

**Fulgenzi, Danielle**

---

**From:** NNA Service Actions & Campaigns  
**Sent:** Friday, February 19, 2021 9:06 AM  
**To:** Galdos, Americo; Buttles, Bart; Rice, Charles R.; Trachsel, Che; Wright, Doug; Weidman, Gerry; Menendez, Jorge; Krawiec, Ken; Eubank, Kimberly; Eubank, Kimberly; McCoy, Laura; Hansen, Mark; Bowens, Misti; Szczyrba, Peter; Szczyrba, Peter; Gilbert, Timothy; Campbell, William; Thorborg, Karen; Larkins, Kirby  
**Cc:** \*NNA NIS Service Actions & Campaign Announcements; Pisciotta, Tony; rocjustice@marketsource.com; lwooley@marketsource.com; lwalsh@marketsource.com; Yu, Henry (Warranty); Nangle, Craig; McDuffie, John; Page, Patricia (EXTERNAL); Campbell, Jeff  
**Subject:** ACTION: AFTERSALES: DEALER SUPPORT: LAUNCH Takata Canvassing and Mobile Repair Outreach  
**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

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## Nissan Aftersales Division

### Electronic Field Communication

#### **ACTION**

**Date:** February 19, 2021

**To:** FOMs, RAMs, & SDMs

**Subject:** **LAUNCH Takata Canvassing and Mobile Repair Outreach**

**ACTION: FOMs please inform your dealers that the Nissan Recall Team is beginning Canvassing the week of February 22<sup>nd</sup> and will be meeting with them.**

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 expect to be in market, beginning 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 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
    - 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

**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
  - Dispose of used parts for the Nissan Recall Team via XPO – same process as in-dealer repairs
  - File warranty claims on behalf of the Nissan Recall Team

**Dealer Benefits:**

- When completing the repair in-store:
  - Dealer receives full parts markup and warranty labor rate for the campaign repair
  - Used inflator pickup via XPO

- When dealer provides mobile repair and completes a Retailer Provided Mobile Service Invoice form:
  - Dealer receives full parts markup, warranty labor rate, and an extra \$100/VIN for each mobile repair by adding expense code 804 to your warranty claim

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

- Used inflator pickup via XPO
- When supporting the Nissan Recall Team mobile repair with parts and claims assistance:
  - Dealer receives full parts markup
  - Dealer receives a claim administration payment using a specific Op Code for each campaign ID that pays 0.3 hours

Campaign ID	Description	OP Code	Flat Rate Time
R1712	Dealer Administration for Market Source 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		PM6855	

- Used inflator pickup via XPO

**Dealers Initially Providing 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
- Southern 441 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](mailto: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](mailto:campaignannouncements@nissan-usa.com)

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**Attachments (6):**

- 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)

**Dealer Communication:**

The information was emailed directly to the following personnel at dealers in the Dallas/Fort Worth and Houston, TX and Miami, FL metros on February 19, 2021

Position Name
Assistant Parts Manager
Assistant Service Manager
Dealer Principle
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](mailto: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](mailto:Andrea.Bennett@Nissan-USA.com)

**Division:** Aftersales

**Department:** Dealer Support