

Nissan Aftersales Division

Electronic Field Communication

INFORMATION

Date: March 5, 2018

To: FOMs, RAMs, ROMs, CEMs & SDMs

Subject: Takata Long Term Rental Reminder

We are still seeing a large number of suspended claims for long term rentals campaign IDs (697 claims in the last 4 days). As originally communicated on 1.11.18, dealers **were not to initiate new long term rental claims after 1.15.18**. We asked for dealers to file all long term rental claims **by 2.15.18**. The most recent announcements are attached for your reference.

Suspended claims are being reviewed on a biweekly basis. Criteria for approval is as follows:

- Rental start dates or RO open dates on or before 1/15/18 for Nissan and Infiniti will be approved
- Start dates on 1/16/18 or later **will be rejected**
- **Rental claim dates should not exceed vehicle repair date**
 - If rental dates are provided, the rental start date will be used to approve or deny claims
 - If rental dates are not provided, the RO open date will be used to approve or deny claims

Please remind your dealers that any rental needed now should be claimed as short term rental under the campaign when the vehicle is repaired. Long term rental claim submissions past the February 15, 2018 deadline should be an exception.

Attachments (2):

1. Dealer Announcement Takata Passenger Air Bag Inflator – February 9, 2018
2. Dealer Announcement Revision 7 – PM685 Versa Driver Side Air Bag – February 9, 2018

Dealer Communication:

Dealer personnel in the following positions will receive direct email notification of this notice using the email address entered into NNAnet.

Position Name
Assistant Parts Manager
Assistant Service 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 (NNAnet) 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