

Warranty Process:
AutoMobility Accessories for Nissan Canada

Revised: July 8, 2019

:: PRODUCT WARRANTY ::

Products offered in AutoMobility's Nissan Accessory Program are guaranteed to be free from manufacturing defects for the duration indicated below. Should a product fail as a result of a manufacturing error the failed component will be repaired or replaced free of charge during the warranty period. Additionally, labour to replace defective installed components is eligible for reimbursement under the following conditions:

- the product was installed on or after **August 1, 2019**
- the product was installed by a Nissan or Infiniti dealer, not a third party
- the product is found to be defective as a result of a manufacturing defect, and not due to an installation error, neglect, or abuse
- technical support is contacted and grants a ticket #

The Replacement Labour Claim Schedule indicates the maximum reimbursable time, which includes diagnostics and replacement.

:: EXCLUSIONS ::

Products, which fail as a result of installation error, neglect, or abuse are not eligible for warranty coverage. It is the responsibility of the installing party (dealer or 3rd party expeditor) or customer (if failure is attributed to abuse) to cover replacement costs of parts and the associated labour.

:: WARRANTY DURATION ::

New Vehicle Accessory Installations

- 3 years/60,000 km (Nissan)
- 4 years/80,000 km (Infiniti)

Used Vehicle Accessory Installations

- balance of original 3-year or 4-year factory accessory warranty or 1 year, whichever is greater

:: REPLACEMENT & DIAGNOSTIC LABOUR CLAIM SCHEDULE ::

The following labour claim schedule outlines the maximum allowable claim times by product, and include diagnostics and replacement labour (transmitter battery replacements do not qualify for reimbursement):

- remote starters: 1.0 hrs
- RF kits & MyCar: 0.5 hrs
- front dashcam: 0.5 hrs
- rear dashcam: 0.5 hrs
- headrest video: 1.0 hrs

:: WARRANTY PROCESS ::

The product warranty process involves filling out an online warranty request form and sending the defective product back to AutoMobility within 30 days.

Details of the process are as follows:

1. During diagnostics, if the mechanic cannot resolve out the issue, they must contact Automob tech support line for help (product cannot be replaced without contacting tech support):
 - if in turn tech support is unable to solve the issue they will likely suggest to change the main component (i.e. starter brain, dashcam body, etc.) using new stock
 - at the end of the tech support call agent will ask if dealer tech would like a **Ticket #**
 - dealer technician must write this number down, as it will be needed when submitting the RMA form for any labour reimbursement
2. Dealers would then visit nissan.automob.ca and fill out an RMA form:
 - to ensure speed and accuracy the majority of the RMA form is selectable from drop down menus
 - provide year, make, model and VIN of vehicle
 - provide date of original installation
 - provide serial # of the product
 - provide a description of the issue (if not found in drop-down menu)
3. Upon submission:
 - an RMA # will be emailed to you (i.e. the person whose email is used to submit the RMA form)
 - prepare the product for shipping and include the **RMA # on the outside of the box**
 - please note that boxes received without a clearly visible RMA # will be refused
 - ship the product to AutoMobility as follows:
 - AutoMobility, 400 Wright St., Saint-Laurent, QC H4N 1M6, 1-855-565-0770
4. Once received:
 - the received defective component will be replaced or repaired and shipped back to the dealership unless:
 - products evaluated as abused, misused, or otherwise damaged
 - if such a scenario arises, dealers will be contacted with a repair or replacement estimate
 - please note that only the component sent to AutoMobility will be sent back
 - Example 1
 - Installer replaced a remote starter module using a module from a “new kit”, then repackaged the defective module into the “new kit” box and sent it to AutoMobility
 - In this case a full remote starter kit would be sent back to the dealer
 - Example 2
 - Installer replaced a remote starter module using a module from a “new kit”, but only sent the defective module to AutoMobility
 - In this case only a replacement module would be sent to the dealer, not a full kit