



GO WHERE INSPIRATION LEADS.  
INFINITI END-OF-LEASE GUIDE



INFINITI.

Inspired Performance™

## YOU'VE NEVER LOOKED BACK. WHY START NOW?

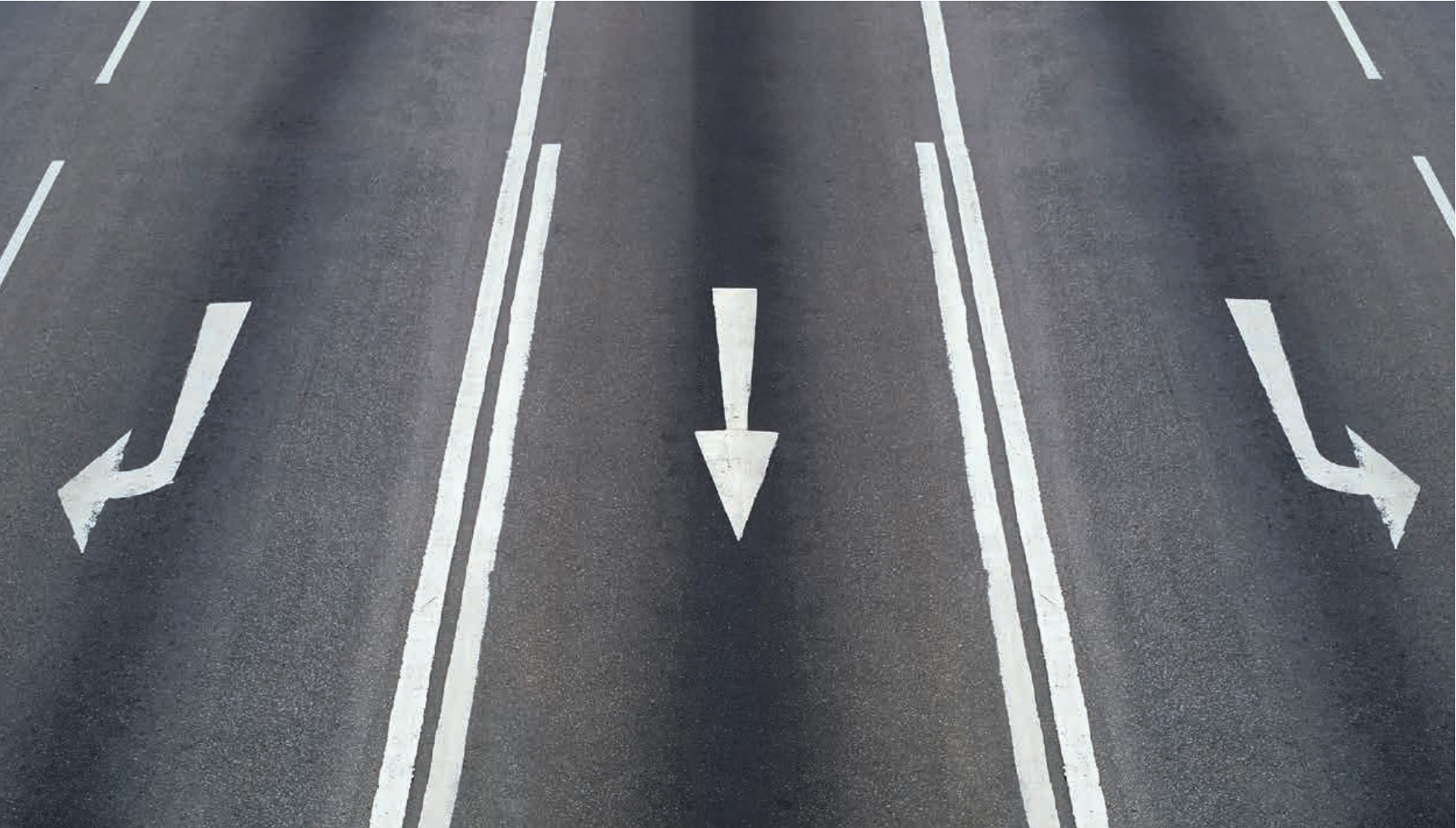
Throughout your journey with Infiniti, you've dared to dream beyond the expected, to blaze your own trail. With the end of your lease approaching, there are a few things to keep in mind as you contemplate your next move. Infiniti Financial Services (IFS) has made embarking on a new lease, purchasing an Infiniti (your current vehicle or a new one), or returning your current Infiniti easier than ever.



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## YOUR END-OF-LEASE OPTIONS



### EMBARKING ON A NEW LEASE?

#### 1. Evaluate the condition of your current Infiniti

At the back of this guide, you'll find a convenient assessment key to help you perform your own assessment and determine whether or not your vehicle has any excess wear and tear. Any damage that is considered to be "excessive" will result in additional charges.

#### 2. Take advantage of our complimentary vehicle inspection

Have your Infiniti inspected before the lease expiration date, which you will find at the top of the enclosed letter. A representative from our third party inspection agency, AutoVIN, will contact you approximately 90 days prior to your lease completion date to book an appointment. This inspection is complimentary and will help to limit any surprises when your lease expires. It can be scheduled between 90 days up to 14 days prior to your lease end date. If you have any questions about the inspection program or if you would like to schedule an inspection yourself, please call AutoVIN at 1-866-792-0456 between the hours of 8am and 11pm EST. This will provide you with an opportunity to remedy any potential excess wear and tear. Your Infiniti retailer may also have some helpful suggestions for repairs.

#### 3. Advise us of your decision

Our Lease Customer Network Team will contact you approximately 60 days before the end of your lease. We make every effort to keep our records updated to ensure that we contact you in a timely manner. You are also welcome to contact us at 1-800-268-6499 East of Manitoba or 1-800-268-0764 West of Ontario to discuss your options and end-of-lease decision.

#### 4. Go for a test drive

Visit your retailer to find out more about your next Infiniti and how you can take advantage of IFS's Preferred Customer Retention Program. In appreciation of your loyalty, you can enjoy:

- An exclusive rate reduction. As a loyal Infiniti owner you will be eligible to receive an automatic lease or finance rate reduction when you purchase or lease a new Infiniti.
- A waiver of security deposit on your next lease.
- The option to maintain your current payment date.
- A waiver of up to \$500 Wear & Tear charges (not including kilometres, or mechanical).

#### 5. Schedule your drop-off date

Contact your Infiniti retailer to book an appointment. Please make sure that your appointment occurs on or before the lease expiration date.

#### 6. Return your current Infiniti

The return process will take approximately 15 minutes. You will need to fill out a vehicle disclosure form and sign a grounding receipt. Your retailer will provide you with a copy of the grounding receipt, which will serve as confirmation for the return of your vehicle. An independent 3<sup>rd</sup> party inspector will complete a detailed electronic condition report within 48 hours of grounding. IFS will then assess and determine whether your vehicle has incurred abnormal wear and tear or has been driven beyond the allowable kilometres. Excess wear and tear and extra kilometre use would be an additional charge at the rate specified in your Lease Agreement.

#### 7. Drive away in your new Infiniti

## PURCHASING YOUR CURRENT INFINITI?

There's no better pre-owned vehicle than the one you already know and drive. If you decide to purchase your vehicle, you can also avoid any potential excess kilometres and wear and tear charges. You will not be responsible for any costs other than the predetermined purchase price as outlined in your Lease Agreement and any incidental charges that may apply (e.g., applicable sales taxes, safety and emissions testing, vehicle registration fees, etc.).

If you choose to purchase and require a purchase loan, IFS can help you with your financing needs. Our Lease Customer Network Team will contact you approximately 60 days before the end of your lease. We make every effort to keep our records updated to ensure that we contact you in a timely manner. You are also welcome to contact us at 1-800-268-6499 East of Manitoba or 1-800-268-0764 West of Ontario to discuss your options and end-of-lease decision.



## WHAT IS WEAR & TEAR?

Simply put, it's a yardstick to measure the condition of your vehicle at the completion of your lease in order to understand any additional financial responsibility you may have.

Not all dents are created equal. But how do you tell a ding from a scratch? At the completion of the lease, every Infiniti lessee is responsible for returning his or her vehicle in a condition that meets the standards set out in this guide. Normal wear and tear means that your vehicle meets these standards. It is the reasonable cosmetic and mechanical depreciation that happens with day-to-day wear. Excessive wear and tear is anything above and beyond these limits. This guide is designed to help you understand the difference.



## EXTERIOR WEAR & TEAR

The following pages outline some of the most common forms of exterior vehicle wear and tear, including examples of what is considered “normal” vs. “excessive.”

### PAINT / BODY DAMAGE

You happily return to your car after a little shopping, only to discover a mystery dent. Was this the result of a runaway shopping cart? An inattentive driver? A cruel act of nature? No matter the reason, dented fenders and damaged bumpers are often considered excessive wear and tear. The severity of exterior body damage is measured by size, quantity, depth, location and whether or not the paint has been broken.

#### NORMAL

- Surface scratches that will polish out during a normal reconditioning process
- Minor bumper scratches that do not break the paint

#### EXCESSIVE

- Scratches deep enough to catch your fingernail
- Scratches covered with touch-up paint
- Scratches / gouges to the plastic on bumper covers
- Bumper damage from contact with driveways, parking blocks, etc.
- Abnormal quantity of scratches on bumpers

### DENTS

Some types of dents can be fixed with paintless dent-repair procedures. Unfortunately, the paintless dent-repair procedure cannot be done on panels that have been previously repainted.

#### NORMAL

- The first three panels with 3 or less minor dents that can be fixed with paintless dent repair are generally forgiven.
- Minor dents which are difficult to detect and are “out of normal sight.”

#### EXCESSIVE

- Dents with paint damage
- Highly visible or large dents
- Minor dents on more than three panels
- Dents on panels that have been previously repainted
- More than three dents in a single top-facing panel (hood, roof, trunk lid, etc.)

### WINDSHIELD / HEADLIGHTS / TAILLIGHTS

You’re driving along, reveling in the freedom of the road, when suddenly, a pebble fleeing from the back of a gravel truck strikes your windshield. Glass damage is not only an unwelcome part of our everyday commute, but also a common form of excessive wear and tear.

It also goes without saying that headlights and taillights are critical to the safe operation of a vehicle. A damaged or inoperable part is considered excessive wear.

#### NORMAL

- Minor glass chips that are outside the driver’s line of sight. (Note: A driver’s line of sight is defined as the area of the windshield where the wipers make contact while activated.)

#### EXCESSIVE

- Chips or scratches in the driver’s line of sight
- Any scratches or chips with “spider legs” or “bull’s-eye”
- Any crack in the windshield, headlight or taillight lens or lens cover
- Any windshield that has been repaired inside the driver’s line of sight
- Any of the above excess wear and tear damage requires replacement; repairs are not allowed
- Any inoperable or non-Infiniti headlight, taillight, turn signal, fog light, etc., requires replacement

### WHEELS / WHEEL COVERS

Damage to the wheel or wheel cover can significantly detract from not only the appearance but also the performance of your vehicle. Generally speaking, minor cosmetic damage to wheels or wheel covers is normal, and therefore acceptable.

#### NORMAL

- Cosmetic scratches less than 5cm that do not affect the performance (retention ability) of the wheel cover or wheel

#### EXCESSIVE

- Cosmetic scratches greater than 5cm
- Gouges or scrapes in the wheel
- Any damage to the wheel that may affect performance (ability to hold air or support vehicle during operation)
- Non-Infiniti wheels or wheel covers with poor paint durability
- Wheels or wheel covers with peeling finish due to surface contact (curbs, etc.)
- Missing or mismatched wheel covers

### PREVIOUS REPAIRS

The best accident is one which does not happen at all. But sometimes they can’t be avoided, even to the best of our ability. Fortunately, things can be repaired. Previous repairs on your vehicle are acceptable provided they were done properly and do not, therefore, detract from the value of the vehicle.

#### EXCESSIVE

Any repair that was not properly performed, such as:

- Paint “spiders” or cracks in the paint caused by not using flex additives
- Clear coat lifting/peeling
- Tape lines from poor repair preparation
- Sags/drips in the paint
- Excessive “orange peel”
- Excessive dirt in paint
- Colour mismatch
- Sanding marks under paint
- Paint cratering
- “Wavy” panel repairs
- Misaligned panels/doors/hood/trunk/hatch

### TIRES

In order to ensure peak performance and safety, it’s important to take good care of your vehicle’s tires. If tires are worn unevenly, are bulging, have sidewall damage or are below a minimum tread depth of 3.2mm (4/32in), there will be a charge to replace them.

If you need to replace any tires, be sure they are a matching set that matches the type, quality, size, and rating of the vehicle’s original factory tires.

#### NORMAL

- Tires with a 3.2mm (4/32in) tread depth or greater at the minimum-thickness point
- Winter tires will be accepted on returned vehicles between November 1<sup>st</sup> and March 31<sup>st</sup>

#### EXCESSIVE

- Tires with less than a 3.2mm (4/32in) tread depth at minimum-thickness point
- Tires with sidewall damage (cut, bulges, cracks, etc.)
- Any tire not part of a matching set per axle
- Studded tires
- Any tire that does not match vehicle’s original tire type, quality, size and rating is not allowed
- Winter tires will not be accepted on returned vehicles between April 1<sup>st</sup> and October 31<sup>st</sup>

## WARNING LIGHTS

Sometimes, a warning light in the gauge cluster will come on to let the driver know that an item needs attention. Some of these warnings could signal that a significant repair is needed (which would be considered excessive) while others are only a notice that a certain fluid needs topping up (which would be considered normal).

### NORMAL

- Master Warning Light
- Low Fuel
- Low Tire Pressure

### EXCESSIVE

- Check Engine/Malfunction Indicator Light (MIL)
- ABS
- Airbags
- Oil Pressure



## SOME FINAL THOUGHTS ABOUT ENDING YOUR LEASE

Our goal is to provide you with a solid understanding of wear and tear, and help make your lease transition a smooth one. If you have any questions, simply call 1-800-268-6499 and an Infiniti Representative will be able to assist you. We hope that you've enjoyed your journey with Infiniti and that you'll continue to be a valued member of the Infiniti family.

Always wear your seat belt, and please don't drink and drive.

## INTERIOR WEAR & TEAR

The following pages outline some of the most common forms of interior vehicle wear and tear, including examples of what is considered “normal” vs. “excessive.”

### CARPET

Considering how many times you’ve stepped in and out of your Infiniti, we don’t expect the carpet to look brand-new. But there is a difference between normal and excessive wear and tear. Whether the carpet can be cleaned or repaired, or will require replacement, is dependent upon the extent and/or type of the damage.

#### NORMAL

- Stains that can be removed as part of normal car reconditioning process

#### EXCESSIVE

- Stains that are too heavy to be removed as part of normal car reconditioning process
- Any type of burn
- Any visible rip, cut or tear

### UPHOLSTERY

As long as there are bumpy roads and loose coffee-cup lids, there will be upholstery stains. Fortunately, not every stain is excessive. The guidelines for upholstery wear and tear are similar to the guidelines for carpeting, as you’ll see below. Upholstery includes seats, door, trim, armrests and the headliner.

#### NORMAL

- Stains that can be removed as part of normal reconditioning
- Seam separation with no signs of obvious abuse

#### EXCESSIVE

- Stains too heavy to be removed as part of normal reconditioning
- Any type of singe
- Any type of burn
- Any rip, cut or tear
- Scratches in fabric
- Any hole created by the removal of after-market accessories (e.g., cellular phone mounting bracket)

### MISCELLANEOUS PARTS / ACCESSORIES

Unfortunately, no matter how attached you are to your factory-installed stereo equipment, original keys or keyless entry remote, you do have to return them. Wear and tear is considered excessive when interior or exterior damage is left behind from a component that has been installed, replaced, removed or stolen. This includes any damage that results from non-Infiniti additions such as stereo systems, navigation systems, video systems, music players, fog lights, etc.

#### EXCESSIVE

- Any damage caused by the installation or removal of parts and accessories
- Missing parts such as radios, speakers, navigation system, headlights, keys, remotes, key fobs, headphones, retractable cargo covers, etc.
- Any broken or inoperative part or accessory
- Poorly applied / peeling window tinting
- Any damage from alterations or modifications such as hitches, spoilers or lowering of the suspension
- Any repairs that do not restore the frame rails, undercarriage or unibody to the original specifications are not acceptable and may indicate frame damage

## INFINITI WEAR AND TEAR ASSESSMENT KEY

Use this convenient tool to help you evaluate your vehicle’s condition.

### EXCESSIVE WEAR & TEAR EXAMPLES

#### SCRATCHES

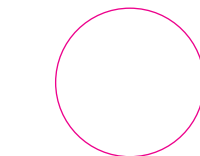
- Scratches longer than 6cm in length
- Scratches deep enough to catch your fingernail
- Scratches covered with touch-up paint
- Excessive number of chips

#### MISC

- Tires with less than 3.2mm (4/32in) tread
- Broken / missing parts
- Poorly repaired collision damage
- Frame damage
- Cracked / broken / chipped windshields or windows

#### DENTS

- Dents with paint damage
- Dents that exceed 2cm in diameter
- Panels with four or more minor dents

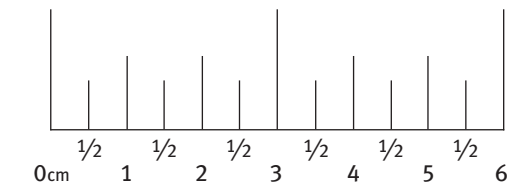


Maximum acceptable area for dents is 2cm in diameter



Maximum upholstery rip / cut / tear / burn

Maximum acceptable area for scratches is 6cm in length





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