

From: NNA Service Actions & Campaigns
Sent: Tuesday, March 30, 2021 6:47 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: INFORMATION: AFTERSALES: DEALER SUPPORT: Takata Canvassing and Mobile Repair Outreach – REVISION 1
Attachments: Revision 9 - Nissan Consolidated Takata Dealer Announcement.pdf; REVISION 13 - PM685 2007-12 Versa Driver Side Airbag - VSRC - Dealer Announcement.pdf; SRS Light Release.pdf; NPSB19-530 Instructions For Documenting Campaign Deferment.pdf; Retailer Provided Mobile Service Invoice.xlsx; AIR_BAG_FORM.pdf; Nissan_MS Canvassing Letter_2021.pdf; Hangtag Copy - 33156 LR PROOF.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Nissan Aftersales Division

Electronic Field Communication

INFORMATION UPDATE

Date: March 31, 2021

To: FOMs, RAMs, & SDMs

Subject: Takata Canvassing and Mobile Repair Outreach – REVISION 1

[Discard previous communication dated 2/19 and replace with this version]

Nissan is continuing a Takata Recall Campaign Acceleration Program and requesting additional dealer participants to support this canvassing initiative in the Dallas/Fort Worth & Houston, TX and Miami, FL metro areas. Nissan is working with a third party, which will be Nissan branded and identifying themselves as the "Nissan Recall Team", to locate affected vehicles and get them repaired in collaboration with dealers. The canvassers have been in market, since the week of February 22, 2021, tracking down owners of vehicles that have not yet had the Takata Recall Campaign completed. Dealer support is requested through the duration of the program targeted for December 2021.

What The Nissan Recall Team Will Do:

The canvassers will attempt to contact 20-25 affected owners per day, between the hours of 10AM and 7PM, Tuesday through Saturday, and will provide these owners with four options for their vehicle:

- Schedule an appointment at a dealer for repair
- Schedule a mobile service appointment to be performed by a participating dealer

- If the owner needs mobile repair but the dealer cannot accommodate their schedule, the canvasser will have the technical ability to perform the recall repair for the customer
 - a. Parts will be procured from a local dealer
 - b. Removed parts will be returned to the dealer for disposal
 - c. Dealer will be asked to submit a claim for the repair performed by the Nissan Recall Team
 - Nissan Recall Team will provide the following information for claims support:
 - VIN
 - Model Year
 - Model
 - Campaign ID
 - Owner name, address, and contact information
 - New part serial number (old part serial number will be on the returned part)
 - Owner signed mobile authorization form for Nissan Recall Team to complete repair
- If it is determined no repair is needed or the owner refuses repair, the Nissan Recall Team will document this determination and complete a No Repair Needed or Refusal Form
- If the owner is not home, a hangtag is left and the canvassers are expected to leave their business cards with their mobile phone number contact information. The owner can use these contacts to schedule an appointment:
 - MarketSource business card/mobile phone number
 - Hangtag Contact Information:
 - Nissanusa.com/Takata-airbag-Recall
 - Infinitiusa.com/Takata-airbag-Recall
 - Canvassing Letter Contact Info:
 - Nissan: 1-888-737-2647
 - INFINITI: 1-844-908-0010

Mobile Repair is encouraged in lieu of offering towing to the dealership or rental vehicles.

- Rental and towing are still available under the campaign if needed. Refer to the dealer announcements for additional details.

Dealer Commitments:

- **Required:**
 - Stock Takata recall parts to accommodate walk-in or same day appointments. A complete list of required parts for each campaign is included in the dealer announcements attached
 - If using ASR, the recommended stocking levels will most likely be sufficient, but dealers can adjust as necessary
 - Nissan can assist with part returns if obsolescence or surplus becomes an issue
 - Dealer to provide a single contact at the dealer to communicate with canvasser for appointment scheduling both in-dealer and for mobile service. Email and cell number contact is preferred
 - Service department willingness to accept/accommodate walk-in/same day appointments
 - For dealer scheduled appointments, report unrepairable or deferred campaign appointments in accordance with NPSB19-530
 - If owners are unwilling to pay for diagnosis or additional repairs, use the included SRS light waiver when appropriate to complete campaign repairs. Refer to the Takata recall dealer announcements for additional details
- **Optional:**
 - Dealer to commit to a minimum of 16 hours (2 days per week) to support mobile Takata service as scheduled by the canvassers

- The Nissan Recall Team will prioritize scheduling mobile repairs on the identified days of a given week and allow a window of time to accommodate last minute additions in the area the canvassers are working
- Dealers can opt to provide mobile service on additional days or weekends as they wish
- Consign parts to the Nissan Recall Team (Note: reimbursement made by Nissan campaign claims submission)
- Dispose of used parts for the Nissan Recall Team via XPO – same process as in-dealer repairs
- File campaign claims on behalf of the Nissan Recall Team

Warranty Claim Instructions:

- **Type 1 - When completing the repair in-store:**
 - File warranty claim as directed in the technical service bulletin
 - Dealer receives full parts markup and warranty labor rate; apply normal claims coding procedures
 - Used inflator pickup via XPO
- **Type 2 - When dealer provides mobile repair and completes a Retailer Provided Mobile Service Invoice form:**
 - File warranty claim as directed in the technical service bulletin
 - Dealer receives full parts markup, warranty labor rate; apply normal claims coding procedures
 - Add expense code 804 for an extra \$100/VIN to the claim (each Dealer mobile repair)

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|--------------|----------------------|-------------|
| 804 | Dealer Mobile Repair | \$100 (Max) |

- Used inflator pickup via XPO
- **Type 3 - When supporting the Nissan Recall Team mobile repair with parts and claims submission assistance:**
 - Claim needs to be filed as a sublet to MarketSource (aka Nissan Recall Team) and does not require a technician ID
 - Dealer should only use Admin Op code below for applicable campaign
 - Add parts – dealer receives full parts markup
 - Administration op code closes the campaign and pays the dealer 0.3 hours labor for administration
 - **NOTE: Do not use both TSB OP Code and Admin Op Code (shown below) on the same work order line. Only the Admin Op Code should be used when filing claims for the Nissan Recall Team.**

| Campaign ID | Description | OP Code * | Flat Rate Time |
|-------------|---|-----------|----------------|
| R1712 | Dealer Administration for Nissan Recall Team/Market Source Mobile Repair Activity | R17126 | 0.3 Hrs. |
| R1711 | | R17116 | |
| R1703 | | R17037 | |
| PM657 | | PM6574 | |
| PM676 | | PM6764 | |
| PM665 | | PM6654 | |

| | | | |
|--------------|--|--------|--|
| PM818 | | PM8184 | |
| PM683 | | PM6835 | |
| PM684 | | PM6843 | |
| PM823 | | PM8233 | |
| PM826 | | PM8263 | |
| PM685 | | PM6856 | |

- o Used inflator pickup via XPO

Dealers Supporting Nissan Recall Team with Mobile Service:

Dallas/Ft. Worth:

- Metro Nissan of Dallas
- Texas Nissan of Grapevine
- Trophy Nissan

Houston:

- Baker North Nissan
- Central Houston Nissan

Miami:

- Coral Springs Nissan
- HGreg Nissan Kendall
- GreenAcres Nissan
- Palmetto57 Nissan

Tips for scheduling XPO pickups for used Inflators:

- The most efficient way for dealers/service centers to have an XPO pickup scheduled will be to reach out to the service center via e-mail.
- Calls will still be accepted, but they will be routed to voice mail, and the response may not be as efficient as using e-mail
 - Email: SCFieldAction.14305@xpo.com
 - Dealers should have the following information in the e-mail for most efficient service:
 - Dealer ID #
 - Full Dealer Name
 - Dealer E-mail address
 - Detail (# of pallets/weights/dimensions) of the pickup request
 - Include any special requirements (hours of operation/gate instructions/etc.)

For any additional questions, please ask your FOM or contact campaignannouncements@nissan-usa.com

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Attachments (8):

- REVISION 9 - Nissan Consolidated Takata Dealer Announcement
- REVISION 13 - PM685 2007-12 Versa Driver Side Airbag – VSRC – Dealer Announcement
- SRS Light Release

- NPSB19-530 Instructions for Documenting Campaign Deferment
- Retailer Provided Mobile Service Invoice
- AIR_BAG_FORM (XPO Part Return Form)
- Nissan MS Canvassing Letter 2021
- Hangtag Copy – 33156 LR Proof

Dealer Communication:

This information was emailed directly to the following personnel at dealers in the Dallas/Fort Worth and Houston, TX and Miami, FL metros on March 31, 2021

| Position Name |
|--|
| Assistant Parts Manager |
| Assistant Service Manager |
| Dealer Principal |
| Executive Manager |
| General Manager |
| Part & Service Director |
| Parts Director |
| Parts Manager |
| Service Advisor/Consultant |
| Service Advisor/Consultant - Express Service |
| Service Director |
| Service Manager |
| Warranty Administrator |

If any dealers are not receiving this information via email from the campaignannouncements@nissan-usa.com mailbox, please check spam folders and enable their inbox to process these emails as a safe sender. All dealer email addresses for these positions are taken from the dealer portal (NNA.net) and updated regularly. Dealers should verify the dealer portal administrator has the current contact information entered for these key positions to ensure information is received.

Please cascade as necessary.

Originator: Andrea Bennett
Phone: 615-725-5481
Email: Andrea.Bennett@Nissan-USA.com
Division: Aftersales
Department: Dealer Support

Frequently Asked Question (FAQ):

Q. Who reimburses the Nissan Recall Team for their labor performing a mobile repair?

A. Nissan directly reimburses the Nissan Recall Team by a purchase order. Dealers do NOT directly pay the Nissan Recall Team.

Q. When should I use expense code (804) Dealer Mobile Repair for \$100.00?

A. Expense code (804) is ONLY used when the repair was performed by one of the Dealership personnel dispatched on a mobile Takata repair.

Q. Why is the warranty system asking me for a Tech ID?

A. Tech ID is necessary to identify the Nissan technician who performed the repair. If the repair is performed by a non-Nissan technician the labor op code indicator will need to be marked as sublet as appropriate identification to who performed the repair.

Q. How is the dealer reimbursed for the consigned parts to the Nissan Recall Team?

A. The dealer follows Warranty Claim Instruction Type 3.

Revision History:

| Date | Announcement | Purpose |
|----------------|---------------------|---|
| March 31, 2021 | REVISION 1 | Update to clarify communication and include Q&A |