



Mobility Assist

Mobility Information

Please contact the National Highway Traffic Safety Administration (NHTSA) for additional information on equipment and registered installers

Overview

- Purchase or lease a new INFINITI through a participating INFINITI retailer
- Within 6 months, have qualifying adaptive equipment installed by a NHTSA or NMEDA-registered installer
- Complete "INFINITI Mobility Form" online and submit all applicable documentation through fax or email within 90 days of installation
 - Documentation includes: vehicle sale or purchase agreement, copy of invoice from NHTSA or NMEDA registered installer, proof of customer payment (receipt) for equipment/installation, medical documentation as described in the program rules, lessor written letter of approval (if applicable), medical insurance statement (if applicable)
- Receive reimbursement of up to \$1,000 from INFINITI

Program Rules

- Retailed vehicles only; vehicle must be purchased or leased from a participating INFINITI retailer after **1/1/2019**
- Used sales and Fleet sales are not eligible under this program
- Only vehicles sold, registered and operated in the United States are eligible for this program
- INFINITI Mobility Assist reimbursement cannot be applied toward the purchase or lease of the vehicle
- Only one reimbursement per vehicle may be made
- All leased vehicle modifications should be approved by lessor
- For existing leases through INFINITI Financial Services (IFS), the following types of adaptive equipment have been pre-approved: Hand Controls, Wheelchair/Scooter Lift, Left Foot Accelerator, Turning Automotive Seating
- Adaptive equipment must be installed after vehicle has been retailed and within 6 months of purchase or lease from an authorized INFINITI retailer
- Requests for reimbursement must be made within 90 days after the equipment is installed
- Adaptive equipment must be medically necessary in order to operate the INFINITI vehicle or transport passengers with a documented physical disability
- To receive reimbursement for vehicle modifications, medical documentation must be submitted to INFINITI clearly stating the disability or impairment for which the equipment is intended. The documentation must be prepared on official letterhead of and signed by a licensed, certified medical professional
- Installer must be registered with NHTSA or NMEDA and customer must provide INFINITI

with a receipt from the installer

- The vehicle modifications must fall within those permitted under the NHTSA exemption as set out in 49 CFR §595.7
- INFINITI Accessories are not eligible for reimbursement
- Expect to receive reimbursement within 6-10 weeks after all required paperwork has been received by INFINITI

Exceptions

- INFINITI will not provide reimbursement for the purchase and/or installation of equipment that has already been fully claimed and fulfilled by medical insurance
- A reimbursement made by another source, such as medical insurance, will be subtracted from the customer's original total expense. (Example: Total expense \$5,000, Insurance reimbursement \$4,000, Customer expense, \$1,000. The customer expense of \$1,000 will be reviewed and considered for a maximum of \$1,000 reimbursement.)

Warranty Information

- Adaptations are not warranted by INFINITI, please consult with your installer and/or equipment provider for warranty information
- Any damage to the vehicle due to adaptive equipment or its installation may void or not be covered under the INFINITI New Vehicle Limited Warranty
- INFINITI assumes no responsibility for death, injuries, or damage related to the installation of adaptive equipment

Contact Information

- Use the "Contact Us" feature on the INFINITI Mobility Assist website! Requests for assistance may be submitted via email
- Applicable claim documentation may be submitted via fax at 855-264-0005, or via email at INFINITIMobilityAsst@biworldwide.com

INFINITI reserves the right to change program rules, including the amount, terms and conditions of reimbursement, and/or discontinue the program at any time, for any reason, with or without notice