To Our Nissan Community,

At Nissan Canada, we understand that these continue to be unprecedented and challenging times, as COVID-19 is having a major impact on our daily lives. Please rest assured that during this period of uncertainty, it remains Nissan's utmost priority to protect the health and safety of our customers and employees.

Dealership Accessibility

We recognize that vehicle service and repair are essential to ensure that our customers who need to work and to take care of their families have the mobility to do so — especially in the absence or reduction of public transportation in some cases. However, some of our dealerships may have made the decision to temporarily close, as the COVID-19 situation progresses and as directed by Government authorities. We encourage you to check with your local store or visit their website, for updated hours of operation.

Health and Safety – Dealerships

We have recommended that our Nissan dealerships which remain open take a series of precautionary steps as directed by the Public Health Agency of Canada (PHAC) to help keep our customers, as well as their own teams, safe as we manage through this situation together.

These measures include increased cleaning and sanitizing procedures, focused on ensuring that high touch surfaces in the dealerships, service departments and on vehicles are regularly and thoroughly disinfected.

Additionally, we have encouraged all our dealership staff to apply social distancing. Any employees with even a slight indication of illness have been instructed to refrain from coming in to work.

We have also maximized cleaning measures at our distribution centres to ensure safe usage of parts and accessories.

Health and Safety – Corporate Office

As of March 16, we directed our employees with the ability to work remotely to do so until further notice. This action is out of an abundance of caution to help reduce the risk of spreading the coronavirus. Thus, to ensure our network will not face any shortage, our Parts Distribution Centers remain operational with enhanced safety measures in place and our call centers will stay open.

We thank you for being a part of the Nissan community. We promise to continue monitoring and responding to this rapidly changing situation, and ask that you please take care of yourself, your family, and the people around you. We will get through this together.

Our Finance Customers

We are here to help Nissan Canada Finance customers during these uncertain times. If you have been impacted by the COVID-19 virus and would like to inquire about possible special arrangements you can contact us at NCFcustomer.service@nissancanada.com. Please include your full name, vehicle identification number (VIN) and preferred contact method.

Steve Milette
President, Nissan Canada Inc.