



Program Summary Infiniti

Infiniti has agreed to arbitrate certain warranty claims covered by the applicable state lemon law. Infiniti has also agreed to arbitrate certain warranty claims not covered by the lemon law. The following *Program Summary* describes the lemon law claims and other warranty claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable lemon law must meet all standards of that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action or arbitration claim under that law. Please see the attached description of the lemon law provisions for your state.

If the claim meets all standards of the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law, **excluding** attorney's fees, any penalties or multiple damages. If the claim does not meet all standards of the applicable lemon law, the arbitrator may still award a remedy to a qualified warranty claim. (See "Warranty Claims" section below.)

Please note:

- ◆ The award will not include any manufacturer rebate the customer received or used as a downpayment or capitalized cost reduction.
- ◆ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ◆ The customer may be required to pay for damage to the vehicle exceeding normal wear and tear.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law might still be eligible for assistance through BBB AUTO LINE if it meets certain conditions. Please see the attached description of warranty claims not covered by the lemon law that may be resolved through BBB AUTO LINE, beginning on page 3.

Please note that these warranty claims must be received by BBB AUTO LINE before the expiration of the basic coverage period of the Infiniti New Vehicle Limited Warranty.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims not covered by the New Vehicle Limited Warranty issued by Nissan North America.
- ◆ Claims involving vehicles with a salvaged, "total loss" or similarly branded titled vehicles.
- ◆ Claims alleging failure to disclose vehicle damage that has been corrected prior to the vehicle's delivery to the customer.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for legal fees, loss of wages, personal injury or mental anguish.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Infiniti.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state arbitration claim against Infiniti prior to the completion of the arbitration process, Infiniti will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

Claims must be received by BBB AUTO LINE before the expiration of the Basic Coverage period of the Infiniti New Vehicle Limited Warranty.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the Infiniti New Vehicle Limited Warranty.

Eligible Vehicles

The customer's vehicle must have been distributed by Nissan North America (the Infiniti distributor for the United States).

A vehicle that is sold, leased, or operated under a fleet license is not eligible.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle if the repairs should have been covered by the Infiniti New Vehicle Limited Warranty.
- ♦ Reimbursement of reasonably incurred towing costs not to exceed \$35.00 per disablement.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship covered by the Infiniti New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable lemon law, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – Infiniti will refund the actual amount paid for the vehicle. This will not include any collateral charges (such as taxes, fees, finance and other charges, non-manufacturer items installed by a dealer or the customer, service contracts, or insurance policies).

- ♦ **Leased vehicle repurchase** – Infiniti will pay to the lessor the pay-off amount pursuant to the lease. Infiniti will refund to the lessee any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (such as taxes, fees, finance/lease and other charges, non-manufacturer items installed by a dealer or the customer, service contracts, or insurance policies).
- ♦ **Replacement of a vehicle purchased or leased new** – Infiniti will replace the vehicle with a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- ♦ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down-payment or capitalized cost reduction.
- ♦ The award will not include debt from a previous transaction.
- ♦ The repurchase award will be reduced, or the replacement award will requirement payment, for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{\# miles attributable to the customer} \\ \text{Deduction/} & = & \text{at the time of the arbitration hearing} \\ \text{Payment} & & 100,000 \end{array} \times \begin{array}{l} \text{vehicle purchase} \\ \text{price or gross} \\ \text{capitalized cost} \end{array}$$

- ♦ The customer may be required to pay for damage to the vehicle exceeding normal wear and tear.