

2019  
WARRANTY INFORMATION BOOKLET  
FOR CANADIAN MODELS

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## AN IMPORTANT MESSAGE TO OWNERS

### INFINITI “TOTAL OWNERSHIP EXPERIENCE”

It's not by chance that the experience of owning an INFINITI is truly a luxury. You'll see our commitment to your total satisfaction in everything we do. In the way we build our vehicles, to the way we support them for years to come. With complimentary services like 24-hour Roadside Assistance, a free Service Loaner Vehicle program, Trip Interruption Benefits and more. When you drive off in your new INFINITI, take comfort in the knowledge that wherever you are, we're not far away.

We were the first company in Canada to **offer both roadside assistance across our model line as well as an Information Centre**. Just **one** example of our comprehensive efforts to make your entire experience an enjoyable one.

What's more, our standard 4-year Roadside Assistance program means that help is just a phone call away, 24 hours a day, even if the emergency is as simple as locking your keys in the car.

This brochure is printed on recycled paper. Infiniti encourages you to recycle it in turn; let's work together to protect the environment.



### WARRANTY INFORMATION

This booklet contains important information on the INFINITI New Vehicle Warranty. The Service and Maintenance Guide supplied with your INFINITI, contains valuable information on the proper maintenance required to protect your vehicle and maintain warranty coverage.

**Please take the time to become familiar with both publications and keep them in your vehicle at all times.**

Here is how to reach us:

**1-800-361-4792** – General Enquiries

**1-800-363-4520** – Roadside Assistance

For more information:

Visit our website at: [www.infiniti.ca](http://www.infiniti.ca)

## TABLE OF CONTENTS

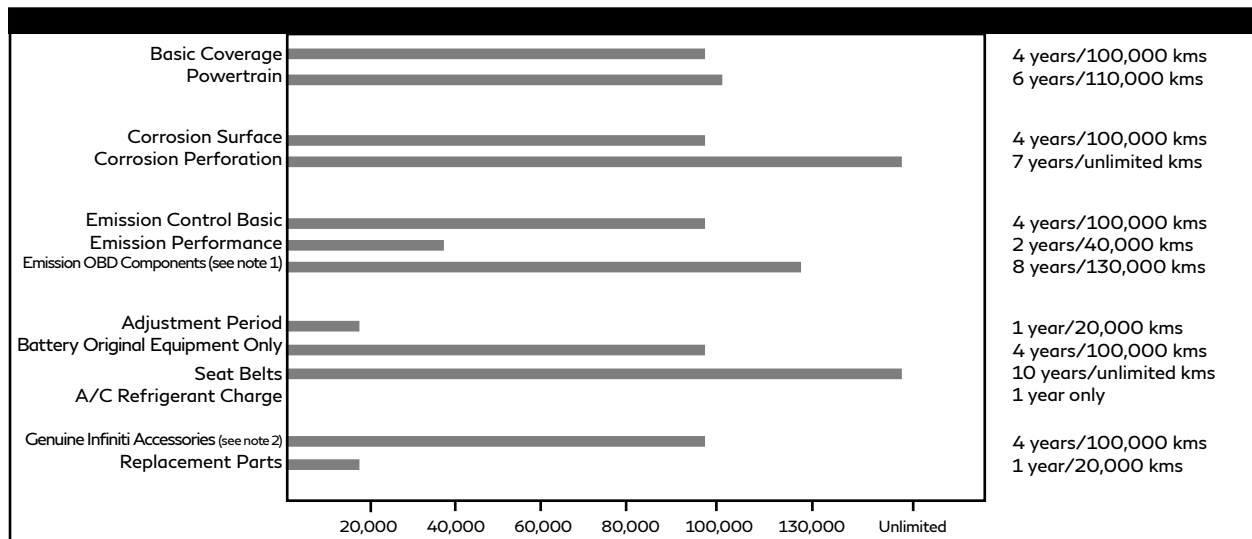
2019 NEW VEHICLE LIMITED WARRANTY AT A GLANCE .....	1	FUEL DELIVERY .....	16
THINGS YOU SHOULD KNOW ABOUT THE NEW VEHICLE LIMITED WARRANTY.....	2	LOCKOUT SERVICE .....	17
Warranty Start Date and Applicability .....	2	TRIP INTERRUPTION SERVICES .....	17
Maintenance and Records.....	3	TRAVEL PLANNING SERVICES .....	18
NEW VEHICLE LIMITED WARRANTY .....	4	OBTAINING INFINITI ROADSIDE ASSISTANCE SERVICE AND MAKING CLAIMS .....	18
Basic Warranty .....	4	SERVICES NOT COVERED .....	19
Powertrain Warranty.....	4	GENERAL TERMS AND CONDITIONS OF INFINITI ROADSIDE SERVICES.....	20
What Is Covered.....	4	EXCLUSIONS.....	20
Supplemental Restraint System (SRS) .....	4	<b>INFINITI CUSTOMER ASSISTANCE</b>	
Corrosion Warranty .....	5	CUSTOMER ARBITRATION PLAN.....	21
Emission Control System Warranty.....	5	SERVICE LOANER VEHICLE PROGRAM.....	22
Emission Control System Warranty Parts List.....	6	PARTS AND ACCESSORY AVAILABILITY NETWORK .....	23
Emission Performance Warranty.....	7	TIRE SAFETY INFORMATION.....	24
LIMITATIONS TO YOUR NEW VEHICLE WARRANTY .....	8	Load Limits .....	25
Seat Belt Warranty .....	8	Speed Limits and Speed Rated Tires.....	25
Towing.....	8	Visual Inspection.....	27
Limitations .....	8	Repairing, Mounting and Demounting of Tires.....	28
Tire Limited Warranty .....	9	Wheel Alignment and Balancing.....	29
New Vehicle Limited Warranty .....	9	Hard Braking and Tire Spinning .....	29
Rust/Perforation and Surface Corrosion Warranties .....	10	Tire Tread and Worn Tires .....	29
Extra Expenses.....	10	Tire Mixing .....	29
Other Warranty Terms and Provincial Legislation.....	10	Tire Rotation.....	30
GENUINE INFINITI ACCESSORIES.....	11	Replacing Two Tires.....	30
Extra Expenses.....	12	Trailer Towing.....	31
Other Warranty Terms and Provincial Legislation.....	12	Tire Alterations.....	31
LIMITED WARRANTY ON INFINITI REPLACEMENT PARTS.....	13	High Pressure Temporary Spare Tires.....	31
Extra Expenses.....	14	Tire Storage.....	32
Other Warranty Terms and Provincial Legislation.....	14	CAR CARE AND MAINTENANCE .....	33
<b>INFINITI ROADSIDE ASSISTANCE</b>		What Causes Corrosion .....	33
SUMMARY .....	15	How to Protect your Vehicle from Corrosion .....	33
DETAILS.....	15	CHANGE OF ADDRESS OR SUBSEQUENT OWNERSHIP NOTIFICATION.....	34
WINCHING.....	16		
BATTERY BOOST .....	16		

# 2019 NEW VEHICLE LIMITED WARRANTY AT A GLANCE

## WHAT IS COVERED AND FOR HOW LONG

INFINITI, a division of Nissan Canada Inc., 5290 Orbitor Drive, Mississauga, Ontario L4W 4Z5, warrants that any part or component of each new INFINITI vehicle supplied by INFINITI found to be defective in materials or workmanship, will be repaired by an authorized Infiniti dealer for the warranty periods and conditions described herein.

2019 NEW VEHICLE LIMITED WARRANTY COVERAGE



Notes:

1) for specific components only.

2) for specific details refer to Genuine Infiniti Accessories.

# THINGS YOU SHOULD KNOW ABOUT THE NEW VEHICLE LIMITED WARRANTY

## WARRANTY START DATE AND APPLICABILITY

Nissan Canada Inc., (NISSAN) is the warrantor of your 2019 INFINITI vehicle. The warranty period begins on the date the vehicle is delivered to the first purchaser other than a Canadian Infiniti dealer (Buyer) or the date it is put into service, whichever is earlier. This warranty applies to INFINITI vehicles distributed by INFINITI, a division of Nissan Canada Inc., and registered in Canada and normally operated in Canada or the Continental United States of America (referred to as the Continental U.S.). This warranty is generally transferable to subsequent owners of the vehicle at any time ownership of the vehicle is transferred, without any action on your part.

You must take your INFINITI vehicle to an authorized Infiniti dealer in Canada or the Continental U.S. during regular business hours in order to obtain warranty service.

## What INFINITI Will Do

Repairs due to warrantable defects in parts or workmanship will be performed at no charge for parts/and or labour to the customer, except for Tires on which a prorated charge may apply. INFINITI, a division of Nissan Canada Inc., will repair or at its option replace the failed component with new or authorized remanufactured part(s).

**Notes:** The written warranties are the only express warranties provided by INFINITI and INFINITI does not authorize any person to create or assume for it any other warranty obligation or liability in connection with the vehicle. Any implied warranty of merchantability or fitness for a particular purpose, shall be limited to the duration of the warranty covering defects in vehicle components.

## What You Must Do

**The owner or lessee is responsible for properly maintaining the vehicle, depending upon your driving conditions, as outlined in the Service and Maintenance Guide and Section 7 Appearance and Care.**

## Design Change

INFINITI reserves the right to make changes in the design or specifications of any INFINITI vehicle or any part at any time, without notice and without incurring any obligation to make or install similar changes on vehicles and/or parts previously purchased.

## THINGS YOU SHOULD KNOW ABOUT THE NEW VEHICLE LIMITED WARRANTY (CONT'D)

### **Warranty Service for Canadian Consumers while touring outside of Canada**

While touring a foreign country with your vehicle and a problem occurs, the distributor or dealer in that country **should** provide repairs under the warranty stipulated in this warranty information booklet.

**Note:** Complaints related to the failure to comply with proper use of the vehicle as described in the applicable Owner's Manual (including lack of availability or use of proper fuel and fluids), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than Canada, U.S. or the listed U.S. territories) are **not** covered by the warranty.

### **Warranty Service for relocated Canadian Consumers \***

Subject to the transferability provisions described on the previous page, in the event a vehicle is distributed by INFINITI, a division of NISSAN Canada, Inc., to which this warranty applies is relocated and registered in the Continental U.S. or Hawaii, Guam, Puerto Rico, Virgin Islands, Saipan or American Samoa, the warranty coverage which applies is that of the new country.

### **MAINTENANCE AND RECORDS (OWNER OR LESSEE EXPENSE)**

**You are responsible for properly maintaining your vehicle, depending upon your driving conditions, as outlined in the Service and Maintenance Guide and Section 7 Appearance and Care.**

You are responsible for any parts and labour costs incurred in connection with required or recommended maintenance services.

**Receipts covering the performance of regular and recommended maintenance must be kept in the event questions arise concerning maintenance. The receipts or a copy of them should be transferred to subsequent owners.**

\*In the event a vehicle described above is relocated other than to the continental US or the territories listed above, the warranty coverage will expire.

# NEW VEHICLE LIMITED WARRANTY

## BASIC WARRANTY

The Basic Coverage is 48 months or 100,000 kilometres, (whichever comes first), for all parts and components of new INFINITI vehicles.

This warranty covers any repairs needed to correct defects in materials or workmanship of all original parts and components of each new INFINITI vehicle supplied by Nissan except for the exclusions or items listed elsewhere under the caption "Limitations" and "What is Not Covered".

## POWERTRAIN WARRANTY

The duration of the Powertrain Warranty continues to a maximum of 72 months or 110,000 kilometres, (whichever comes first).

This warranty covers any repairs needed to correct defects in materials or workmanship, except for the exclusions or items listed elsewhere under the caption "Limitations" and "What is Not Covered".

## WHAT IS 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, throttle body, fuel injectors, intake and exhaust manifolds, flywheel, seals and gaskets.

### Transmission and Trans-axle

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 and electronic transmission controls.

### Drivetrain

Driveshafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

## SUPPLEMENTAL RESTRAINT SYSTEM (SRS)

### Restraint system

The (SRS) Supplemental Restraint System warranty is for 72 months or 110,000 kilometres (whichever comes first). Supplemental Restraint System (SRS) coverage applies to the components listed below, supplied by INFINITI, except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

- Air bags and related electronic control systems.

## NEW VEHICLE LIMITED WARRANTY (CONT'D)

### CORROSION WARRANTY

#### Surface Corrosion

Surface corrosion of any body sheet metal is covered by the 48 month/100,000 kms. Surface corrosion means corrosion affecting any readily visible surface area of any component of the vehicle body, but not including the vehicle underbody. This warranty covers any repairs needed to correct defects in materials or workmanship, except for the exclusions or items listed elsewhere under the caption "Limitations" and "What is Not Covered".

#### Perforation from Corrosion

Original equipment vehicle body sheet metal components are warranted to be free of "Perforation from Corrosion", defined as rust through, from the inner surface to the outer surface, resulting in a hole. The duration of this warranty is 84 months, from the warranty start date \*. This warranty covers any repairs needed to correct defects in materials or workmanship, except for the exclusions or items listed elsewhere under the caption "Limitations" and "What is Not Covered".

No additional rust proofing applications are required.

### EMISSION CONTROL SYSTEM WARRANTY

The emission control system components are covered for 4 years or/100,000 kilometres, (whichever comes first). All OBD II components listed with an asterisk (\*) are covered for 8 years or 130,000 kilometres, whichever comes first. This warranty covers any repairs needed to correct defects in materials or workmanship. Emission Control coverage applies to the components listed below, supplied by INFINITI, except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

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

#### What Is Covered

INFINITI warrants that the emission control system on your vehicle was designed and manufactured to conform at the time of manufacture with all applicable federal emission standards. This warranty covers any repairs needed to correct the defects in materials or workmanship which would cause your vehicle not to meet these standards. Primary components covered, but not all, are listed on the "Emission Control System Warranty Parts List".

\* See page 2 "Warranty Start Date and Applicability"



## NEW VEHICLE LIMITED WARRANTY (CONT'D)

### EMISSION CONTROL SYSTEM WARRANTY PARTS LIST

- Fuel Injection system
- \* Engine control module/onboard diagnostic device
- Oxygen sensor(s)
- Air flow ratio sensor
- Intake manifold
- \* Catalytic Converter
- Exhaust Manifold
- \* Front exhaust tube with Catalytic Converter permanently attached
- Camshaft position sensor(s)
- Crankshaft position sensor(s)
- Spark plugs, ignition coil(s) and wires
- Evaporative emission control system
- Fuel neck restrictor and check valve
- Fuel tank and filler cap
- Positive crankcase ventilation system
- Idle air control system
- 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

### What is not Covered under Emissions Defects or Performance Warranties

- Normal maintenance, service and parts replacement as outlined in the emissions control maintenance instructions of your Owner's Manual and your INFINITI Service & Maintenance Guide.
- Damage failures or corrosion as a result of:
- Failure to perform required emission control maintenance as outlined in your Owner's Manual and your INFINITI Service & Maintenance Guide.
  - 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
  - Use of contaminated fuel or fuel other than that specified in your Owner's Manual
  - In the case of 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 part(s).
  - 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.
  - In the case of the Defects Warranty, parts not supplied by INFINITI or damage to other parts caused directly by non-INFINITI parts.

\* Also covered by OBD II Emission Warranty

## NEW VEHICLE LIMITED WARRANTY (CONT'D)

### EMISSION PERFORMANCE WARRANTY

#### When Does this Warranty Apply?

The Emission Performance Warranty applies to your 2019 INFINITI vehicle ONLY if both of the following occur:

The vehicle fails to meet applicable emissions standards as judged by a provincially approved test centre.

This failure results or will result in some penalty to you, such as a monetary fine or denial of the right to use your vehicle under local or provincial law.

For example, if your province requires a yearly emissions test prior to vehicle license renewal, this warranty applies to your vehicle. In areas where there is no approved emissions test program, this warranty does not apply.

#### What is Covered and for How Long Under the Emission Performance Warranty

INFINITI 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 40,000 kilometres, whichever occurs first. For additional information regarding coverage, refer to the "Limitations" and "What is Not Covered".

### Other Warranty Terms

#### RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS

To assure best results and to maintain the original quality built into the emission control system, it is recommended that only genuine INFINITI parts be used when servicing or repairing the system.

The use of replacement parts which are inferior to genuine INFINITI parts may reduce the effectiveness of the emission control system.

Maintenance, replacement or repair of the emission control devices and system may be performed by any automotive repair establishment or individual using any automotive part which has been certified in accordance with federal requirements.

However, warranty service must be performed by an authorized Infiniti dealer.

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

# LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY

## SEAT BELT WARRANTY

### What is Covered and for How Long?

This warranty covers any seat belt or related component supplied on INFINITI vehicles that fails to function properly during normal use within ten (10) years from the warranty start date \*. Warranty repairs are free of charge for parts and labour. Except for those items listed elsewhere under the caption "Limitations" and "What is Not Covered".

### What is not Covered

- Colour fading, spotting or other cosmetic imperfections of the belt are not covered when the belt is otherwise functioning properly.
- Air bags and related electronic control systems are covered for the duration of the Powertrain Warranty ONLY.

## TOWING

If your vehicle becomes inoperative due to a part failure under warranty, towing service is covered, when necessary, to the nearest authorized Infiniti dealer. Towing invoices must be provided to the dealer when the warranty repairs are being performed.

\* See page 2 "Warranty Start Date and Applicability"

## LIMITATIONS

### Adjustments

During the first 12 months or 20,000 kilometres (whichever comes first) of the Basic Coverage, all required service adjustments that are refinements in original factory fit, alignment or performance, as required, will be performed by an Infiniti dealer at no charge. After this period they are considered to be maintenance services. The term "adjustments" as used in this warranty refers to labour-intensive repairs which are not usually associated with the replacement of parts, such as but not limited to: front end alignment, wheel balancing, headlight aiming, body panel/door/hood adjustments, drive belt adjustments, wind noise, lubrication of locks and hinges and tightening of clamps and hardware.

### Floor Mats

All floor mats are covered for 1 year/20,000 kilometres only.

### Exterior and Soft Trim Components

The exterior hard and soft trim components such as, but not limited to: (mouldings, grilles, emblems, striping, bright metal, alloy/chrome wheels and soft trim parts) that are subject to deterioration as a result of corrosion or environmental conditions are covered for a period of 12 months or 20,000 kilometres.

### Original Equipment Battery Coverage

The warranty period is 48 months or 100,000 kilometres (whichever comes first).

## LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY (CONT'D)

### TIRE LIMITED WARRANTY

Original equipment tires are covered by the tire manufacturer's warranty.

Contact your Infiniti dealer for details and /or Warranty Service- Assistance.

### Air Conditioner Refrigerant

Your factory-installed air conditioner system is covered for the Basic Warranty period of 48 months or 100,000 kilometres (whichever comes first). However, air conditioner refrigerant charge is only covered for the first 12 months, unless required as part of a warranty repair.

### NEW VEHICLE LIMITED WARRANTY

#### What is not covered:

- Alteration, Tampering or improper repair.
- Improper installation of any INFINITI approved or aftermarket accessory or component.
- Normal wear and tear, including dings, dents, chips or scratches.
- Any repairs required due to a lack of required maintenance as per the Maintenance Schedules.
- Any repairs required as a result of a collision, accident, neglect, driving through water (including engine water ingestion), racing or other similar activity, fire or misuse.
- Any repairs required as a result of modifications to the vehicle to accept non-NISSAN/INFINITI-approved parts or accessories.
- Any repairs required as a result of any modification made to the emission control system if it has been rendered inoperative.
- Any repairs to a vehicle in which the odometer has been altered, tampered with or changed, so that the vehicle distance travelled cannot be readily ascertained.
- Deterioration due to normal wear or exposure.
- Vehicles that have been declared a total loss or deemed to be written off or sold for salvage purposes due to theft or accidents.
- Damage to paint, glass, and other exterior items due to road hazards.
- Glass breakage, unless resulting from defects in material or workmanship.
- Overheating of powertrain.
- Failures resulting from the use of improper or contaminated fuel, fluids or lubricants.
- Use of parts not equivalent in quality or design to NISSAN/INFINITI supplied parts.
- Use of vehicle in races, rallies or other competitive events.
- Handling and operation of the vehicle contrary to the instructions in the Owner's Manual.
- Overloading of the vehicle exceeding Gross Vehicle Weight (GVW) limits.
- Failures/damage as a result of exceeding the towing capacity of the vehicle.
- Chemical fallout, tree sap, salt, sand, hail or other environmental conditions, such as acid rain.

## LIMITATIONS TO YOUR NEW VEHICLE LIMITED WARRANTY (CONT'D)

- **The following items are covered under warranty if replacement is required due to a warrantable defect. They are not covered if replacement is required due to wear and tear or as part of regular required maintenance:**

- Brake pads/shoes
- Brake rotors/drums
- Clutch components
- Wiper blades
- Ignition caps/rotor/wires
- Spark plugs
- All lubricants and fluids
- All belts
- Replacement of Key Fob batteries
- All filters

**However, the above mentioned items are covered ONLY if they are rendered unusable due to a failure of a covered component.**

### RUST/PERFORATION AND SURFACE CORROSION WARRANTIES

#### **Does not cover:**

- Exhaust system components.
- Corrosion of outer trim parts, such as mouldings, however, corrosion of outer trim parts are warranted for 12 months/20,000 kilometers (whichever occurs first).
- Special bodies or equipment not manufactured or supplied by INFINITI.

- Body panel rust caused by lack of maintenance, abuse, or accidents.
- Rust where paint has been damaged by stone chipping or debris from the road.
- Rust caused by environmental fallout or other external factors such as hail, tree sap, salt or submersion in water, sand, mud, or impact.

### EXTRA EXPENSES

This warranty does not cover incidental or consequential damages such as:

- Loss of use of vehicle
- Replacement/rental car/loaner
- Commercial loss

### OTHER WARRANTY TERMS AND PROVINCIAL LEGISLATION

Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion.

## GENUINE INFINITI ACCESSORIES

You may have other rights arising from provincial legislation, which will vary from province to province. Such applicable provincial legislation may not allow limitations on the length of an implied warranty or the exclusion of incidental or consequential damages. Therefore, some of the above limitations or exclusions may not apply to you.

### **THE WARRANTY OBLIGATIONS ARE DEPENDENT UPON THE USE OF GENUINE INFINITI-APPROVED ACCESSORIES ONLY.**

#### **What is Covered and for How Long**

The warranty duration for all INFINITI genuine accessories is 48 months or 100,000kms (whichever comes first) is applicable when the accessories are installed at a Infiniti dealer. When Genuine INFINITI Accessories are installed at a date later than time of delivery, the warranty coverage will be for the duration of the basic vehicle warranty. If a customer purchases Genuine Nissan Accessories over the counter, the warranty coverage is the same as our Parts Warranty, one year or 20,000 KM.

This warranty covers any repairs needed to correct defects in materials or workmanship, except for the exclusions or items listed elsewhere under the caption "Limitations" and "What is Not Covered".

#### **What You Must Do**

In order to obtain warranty service you must deliver the warranted accessory, or the vehicle on which the accessory is installed, to an authorized Infiniti dealer in Canada at your expense, along with your repair order or purchase receipt, showing the purchase date, odometer reading and vehicle identification number.

The names and addresses of authorized Infiniti dealers are listed in telephone directories.

#### **What INFINITI Will Do**

Accessories covered by this warranty which are found to be defective will be replaced free of charge if the customer's proof of purchase indicates that the item was initially installed by an Infiniti dealer.

The customer will be charged for labour if the proof of purchase indicates that the item was installed by other than an Infiniti dealer.

#### **Limitations**

This warranty does not cover:

- 1) Tires. These items are covered by separate warranties.
- 2) Normal maintenance service and parts replacement as outlined in the Service and Maintenance Guide and in section 7, Appearance and Care, in your Owner's Manual or the Care Guide supplied with the accessory.

## GENUINE INFINITI ACCESSORIES (CONT'D)

- 3) Nissan Motorsports and NISMO R-tuned parts, including NISMO Legacy parts 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.
- 4) Damage or failures resulting from:
  - Misuse (your Owner's Manual is your guide to proper use).
  - Accident.
  - Chemical fallout, tree sap, salt, sand, hail or other environmental conditions, such as acid rain.
  - Alteration, tampering or improper repair.
  - Use of non-INFINITI-approved accessories.
  - Improper installation of any INFINITI approved or aftermarket accessory or component
  - Accessories used for competition purposes, i.e., racing or rallying.
  - Lack of performance of required maintenance services as outlined in the Service and Maintenance Guide and in section 7, Appearance and Care, in your Owner's Manual or the Care Guide supplied with the accessory.

Your Infiniti dealership is the only place to buy genuine INFINITI accessories for your vehicle. A wide range of items are available, including rear spoilers, alloy wheels, floor mats, roof racks, winter wiper blades and much more.

### EXTRA EXPENSES

This warranty does not cover incidental or consequential damages such as:

- Loss of use of vehicle
- Replacement/rental car/loaner
- Inconvenience/loss of wages
- Commercial loss

### OTHER WARRANTY TERMS AND PROVINCIAL LEGISLATION

Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion.

You may have other rights arising out of provincial legislation, which will vary from province to province. Such applicable provincial legislation may not allow limitations on the length of an implied warranty or the exclusion of incidental or consequential damages. Therefore, some of the above limitations or exclusions may not apply to you.

## LIMITED WARRANTY ON INFINITI REPLACEMENT PARTS

### THE WARRANTY OBLIGATIONS ARE DEPENDENT UPON THE USE OF GENUINE INFINITI REPLACEMENT PARTS AND/OR INFINITI-APPROVED REPLACEMENT PARTS.

#### What is Covered and for How Long

This warranty is for 12 months or 20,000 kilometres from the date of purchase, whichever occurs first. However, the warranty on replacement parts installed in an INFINITI vehicle while it is covered by an INFINITI warranty will not end before the end of that warranty.

INFINITI warrants all replacement parts supplied by INFINITI for use on INFINITI vehicles, except those listed below under "Limitations" and What Is Not Covered Sections.

#### What You Must Do

In order to obtain warranty service you must deliver the warranted part or the vehicle on which the part is installed, to an authorized Infiniti dealer at your expense with your repair order or purchase receipt showing the purchase date, odometer reading and vehicle identification number.

The names and addresses of authorized Infiniti dealers are listed in telephone directories.

#### What INFINITI Will Do

Parts covered by this warranty which are found to be defective will be replaced free of charge if the customer's proof of purchase indicates that the item was initially installed by an Infiniti dealer.

The customer will be charged for labour if the proof of purchase indicates that the item was installed by other than an Infiniti dealer.

#### Limitations

This warranty does not cover:

- 1) Tires. These items are covered by separate warranties.
- 2) Normal maintenance service and parts replacement as outlined in the Service and Maintenance Guide, and in section 7, Appearance and Care, in your Owner's Manual.
- 3) Nissan Motorsports and NISMO R-tuned parts, including NISMO Legacy parts 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.
- 4) Damage or failures resulting from:
  - Misuse (your Owner's Manual is your guide to proper use).
  - Accident.
  - Improper installation of any INFINITI approved or aftermarket accessory or component.
  - Alteration, tampering or improper repair.



## LIMITED WARRANTY ON INFINITI REPLACEMENT PARTS (CONT'D)

- Chemical fallout, tree sap, salt, sand, hail or other environmental conditions, such as acid rain.
  - Parts used for competition purposes, i.e., racing or similar activity.
  - Lack of performance of required maintenance services as outlined in your Owner's Manual.
- 5) The use of replacement parts which are inferior to genuine INFINITI parts may reduce the operational effectiveness and performance of your INFINITI.

### EXTRA EXPENSES

This warranty does not cover incidental or consequential damages such as:

- Loss of use of vehicle
- Replacement/rental car/loaner
- Inconvenience/loss of wages
- Commercial loss

### OTHER WARRANTY TERMS AND PROVINCIAL LEGISLATION

Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of the warranty covering defects in vehicle components other than perforation from corrosion. You may have other rights arising from provincial legislation, which will vary from province to province. Such applicable provincial legislation may not allow limitations on the length of an implied warranty or the exclusion of incidental or consequential damages. Therefore, some of the above limitations or exclusions may not apply to you.

## INFINITI ROADSIDE ASSISTANCE

As part of the INFINITI Total Ownership Experience, you won't have to worry about where or how to obtain assistance when mishaps requiring emergency road service or mechanical breakdown towing occur. Across North America, 24 hours a day, 365 days a year, our INFINITI Roadside Representatives will be there to ensure you receive prompt, efficient and courteous service.

### INFINITI ROADSIDE ASSISTANCE NUMBER

**1-800-363-4520**

#### SUMMARY

##### Emergency Roadside Services and Service Calls

- Mechanical Breakdown Towing
- Traffic Accident Service
- Winching
- Battery Boost
- Tire Change (does not include repairs)
- Fuel delivery (cost of gas not included)
- Lockout Service

##### Trip Interruption Services

##### Travel Planning Services

#### DETAILS

##### Mechanical Breakdown Towing

Should your INFINITI suffer a mechanical breakdown and is unable to proceed under its own power, INFINITI Roadside Assistance will arrange for a towing service to move your INFINITI from the place of the breakdown to the nearest Infiniti dealership, or an authorized service establishment.

##### Traffic Accident Service

**Towing:** INFINITI Roadside Assistance will arrange to have your INFINITI towed from the scene of an accident to the nearest Infiniti dealership or other approved repair facility. You will be reimbursed for the cost of the tow if it is not covered by your regular vehicle insurance.

Note: Accident is defined as an upset or collision with any object, moving or not, that renders the INFINITI vehicle unable to proceed under its own power.

INFINITI will reimburse you for up to \$500.00 maximum for any combination of vehicle rental, emergency transportation, meals/accommodation, or special return of passengers.

## INFINITI ROADSIDE ASSISTANCE (CONT'D)

**Vehicle Rental:** INFINITI Roadside Assistance will reimburse you for vehicle rental should you be deprived of the use of your INFINITI as a result of an accident (as defined above). Vehicle rental must be provided by a recognized rental agency.\* You will also be able to use this benefit should your vehicle be stolen or destroyed by fire. This benefit includes the basic daily rental rate, collision damage waiver, and applicable kilometre charges and applicable taxes. Vehicle rental benefits apply only when not covered by your regular vehicle insurance. **Original receipts required. \***

**Emergency Transportation:** INFINITI Roadside Assistance will provide reimbursement for commercial transportation (train, bus, taxi or plane) to take you and your passengers from the accident site to your destination or home. **Original receipts required. \***

**Meals/Accommodation:** INFINITI Roadside Assistance will reimburse you for accommodations and meals should you decide to stay at the repair site while your INFINITI is being repaired. **Original receipts required. \***

**Special Return of Passengers:** INFINITI Roadside Assistance will reimburse you for commercial transportation (train, bus, taxi, or plane), accommodation and meals for your passengers to continue to their destination or return home if you are involved in an accident while driving your INFINITI, which causes you to be immediately hospitalized. **Original receipts required. \***

## WINCHING

If your INFINITI becomes stuck in a ditch, mud, or snow, INFINITI Roadside Assistance will dispatch a service facility to winch or extricate your vehicle. The vehicle must be accessible and located on, or adjacent to, a regularly traveled roadway. Shoveling or the removal of snow to free a vehicle is not covered by this service.

## BATTERY BOOST

Should your vehicle require a battery boost, INFINITI Roadside Assistance will dispatch a service facility to boost the battery so that you are able to start your own vehicle. In the event the vehicle fails to start, it will be towed to the nearest Infiniti dealer or an authorized service establishment.

## FUEL DELIVERY

Should your INFINITI run out of fuel, INFINITI Roadside Assistance will deliver \$5.00 worth of fuel so that you can proceed to the nearest service station. The cost of the fuel is not covered. Where fuel delivery is prohibited, your vehicle will be towed to the nearest service station.

\* See Obtaining Service and Making Claims on page 18

## INFINITI ROADSIDE ASSISTANCE (CONT'D)

### LOCKOUT SERVICE

If you are less than 100 kms from home - Should you lock your keys in your INFINITI, Roadside Assistance will provide reimbursement for the cost of commercial transportation (train, bus, taxi) for you to retrieve a spare key from your home or hotel, or arrange to have a spare key made and delivered to you, whichever is most appropriate. **Original receipts required. \***

**If you are more than 100 kms from home** - Should you lock your keys in your INFINITI, Roadside Assistance will arrange to either retrieve and deliver a spare key to you, or have a replacement key made and delivered to you. Should you be deprived of the use of your INFINITI due to a lockout situation, INFINITI Roadside Assistance will reimburse you for vehicle rental provided through a recognized rental agency while you await the delivery of a spare or replacement key. Vehicle rental includes the basic daily rental rate and kilometre charge, collision damage waiver, and applicable taxes. **Original receipts required. \***

### TRIP INTERRUPTION SERVICES

Should your INFINITI experience a mechanical breakdown making it unable to proceed under its own power, INFINITI Roadside Assistance will reimburse you for the following expenses:

**If you are less than 100 kms from home:**

**Emergency Owner Transportation** - INFINITI Roadside Assistance will reimburse you for the cost of commercial transportation (train, bus, taxi) from the problem site to your destination or your home. **Original receipts required. \***

**If you are more than 100 kms from home:**

INFINITI will reimburse you for up to \$500.00 maximum for any combination of vehicle rental, emergency transportation, accommodation, special return of passengers or return to repair site.

**Vehicle Rental** - INFINITI Roadside Assistance will reimburse you for the cost of renting a vehicle from a recognized rental agency while your INFINITI is being repaired. Vehicle rental benefits include basic daily vehicle rental rate, kilometre charge, collision damage waiver, and applicable taxes. **Original receipts required. \***

**Emergency Transportation** - If you wish to continue to your destination or return home while your INFINITI is being repaired, INFINITI Roadside Assistance will reimburse you for the cost of commercial transportation (bus, train, taxi or plane) to take you to your destination or home. **Original receipts required. \***

**Accommodation** - Should you stay at the repair site while your INFINITI is being repaired, INFINITI Roadside Assistance will reimburse you for the cost of accommodation and meals (in the vicinity of the mechanical breakdown) for you and your passengers. **Original receipts required. \***

\* See Obtaining Service and Making Claims on page 18

## INFINITI ROADSIDE ASSISTANCE (CONT'D)

**Special Return of Passengers** - INFINITI Roadside Assistance will reimburse you for commercial transportation (bus, train, taxi or plane) for your passengers to return home should you decide to stay at the repair site while your INFINITI is being repaired. **Original receipts required. \***

**Return to Repair Site** - If you must leave your INFINITI for repairs while you return home, INFINITI Roadside Assistance will reimburse you for the cost of commercial transportation (bus, train, taxi or plane) to take you back to the location of the repaired vehicle. **Original receipts required. \***

### TRAVEL PLANNING SERVICES

Planning a trip? As part of INFINITI's Total Ownership Experience, INFINITI Roadside Assistance offers a personalized travel planner to ensure that your motoring vacation will be "worry free".

When you require this service, simply call **1-800-363-4520**, and our INFINITI Travel Planning Specialists will provide travel counselling to help make your next motoring vacation more enjoyable than ever. You will receive a package containing maps with your route highlighted, along with a computerized guide detailing the route and distance in kilometres (cumulative), a list of Infiniti dealerships en route, accommodation and campsite directories, notes and brochures detailing points of interest for both your journey and destination. Handy hints and travel tips are also available depending on your travel needs.

To ensure that you receive this valuable information in time review it before your trip, please make all travel requests at least three (3) weeks in advance of your departure.

### OBTAINING INFINITI ROADSIDE ASSISTANCE SERVICE AND MAKING CLAIMS

- 1) Call 1-800-363-4520
- 2) Provide the INFINITI Roadside Representative with your name, vehicle identification number (VIN), the nature of your difficulty, and the exact location of your vehicle.
- 3) An authorized service facility will be dispatched to provide you with the necessary assistance.
- 4) INFINITI Roadside Assistance must be contacted prior to making any alternate service arrangements to ensure reimbursement for the services rendered, as per the conditions of this contract.
- 5) In the unlikely event that an authorized service facility is not available in the area of your breakdown or accident, an INFINITI Roadside Representative will authorize you to obtain service from an alternate facility.
- 6) After receiving authorization in point 5, you may call the most convenient local service facility and arrange for service to be dispatched.
- 7) Obtain a detailed receipt outlining the cause of the breakdown, the service required, and distance towed, if applicable.

\* See Obtaining Service and Making Claims on page 18

## INFINITI ROADSIDE ASSISTANCE (CONT'D)

- 8) Submit the **original receipt** with 30 days from the date of service. The original detailed repair bill must accompany towing claims. Please forward to:

INFINITI Roadside Assistance  
Attn. Claims Department  
P.O. Box 5845,  
London, ON N6A 4T4

- 9) Upon receipt, and confirmation of the claim information, INFINITI Roadside Assistance will send you a reimbursement cheque.
- 10) Only original of receipts and/or invoices will be accepted for reimbursement consideration. Originals will be returned upon request.
- 11) INFINITI Roadside Assistance reserves the right to decline any claim presented for payment later than thirty (30) days from the date the service was performed or any claim not in conformity with the conditions of coverage as stated.

### Claims for Traffic Accident Services

- 1) Contact INFINITI Roadside Assistance within thirty (30) days of the date of the traffic accident. A questionnaire will be mailed to you for completion and return.
- 2) Indicate the details of the accident
- 3) Enclose the **original** of the auto repair shop invoice indicating the amount of damage done to your INFINITI.
- 4) Enclose a copy of the police report.
- 5) Enclose the **original** receipts indicating accommodation, meals, vehicle rental or commercial transportation.

- 6) Upon receipt and confirmation of the claim information, INFINITI Roadside Assistance will send you a reimbursement cheque.

NOTE: Reimbursement applies only to services engaged within 72 hours of the accident.

### SERVICES NOT COVERED

Unless otherwise specified in this handbook, INFINITI Roadside Assistance coverage and benefits do not include:

- Any charges related to the repair(s) (parts and/or labour), additional servicing equipment, storage or impound charges.
- Service to any vehicle willfully driven into an area not regularly travelled, including vacant lots, unassumed roads, open field, construction sites, mud or snow-filled driveways, impassable, private, recreational roads, beaches, or any other area that is inaccessible to a service facility vehicle.
- Shovelling or the removal of snow to free a vehicle
- Service to any unregistered, unlicensed or uninsured vehicle
- Service to an unattended vehicle

## INFINITI ROADSIDE ASSISTANCE (CONT'D)

### GENERAL TERMS AND CONDITIONS OF INFINITI ROADSIDE SERVICES

INFINITI Roadside Assistance agrees to provide to the driver of the registered and plated INFINITI the coverage as described, subject to the terms and conditions set out herein.

The records of INFINITI, a division of Nissan Canada Inc., will determine the commencement and termination date of your coverage and will be evidence of your eligibility to claim for benefits.

The reimbursements quoted in this agreement will be in Canadian funds.

The reimbursements available as part of the INFINITI Roadside Services are specific to their respective services only, and cannot be modified, transferred, or interchanged.

The benefits of INFINITI Roadside Assistance are transferred when the vehicle ownership is transferred.

Any fraudulent alterations to receipts or invoices for service will render them invalid for claims reimbursement.

INFINITI Roadside Assistance is provided for all INFINITI vehicles from the date the vehicle is delivered to the first retail buyer or put into service (whichever occurs first) for a period of 48 months except that Roadside Assistance is not available under any circumstances if your vehicle warranty is void. INFINITI Roadside Assistance is otherwise available to anyone operating an INFINITI vehicle with the authorization

of the owner. (For purposes of INFINITI Roadside Assistance benefits, "owner" includes the lessee of a leased vehicle.) The services are transferable with the resale of the vehicle for the time remaining on the original INFINITI.

New Vehicle Limited Warranty period. INFINITI Roadside services are available only to vehicles currently licensed in Canada and subject to the terms above. INFINITI Roadside Assistance is available throughout Canada and the Continental U.S., 24 hours a day, 365 days a year.

### EXCLUSIONS

INFINITI Roadside Assistance is not a warranty, but a service provided to you as part of the INFINITI Total Ownership Experience to minimize any unforeseen vehicle operation inconvenience.

## INFINITI CUSTOMER ASSISTANCE

### If You Have Questions About Your INFINITI

Both INFINITI and your Infiniti dealer are dedicated to serving all of your motoring needs. Complete satisfaction with your vehicle and your Infiniti dealer are our primary concern. Your Infiniti dealer is always available to assist you with your automobile service requirements.

If however, a problem arises that you feel has not been handled satisfactorily through normal channels, we suggest you take the following steps.

**Step 1.** Request a review of your concerns with the appropriate Dealership Department Manager. We suggest it is best to request an appointment for this review so that your concern receives full attention. In some cases, it is helpful to send the Department Manager, The General Manager, or the Dealer Owner a letter outlining your concerns and requesting a reply. The Department Manager, General Manager, or Dealer Owner is able to involve a representative from INFINITI if he/she feels it is necessary.

**Step 2.** If you feel your concern was not fully addressed or you did not understand the explanations given for your questions, phone the INFINITI Information Centre (toll-free) at **1-800-361-4792**, or write:

INFINITI, a division of Nissan Canada Inc.  
INFORMATION CENTRE  
5290 Orbitor Drive  
Mississauga, Ontario, L4W 4Z5

For efficient handling of your concern, please provide the following information if phoning or writing to us:

- Your name, address and telephone number (and name vehicle is registered to if different than yours)
- Vehicle Identification Number (17 digits)
- Date of purchase and where purchased
- Current odometer reading
- The nature of your concern
- The name of the Infiniti dealer with whom you are currently dealing; where the Step 1 review took place
- **The name of the Department Manager, General Manager or Dealer Owner who reviewed your concern, and outcome that review**

### CUSTOMER ARBITRATION PLAN

INFINITI, a division of Nissan Canada Inc., endeavours to resolve all customer vehicle concerns through our dealer network or directly where necessary, using the 2-Step Customer Assistance procedure found on page 21 of this booklet. Occasionally, a customer complaint cannot be resolved despite our best efforts.



## INFINITI CUSTOMER ASSISTANCE (CONT'D)

In these instances, after following the 2-step procedure above, you may wish to consider contacting the Canadian Motor Vehicle Arbitration Plan (CAMVAP). CAMVAP is an independent organization that assists customers in resolving disputes with the manufacturer regarding defects in your vehicle's assembly or materials, or the manner in which the manufacturer is applying or administering its new vehicle warranty.

For more information on CAMVAP and to obtain a copy of the CAMVAP consumer guide entitled "Your Guide to CAMVAP", please call **1-800-207-0685** or visit CAMVAP's website ([www.camvap.ca](http://www.camvap.ca)).

### SERVICE LOANER VEHICLE PROGRAM

As part of the INFINITI Total Ownership Experience, a participating Infiniti dealership will provide you with a complimentary INFINITI Service Loaner Vehicle when you present your INFINITI vehicle for pre-arranged warranty repair during the new vehicle limited warranty basic coverage period subject to availability and the eligibility requirements listed below.

The Eligibility Requirements for Service Loaner Vehicle are as follows:

- Only available during the 4 years/100,000 km INFINITI New Vehicle Limited Warranty basic coverage period.
- You must be 21 years of age or older with a valid Canadian driver's license.
- You must provide proof of primary insurance.
- You must schedule the service appointment in advance.\*
- **Other restrictions apply to loaner vehicle including kilometre use, fuel consumption and days use limitations.\*\***

**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.**

\* 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 dealership will strive to provide you with a Service Loaner Vehicle if possible.

\*\* Ask your dealer for details.

## PARTS AND ACCESSORIES SUPPLIES NETWORK

The Parts Department of your Infiniti dealership maintains a comprehensive inventory of genuine INFINITI new and remanufactured replacement parts and accessories. These high quality parts have been specifically designed and manufactured for your INFINITI vehicle. They are covered by INFINITI's extensive warranty, which is one of the best in the industry.

To ensure that your parts and accessories requirements are met, the Infiniti dealer organization uses modern computerized inventory control systems. In the event a critical part is required but is not stocked by your local dealership, INFINITI Canada's fast response ordering system will ensure the quickest possible shipment of parts to your dealer.

Our three Canadian Parts Distribution Centres carry an extensive inventory of the parts and accessories needed to support the Total Ownership Experience to our customers. An industry-leading service level makes sure that parts and accessories are available on a timely basis. Our employees at the distribution centres are dedicated to making sure that the right parts are shipped to Infiniti dealers, in the most expeditious manner using premium transportation services. State-of-the-art computer and satellite communications systems provide the necessary support to integrate your local Infiniti dealer's computer system with other Infiniti dealers and INFINITI Canada.

The purpose of this comprehensive, sophisticated distribution network is to provide you with the parts and accessories you need on a timely basis. Ready availability of parts and accessories and your satisfaction with our service is something that we at INFINITI are committed to.

## TIRE SAFETY INFORMATION

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.

### Checking Pressure When Tires Are Hot

If you must add air when your tires are hot, add 28kPa or (4psi), above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.

For Example Only:

Gauge reading of hot tire: 227 kPa or (32psi)

If recommended pressure is: 213 kPa or (30psi)

Desired gauge reading of hot tire:  $213 + 28 = 241$  kPa or  $(30 + 4\text{psi} = 34\text{psi})$

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 inflate 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 dealer, if not, refer to the vehicle tire data placard.

Under-inflation produces extreme flexing of the sidewalls and builds up heat which may result in sudden tire destruction and serious personal injury.

Over-inflation can cause the tire to be more susceptible to impact damage.

## TIRE SAFETY INFORMATION (CONT'D)

### 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 dealer at once.

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

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

## TIRE SAFETY INFORMATION (CONT'D)

**\*\*Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 240 km/h (149 mph).** 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 under-inflated, 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 170km/h (105 mph). Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 140 km/h (87 mph). Some light truck tires may have higher maximum speeds; consult your tire dealer. The speed and other ratings of re-treaded 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 owners 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.

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.

## TIRE SAFETY INFORMATION (CONT'D)

### 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 under-inflation. 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 dealer 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 1.6mm. or (2/32nds of an inch) 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 under-inflated 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 dealer to have the vehicle inspected.

## TIRE SAFETY INFORMATION (CONT'D)

### 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 dealer check the wheels before mounting new tires. Mis-matched tires and rims can explode during mounting. Also, mis-matched 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 re-mount 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.

Never perform a temporary repair, use an inner tube, 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 DEALER 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 6mm. or (1/4 inch), the tire must be replaced. If any tire has sustained a puncture, have the tire inspected internally by a tire dealer 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 dealer for assistance.

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

## TIRE SAFETY INFORMATION (CONT'D)

### WHEEL ALIGNMENT AND BALANCING

Wheel alignment and balancing are important for safety and maximum distance in kilometres 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 that have been run under-inflated 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 55 km/h (35 mph) 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 1.6mm. (2/32 inch). Tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires approximate 1.6mm (2/32 inch) 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.

### WORN TIRES

Never drive on worn tires. Tires should be replaced by trained personnel when 1.6mm. (2/32nds of an inch) tread depth remains, as indicated by the tread wear indicators molded into the tread grooves.

### 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



## TIRE SAFETY INFORMATION (CONT'D)

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 12,000 kms. or (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 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.

## TIRE SAFETY INFORMATION (CONT'D)

### TRAILER TOWING

If you anticipate towing a trailer, you should see a tire dealer 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 that become unserviceable due to alterations such as true-ing, whitewall inlays, addition of balancing or sealant liquids, may be excluded from warranty coverage. Consult your tire warranty.

### HIGH PRESSURE TEMPORARY SPARE TIRES

- 1) The high-pressure spare tire in your 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 80km/h (50mph) for non-speed-rated temporary spare tires.

- 4) Temporary spare tires have a limited tread life 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 4.2kPa. (60psi) 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 car wash 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 SAFETY INFORMATION (CONT'D)**

### **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 dealer or your dealership.

## CAR CARE AND MAINTENANCE

The most important factor in maintaining the original anti-corrosion protection built into your INFINITI is the personal care you give your vehicle.

### WHAT CAUSES CORROSION

Corrosion results from deterioration or damage to the paint and protective coatings on your vehicle such as:

- 1) Removal of paint and/or protective coatings on the surface of the vehicle and underbody through damage caused by stone or gravel impacts.
- 2) Accumulation of ice and snow melting agents, dust control materials, road dirt and moisture in cavities and other underbody areas that exterior car washing alone cannot adequately remove.

When the above conditions occur and are not corrected or eliminated for a long time, corrosion will very likely develop. The rate of corrosion development is dependent upon the environmental conditions affecting your vehicle. Please refer to your Owner's Manual for proper care.

Unless properly handled, carrying corrosive materials such as chemical fertilizers, de-icing salt, etc. can also result in corrosion damage.

### HOW TO PROTECT YOUR VEHICLE FROM CORROSION

#### Regular Washing

The best way to preserve your vehicle's surface finish and help avoid corrosion is to keep the vehicle clean by washing regularly and frequently.

Under adverse conditions, wash your vehicle at least once a week if the weather and other conditions permit.

Wash your vehicle only with lukewarm or cold water. Refrain from washing the vehicle in direct sunlight, or using strong soap or chemical detergents. Any cleaning agents used should be washed off promptly and not allowed to dry on the surface finish.

After washing, be sure to dry the vehicle completely and clean the drain holes on the bottom of the doors and tail gate as well as ventilation holes.

It is also important to check whether the weatherstrip(s) and molding(s) attached to the windows are preventing water from entering the body panels. When it is very cold, do not wash the vehicle unless you can dry it completely. Locks and rubber seals are susceptible to damage caused by freezing.

## CAR CARE AND MAINTENANCE (CONT')

### Foreign Material Deposits

Calcium chloride and other salts, ice melting agents, road oil and tar, tree sap, bird droppings, chemicals from industrial chimneys and other foreign matter may damage the car finish if left on painted surfaces. Prompt washing may not completely remove all these deposits.

Additional cleaners may be needed, When using chemical cleaners developed for this purpose, be sure they are safe for use on painted surfaces.

### Touching-up Surface Finish Damage

When you wash your vehicle, it is a good time to check for surface finish damage caused by the impact of stones or other objects or by accidents. Repairing such damage as you find it is the key to avoiding further damage and major repair costs.

Take your INFINITI to an authorized Infiniti dealer to repair any damage found.

## CHANGE OF ADDRESS OR SUBSEQUENT OWNERSHIP NOTIFICATION

### Name or Address Changes:

In the event of an address or name change, please complete the coupon provided in this booklet, and mail to the address below.

### Subsequent Owner/Change of Ownership

If you are a subsequent owner of an INFINITI and the vehicle's original warranty is still in effect, you are entitled to the remaining portion of the warranty. If the warranty has expired, INFINITI may still have occasion to contact you regarding recalls, modifications, or other customer-related correspondence. Please ensure in either case that you contact us at INFINITI at 1-800-361-4792 or mail the coupon provided in this booklet to the address below to ensure we have your correct information on our records.

INFINITI, a division of Nissan Canada Inc.  
5290 Orbitor Drive  
Mississauga, Ontario L4W 4Z5



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