier.

## FOR HOW LONG AND WHAT IS COVERED

### BASIC COVERAGE

- The basic coverage period is 48 months or 60,000 miles, whichever comes first.
- The warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each new Infiniti vehicle supplied by Infiniti subject to the exclusions listed under the heading "WHAT IS NOT COVERED" or, if the part is covered by one of the separate coverages described in the following sections of this warranty, that specific coverage applies instead of the basic coverage.

### POWERTRAIN COVERAGE

- The Powertrain coverage period is 72 months or 70,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in material or workmanship.
- Powertrain coverage includes components listed below, under the headings Engine, Transmission and Transaxle, Drivetrain, and Restraint System, supplied by Infiniti, subject to the exclusions listed under the heading "WHAT IS NOT COVERED."

**ENGINE** - Cylinder heads and block and all internal parts, rocker covers and oil pan, valve train 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, A/T cooler, 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.

### CORROSION COVERAGE (PERFORATION FROM CORROSION)

Any body sheet metal panel supplied by Infiniti found to have developed perforation (rust-through) due to corrosion in normal use is covered for 84 months, regardless of mileage, except for those items listed under "WHAT IS NOT COVERED." No additional rust proofing applications are required. Perforation is a condition in which any body sheet metal panel has corroded from one surface to another.

### TOWING COVERAGE

If your vehicle is inoperative due to the failure of a warranted part during any of the New Vehicle Limited warranties, including Emission and Seat belt warranties, towing service to the nearest authorized Infiniti retailer is covered.

(Continued on next page)



### ADJUSTMENT COVERAGE

Service adjustments not usually associated with the replacement of parts, such as wheel alignment, and wheel balancing are covered only during the first 12 months or 12,000 miles, whichever comes first.

- **Limited 6 month warranty coverage:**

OE wiper blade inserts are covered for the first six months of ownership.

### REFRIGERANT RECHARGE ONLY COVERAGE

Refrigerant recharge not associated with the repair or replacement of a warranted part is covered only during the first 12 months, regardless of the mileage.

### NO CHARGE

Warranty repairs will be made at no charge for parts and/or labor (except for tires, in which case you may pay certain charges). Any needed parts replacement will be made using genuine Infiniti or Infiniti approved new or remanufactured parts approved by Infiniti for use on Infiniti vehicles. Infiniti reserves the right to make changes at any time, without notice, to production and service parts in their specifications, colors, and materials, including those used in connection with warranty repairs. For this reason, when approved by Infiniti and at Infiniti's discretion, functionally equivalent replacement parts may be used that do not exactly match the original production part.

### OBTAINING WARRANTY SERVICE

- You must take the vehicle to an authorized Infiniti retailer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Infiniti retailers are listed in telephone directories.
- If you require warranty service outside of the United States (see terms under caption "APPLICABILITY"), contact an Infiniti retailer in that country.

### MAINTENANCE, DATA ACCESS, AND RECORDS

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your Owner's Manual, and of maintaining copies of all maintenance records & receipts for review by Infiniti. Failure to do so is likely to result in the denial of warranty.

You are also required to provide consent to give Infiniti access to data stored on vehicle systems. Failure to do so is likely to result in the denial of warranty coverage.

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 warranty repairs. To assist you in maintaining appropriate records, the Maintenance Log located in your Owner's Literature Kit can be used along with supporting repair invoices, receipts and other such records.

### WHAT IS NOT COVERED

#### GENERAL EXCLUSIONS

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Failure to operate the vehicle in accordance with the Owner's Manual
- Misuse, such as using the vehicle to tow
- Failure of a component not covered by warranty
- Racing and competitive driving
- Theft, vandalism, fire, or flooding (including engine water ingestion)
- Accident, collision, being towed
- Repairs performed by anyone other than an authorized Infiniti retailer
- Glass breakage, unless resulting from defects in material or workmanship
- Normal wear and tear, including dings, dents, chips, or scratches
- Damage caused by any automated or manually operated car wash or by using a pressure washer

Note that complaints related to failure to comply with proper use of the vehicle as described in the applicable Owner's Manual (including the lack of availability or use of proper fluid), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than the U.S. or Canada) are NOT covered by this warranty.

(Continued on next page)

**DAMAGE OR FAILURES DUE TO ALTERATION OR MODIFICATION**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Alteration, tampering, or improper repair
- Installation of non-Infiniti approved accessories or components
- Improper installation of any Infiniti approved aftermarket accessory or component
- A vehicle whose odometer mileage has been altered, or the odometer repaired or replaced and the actual vehicle mileage cannot be correctly and readily determined

**SALVAGE TITLE**

This limited warranty does not apply to any vehicle, and is rendered void if the vehicle is (or ever has been) issued a "salvage" or similar title including, but not limited to junk, scrap, rebuilt, or flood titles, under any state's law; or has ever been determined to be a "total loss" or equivalent by any insurance company, such as by payment of a cash payment of a claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle.

**DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Stone chipping, chemical fallout, tree sap, salt, hail, windstorm, lightning, flood or other environmental conditions.
- The items listed below are not covered under corrosion coverage (perforation from corrosion).
  - Exhaust system components.
  - Corrosion other than perforation, such as cosmetic or surface corrosion due to defects in material or workmanship. This is covered under the Basic Coverage of the New Vehicle Limited Warranty.

**DAMAGE, FAILURES OR CORROSION DUE TO LACK OF OR IMPROPER MAINTENANCE REPAIRS**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Lack of performance of proper maintenance services as outlined in your Owner's Manual.
- Fuel, fluids, or lubricants that are contaminated or that do not meet the specification as outlined in your Owner's Manual.
- Use of parts not equivalent in quality or design to parts supplied by Infiniti for use on Infiniti vehicles.

**MAINTENANCE SERVICE EXPENSE**

This warranty does not cover normal maintenance services as specified in both your Owner's Manual and Infiniti Service & Maintenance Guide such as cleaning and polishing, wheel alignment, headlight aiming, replacement of filters, replacement of windshield wiper inserts, lubricants, coolant, worn brake shoes, pads, drums and rotors and worn clutch discs, for example.

**SEAT BELTS, TIRES AND EMISSION CONTROL SYSTEM**

Seat belts, tires and the emission control system are covered by separate warranties.

## EMISSION DEFECTS WARRANTY

### WHAT IS COVERED

Infiniti<sup>1</sup> warrants that your vehicle was designed, built and equipped to conform at the time of sale with all applicable United States emission standards.

This warranty covers any repairs needed to correct defects in materials or workmanship which would cause your vehicle not to meet these standards.

### WHAT IS COVERED UNDER THE DEFECTS WARRANTY

Covered components are listed below under the caption "WARRANTY PARTS LIST."

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

### HOW LONG IS THE WARRANTY

This warranty is for 4 years or 60,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier. Additionally, the engine control module/ on-board diagnostic device and catalytic converter(s) listed below and indicated by an "o" under the caption "Warranty Parts List" are covered for 8 years or 80,000 miles, whichever occurs first.

## EMISSIONS PERFORMANCE WARRANTY

### WHEN DOES THIS WARRANTY APPLY

The Emissions Performance Warranty applies to your 2019 Infiniti vehicle ONLY when both of the following occur.

1. The vehicle fails to meet applicable emissions standards as judged by an emissions test approved by the Environmental Protection Agency (EPA).
2. This failure results or will result in some penalty to you, such as a monetary fine or the denial of the right to use your vehicle, under local, state or federal law.

For example, if your state requires an EPA approved yearly vehicle inspection before you receive a renewed license, this warranty applies to your vehicle. In areas where there is no approved test program, this warranty does not apply.

### WHAT IS COVERED AND FOR HOW LONG UNDER THE PERFORMANCE WARRANTY

Infiniti<sup>1</sup> warrants that it will remedy any non-conformity in your vehicle which causes it to fail an approved emissions test during the first 24 months or 24,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Additionally, failure of an approved emissions test resulting from the failure of those parts listed below under the caption "Warranty Parts List" are covered by the Emissions Defects Warranty described above.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

## WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emissions control maintenance instructions of your Owner's Manual.
2. Failures directly as a result of:
  - Failure to perform required emission control maintenance as outlined in your Owner's Manual.
  - Misuse, accident or modification.
  - Improper adjustment or installation of parts during the performance of maintenance services.
  - Tampering with or disconnecting any part affecting vehicle emissions.

<sup>1</sup> Infiniti indicates Infiniti Division of Nissan North America, Inc., P.O. Box 685003, Franklin, Tennessee, 37068-5003, which distributes Infiniti vehicles in the United States.

- Fuel, fluids, or lubricants that are contaminated or that do not meet the specification as outlined in your Owner's Manual.
3. In the case of the Performance Warranty, the use of any part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
  4. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing an EPA approved emissions test if such failure is found not to be covered.
  5. In the case of the Defects Warranty, parts not supplied by Infiniti or damage to other parts caused directly by non-Infiniti parts.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES - LIMITATIONS OF DAMAGES**

These emissions warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

**ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.**

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. These warranties give 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 connection with this vehicle.

**WHAT YOU MUST DO**

In order to obtain warranty service you must deliver the vehicle to an authorized Infiniti retailer in the United States at your expense.

You must also maintain your vehicle as outlined in the maintenance instructions in your Owner's Manual.

**WHAT INFINITI WILL DO**

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

**OTHER WARRANTY TERMS**

**PERFORMANCE WARRANTY CLAIMS PROCEDURE**

You may make a claim under the Performance Warranty immediately after the failure of an EPA approved emissions test. You must provide proof of this failure when making your claim.

You will be told whether Infiniti will honor your claim within 30 days of the date you make the claim unless a shorter time period is required by law. If your claim is denied, Infiniti will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you. The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Infiniti retailers.

No claim will be denied under the Performance Warranty because you use a non-Infiniti certified part but EPA certified part for maintenance or repair.

## MAINTENANCE SERVICE AND REPLACEMENT PARTS

Important information concerning maintenance service and replacement parts is on page 17 of this booklet.

## MAINTENANCE RECORDS

Receipts covering the performance of regular maintenance should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

## IF YOU HAVE QUESTIONS

You may obtain further information concerning these warranties by following the procedure outlined in the "INFINITI OWNER SATISFACTION & ASSISTANCE" section of this booklet. In the case of the Performance Warranty, you may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460.

## OTHER OBLIGATIONS

Infiniti does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

## WARRANTY PARTS LIST

- Fuel injection system
- Engine control module/onboard diagnostic device
- Oxygen sensor(s)
- Mass air flow sensor
- Intake manifold
- Throttle body
- Catalytic converter(s)
- Exhaust manifold
- Exhaust tube from manifold to catalytic converter
- Front exhaust tube with catalytic converter
- Camshaft position sensor(s)
- Crankshaft position sensor(s)
- Spark plugs, ignition coils and wires
- Evaporative emission control system
- Fuel filler neck restrictor and check valve
- Fuel tank and filler cap
- Positive crankcase ventilation system
- Exhaust manifold with catalytic converter permanently attached
- Intake manifold collector
- Exhaust gas recirculation (EGR) control system
- Hoses, clamps, fittings, tubing, sealing gaskets or devices, and mounting hardware used in above systems

- Vacuum and temperature sensitive valves and switches used in above systems
- Electronic sensors and controls used in above systems

**The Emission Performance or Defect Warranty may be subject to future governmental administrative action. Infiniti reserves the right to change the terms of the warranty to be consistent with these actions. See your retailer for information regarding possible changes.**

The following statement is required to be provided by regulations of the California Air Resources Board.

## **YOUR WARRANTY RIGHTS AND OBLIGATIONS**

The California Air Resources Board is pleased to explain the emission control system warranty on your 2019 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Infiniti<sup>2</sup> must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Infiniti will repair your vehicle at no cost to you including diagnosis, parts and labor.

<sup>1</sup> These warranties apply to all 2019 Infiniti vehicles sold for registration as new vehicles in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, or Washington only.

<sup>2</sup> Infiniti indicates Infiniti Division of Nissan North America, Inc., P.O. Box 685003, Franklin, Tennessee, 37068-5003, which distributes Infiniti vehicles in the United States.

## **MANUFACTURER'S WARRANTY COVERAGE**

For 4 years or 60,000 miles (whichever occurs first):

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Infiniti to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
2. If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Infiniti. This is your short-term emission control system **DEFECTS WARRANTY**.

For 7 years or 70,000 miles (whichever occurs first):

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Infiniti. This is your long term emission control system **DEFECTS WARRANTY**.

## **OWNER'S WARRANTY RESPONSIBILITIES**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual. Infiniti recommends that you retain all receipts covering maintenance on your vehicle, but Infiniti cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to an Infiniti retailer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Infiniti may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Infiniti's Consumer Affairs Department at 1-800- 662-6200 or the California Air Resources Board at 9528 Telstar Avenue, El Monte CA 91731.

The following is Infiniti's<sup>1</sup> new vehicle emission control warranty statement for vehicles certified for sale in California and sold for registration as a new vehicle in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, or Washington only.

## EMISSIONS DEFECTS WARRANTY

### WHAT IS COVERED

Infiniti<sup>1</sup> warrants that your vehicle was designed, built and equipped to conform with all applicable requirements of the California Air Resources Board. This warranty covers any part which affects applicable regulated emission(s).

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED."

### HOW LONG IS THE WARRANTY

This warranty is for 4 years or 60,000 miles, whichever occurs first. Additionally, the components listed under the caption "Long-Term Emission System Defects Warranty Parts List" are covered for 7 years or 70,000 miles, whichever occurs first, except that the catalytic converter(s) and engine control module (ECM) are warranted for 8 years or 80,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Some items require scheduled replacement before 60,000 miles. These items are warranted only up to the replacement interval. The replacement intervals are outlined in the maintenance instructions in your Owner's Manual.

<sup>1</sup> Infiniti indicates Infiniti Division of Nissan North America, Inc., P.O. Box 685003, Franklin, Tennessee, 37068-5003, which distributes Infiniti vehicles in the United States.

## LONG-TERM EMISSION SYSTEM DEFECTS WARRANTY PARTS LIST

	Crankshaft Position Sensor	EGI Wiring Harness	Exhaust Manifold	Front Exhaust Tube	Fuel Injector	Fuel Pressure Sensor	Fuel Tank	Fuel Tube Assembly	High-Pressure Fuel Pump	Injector Fuel Tube	Intake Manifold	Intake Manifold Collector	Knock Sensor	Oxygen Sensor, Rear	Thermostat	Throttle Body	Torque Converter Drive Plate	Turbocharger	VCR Actuator Assembly	VTC Electronic Actuator	VTC Oil Control Valve	Water Bypass Control Valve	Catalytic Converter <sup>o</sup>	Engine Control Module <sup>o</sup>	Exhaust Manifold with Catalytic Converter <sup>o</sup>	Front Exhaust Tube with Catalytic Converter <sup>o</sup>
Q50 2.0L	X	X			X		X		X		X	X	X			X		X			X		X			
Q50 3.0L		X					X				X	X	X	X		X		X					X	X		X
Q60 2.0L	X	X			X		X		X		X	X	X			X		X			X		X	X		
Q60 3.0L		X					X				X	X	X	X		X		X					X	X		X
Q70 3.7L		X		X			X				X		X			X	X						X	X		
Q70 5.6L		X					X				X		X			X	X							X	X	X
QX30		X			X		X		X	X	X	X	X		X	X		X			X		X	X		
QX50		X			X	X	X		X		X		X			X	X	X	X			X		X	X	X
QX60		X	X				X	X					X			X	X			X			X	X		
QX80		X					X				X					X								X	X	

For information on additional models, please see your Infiniti dealer for details

<sup>o</sup>Long Term Federal Emission Parts covered for 96 months or 80,000 miles.



## EMISSIONS PERFORMANCE WARRANTY

### WHEN DOES THIS WARRANTY APPLY

This warranty applies to your 2019 Infiniti vehicle only if it fails to pass a California "smog check" test or equivalent.

### WHAT IS COVERED AND FOR HOW LONG

Infiniti warrants that if your vehicle fails to pass a California "smog check" test, it will make the necessary repairs so that your vehicle will pass. This warranty is for 4 years or 60,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or the date it is first put in to service, whichever is earlier.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED".

### WHAT IS NOT COVERED

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emission control maintenance instructions of your Owner's Manual.
2. Failures directly as a result of:
  - Lack of performance of required emission control maintenance as outlined in your Owner's Manual.
  - Misuse, accident or modification.

- Improper adjustment or installation of parts during the performance of maintenance (non-warranty) services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - Fuel, fluids, or lubricants that are contaminated or that do not meet the specification as outlined in your Owner's Manual.
3. In the case of the Performance Warranty, the use of any non-Infiniti part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
  4. In the case of the Defects Warranty, parts not supplied by Infiniti or damage to other parts caused directly by non-Infiniti parts.
  5. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing a California "smog check" test if such failure is found not to be covered.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES - LIMITATIONS OF DAMAGES

These emissions warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.

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. These warranties give 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 connection with this vehicle.

## WHAT YOU MUST DO

In order to obtain warranty service you must deliver the vehicle to any authorized Infiniti retailer in the United States at your expense. You are responsible for the required maintenance on your vehicle as outlined in the maintenance instructions in your Owner's Manual. Infiniti recommends that you retain all receipts covering maintenance on your vehicle, but Infiniti cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

## WHAT INFINITI WILL DO

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

## OTHER WARRANTY TERMS

### PERFORMANCE WARRANTY CLAIMS PROCEDURE

You may make a claim under the Performance Warranty immediately after the failure of a "smog check" test. You must provide proof of this failure when making your claim in order to avoid additional "smog check" test charges.

You will be told whether Infiniti will honor your claim within 30 days of the date you make the claim, unless a shorter time period is required by law. If your claim is denied, Infiniti will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you.

The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Infiniti retailers.

No claim will be denied under the Performance Warranty because you use a certified part for maintenance or repair.

### MAINTENANCE SERVICE AND REPLACEMENT PARTS

Important information concerning maintenance service and replacement parts is on page 17 of this booklet. No warranty claim will be denied solely because a non- Infiniti part was used for maintenance or repair.

### CALIFORNIA VEHICLE INSPECTION PROGRAM

Under this program, if your vehicle fails a "smog check" test, you may choose to have diagnosis of the failure and repairs made at an Infiniti retailer or at another service facility. If the inspection failure is the result of a condition covered by these warranties, you must take your vehicle to an Infiniti retailer for warranty repairs. This includes parts, labor and diagnosis. You must pay for diagnostic costs if performed at another service facility except in the case of emergency repairs as outlined below.

You must pay for all diagnostic and repair costs of an inspection failure as required by law if the failure was caused by conditions not covered by these warranties. If the failure is the result of a combination of conditions, you must pay for only the diagnostic and repair costs related to items not covered by these warranties.

After the 4 years/60,000 mile performance warranty has passed, a "smog check" test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered.

### EMERGENCY REPAIRS

In case of an emergency, when an authorized Infiniti retailer is not reasonably available, warranty repairs may be performed at any service facility or by the owner using any replacement parts. Infiniti will reimburse you for such repairs, including diagnosis, up to the amount of Infiniti's suggested retail price for parts and labor charges based on Infiniti's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. A part not being available or a repair not being complete within 30 days also constitutes an emergency. You must take the replaced part and paid receipts to an authorized Infiniti retailer for repayment in such emergency situations.

(Continued on next page)

## MAINTENANCE RECORDS

Receipts covering the performance of regular maintenance are not required but should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

## IF YOU HAVE QUESTIONS

You may obtain further information concerning these warranties by following the procedure outlined in the "INFINITI OWNER SATISFACTION & ASSISTANCE" section of this booklet. You may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460 or the Chief, Mobile Source Division, Air Resources Board, 9528 Telstar Ave., El Monte, CA. 91731.

## OTHER OBLIGATIONS

Infiniti does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

The Emission Warranty for 2019 vehicles certified for sale in California may be subject to future administrative or judicial action. As a result, this warranty may be changed. Infiniti will make those changes required by future law, regulation, or judicial or administrative action. In addition, Infiniti reserves the right to change the terms of the warranty to be consistent with these actions.

## RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS

To assure best results and to maintain the original quality built into the emission control systems, it is recommended that parts and accessories supplied by Infiniti for use on Infiniti vehicles be used when servicing or repairing the systems.

THE WARRANTY OBLIGATIONS ARE NOT DEPENDENT UPON THE USE OF ANY PARTICULAR BRAND OF REPLACEMENT PARTS AND THE OWNER MAY ELECT TO USE NON-GENUINE INFINITI PARTS FOR REPLACEMENT PURPOSES.

The use of replacement parts which are not equivalent to genuine Infiniti parts may reduce the effectiveness of the emission control system.

Therefore, if it becomes necessary to use other than genuine Infiniti parts, the owner should assure himself that such parts are warranted by their manufacturer to be equivalent in quality to genuine Infiniti parts.

MAINTENANCE, REPLACEMENT OR REPAIR OF THE EMISSION CONTROL DEVICES AND SYSTEMS MAY BE PERFORMED BY ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR INDIVIDUAL USING ANY EQUIVALENT REPLACEMENT PART.

HOWEVER, UNLESS OTHERWISE AUTHORIZED BY LAW, WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED INFINITI RETAILER.

The emission standards may be satisfied by having the vehicle inspected periodically and by following the requirements outlined in the Emission Control System Maintenance Schedules in your Owner's Manual.

## WHO IS THE WARRANTOR

Infiniti<sup>1</sup> warrants all parts of your 2019 Infiniti vehicle seat belt system supplied by Infiniti.

## WHAT IS COVERED AND FOR HOW LONG

This warranty covers any seat belt or related component, supplied by Infiniti for use on Infiniti vehicles, that fails to function properly during normal use within ten (10) years of the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier. Warranty repairs are free of charge for parts and labor.

## WHAT IS NOT COVERED

- Damage or failure due to misuse, alteration, accident or collision damage. (Proper use is outlined in your Owner's Manual.)
- Color fading, spotting or other cosmetic items when the belt is otherwise functioning properly.
- Airbags and related electronic control systems which are covered by the Powertrain warranty.

## OBTAINING WARRANTY SERVICE

You must take the vehicle to an authorized Infiniti retailer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Infiniti retailers are listed in telephone directories.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES - LIMITATIONS OF DAMAGES THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF THE USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.**

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 connection with this vehicle.

## WHAT IS COVERED

Infiniti<sup>2</sup> warrants to correct defects in materials or workmanship in all genuine Infiniti replacement parts, and Genuine Infiniti accessories, distributed by Infiniti division of Nissan North America, Inc. in the United States, installed and used on Infiniti (if an appropriate use and application of the part or accessory) vehicles only, except as described under the caption below, "WHAT IS NOT COVERED."

This warranty covers any repairs needed to correct defects in materials or workmanship. Bedliners will be repaired to commercially accepted standards subject to the conditions and limitations listed in "WHAT IS NOT COVERED."

## HOW LONG IS THE WARRANTY

Except for replacement audio components, this warranty is for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. However, the warranty on Genuine Infiniti replacement parts, and Genuine Infiniti accessories installed in an Infiniti vehicle while the vehicle is covered by a Infiniti warranty, which would have covered the part had it been installed in the vehicle at manufacture will not end before the end of that warranty.

## REPLACEMENT AUDIO COMPONENTS

A replacement Radio, Tape Deck, Amplifier, Navigation, Bluetooth, control unit, or Compact Disc Player/Auto Changer supplied by Infiniti is covered for 12 months from the time of installation or the balance of the Basic Vehicle Warranty as it applies to audio components, whichever is greater.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES - LIMITATIONS OF DAMAGES

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

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 connection with this vehicle.

<sup>1</sup> Actual warranty is provided by the retailer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

<sup>2</sup> Infiniti indicates Infiniti Division of Nissan North American, Inc., P.O. Box 685003, Franklin, TN 37068-5003, which distributes and provides consumer services for Infiniti vehicles in the United States.

## WHAT IS NOT COVERED

This warranty does not cover:

1. Tires or batteries. These items are covered by separate warranties.
2. Normal maintenance service and parts replacement as outlined in the maintenance schedule of your Owner's Manual.
3. Damage or failures of parts resulting from:
  - Misuse (your Owner's Manual is your guide to proper use).
  - Accident, theft, fire, driving through water resulting in engine water ingestion.
  - Chemical fallout, tree sap, salt, sand, hail, flood or other environmental conditions
  - Modification or improper repair of the part or of the vehicle in which the part is installed.
  - Use of parts not equivalent in quality or design to parts supplied by Infiniti.
  - Lack of performance of required maintenance services as outlined in your Owner's Manual.
  - Use of improper or dirty fuel, fluids or lubricants.
  - Normal wear and tear, including dings, dents, chips or scratches.

4. Salvage Title. This warranty does not cover damage, failures or corrosion to any Infiniti replacement part, or Genuine Infiniti or Infiniti Accessory, installed in the vehicle, if the vehicle is issued a "salvage" or similar title including, but not limited to junk, scrap, rebuilt, or flooded titles, under any state's law. This exclusion does not extend to new Genuine Infiniti replacement parts, Genuine Infiniti accessories, or Infiniti Performance Parts installed in/on an Infiniti vehicle after the issuance of a "salvage" or similar title.
5. Infiniti Performance Parts sold through Infiniti/Nissan Motorsports Group are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable law, in which case the warranty provided is the minimum required by law.

## WHAT YOU MUST DO

In order to obtain warranty service you must deliver the warranted part or accessory, or the vehicles, on which the part or accessory is installed, to an authorized Infiniti retailer in the United States or Canada at your expense with proof of purchase (parts invoice or service repair order from an authorized Infiniti retailer). The names and addresses of authorized Infiniti retailers are listed in telephone directories.

You must also pay for labor charges to remove and replace the part or accessory if it was not originally installed on your vehicle by an authorized Infiniti retailer.

## WHAT INFINITI WILL DO

If the part or accessory to be repaired was originally installed by an authorized Infiniti retailer, it will be removed and reinstalled after repair at no charge for parts and labor. If the part or accessory was not installed by an authorized Infiniti retailer, the part or accessory will be repaired or exchanged only. Any needed parts replacement will be made using Genuine Infiniti or Infiniti approved new or remanufactured parts. Infiniti reserves the right to make changes at any time, without notice, to production and service parts in their specifications, colors, and materials, including those used in connection with warranty repairs. For this reason, when approved by Infiniti and at Infiniti's discretion, functionally equivalent replacement parts may be used that do not exactly match the original production part.

<sup>1</sup> Actual warranty is provided by the retailer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

Infiniti<sup>2</sup> warrants to the Original Repairing Vehicle Owner and subsequent owners of the vehicle that Infiniti will either repair or replace the Genuine Infiniti Outer Sheet Metal Replacement Panels you install or have installed on your Infiniti vehicle should the purchased panels develop inside out rust-through corrosion perforation. Replacement sheet metal panels must be installed on vehicles owned and operated in the United States and Canada.

Infiniti warrants that the replacement and refinishing of panels will be carried out at no cost subject to the limitations and exclusions listed below under the heading "WHAT IS NOT COVERED".

### WHAT IS NOT COVERED

This warranty becomes void when damage results from:

1. Accidents, collision, faulty installation, or any alteration to the panel, panels, or vehicle that could be reasonably expected to affect the performance of the covered panel.
2. Environmental conditions, such as hail, lightning, or acid rain.
3. Vehicle neglect, abuse, or use of the vehicle for unintended purposes.

4. Stone chips, scratches, or other paint damage that lead to surface rust damage.
5. Cleaning and polishing chemicals, and solvents, including improper undercoating, or other rust prevention materials.

### WHAT YOU MUST DO

The purchaser must present the original receipts and/or repair orders to an Infiniti retailer in order to invoke this warranty.

The retailer will then validate and verify warranty coverage prior to authorization for replacement or repair of the panels.

### WHAT INFINITI WILL DO

Infiniti will pay for the cost of the repair, including parts, labor, paint, and supplies necessary to repair or replace and refinish the panels purchased.

The repair may be completed at an authorized Infiniti retailer's collision repair shop or an independent collision repair shop that will install Genuine Infiniti replacement parts. Whether an Infiniti retailer collision repair shop or independent collision repair shop completes the repair, only authorized Infiniti retailer personnel or authorized Infiniti personnel can approve a repair or replacement under this warranty.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES - LIMITATIONS OF DAMAGES

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

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 connection with this vehicle.

<sup>1</sup> Actual warranty is provided by the dealer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

<sup>2</sup> For purposes of this warranty, Infiniti indicates Infiniti Division of Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003, which distributes Infiniti vehicles in the United States.



## WHAT IS COVERED?

Infiniti<sup>2</sup> warrants your Genuine Infiniti Replacement Battery as described below except as stated under "What is not covered?"

This warranty covers defects in materials and workmanship.

## HOW LONG IS THE WARRANTY AND WHAT WILL INFINITI DO

If your battery becomes unserviceable within the first 24 months of service Infiniti will replace your battery, including labor, without charge, providing the battery was originally installed in your vehicle by an authorized Infiniti retailer.

If the battery becomes unserviceable after 24 months of use, Infiniti will provide a replacement battery at a reduced price, charging only for the portion of the life of the battery actually used. This is called a "pro-rata adjustment". You will be responsible for all labor charges for the replacement of the battery.

This warranty and the "pro-rata adjustment" end 84 months after the date of the battery's purchase or installation, whichever is earlier.

## WHAT IS NOT COVERED?

This warranty does not cover:

1. Damage or failure resulting from:
  - Accident, theft, fire or freezing.
  - Misuse of the battery or vehicle in which it is installed, including the use in applications for which the battery was not designed. Proper use is described in the vehicle's Owner's Manual.
  - Improper installation or battery charging.
  - Vehicle electrical malfunctions not covered by your New Vehicle Limited Warranty.
  - Modification or improper repair of the vehicle or a part of the vehicle.
  - Use of parts not equivalent in quality or design to parts supplied by Infiniti or Infiniti.
  - Environmental conditions, including, but not limited to flood, and salt spray or salt water.
2. Normal maintenance service and recharging of discharged batteries.
3. Batteries in service more than 84 months.

4. Salvage Title. This warranty does not cover damage, failure, or corrosion to any Genuine Infiniti battery installed in the vehicle, if the vehicle is issued a "salvage" or similar title unless state law expressly states otherwise. (This exclusion does not extend to a new Genuine Infiniti battery installed in the vehicle after the issuance of a "salvage" or similar title).

## WHAT YOU MUST DO

In order to obtain warranty service, you must deliver the warranted battery or the vehicle in which the battery is installed to an authorized Infiniti retailer in the U.S. or Canada at your expense, with proof of purchase (parts invoice or service repair order from an authorized Infiniti retailer). The names and addresses of authorized Infiniti retailers are listed in telephone directories or [Infiniti.com](http://Infiniti.com).

If the "pro-rata adjustment" applies, you must pay for the portion of the 84 month warrantable life that you actually used. The amount you pay is computed in two steps. First, the client pay percentage is determined from the chart shown below based upon the months of actual battery service.

<sup>1</sup> Actual warranty is provided by the dealer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

<sup>2</sup> For purposes of this warranty, Infiniti indicates Infiniti Division of Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003, which distributes Infiniti vehicles in the United States.

Months in Service	Client Pay Percentage
0-24	0%
25-32	25%
33-50	50%
51-84	75%

Second, the current suggested retail price of the new battery is multiplied by the client pay percentage. For example, should the battery fail after 40 months of service you would pay 50% of the suggested retail price of the new battery.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS EXTRA EXPENSES- LIMITATIONS OF DAMAGES.**

This warranty does not cover incidental or consequential damages such as, but not limited to, loss of wages or loss of use of the vehicle, inconvenience, or commercial loss.

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, 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 connection with this vehicle.

## ORIGINAL EQUIPMENT PASSENGER AND LIGHT TRUCK TIRES INCLUDING RFT TIRES WITH RUN-FLAT TECHNOLOGY

### ELIGIBILITY

This Limited Warranty covers BRIDGESTONE and FIRESTONE brand passenger and light truck tires, including RFT and temporary spare tires, originally installed by the vehicle manufacturer on a new vehicle. You are covered under the terms of this Limited Warranty if the tire was produced after July 4, 2004 (DOT serial 2704 or later) and has been used only on the vehicle on which it was originally installed in non-commercial service.

### WHAT IS WARRANTED AND FOR HOW LONG

Before wearing down to 2/32 inch (1.6 mm) remaining original tread depth (i.e. worn down to the top of the built-in indicators in the tread grooves) and within 6 years from the date of purchase (proof of purchase date required; without proof of purchase date, then within 6 years from the date of tire manufacture), for any reason other than those excluded in the section entitled "What This Limited Warranty Does Not Cover," any eligible tire that becomes unusable for any reason within the manufacturer's control will be replaced with an equivalent new tire on the basis set forth in this Limited Warranty.

### WHAT THE WARRANTY DOES NOT COVER

This Limited Warranty does not cover the following:

1. Tire damage or irregular wear due to:
  - A. **Road hazards**, including, without limitation: Puncture, cut, impact break, stone drill, bruise, bulge, snag, etc.
  - B. **Improper use or operation**, including, without limitation: Improper inflation pressure, overloading, tire/wheel spinning, use of an improper wheel, tire chain damage, misuse, misapplication, negligence, tire alteration, or for racing or competition purposes.
  - C. **Insufficient or improper maintenance**, including, without limitation: Failure to rotate tires as recommended in this manual, wheel misalignment, worn suspension components, improper tire mounting or demounting, tire/wheel assembly imbalance, or other vehicle conditions, defects, or characteristics.
  - D. **Contamination or degradation** by petroleum products or other chemicals, fire or other externally generated heat, or water or other material trapped inside the tire during mounting or inflation.
  - E. **Improper repair**. Improper repair voids this Limited Warranty.

F. For RFT tires only, improper run-flat or low tire pressure operation, including, without limitation: Exceeding speed, distance, or other run-flat/low pressure operation limitations.

2. Rapid tread wear or wear-out. Original equipment tires have no mileage warranty.
3. Weather/ozone cracking after 4 years from date of tire manufacture.
4. Ride disturbance or vibration after 1/32 inch (0.8 mm) of tread wear use.
5. Tires with sealant, balance, or other filler material that was not originally applied or inserted by the tire manufacturer.
6. Tires used in commercial service.
7. Tires purchased and normally used outside the United States and Canada.
8. The cost of applicable federal, state, and local taxes.
9. Failure to follow any of the safety and maintenance recommendations or warnings contained in this manual.

This Limited Warranty is in addition to and/or may be limited by any other applicable written warranty you may have received concerning special tires or situations.

**REPLACEMENT PRICE**

Radial passenger and light truck tires adjusted under this Limited Warranty will be replaced free of charge during the first 25% of tread wear or within 12 months from the date of purchase (proof of purchase date required; without proof of purchase date, then within 12 months from the date of tire manufacture), whichever occurs first. During the free replacement period, mounting and balancing are included free of charge.

To determine the replacement price after the free tire replacement period, the percent of used tread wear is multiplied by the current selling price for the replacement tire(s). The appropriate taxes, mounting, balancing, disposal fee, and other service charges may be added to the adjustment replacement price.

In Canada, the tire will be adjusted at retailers (subject to retailer discretion) at a predetermined "Adjustment Price."

**REPLACEMENT WARRANTY**

If you receive a replacement tire under this Limited Warranty, it will be covered by the manufacturer's warranty, if any, given on that tire at that time.

**WHERE TO GO**

Tire adjustments under this Limited Warranty will only be made at an authorized Bridgestone Firestone retailer. Consult a phone directory (often listed in the Yellow Pages under "Tire Retailers" or the internet at [www.bridgestonetire.com](http://www.bridgestonetire.com) for the location nearest you.

**CONSUMER RIGHTS**

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or in Canada from province to province.

**CONDITIONS AND EXCLUSIONS**

To the extent permitted by law, Bridgestone Firestone North American Tire, LLC disclaims all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose and any liability for incidental, consequential damages, loss of time, loss of vehicle use or, inconvenience. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty applies only to consumers actually using the tire in the United States and Canada. For warranty conditions outside the United States and Canada, see your local Bridgestone Firestone distributor.

Obligations under this policy may not be enlarged or altered by anyone.

In accordance with Federal Law, this Limited Warranty has been designated as a "Limited Warranty." Nothing in this Limited Warranty is intended to be a representation that tire failures cannot occur. This Limited Warranty is given in the United States by Bridgestone Firestone North American Tire, LLC, 535 Marriott Dr., Nashville, TN 37214 and in Canada by Bridgestone Firestone Canada Inc., 5770 Hurontario St., Suite 400, Mississauga, Ontario, Canada L5R 3G5.

**OWNER'S OBLIGATIONS**

In order to keep this Limited Warranty valid, we require you to have your tires regularly inspected and rotated per the vehicle Owner's Manual and to furnish proof of same in order to receive an adjustment. Such proof should show the date, mileage, and servicing location. A sales receipt containing this information will suffice. It is your obligation to maintain proper tire inflation pressures as specified by the vehicle manufacturer and to operate the vehicle within tire/vehicle load capacity and speed limitations. It is also your obligation to maintain proper wheel alignment and tire/wheel assembly balance. To request an adjustment, you must present the tire to an authorized Bridgestone Firestone retailer. Complete and sign the client section of the Bridgestone Firestone North American Tire, LLC Limited Warranty adjustment form and pay appropriate replacement price, taxes, disposal fee, and service charges, if any.

**(Continued on next page)**

**ARBITRATION**

You and Bridgestone Firestone North American Tire, LLC agree that all claims, disputes, and controversies between you and it, including any of its agents, employees, successors, or assigns, arising out of or in connection with this Limited Warranty, or any other warranties, express or implied, including a failure of warranty and the validity of this arbitration clause, but excluding claims for personal injury or property damage, shall be resolved by binding arbitration between you and it, according to the formal dispute resolution procedures of the National Arbitration Forum, under the Code of Procedure then in effect. This arbitration will be conducted as a document hearing. If you request any procedures beyond a document hearing, you will be responsible for all fees, including filing and administrative fees, above and beyond the fees required for document hearings. The arbitration between you and Bridgestone Firestone North American Tire, LLC shall not include any other clients, be combined or consolidated in any fashion with arbitrations involving other clients, or proceed in any form of class action in which the claims of numerous clients are considered together. Any award of the arbitrator(s) may be entered as a judgment in any court of competent jurisdiction. The arbitrators will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. Information may be obtained and claims

may be filed at any office of the National Arbitration Forum or at P.O. Box 50191, Minneapolis, MN 55405.

**THE WARRANTOR**

The warrantor of Bridgestone and Firestone tires is: Bridgestone Firestone North American Tire LLC 535 Marriott Dr. Nashville, TN 37214 Please contact Bridgestone Firestone for a copy of their "Tire Maintenance, Safety and Warranty Manual."

For Client Assistance:

1-800-847-3272

**SAFETY INFORMATION**

Any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading, or other conditions resulting from use or misuse. Tire failure may create a risk of serious personal injury or property damage. To reduce risk of tire failure, we strongly recommend you read and follow all safety information contained in the Important Tire Safety Information section contained in this booklet, the tire placard in the vehicle or the Owner's Manual.

## HIGHWAY AUTO AND LIGHT TRUCK TIRE REPLACEMENT AND ADJUSTMENT POLICY (EXCLUDES GOODYEAR UNISTEEL® RADIAL LIGHT TRUCK TIRES)

### WHO IS ELIGIBLE?

You are eligible for the benefits of this Limited Warranty if you meet all the following criteria:

- You are the owner or authorized agent of the owner of new Goodyear or Dunlop highway auto or light truck tires supplied as Original Equipment on your vehicle.
- Your tires bear Department of Transportation prescribed tire identification numbers.
- Your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer or Goodyear's recommendations.
- Your tires were purchased on or after September 1, 2012.

Light truck tires are defined as all tires identified with the "LT" designation in the sidewall stamping.

### WHAT IS COVERED AND FOR HOW LONG?

#### FREE TIRE REPLACEMENT

Any new Goodyear or Dunlop highway radial auto or radial light truck tire, covered by this policy, removed from service due to a covered warranty condition during the first 2/32" of

usable treadwear or twelve months from date of purchase, whichever comes first, will be replaced with a comparable new Goodyear or Dunlop tire at no charge, including mounting and balancing. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

#### ALL OTHER HIGHWAY AUTO OR LIGHT TRUCK TIRES

Any new Goodyear or Dunlop highway auto or light truck tire, other than radial auto, radial light truck tires, removed from service due to a covered warranty condition during the first 1/32" of usable treadwear will be replaced with a comparable new Goodyear or Dunlop tire at no charge, including mounting and balancing.

#### TEMPORARY SPARE TIRES

Any Goodyear or Dunlop temporary spare tire removed from service due to a covered warranty condition during the first 50% of usable treadwear (1/32") will be replaced with a comparable new Goodyear or Dunlop temporary spare tire at no charge, including mounting.

#### PRORATED ADJUSTMENT

Tires not eligible for free replacement that are removed from service due to a covered warranty condition will be replaced with a comparable new Goodyear or Dunlop tire on a prorated basis for up to six (6) years from the date of original new tire purchase or when the

treadwear indicators become visible (worn to 2/32"), whichever occurs first. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

### HOW WILL PRORATED CHARGES BE CALCULATED?

Replacement price will be calculated by multiplying the tire's advertised retail selling price at the time of adjustment by the percentage of usable original tread that has been worn off. You pay for mounting and balancing, and an amount equal to the current Federal Excise Tax (F.E.T. - U.S. only) any other applicable taxes and government-mandated charges.

**EXAMPLE:** If your disabled tire had an original 8/32" of usable treadwear and is worn to 4/32" usable tread remaining, you have used 50%, and therefore must pay 50% of the advertised retail selling price of the comparable tire.

In addition, you must pay an amount equal to the full current Federal Excise Tax (U.S. only) or any other applicable taxes and government-mandated charges for the comparable new replacement tire at the time of adjustment. If the price of the new comparable tire is \$80, the cost to you would be \$40 plus F.E.T. (U.S. only) plus any other applicable taxes and government-mandated charges.

## WHAT IS A COMPARABLE TIRE?

A "comparable" new Goodyear or Dunlop tire will be the same brand tire and may either be the same line of tire or, in the event that the tire is not available, the same brand tire with the same basic construction and quality with a different sidewall or tread configuration. If a higher priced tire is accepted as replacement, the difference in price will be at an additional charge to you.

Any replacement tire provided pursuant to this warranty will be covered by the Goodyear or Dunlop warranty in effect at the time of replacement.

## ADDITIONAL PROVISIONS

A tire has delivered its full original tread life and the coverage of this limited warranty ends when the treadwear indicators become visible (worn to 2/32"), or six (6) years from the date of new tire purchase, whichever occurs first. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

## LIMITATIONS

This limited warranty is applicable only in the United States and Canada.

## WHAT IS NOT COVERED BY THIS WARRANTY?

This limited warranty does not cover the following:

- Tires submitted for ride disturbance complaints that are worn beyond the first

two thirty-seconds of an inch (2/32") tread depth or tires submitted for ride disturbance due to damaged wheels or any vehicle condition.

- Goodyear & Dunlop do not warrant or give credit in any adjustment transaction for any kind of material added to a tire (e.g., tire fillers, sealants, balancing substances) after the tire leaves a factory producing Goodyear or Dunlop tires, nor will it adjust any tire that has failed as a result of adding such material.
- Irregular wear or damage due to mechanical condition of the vehicle, improper inflation, overloading, high speed spin-up, misapplication, misuse, negligence, racing, use of tire chains, improper mounting or demounting, improper repair, wreck, collision or fire.
- Road hazards (includes, but not limited to, punctures, cuts, snags, impact breaks, etc.).
- Any tire that, after leaving a factory producing Goodyear or Dunlop tires, has been intentionally altered to change its appearance (e.g., white inlay on a black tire or regrooved).
- Tires with weather-cracking that were purchased more than four (4) years prior to presentation for adjustment or, if purchase date cannot be verified, manufactured more than four years prior to presentation for adjustment.
- Tires removed from service due to improper repairs.

- Temporary spare tires used on vehicles used in racing and on passenger cars in special applications such as police pursuit service.
- Goodyear Unisteel Commercial Radial Light Truck Tires.
- Loss of time, inconvenience, loss of vehicle use, incidental or consequential damages.
- Tires supplied as Original Equipment are not eligible for any tread life warranty consideration.
- Cosmetic weather checking.
- Lowtire pressure-monitoring system - refer to vehicle manufacturer's warranty.

## WHAT ARE YOUR LEGAL RIGHTS?

No Representative or Dealer has authority to make any representation, promise, or agreement on behalf of Goodyear or Dunlop except as stated herein.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. Under no circumstances is this warranty a representation that a tire failure cannot occur.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state or province to province.

DISCLAIMER: THIS WARRANTY IS IN LIEU OF, AND GOODYEAR HEREBY DISCLAIMS, ANY AND ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND IS MADE BY GOODYEAR OR SHALL BE IMPLIED BY LAW.

LIMITATION OF DAMAGES: IN NO EVENT AND UNDER NO CIRCUMSTANCE SHALL GOODYEAR BE LIABLE TO THE BUYER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, LOST PROFIT, LOSS OF BUSINESS, LOSS OF GOODWILL OR REPUTATION, PUNITIVE OR OTHER DAMAGE, COST (INCLUDING FOR REPLACEMENT TRANSPORTATION), EXPENSE OR LOSS OF ANY KIND. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### HOW DO YOU OBTAIN AN ADJUSTMENT?

A. You must present the tire to be adjusted to an authorized Goodyear or Dunlop service facility. Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company, Goodyear Dunlop Tires North America, Ltd. or Goodyear Canada Inc.

- B. You must pay for taxes and any additional services you order at the time of adjustment plus any additional service that may be unique to your application, e.g. Tire Pressure Monitoring System.
- C. You must submit your claim on an approved claim form supplied by an authorized Goodyear or Dunlop service facility. The form must be filled out completely and signed, where you the owner or your authorized agent presented the tire for adjustment.

### SAFETY WARNINGS

Property damage, serious injury or death may result from:

- **TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING/MISAPPLICATION.**  
Follow the vehicle Owner's Manual or tire placard in vehicle.
- **TIRE FAILURE DUE TO IMPACT DAMAGE/IMPROPER MAINTENANCE.**  
Tires should be inspected regularly by a qualified technician for signs of damage, such as punctures or impacts.
- **TIRE FAILURE DUE TO IMPROPER REPAIRS.**  
See Rubber Manufacturer's Association (RMA) established repair procedures at [www.rma.org](http://www.rma.org) and/or go to [www.goodyear.com](http://www.goodyear.com) for information on proper repair procedures.

- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING.**

Only specially-trained persons should mount tires. When mounting tires, use safety cage and clip-on extension air hose to inflate.

- **FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.**
- **FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DEMOUNTING.**
- **TIRE SPINNING.**

On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph (55 kph), as indicated on the speedometer.

- **EXCESSIVE WHEEL SPINNING.**

This can also result in tire disintegration or axle failure.

WARNING: Vehicle handling, traction, ride comfort and other performance parameters may be significantly affected by a change in tire size or type. Before replacing tires, always consult and follow the vehicle Owner's Manual because some vehicle manufacturers prohibit changing tire size. When selecting tires that are different from the original equipment size make certain: (1) The tires have adequate load carrying capacity based on the vehicle placard, (2) The tires have sufficient inflation pressure to carry the load and (3) There is proper clearance with no interference points between the tire and vehicle. The consumer must be aware to always drive safely and obey all traffic laws. Avoid sudden, sharp turns or

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lane changes. Failure to follow any of these warnings may result in loss of control of the vehicle, leading to an accident and serious injury or death.

## TIRE CARE AND MAINTENANCE GUIDE

The easiest way to help ensure satisfactory mileage and performance from your Goodyear or Dunlop tires is to give them a simple but frequent (at least monthly) inspection for proper inflation, even treadwear, and the presence of any damage.

## DO MAINTAIN PROPER INFLATION PRESSURE IN YOUR TIRES

Proper inflation pressure is necessary for optimum tire performance, safety and fuel economy. Check inflation pressures at least once a month and before long trips. Use an accurate tire pressure gauge. Always check pressures when the tires are cold (when the vehicle has been driven less than one mile). If you must check inflation when the tires are hot, add 4 psi (27 kPa) to the recommended cold inflation pressure. It is difficult to tell just by looking at radial tires whether they are underinflated.\*

Furthermore, when operating a vehicle equipped with radial tires, it is difficult to notice when a tire has gone flat or nearly flat since the "feel" of the vehicle does not change significantly.

**\*Evidence of air loss or repeated underinflation always requires expert inspection to determine the source of leakage and tire removal to determine repairability.** To avoid injury, NEVER attempt to reinflate a tire that has been run severely underinflated.

Progressive air loss may result from punctures, cuts, curbing, impacts or partial bead unseating. Some fitment causes for air loss are (1) incomplete bead seating, (2) bead tearing caused by a machine tool due to insufficient lubrication or improper adjustment, (3) leaking valve core or rubber valve components should be replaced when problems are detected and whenever tires are replaced.

**Always maintain inflation pressure at the level recommended by the vehicle manufacturer as shown on the vehicle placard, vehicle certification label or in the vehicle Owner's Manual:**

Underinflation is the leading cause of tire failure and may result in severe cracking, component separation or "blowout." It reduces tire load capacity, allows excessive sidewall flexing and increases rolling resistance, resulting in heat and mechanical damage. Maintaining proper inflation pressure is the single most important thing you can do to promote tire durability and maximize tread life.

Overinflation increases stiffness, which may deteriorate ride and generate unwanted vibration. Overinflation also increases the chances of impact damage.

## DON'T OVERLOAD YOUR VEHICLE OR TIRES

Check your vehicle Owner's Manual to determine the load limits. Overloading your vehicle places stress on your tires and other critical vehicle components. Overloading a vehicle can cause poor handling, increased fuel consumption and may cause tire failure. Overloading your tires can result in severe cracking, component separation or "blowout".

Never fit your vehicle with new tires that have less load capacity than shown on the vehicle tire placard and remember that optimum rim width is important for proper tire load distribution and function.

The maximum load capacity stamped on the sidewalls of P-Metric & European Metric tires is reduced by 10% when used on a light truck, utility vehicle or trailer. Never fit P-Metric or European Metric tires to light trucks that specify LT-type replacement tires.

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## DON'T SPIN YOUR TIRES EXCESSIVELY

Avoid excessive tire spinning when your vehicle is stuck in snow, ice, mud or sand. The centrifugal forces generated by a free-spinning tire/wheel assembly may cause sudden tire explosion resulting in vehicle damage and/or serious personal injury to you or a bystander. Never exceed 35 mph/55 km/h, as indicated on your speedometer. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand near or behind a tire spinning at high speeds. For example, while attempting to push a vehicle that is stuck or when an on-the-car spin balance machine is in use.

## DO CHECK YOUR TIRES FOR WEAR

Always remove tires from service when they reach two thirty-seconds of an inch (2/32) remaining tread depth. All new tires have treadwear indicators which appear as smooth banks in the tread grooves when they wear to the two thirty-seconds of an inch (2/32) level. Many wet weather accidents result from skidding on bald or nearly bald tires. Excessively worn tires are also more susceptible to penetrations.

## DO CHECK YOUR TIRES FOR DAMAGE

Frequent (at least monthly) inspection of your tires for signs of damage and their general condition is important for safety. If you have

any questions, have your tire Dealer inspect them. Impacts, penetrations, cracks, knots, bulges or air loss always require tire removal and expert inspection. Never perform a temporary repair or use an inner tube as a substitute for a proper repair. Only qualified persons should repair tires.

## PROPER TIRE REPAIR NOTE:

Goodyear and Dunlop do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer and should be made in accordance with established Rubber Manufacturers Association (RMA) procedures.

## TIRE PRESSURE MONITORING SYSTEM ALERT

Refer to your vehicle Owner's Manual for more information on what to do if the tire pressure warning system activates.

## THE CONVENIENCE (TEMPORARY) SPARE

The Convenience (Temporary) Spare is designed, built, and tested to the high engineering standards set by North America's leading car manufacturers and to Goodyear and Dunlop's own high standards of quality control. It is designed to take up a minimum of storage space and, at the same time, fulfill the function of a spare tire when needed. The spare is kept in its storage space, fully inflated at 60 psi. To be sure it is always ready for use, the air pressure should be checked on a regular basis.

The Convenience (Temporary) Spare can be used in combination with the original tires on your vehicle. You can expect a tire tread life of up to 3,000 miles (4,800 kilometers), depending on road conditions and your driving habits. To conserve tire tread life, return the spare to the storage area as soon as it is convenient to have the standard tire repaired or replaced.

The Convenience (Temporary) Spare weighs less than a standard tire so it's easier to handle. It also helps reduce the total car weight which contributes to fuel economy.

The wheels used with the Convenience (Temporary) Spare are specifically designed for use with high pressure spares and should never be used with any other type tire.

## DON'T ATTEMPT TO MOUNT YOUR OWN TIRES

Serious injury or Death may result from explosion of tire/rim assembly due to improper mounting procedures. Follow tire manufacturer's instructions and match tire diameter to rim diameter. Mount light truck radials on rims approved for radial service. Do not apply bead sealer. This can inhibit bead seating. Lubricate beads and tire rim (including tube or flap) contact surfaces. Lock assembly on mounting machine or place in safety cage. STAND BACK and never exceed 40 psi to seat beads. Never use a volatile substance or a rubber "donut" (also known as a bead expander or "O-Ring") to aid bead seating. Only specially-trained persons should mount tires.

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## DON'T MIX TIRES OF DIFFERENT SIZES AND TYPES ON THE SAME AXLE

For optimum handling and control, Goodyear and Dunlop recommend fitment of four (4) tires of the same type and size unless otherwise specified by the vehicle manufacturer.

**WARNING:** Before you replace your tires, always consult the vehicle Owner's Manual and follow the vehicle manufacturer's replacement tire recommendations. Vehicle handling may be significantly affected by a change in tire size or type. When selecting tires that are different than the Original Equipment size, see a professional installer in order to make certain that proper clearance, load carrying capacity and inflation pressure is selected. Never exceed the maximum load capacity and inflation pressure listed on the sidewall of the tire. Always drive safely and obey all traffic laws. Avoid sudden, sharp turns or lane changes. Failure to follow this warning may result in loss of control of the vehicle, leading to an accident and serious injury or death.

When replacing tires, you must maintain the outside diameter and load carrying capacity of the Original Equipment tire. Inflation pressure may need to be adjusted to avoid overloading the tire. Consult the Tire & Rim Association Load and Inflation Tables, ETRTO or JATMA standards for correct load and inflation information.

## NEVER FIT TIRES TO A VEHICLE THAT HAVE LESS LOAD CARRYING CAPACITY THAN AS REQUIRED BY THE ORIGINAL EQUIPMENT MANUFACTURER

Examples: Many vehicles, such as large passenger vans, require Load Range E tires as designated by the vehicle manufacturer. Fitment of a tire, such as a Load Range D, with less carrying capacity is not allowed.

In other cases, tires of the same size may carry different load indexes in the service description. You must make certain the replacement tires fitted to the vehicle have a load carrying capacity equal to or greater than what the Original Equipment manufacturer specifies.

### NOTE:

**Goodyear manufactured and/or marketed European- Metric passenger tires and P-Metric passenger tires are interchangeable as long as they have the same section width, same aspect ratio, same rim diameter. Caution: Never substitute a "Standard Load" (SL) tire for an Extra Load (XL) tire. If the vehicle was originally equipped with "Extra Load" (XL) tires, replace those tires with similar sized XL tires.**

## FOLLOW THESE ADDITIONAL GUIDELINES

When installing only two tires, fit the tires with the deepest tread depth on the rear axle. If radials and non-radials must be fitted to the same vehicle, fit radials on rear axle. Never mix radials and non-radials on the same axle. When fitting snow tires or all-season tires to performance vehicles, always fit in sets of four. It is not recommended to fit tires with different speed ratings. If tires with different speed ratings are installed on a vehicle, they should be installed with like pairs on the same axle. The speed capability of the vehicle will become limited to that of the lowest speed rated tires.

Use of lift kits with some vehicle/tire combinations can cause instability. When changing tire sizes, always consult Dealer for optimum rim width and carefully check vehicle/tire clearances.

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## RETREADED TIRES

Retreaded passenger and light truck tires are not warranted by Goodyear and Dunlop for any reason. Goodyear and Dunlop speed ratings and U.S. Department of Transportation test compliance certifications are voided for retreaded tires.

## DO MAINTAIN VEHICLE SUSPENSION, WHEEL ALIGNMENT AND BALANCE AND ROTATE YOUR TIRES

Lack of rotation, worn suspension parts, underinflation/overinflation, wheel imbalance and misalignment can cause vibration or irregular tire wear. Rotate your tires according to your vehicle manufacturer's recommendations or at maximum intervals of 6,000 miles/10,000 km.

**FOR ADDITIONAL INFORMATION, SEE THE "BE TIRE SMART/PLAY YOUR PART BROCHURE" PUBLISHED BY THE RUBBER MANUFACTURERS ASSOCIATION (RMA). A COPY OF THIS BROCHURE CAN BE DOWNLOADED FROM THE RMA WEBSITE:**

**[www.rma.org/publications/consumer\\_tire\\_information](http://www.rma.org/publications/consumer_tire_information)**

[You must go to an authorized Goodyear or Dunlop outlet for replacement tires and all warranty service.](#)

## TIRE SERVICE LIFE

Tires are designed and built to provide many thousands of miles of excellent service. For maximum benefit, tires must be maintained properly to avoid tire damage that may result in removal from service before the tread is worn down to minimum depth.

It is not practical to accurately predict the service life of any specific tire in chronological time since service conditions vary widely. The serviceability of a tire over time is a function of the storage and service conditions (inflation pressure, load, speed, road hazard injury, etc.) to which a tire is subjected. Consumers should not rely solely on the appearance of the tire, but should be aware of any change in dynamic performance such as increased air loss, noise or vibration, which could be a sign to remove the tire. Therefore, it is essential to have tires, including spares, inspected regularly (at least monthly) for proper inflation pressure, damage and treadwear.

**FOR SERVICE ASSISTANCE OR INFORMATION, FIRST CONTACT THE NEAREST GOODYEAR OR DUNLOP RETAILER.**

- 1) For assistance in locating the nearest Goodyear or Dunlop Retailer, look in the Yellow Pages under Tire Dealers – New.
- 2) Go to [www.goodyear.com](http://www.goodyear.com) for U.S. or [www.goodyear.ca](http://www.goodyear.ca) for Canada. For Dunlop tires, go to [www.dunloptires.com](http://www.dunloptires.com) for U.S. & Canada.

If additional assistance is required, call the Customer Assistance Center at 1-800-321-2136 for U.S. or 1-800-387-3288 for Canada.

Or write to:

Customer Assistance Center  
Dept 728  
1144 East Market Street  
Akron, OH 44316-0001

**Check your vehicle's Owner's Manual (or your vehicle) to determine if it is equipped with run-flat (extended mobility) tires. If your vehicle is equipped with run-flat tires, the following applies:**

**RUN-FLAT TECHNOLOGY EXTENDED MOBILITY TECHNOLOGY (EMT™), RUNONFLAT® (ROF) AND DUNLOP SELF-SUPPORTING TECHNOLOGY (DSST®) ORIGINAL EQUIPMENT TIRES**

## IMPORTANT SAFETY INFORMATION

### OPERATIONAL MONITORING

The information contained in this Limited Warranty Brochure applies only to the Original Equipment tires supplied with your vehicle. In order for Goodyear Run-Flat (Extended Mobility Technology [EMT], RunOnFlat [ROF]) or Dunlop Run-Flat (Dunlop Self-Supporting Technology [DSST]) tires to obtain the performance criteria stated within this Limited Warranty, Goodyear or Dunlop Run-Flat tires

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must use specific parts, such as a low tire pressure monitoring system authorized by the Original Equipment vehicle manufacturer.

#### **RUN-FLAT TIRE FEATURE:**

The Goodyear or Dunlop Run-Flat tire is a high performance tire with a remarkable feature: It can operate for limited distances with very low or even no inflation pressure (refer to your Vehicle Owner's Manual for these limitations). This is an important benefit, especially if inflation loss occurs at a location where immediately stopping your vehicle could be hazardous.

#### **TIRE PRESSURE MONITORING SYSTEM ALERT**

Refer to your vehicle Owner's Manual for more information on what to do if the tire pressure warning system activates.

#### **WARNING**

If the tire pressure-monitoring system signals an alert, follow these safety precautions to prevent a loss of vehicle control that could result in serious personal injury or death:

- Slow your speed. Do not exceed 50 mph (80 kph).
- Avoid hard cornering, hard braking and severe handling maneuvers.
- Avoid potholes and other road hazards.

Remember that when your tires have lost air pressure, your vehicle's handling capability is reduced, particularly during severe maneuvers.

#### **TO PROLONG TIRE LIFE DURING A SYSTEM ALERT**

The Goodyear or Dunlop Run-Flat tire can be driven at low or zero air pressure (refer to your vehicle Owner's Manual for these limitations). To help prolong the life of a tire operating under low-inflation conditions, drive at a speed as far below 50 mph (80 kph) as possible. Also, drive the shortest distance possible before obtaining tire service. Taking these precautions will increase the chance that your tire will be repairable.

#### **SERVICE AFTER A SYSTEM ALERT**

To obtain service after operating under low-inflation conditions, contact your Goodyear or Dunlop Run-Flat service facility. Trained service personnel will inspect your tires to determine if they are in need of repair or replacement. To locate the nearest authorized Goodyear or Dunlop Run-Flat service facility, call 1-800-GOODYEAR (1-800-466-3932).

#### **WARNING**

Because of the unique characteristics of Run-Flat tires, the wheels on which they are mounted and your vehicle's tire pressure monitoring system, all tire service work other than routine inflation maintenance and external inspections must be performed by service personnel at a Goodyear or Dunlop Run-Flat service facility. Do not attempt to mount or demount Run-Flat tires yourself; serious injury or death could result. Only specially trained persons should mount, demount and repair Run-Flat tires, and more

than 40 psi (270 kPa) may be required to seat beads. A safety cage and clip-on extension air hose must be used if more than 40 psi (270kPa) is need to seat beads.

#### **TIRE REPAIR**

Like any other Goodyear or Dunlop speed-rated, high performance tire, the Goodyear or Dunlop Run-Flat tire may be repaired to correct a puncture in the tread, but **PROPER MATERIALS AND PROCEDURES MUST BE USED**. Contact a Goodyear or Dunlop Run-Flat service facility for information on proper repairs. For the location of the nearest facility, call 1-800-GOODYEAR (1-800-466- 3932).

#### **WARNING**

Goodyear and Dunlop Run-Flat tires are designed for use only on certain original equipment wheels supplied with a properly operating low tire pressure-monitoring system. If applied to a vehicle without a properly operating low tire pressure-monitoring system, the tires may fail when operated in an underinflated condition, resulting in loss of vehicle control and possible serious injury or death. Application of these tires to a vehicle not equipped with specified operational low tire pressure monitoring system constitutes improper and unsafe use of this product.

#### **OPERATIONAL MONITORING**

The information contained in this Limited Warranty Brochure applies only to the Original Equipment tires supplied with your vehicle.

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In order for Goodyear Run-Flat (Extended Mobility Technology [EMT], RunOnFlat [ROF]) or Dunlop Run-Flat (Dunlop Self-Supporting Technology [DSST]) tires to obtain the performance criteria stated within this Limited Warranty, Goodyear or Dunlop Run-Flat tires must use specific parts, such as a low tire pressure monitoring system authorized by the Original Equipment vehicle manufacturer.

#### RUN-FLAT TIRE FEATURE:

The Goodyear or Dunlop Run-Flat tire is a high performance tire with a remarkable feature: It can operate for limited distances with very low or even no inflation pressure (refer to your Vehicle Owner's Manual for these limitations). This is an important benefit, especially if inflation loss occurs at a location where immediately stopping your vehicle could be hazardous.

#### TIRE PRESSURE MONITORING SYSTEM ALERT

Refer to your vehicle Owner's Manual for more information on what to do if the tire pressure warning system activates.

#### WARNING

If the tire pressure-monitoring system signals an alert, follow these safety precautions to prevent a loss of vehicle control that could result in serious personal injury or death:

- Slow your speed. Do not exceed 50 mph (80 kph).
- Avoid hard cornering, hard braking and severe handling maneuvers.

- Avoid potholes and other road hazards.

Remember that when your tires have lost air pressure, your vehicle's handling capability is reduced, particularly during severe maneuvers.

#### TO PROLONG TIRE LIFE DURING A SYSTEM ALERT

The Goodyear or Dunlop Run-Flat tire can be driven at low or zero air pressure (refer to your vehicle Owner's Manual for these limitations). To help prolong the life of a tire operating under low-inflation conditions, drive at a speed as far below 50 mph (80 kph) as possible. Also, drive the shortest distance possible before obtaining tire service. Taking these precautions will increase the chance that your tire will be repairable.

#### SERVICE AFTER A SYSTEM ALERT

To obtain service after operating under low-inflation conditions, contact your Goodyear or Dunlop Run-Flat service facility. Trained service personnel will inspect your tires to determine if they are in need of repair or replacement. To locate the nearest authorized Goodyear or Dunlop Run-Flat service facility, call 1-800-GOODYEAR (1-800-466-3932).

#### WARNING

Because of the unique characteristics of Run-Flat tires, the wheels on which they are mounted and your vehicle's tire pressure monitoring system, all tire service work other than routine inflation maintenance and external inspections must be performed by service personnel at a Goodyear or Dunlop

Run-Flat service facility. Do not attempt to mount or demount Run-Flat tires yourself; serious injury or death could result. Only specially trained persons should mount, demount and repair Run-Flat tires, and more than 40 psi (270 kPa) may be required to seat beads. A safety cage and clip-on extension air hose must be used if more than 40 psi (270kPa) is needed to seat beads.

#### TIRE REPAIR

Like any other Goodyear or Dunlop speed-rated, high performance tire, the Goodyear or Dunlop Run-Flat tire may be repaired to correct a puncture in the tread, but PROPER MATERIALS AND PROCEDURES MUST BE USED. Contact a Goodyear or Dunlop Run-Flat service facility for information on proper repairs. For the location of the nearest facility, call 1-800-GOODYEAR (1-800-466-3932).

#### WARNING

Goodyear and Dunlop Run-Flat tires are designed for use only on certain original equipment wheels supplied with a properly operating low tire pressure-monitoring system. If applied to a vehicle without a properly operating low tire pressure-monitoring system, the tires may fail when operated in an underinflated condition, resulting in loss of vehicle control and possible serious injury or death. Application of these tires to a vehicle not equipped with specified operational low tire pressure monitoring system constitutes improper and unsafe use of this product.

## WHO IS COVERED

The original owner of a Michelin Passenger or Light Truck tire which bears the Michelin name and complete DOT identification number.

## WHAT IS COVERED AND FOR HOW LONG

Michelin Passenger and Light Truck tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the Owner's Manual and in the Important Tire Safety Information Section of this booklet, are covered by this warranty against defects in workmanship and material for the life of the original usable tread, or 6 years from the date of purchase, whichever comes first. At that time, all warranties, express or implied, are terminated. The usable tread is the original tread down to the level of the tread wear indicators - 2/32nds of an inch (1.6mm) of tread remaining. Date of purchase is documented by new vehicle registration or tire sales invoice. If no proof of purchase, coverage will be based on date of manufacture.

## WHAT IS NOT COVERED

Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage, puncture, whether repairable or not);

- Incorrect mounting of the tire, tire/wheel imbalance, or improper repair;
- Underinflation, overinflation, improper maintenance or other abuse;
- Mechanical irregularity in the vehicle such as wheel misalignment resulting in uneven or rapid wear;
- Accident, fire, chemical corrosion, tire alteration, or vandalism;
- Ozone or weather cracking.

## WHAT MICHELIN WILL DO PASSENGER AND LIGHT

### TRUCK TIRES

A tire which becomes unserviceable due to a condition covered by this warranty will be replaced with a comparable new Michelin tire, free of charge, when 2/32nds of an inch (1.6mm) or less of the original tread is worn, (or 25% or less, whichever is most beneficial to the user) and within 12 months of the date of purchase. Mounting and balancing of tires is included. The cost of any other service charges or applicable taxes are payable by the user.

When more than 2/32nds of an inch of original tread has been worn (or more than 25%, whichever is most beneficial to the user) or after 12 months from date of purchase, the user must pay the cost of a comparable new Michelin passenger or light truck replacement tire on a pro-rata basis. The retailer shall determine the charge by multiplying the percentage of the original usable tread

worn by the current actual selling price at the adjustment location or the price on the current Michelin Base Price List, whichever is lower. This List is based on a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing and any other service charges or applicable taxes are payable by the user.

## WHAT THE CONSUMER MUST DO

When making a claim under the terms of this warranty, the consumer must present the tire to an authorized Michelin Retailer. To locate an Authorized Tire Retailer, check the yellow pages under "Tire Retailers - Retail." The vehicle on which the tire was used should be available for inspection.

It is essential that you read and understand the safety and maintenance recommendations (see Safety Maintenance Information) for your tires.

## CONDITIONS AND EXCLUSIONS

THIS WARRANTY DOES NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF VEHICLE, INCONVENIENCE OR CONSEQUENTIAL DAMAGE. TIRES PRESENTED FOR CLAIM REMAIN THE PROPERTY OF THE CONSUMER AND MICHELIN ACCEPTS NO RESPONSIBILITY FOR LOSS OF, OR DAMAGE TO, TIRES WHICH ARE IN THE CUSTODY OR CONTROL OF A MICHELIN TIRE RETAILER FOR THE PURPOSES OF INSPECTION FOR

(Continued on next page)

WARRANTY ADJUSTMENT. IN THE EVENT OF A DISPUTED CLAIM, THE CONSUMER MUST MAKE THE TIRE AVAILABLE FOR FURTHER INSPECTION.

NO MICHELIN REPRESENTATIVE, EMPLOYEE OR RETAILER HAS THE AUTHORITY TO MAKE OR IMPLY ANY REPRESENTATION, PROMISE OR AGREEMENT, WHICH IN ANY WAY VARIES THE TERMS OF THIS WARRANTY.

THIS WARRANTY APPLIES ONLY IN THE UNITED STATES AND CANADA.

### **CONSUMER RIGHTS**

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.

### **SAFETY MAINTENANCE INFORMATION**

Read your vehicle Owner's Manual, the information on the sidewall of your tires, the vehicle tire information placard and the Important Tire Safety Information section of this booklet for essential safety and maintenance information.

### **THE WARRANTOR**

The warrantor of Michelin Tires is Michelin North America, Inc. 1 Parkway South, P.O. Box 19001, Greenville, South Carolina 29602-9001.

For Client Assistance:

1-800-TIRE HELP (800- 847-3435) - U. S.  
1-800-461-8473 - Canada (outside Quebec)  
1-800-565-7638 - Canada (Quebec)

### **DANGER**

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.



## CONTINENTAL/GENERAL TIRE LIMITED WARRANTY AND ADJUSTMENT POLICY

This Limited Warranty and Adjustment (the "Policy") is issued by Continental Tire North America, Inc. (the "Company") and is applicable for Continental/General-brand original equipment tires and is a promise of replacement under certain specified conditions. This Policy applies to tires in normal service displaying adjustable conditions (see Section 4) and does not require the existence of a workmanship or material related condition in order to qualify for adjustment. THIS POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICEABLE IF NEGLECTED OR MISTREATED.

### 1. ELIGIBILITY

- This Policy applies to the owner of Passenger Car, Light Truck and Serva-Spare tires bearing Continental and General brand name and serial numbers, and operated in normal service.
- Eligible tires must be the original equipment tires, used on the vehicle on which they were originally installed by the vehicle manufacturer.

\* At the time of claim, you need to present your new vehicle registration or new vehicle sales invoice showing date of purchase. If satisfactory proof-of-purchase date is not provided, the D.O.T. certification date of manufacture (tire serial number) will be used.

\*\* A "comparable" new Continental or General brand tire may be either the same tire line or the same basic construction but with a different sidewall or tread configuration. If a higher-priced tire is accepted as replacement, the owner will pay the difference in price. Any tire replaced under this Policy will be covered by the current Continental or General Tire Limited Warranty and Adjustment Policy.

- Tires branded "used" are not eligible under this Policy.

### 2. WHAT IS THE ADJUSTMENT POLICY AND FOR HOW LONG?

Limited warranty coverage is for a maximum period of 72 months from the date of purchase\*, determined by the new vehicle registration date or new vehicle sales invoice showing date of purchase.

If an eligible Passenger or Light Truck or Serva-Spare tire, used in normal service, becomes unserviceable from a condition other than those listed under Section 4, during or after the time or treadwear periods shown below, it will be replaced with a comparable \*\* new Continental or General brand tire according to (A) and (B) below.

#### (A) Free Replacement Policy:

Time*	Treadwear
Passenger Tire	First 12 Months or First 2/32nds, (whichever comes first). Mounting & balancing included free of charge. Owner pays all applicable taxes.

**Light Truck Tire** First 12 Months or First 2/32nds, (whichever comes first). Mounting & balancing included free of charge. Owner pays all applicable taxes. (Excluding F.E.T.)

**Serva-Spare** No Time Limit First 1/32nd, Mounting & balancing included free of charge. Owner pays all applicable taxes.

**(B) Pro Rata Replacement Policy: Passenger/Light Truck Tires**  
After the "Free Replacement Policy" expires (set forth in section 2A), and the tire is still within 72 months from the date of purchase\*, you will pay, on a pro rata basis, for a comparable\*\* new Continental or General brand replacement tire. A tire is eligible for an adjustment on a pro rata basis until the tread is worn down to the tread wear indicators (2/32nds of an inch of tread remaining). The tire tread is worn out at this point and this Policy ends regardless of time period. Owner pays all applicable taxes (including F.E.T.), mounting and balancing charges.

**Serva-Spare Tires**

After the "Free Replacement Policy" expires (set forth in section 2A), no adjustment will be made.

**3. HOW A PRO RATA PRICE IS CALCULATED**

The replacement tire price will be determined by multiplying the percentage of the usable tread worn by the Retailer's Selling Price (excluding all applicable taxes) at the time of the adjustment or the Continental/General brand current published Adjustment Base Price, whichever is lower. The usable tread is the original tread down to the tread wear indicators (2/32nds of an inch of tread remaining). The Adjustment Base Price is intended to fairly represent a Retailer's Selling Price for the same or comparable tire.

**4. WHAT IS NOT COVERED BY THE ADJUSTMENT POLICY****a. The following conditions are not covered:**

Road Hazard: Cuts, snags, punctures, bruises or impact breaks and any damage caused by puncture or tire repair. Ride/Vibration: After "Free Replacement Policy" (set forth in section 2A) expires.

Tire Damage or Failure Resulting From Improper Operation or Maintenance: Load, speed, and inflation practices causing excessive operational temperatures to exceed the tire capabilities.

Tire damage (including irregular treadwear) or failure resulting from: improper mounting or demounting, damaged rim, wheel alignment, tire trueing, chain damage, brakes or any similar mechanical problem, extreme temperature exposure, misuse, negligence, and abusive driving such as tire spinning, racing or accident damage. Tire failure resulting from intentional alterations: such as adding a white inlay on a blackwall or sealant materials. Age Conditions: Weather checking/cracking coverage is for a maximum period of 48 months from the date of purchase.

**b. General Exclusions -**

Tire(s) submitted for an adjustment in service for longer than 72 months from date of purchase\*, are not covered by this policy.

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are not covered under this Policy. For tires on vehicles normally operated outside the United States and Canada, see the nearest Continental or General Tire retailer or distributor for local coverage.

Tire(s) transferred from the vehicle on which they were originally installed are not covered under this Policy.

Company does not offer tread wearout coverage up to a predetermined mileage under this Policy. Tire(s) used in racing related activities or competitive events are not covered by this Policy.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE MADE OR INTENDED BY COMPANY. COMPANY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NO COMPANY EMPLOYEE OR RETAILER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF COMPANY EXCEPT AS STATED IN THIS LIMITED WARRANTY.

TO THE EXTENT PERMITTED BY LAW, COMPANY DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

## 5. COMPANY'S OBLIGATIONS

Any replacement qualifying under this Adjustment Policy will be made by any Continental or General brand authorized retailer or vehicle retailer authorized to handle Continental or General brand tire adjustments. Company will replace the tire pursuant to the terms of this Adjustment Policy.

## 6. OWNER'S OBLIGATIONS

To make a claim under this Policy concerning any tire which is covered by this Policy, you must present your claim with the tire to any Continental or General brand tire retailer or vehicle retailer authorized to handle Continental/General brand tires. For the nearest Continental or General brand tire retailer, check the Yellow Pages, or use the Continental or General brand Internet address,

or one of the "800" numbers shown under "For Client Assistance." To be eligible for the terms of this Policy, you need to present your new vehicle registration form or new vehicle sales invoice showing date of purchase. Tires replaced on an adjustment basis become the property of Company. You will be required to sign the Company Limited Warranty Claim Form or retailer replacement sales receipt.

You are responsible for payment of all applicable taxes demounting, mounting and balancing charges set forth under this Policy. You are also responsible for payment of local tire-disposal fees and any parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs.

Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

## THE WARRANTOR

The warrantor of Continental and General brand tires is Continental Tire North America, Inc., 1830 McMillan Park Drive, Fort Mill, SC 29707.

For Client Assistance:

1-800-847-3349 (Nationwide)

1-800-461-1776 (In Canada)

<http://www.generaltire.com>

<http://www.continentaltire.com>

## SAFETY WARNING

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. This could create a risk of property damage and serious or fatal injury. Disregarding any of the safety precautions and instructions contained in this manual may result in tire failure or explosion causing serious personal injury or death. For your safety, comply with the following:

### TIRE INFLATION

Keep tires inflated to the pressures recommended on the tire data placard. (See your Owner's Manual for location.) These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

**CHECK INFLATION PRESSURES ON ALL YOUR TIRES, INCLUDING THE SPARE, WHEN TIRES ARE COLD, AT LEAST ONCE A MONTH BEFORE DRIVING.**

Failure to maintain correct inflation may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control and serious personal injury. Therefore, inflation pressures should be checked at least once a month and always prior to long distance trips.

Pressures should be checked when tires are cold. The tires are cold when your vehicle has been driven less than a mile at moderate speed after being stopped for three or more hours.

1. Provided by and published at the request of the tire manufacturers/warrantors.

### CHECKING PRESSURE WHEN TIRES ARE HOT

If you must add air when your tires are hot, add four pounds per square inch (psi) (28kPa) above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.

For Example Only:

Gauge reading of hot tire: 32psi

If recommended pressure is: 30psi

Desired gauge reading of hot tire  $30 + 4\text{psi} = 34\text{psi}$

Check cold pressures as soon as possible, at least by the next day. Never "bleed" air from hot tires as your tire will be underinflated. Use an accurate tire gauge to check pressures. Never allow children to air up tires.

**DRIVING ON ANY TIRE THAT DOES NOT HAVE THE CORRECT INFLATION PRESSURE IS DANGEROUS.** For replacement tires, the correct inflation pressure will be provided by your tire retailer. If not, refer to the vehicle decal.

Underinflation produces extreme flexing of the sidewalls and builds up heat which may result in sudden tire destruction and serious personal injury. Overinflating can cause the tire to be more susceptible to impact damage.

### LOAD LIMITS

**DO NOT OVERLOAD. DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS.** Never load your tires beyond the load carrying limits molded into the sidewall of the tires or the maximum vehicle load limit as shown on the vehicle tire data placard, whichever is less. Overloading causes heat to build up which can lead to sudden tire failure and serious personal injury.

### SPEED LIMITS AND SPEED RATED TIRES

**HIGH SPEED DRIVING CAN BE DANGEROUS.** Never operate your vehicle in excess of lawful speeds or the maximum speeds justified by the driving conditions. Excessive speeds or racing can cause heat buildup in a tire leading to possible failure and serious personal injury.

**Correct inflation pressure is especially important.** However, at high speeds, even with the correct inflation pressure, a road hazard, for example, is more difficult to avoid and if contact is made, there is a greater chance of causing tire damage than at the lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop. If you see any damage to a tire or wheel, replace it with your spare tire and see your tire retailer at once.

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Tire speed ratings do not imply that a vehicle can be safely driven at the maximum speed for which the tire is rated. In addition, some damages or improper repairs may cause a speed-rated tire to lose its speed rating. Exceeding the tire's maximum speed rating will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle with sudden air loss can lead to an accident. In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.

**SPEED SYMBOLS** -are shown on the sidewall of some tires. The following table shows the maximum speed corresponding to the symbol.

†Speed Maximum Rating	SPEED RATINGS	
	Speed mph	km/Hr
M	81	130
N	87	140
P	93	150
R	99	160
R	106	170
S	112	180
T	118	190
H	130	210
W	168	270
Y	186	300
V*	149	240
Z**	149	240

**\*Some V (or VR) rated tires may have a speed capacity of greater than 149 mph (240 km/h).** Consult your tire manufacturer for maximum speed ratings if your vehicle capability exceeds this speed.

**\*\*Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 149 mph (240 km/h).** Consult your tire manufacturer for maximum speed capabilities.

†Although a tire may be speed rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings

are based on laboratory tests which relate to performance on the road, but are not applicable if tires are underinflated, overloaded, worn out, damaged, altered, improperly repaired, or retreaded. Furthermore, tire speed ratings do not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions or if the vehicle has unusual characteristics. Most highway passenger tires that do not have a speed symbol in the sidewall have a maximum speed rating of 105 mph. Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 87 mph. Some light truck tires may have higher maximum speeds; consult your tire retailer. The speed and other ratings of retreaded tires are assigned by the retreader and voids the original manufacturer's ratings.

**IMPORTANT:** In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle placard or Owner's Manual). If tires with lower speed ratings are fitted, the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tire as indicated on the above table.

Remember...High speed driving can be dangerous and may be damaging to your tires. And...When driving at highway speeds, correct inflation pressure is especially important.

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Contact the manufacturer of your tires for their position and assistance on the repair of speed-rated tires. When you are replacing tires that have a speed rating, you must replace with tires of the same or higher speed rating if the speed capability of the vehicle is to be maintained.

## VISUAL INSPECTION

**INSPECT YOUR TIRES. DO NOT DRIVE ON A DAMAGED TIRE OR WHEEL.** Check your tires frequently for scrapes, bulges, separations, cuts, snags, cracks, penetrations or excessive localized wear from hard braking. Also check for abnormal tire wear, particularly on the edges of the tire tread which may be caused by misalignment or underinflation. Impacts can damage the inner portion of the tire without being visible on the outside. If damage can be seen on the tires or wheels, or if you suspect that possible impact damage may have occurred, replace with spare at once and have your tire store or retailer inspect your tires immediately. Use of a damaged tire could result in tire destruction. When inspecting your tires, including the spare, check your air pressures. If your pressure check indicates that one of your tires has lost pressure of two pounds or more, look for signs of penetrations, valve leakage, or wheel damage that may account for the air loss.

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off-road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When you drive on such roads, drive on them carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

**TREAD WEAR INDICATORS (WEAR BARS):** Tires contain Tread Wear Indicators (Wear Bars) in the grooves of the tire tread **which show up when only 2/32nds of an inch (1.6mm) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are dangerous.**

## HAZARDS

Objects in the road that threaten a tire should be safely avoided. These objects are potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection.

You may not always recall hitting an object that can damage or injure your tires. If while driving your vehicle experiences any unusual vibrations, ride disturbance or noise and/or you suspect that possible damage to the tires or vehicle has occurred, **DO NOT JAM OR LOCK YOUR BRAKES!** Rather reduce your speed and drive with caution until you can safely pull off the road. Stop and inspect the tires. If the tire

is underinflated or damaged, deflate, remove the tire and rim assembly and replace it with your spare. If you cannot detect a cause, have the vehicle towed to the nearest vehicle or tire retailer to have the vehicle inspected.

## REPAIRING, MOUNTING AND DEMOUNTING OF TIRES

**Do not attempt to repair, mount or demount a tire yourself.** Tire changing can be dangerous and must be done by professionally trained persons using proper tools and procedures as specified by the Rubber Manufacturers Association (RMA). **Follow these mounting recommendations.** Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Bent, chipped or rusted wheels may cause tire damage. The inside of the tire must be free from foreign materials. **Have your retailer check the wheels before mounting new tires.** Mismatched tires and rims can explode during mounting. Also, mismatched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not remount it on the proper rim - scrap it. It may be damaged internally (which is not externally visible) by being dangerously stretched and could fail on the highway.

Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must be mounted only on wheels designed for tubeless tires, i.e., wheels which have safety humps or ledges.

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Never perform a temporary repair, use an innertube or inject sealant as a permanent substitute for a proper repair. Only qualified persons should repair tires.

Be sure that all your valves have suitable valve caps. This will keep valve cores clean and clear and guard against leakage.

## **REPAIRS - WHENEVER POSSIBLE, SEE A TIRE RETAILER AT ONCE.**

Some tire manufacturers do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer. Punctures in the tread of a passenger tire which do not exceed 1/4 of an inch (6mm) in diameter can usually be repaired by following the Rubber Manufacturer's Association (RMA) Passenger and Light Truck Repair procedures. Contact the manufacturer of your tires for its position and assistance as to the acceptable location for a proper repair and the repair of speed rated tires. **Do not use plug repairs. They may cause further damage to the tire. They are not always air tight and the plug may fail.** Do not exceed posted speed limits on any repaired tire. Certain tire manufacturers speed ratings are voided if the tire is repaired.

Although a tire was properly repaired, internal structural damage resulting from the puncture may have occurred.

Sometime later the damage may cause the tire to be removed from service.

If the tire has a puncture in the tread which exceeds 1/4 inch (6mm), the tire must be

replaced. If any tire has sustained a puncture, have the tire inspected internally by a tire retailer for possible damage that may have occurred.

Improper mounting and inflation procedures can cause an explosion of the tire/rim assembly. Only specially trained persons should perform these tasks. Contact your tire store or retailer for assistance.

**CAUTION** - Never, under any circumstance, introduce a flammable substance into a tire.

## **WHEEL ALIGNMENT AND BALANCING**

Wheel alignment and balancing are important for safety and maximum mileage from your tires. Check how your tires are wearing at least once a month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires, but adversely affect the handling characteristics of your vehicle which could be dangerous. If you detect irregular wear or vibration, have your alignment and balance checked immediately. Tires which have been run underinflated will show more wear on the shoulders than in the center of the tread.

## **HARD BRAKING**

You must inspect your tires after any hard braking circumstances or after tires have slid on the pavement. This can cause a flat spot in a section of the tire tread.

## **TIRE SPINNING**

Never spin your tires above a speedometer reading of 35 mph (55 km/h) if your vehicle becomes stuck. The centrifugal force generated by the free spinning tire/wheel assembly may cause a sudden tire explosion, resulting in vehicle damage and/or serious personal injury or death. Never allow anyone to stand near or behind a tire spinning at high speed while attempting to push a vehicle that is stuck. When in mud, sand, snow, ice or other slippery conditions, do not indulge in excessive wheel spin. In such conditions, with automatic transmission vehicles, by accelerating the engine excessively, it is possible to spin one of the drive tires beyond its speed capability. This is also true when balancing a drive tire/wheel assembly using the engine of the vehicle to spin the wheel.

## **TIRE TREAD**

Tires must be replaced when the depth of the tread reaches 2/32 inch (1.6 mm). Tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires approximate 2/32 inch (1.6 mm) wearout, the tread gauge becomes thinner and more vulnerable to the effects of road hazards. Also, worn tires are more subject to hydroplaning, which can cause loss of control. Therefore, visual tire inspection becomes more crucial as the tires wear out.

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## **WORN TIRES**

Never drive on worn tires. Tires should be replaced by trained personnel when 2/32nds of an inch tread depth remains, as indicated by the tread wear indicators molded into the tread grooves. In most states, it is illegal to drive with less than 2/32nds of an inch of tread remaining.

## **TIRE MIXING**

For best performance select tires similar in size and load rating to the original equipment tires. It is recommended that the same size and type of tire be used on all four wheel positions. In certain tires, casing ply material and ply construction may vary as indicated on the sidewall of the tire. When changing or replacing tires, it is preferred that all four tires are the same construction type (i.e., High Performance, All Season, Mud & Snow) and construction (Radial or Bias Ply). Before mixing tires of different types on a vehicle in any configuration, be sure to check the vehicle Owner's Manual for its recommendations.

Tires which meet the Rubber Manufacturer's Association (RMA) definition of mud and snow tires are marked M/S, M+S, M&S. On such tires, this designation is molded into the sidewall. Tires without this notation are not recommended for mud and/or snow driving.

If snow tires are needed, it is necessary to select tires equivalent in size and load rating to the original equipment tires. Always fit performance snow tires in sets of

four (4) for optimum mud & snow traction and maintenance of vehicle handling characteristics. If you do not, it may adversely affect the safety and handling of your vehicle. It is also important to check the vehicle Owner's Manual before mixing or matching tires on 4-wheel drive vehicles as this may require special precautions.

Please refer to your Owner's Manual for more information on tire replacement precautions.

## **TIRE ROTATION**

Tires on your Infiniti vehicle should be rotated every 7,500 miles or as irregular wear develops. If irregular wear becomes apparent or if the wear rate on the tires is perceptibly uneven, the tires should be rotated in such a way to alleviate the problem. Check your vehicle for any mechanical problems and correct if necessary. Any rotation pattern or procedure may be followed including those indicated in the Owner's Manual. Some tires have arrows on the sidewall showing the direction in which the tire should turn. When rotating this type of tire, care must be taken to maintain the proper turning direction as indicated by the arrows. Some vehicles have different tire sizes specified for front and rear axles. Tires on these vehicles should not be rotated side to side (unless they are non-directional). Where a temporary type spare tire is available, it should not be included in the tire rotation schedule. Such tires are intended for temporary use only.

## **REPLACING TWO TIRES**

If your vehicle was originally equipped with four tires that were the same size and you are only replacing two of the four tires, install the new tires on the rear axle. Placing new tires on the front axle may cause loss of vehicle control in some driving conditions and cause an accident and personal injury.

## **TRAILER TOWING**

If you anticipate towing a trailer, you should see a tire retailer for advice concerning the correct size of tire and pressure. Tire size and pressure will depend on the type and size of the trailer and hitch utilized, but in no case must the maximum cold inflation pressure or the tire load rating be exceeded. Check the tire decal and your Owner's Manual for further recommendations on trailer towing.

## **TIRE ALTERATIONS**

Do not perform any alterations on your tires. Alterations may prevent proper performance, leading to tire damage, which can result in an accident. Tires which become unserviceable due to alterations such as truing, whitewall inlays, addition of balancing or sealant liquids, may be excluded from warranty coverage. Consult your tire warranty.

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## HIGH PRESSURE TEMPORARY SPARE TIRES

- 1) The high-pressure spare tire in your Infiniti vehicle is designed for temporary use only and must not be used continually as a regular tire. The standard tire should be repaired and/or replaced as soon as possible.
- 2) Avoid driving over obstacles that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
- 3) Speed must not exceed 50MPH (80km/h) for non-speed-rated temporary spare tires.
- 4) Temporary spare tires have a limited treadlife which can vary depending on road conditions and your driving habits. The spare tire should be returned to the trunk as soon as the standard tire can be repaired or replaced.
- 5) Because the high-pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.
- 6) Do not use snow chains on your high-pressure spare. This could cause damage to your vehicle.
- 7) Check the tire's cold inflation pressure monthly and maintain at 60psi (4.2kg/cm<sup>2</sup>) even when not in use.

- 8) The high-pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the high-pressure spare tire rim which was originally installed.
- 9) When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
- 10) Do not enter an automatic carwash with a temporary spare tire fitted.
- 11) Do not make a sharp turn or apply the brakes suddenly when driving on a high-pressure temporary spare.

### Note:

When using any temporary type spare tire, be sure to follow the vehicle Owner's Manual instructions.

## TIRE STORAGE

All tires should be stored in a cool dry place indoors so that there is no danger of water collecting inside them.

When tires are stored they should be stored in a cool place away from sources of heat and ozone such as hot pipes and electric generators. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances which could deteriorate the rubber. (Tires exposed to these materials during storage or driving could be subject to sudden failure.)

### To Avoid Damage to your Tires and Possible Accident:

- Check tire pressure at least once a month when tires are cold and before long trips.
- Do not underinflate/overinflate.
- Do not overload.
- Drive at moderate speeds, observe legal limits.
- Avoid driving over potholes, obstacles, curbs or edges of pavement.
- Avoid excessive wheel spinning.
- If you see any damage to a tire, replace with spare and see the tire manufacturer's retailer or your Infiniti retailer.

For further information, the Consumer Tire Guide on passenger tire care, safety and mileage performance is available in the United States by writing the Tire Industry Safety Council, Box 1801, Washington, D.C. 20013.

## ROADSIDE ASSISTANCE

As part of the Infiniti Total Ownership Experience®, Roadside Assistance is available to you, 24 hours a day, 365 days a year, for emergency roadside assistance should the need arise for any of the following items:

- Mechanical Breakdown
- Flat Tire
- Dead Battery
- Accident/Collision (One-way tow – loaner vehicle not included)
- Emergency Fuel Delivery (Up to 5 fuel deliveries within a calendar year)
- Lock-out service

## COVERAGE

Roadside Assistance is provided for all Infiniti vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, for a period of 48 months, without regard to mileage.

Roadside Assistance is available to anyone operating the Infiniti vehicle with the authorization of the owner. [For purpose of Roadside Assistance benefits, "owner" includes the lessee of a leased vehicle.] These services are transferable with the resale of the vehicle for the time remaining on the original Infiniti new vehicle limited warranty coverage period. Roadside Assistance is available throughout the Continental United States and Canada.

## HOW TO USE ROADSIDE ASSISTANCE

Should one of the disablements listed above occur, simply call the toll free number, 1-800-662-6200, and advise the Roadside Assistance Representative of your name, the vehicle identification number (VIN) of your car, your location, and the nature of the problem. (When travelling in Canada call 1-800-835-0221.) The VIN can be found imprinted on a plate affixed to the upper dashboard on the driver's side of your Infiniti. The VIN is also printed on the permanent **Infiniti Total Ownership® Program** card which will be sent to you approximately 6 weeks after purchase of your new Infiniti.

## ON-SITE AND TOWING SERVICE

Depending on the type of vehicle problem you are experiencing, the Roadside Assistance Representative will determine the appropriate roadside assistance and/or flatbed (towing) service to be dispatched. In most cases, minor disablement services such as flat tire change, lock-out service, out-of-gas delivery, battery boost, etc., can be performed onsite so that you can be on the road again as soon as possible. There is no charge for the dispatch of onsite or towing service. Any charges for the replacement of keys, gas or non-warranty items will be your responsibility at the time of the repair or service.

Whenever possible, flatbed (towing) service will be dispatched for mechanical disablements or accident/collisions which render the vehicle inoperative. There is no charge for the towing service while within the parameters for Roadside benefits as defined under Coverage. Roadside Assistance will arrange to transport the vehicle to the nearest Infiniti retailer, if one is located within 250 miles, or to another authorized alternate service facility. Warranty covered repairs will be provided for under the terms of the applicable express Infiniti limited warranty. However, any nonwarranty or accident/collision repairs will be your responsibility.

### NOTE:

**You may be required to sign a receipt at the time of disablement to acknowledge receipt of the Roadside Assistance service rendered.**

(Continued on next page)

## EXCLUSIONS

Roadside Assistance is not a warranty and is not provided under any Infiniti or Nissan warranty, but is a service which is provided to you as part of the **Infiniti Total Ownership Experience®** to minimize any unforeseen vehicle operation inconvenience. Potential liability is expressly limited to the cost of the listed benefits and does not extend to incidental or consequential damages such as loss of use inconvenience, loss of pay, or commercial loss.

Roadside Assistance benefits exclude any costs related to repairs, parts replacement, labor, etc. which are incurred as a result of accident/collision, vehicle abuse, racing, vandalism or other items not covered by the Infiniti New Vehicle Limited Warranty. Also excluded are services for snow tires, repair to studs, mounting or demounting of snow chains, and any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations.

## EMERGENCY TRAVEL EXPENSE/TRIP INTERRUPTION BENEFITS

If you experience a mechanical breakdown more than 100 miles from your primary residence, you may be eligible for the following reasonable trip interruption benefits:

- Meals
- Lodging
- Substitute transportation
- Costs to reunite the vehicle and owner, after warranty repairs have been completed.

The Roadside Assistance Representative, (toll free number 1-800-662-6200), will explain Emergency Travel Expense/Trip Interruption benefits in detail and provide authorization of appropriate benefits. (When travelling in Canada, call 1-800-835-0221.) In some situations you may be required to pay for these benefits initially. If so, the representative will provide instructions for reimbursement procedures. You must keep records of these expenses and submit them upon request. Emergency Travel Expense/Trip Interruption Benefits are not available for accident/collision and/or other nonwarrantable disablements.

## INFINITI COURTESY VEHICLE

As part of The **Infiniti Total Ownership Experience®**, a participating Infiniti retailer will provide you with a complimentary Infiniti Courtesy Vehicle when you present your Infiniti vehicle for warranty repair to a participating Infiniti retailer during the new vehicle limited

warranty basic coverage period, subject to availability and the eligibility requirements listed below.

The Eligibility Requirements for an Infiniti Courtesy Vehicle are as follows:

- Only available during the 4 years/60,000 mile Infiniti New Vehicle Limited Warranty basic coverage period.
- You must be 21 years of age or older with a valid U.S. driver's license.
- You must provide proof of primary insurance.
- You must schedule the service appointment in advance.\*
- Other restrictions apply to loan car including mileage use and days use limitations.\*\*

\*Depending upon availability, exceptions to the service appointment requirement may be made in the event your vehicle is inoperable due to unexpected mechanical failure. In such a circumstance the participating Infiniti retailer will strive to provide you with a Service Loan Car if possible.

\*\* Ask your retailer for details.

**Note:** This program is **NOT a warranty, and is NOT part of the Infiniti New Vehicle Limited Warranty**, but rather a benefit of The Total Ownership Experience®. This program is subject to change without notice at any time.

Roadside Assistance is offered for emergency roadside assistance only. Any abuse of this benefit may lead to suspension or cancellation of the service.



INFINITI

## Elite Protection Program<sup>®</sup>

### LONG TERM PROTECTION FOR YOUR INFINITI...

For extra peace of mind, you can choose from a full suite of Infiniti Elite<sup>®</sup> Assurance Products to protect your investment in new or pre-owned Infiniti vehicles, including: Extended Protection Plan, Prepaid Maintenance Plan, Tire & Wheel Protection Plan, Theft Protection Plan, Key Replacement Plan, and our bundled Platinum Protection Plan that provides Tire and Wheel Road Hazard Protection, Paintless Dent Repair Windshield Repair and Emergency Roadside Assistance.

Backed by Infiniti and designed exclusively for Infiniti owners, our Extended Protection Plan and Prepaid Maintenance Plan are available in a variety of coverage levels and time and mileage intervals, enabling you to customize a plan to suit your personal driving habits and length of ownership. Infiniti Elite<sup>®</sup> Assurance Products provide you with quality long-term protection and enhanced peace of mind.

Just a few of its major features:

1. With Infiniti Elite<sup>®</sup> Extended Protection Plan, you can choose coverage for up to 8 years/120,000 miles to help guard against rising repair costs.
2. Repairs are performed at participating Infiniti dealerships throughout the U.S., excluding U.S. Territories. Repairs at these dealerships are performed by factory-trained technicians using Genuine Infiniti or Infiniti-approved new or remanufactured parts to maintain your vehicle in top running condition.
3. Payment-free service, other than your deductible (if applicable). Dealers are paid directly by Infiniti.
4. All Infiniti Elite<sup>®</sup> Extended Protection Plans are transferable to subsequent owners, thus ensuring flexibility of your investment and helping to enhance the resale value of your Infiniti.
5. Customer assistance is available throughout the U.S. at any Infiniti dealership, or by calling 1-800- 662-6200. 6.0% financing is available for qualified applicants for Extended Protection Plans and Prepaid Maintenance Plans.

### YOU SIMPLY CAN'T GET BETTER LONG-TERM PROTECTION FOR YOUR MONEY THAN WITH INFINITI ELITE<sup>®</sup>!

For details, please contact your authorized Infiniti Dealer, visit [infiniti.com](http://infiniti.com) or complete the attached business reply card (no postage necessary) and mail it to:

**Infiniti Elite<sup>®</sup> Protection Program  
Headquarters P.O. Box 685004  
Franklin, TN 37068-9965**

We will send you a complete information packet – the quicker you act, the sooner you can enjoy the full protection of an Infiniti Elite<sup>®</sup> service contract.

# NOTES

# NOTES

## NOTES

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# NOTES

## OWNER INFORMATION

Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## VEHICLE INFORMATION

Vehicle Identification Number \_\_\_\_\_

Date of Delivery \_\_\_\_\_ Mileage at Delivery \_\_\_\_\_ Miles

Selling Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## INFINITI ELITE EXTENDED PROTECTION PLAN INFORMATION

Policy No. \_\_\_\_\_ Expiration Date \_\_\_\_\_

Months of Coverage \_\_\_\_\_ Expiration Mileage \_\_\_\_\_

Infiniti Extended Protection Plan coverage must be confirmed. See your Agreement for details.

## ODOMETER REPLACEMENT

Date \_\_\_\_\_ Mileage \_\_\_\_\_ Miles

Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Note: Read this booklet carefully and keep it in your vehicle. Present it to an authorized Infiniti dealer when warranty service is required. It should remain with your vehicle when you sell it so subsequent owners will know of any remaining warranty coverage.



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