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NISSAN BULLETIN

DBS Enhancement – Checking Vehicle Inventory for Open Campaigns

Reference: NPSB/15-460a

Date: February 26, 2018

Attention: Dealer Principal, Executive, General, Sales, & Service Managers

UPDATE February 26, 2018

Please discard earlier versions of this bulletin

The announcement from December 21, 2015 has been revised to include:

- New functionality for identifying stop sales and parts restrictions for vehicles in dealer inventory
- RDR warning messages when vehicles affected by a stop sale are submitted for retail delivery

Nissan is pleased to announce the availability of a new DBS enhancement to the **Sales > Vehicle Inventory** screen. Sales or service personnel with access to this screen will now be able to easily identify new or previously owned (Nissan and Infiniti only) vehicles requiring campaign remedy prior to sale. Additionally, remedied vehicles will change to an interim "repaired" status while awaiting warranty claims payment from Nissan, which signifies official recognition of campaign remedy completion. This will make it easier for sales and service departments to communicate which vehicles have received campaign repairs.

The ability to check for open campaigns through DBS vehicle sales inventory will yield several benefits:

✓ **EASY IDENTIFICATION** of vehicles with open campaigns helps ensure repairs are performed prior to retail sale.

- Any individuals with access to the **Sales > Vehicle Inventory** screen can identify vehicles in inventory that require campaign repairs.
- Vehicles requiring campaign repairs will be identified with **BOLD RED** text.
- STOP SALES and Parts restrictions are identified with a "Y" (YES) or "N" (NO) on the campaign report.
- Parts restrictions labeled with "Y" require parts departments to submit SVC orders and may not arrive from PDCs as quickly due to an extra level of approval being necessary.

✓ **VISUAL CUES** for vehicles that have had campaign repairs performed by service, but not yet recognized by Nissan with warranty claims payment.

- Vehicles that have received campaign repairs will be identified with **BOLD BLACK** text
- Vehicles with multiple campaigns must have all campaigns repairs completed before status will change from bold red to bold black.
- Repaired status is determined when a repair order is closed and a claim is submitted for a campaign repair in DBS. Repair orders for campaign repairs should not be closed and submitted until the repair is complete.
- Once warranty claims are paid by Nissan, the campaign repair is officially recognized and the vehicles text will return to the default text color (black non-bold).

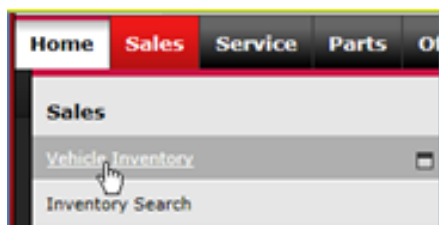
✓ **VEHICLE TRADES** will show campaign status when the vehicle is transferred to your inventory.

-  **VEHICLE SEARCH** will easily allow you to determine campaign status of vehicles at other dealers before initiating a trade in OMS.
-  **GENERATE REPORTS** listing vehicles in your inventory with open campaigns as well as repair or warranty claims status.
-  **RETAIL DELIVERY REPORT (RDR) WARNING** when attempting to complete a RDR or file a quick RDR on a vehicle subject to a stop sale and there is no campaign-warranty claim payment. The warning is passive, but the user ID and time stamp is recorded if a user elects to proceed with completing an RDR for a vehicle with an open campaign and stop sale.

A user's guide for these enhancements is included with this announcement to provide you with a better understanding of how to use these features.

CHECKING VEHICLES IN DEALER INVENTORY FOR OPEN CAMPAIGNS

Access the Vehicle Inventory Screen



1.

1. Hover over the **Sales Menu**.
2. Click **Vehicle Inventory**. The *Vehicle Inventory* screen displays.

Note: New or Used unsold vehicles with a *Location Status* of **DLR INV** will display colored text if the vehicle has a campaign in either **OPEN**, **PERFORMED**, or **PAID** status.

Note: Use the *Vehicle Type* filter to select **Used** vehicles.

Definition of Color-Code

RED and **BOLD**: The vehicle has a campaign status of **OPEN**. These vehicles will have a hover text over on the *SERIAL NUMBER* field, which will display a pop-up box listing the PNC (Campaign ID) for ALL Open Campaigns, Campaign Description and TSB Number (if applicable).

BLACK and **BOLD**: This status indicates a repair order has been closed, a campaign claim has been submitted on this vehicle, and the applicable campaign repairs have been completed. The campaign details visible when you hover over the *SERIAL NUMBER* field will remain until Nissan recognizes campaign completion with a warranty claims payment.

BLACK and **NON-BOLD** (default): If a vehicle does not have a campaign or a claim has been paid by NNA, the text will remain the same as it was prior to this enhancement.

Note: Vehicles acquired via trade will also show campaign status when traded into your inventory or when searching another dealer's inventory.

Stock#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
3080	187789		2014	ALTIMA	13314	ALT 2.5 SL CVT	2.5SL CVT	NAH	C	\$30,260	\$28,174	DLR-INV	695
3177	429296	Retail	2014	ALTIMA	13314	ALT 2.5 SL CVT	2.5SL CVT	NAH	C	\$30,515	\$28,413	DLR-INV	580
3190	329595		2014	ALTIMA	13314	ALT 2.5 SL CVT	2.5SL CVT	RBD	C	\$31,135	\$28,969	DLR-INV	479
3136	371150		2014	ALTIMA	13314	ALT 2.5 SL CVT	2.5SL CVT	KAD	Z	\$31,295	\$29,122	DLR-INV	630
3413	201777		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	K23	G	\$24,125	\$22,512	DLR-INV	415
3247	318380		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	512
3248	317076		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	512
3249	317661		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	512
3227	127131		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	526
3255	317601		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	505
3234	317371		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	514
3233	317595		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$24,560	\$22,914	DLR-INV	514
3411	202727		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	G	\$24,680	\$23,009	DLR-INV	416
3282	147856		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	K23	G	\$24,970	\$23,331	DLR-INV	493
3477	361526		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	KHG	C	\$24,985	\$23,346	DLR-INV	354
3476	355247		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	RBD	C	\$24,985	\$23,346	DLR-INV	354
3307	154437		2015	ALTIMA	13115	ALT 2.5 S CVT	2.5S CVT	QAB	C	\$25,290	\$23,615	DLR-INV	485

CHECKING VEHICLES IN DEALER INVENTORY FOR OPEN CAMPAIGNS

Using the Filter By and Hover Text

1. At the **Filter By** field, select **Open Campaign**. A listing of vehicles with one or more open campaigns display.

The screenshot shows the 'Sales: Vehicle Inventory' page. The 'Filter By' dropdown menu is open, and 'Open Campaign' is selected. The table below shows the filtered results.

Stock#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
N13390	310343	Retail	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	CAJ	C	\$20,595	\$27,728	DLR-INV	532
N13417	309113		2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	CAJ	C	\$20,690	\$28,672	DLR-INV	523
N13747	357072	Deal Opened	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	QAB	C	\$31,365	\$28,245	DLR-INV	398

2. Hover your mouse over the **Serial** field to display the hover text listing the *Campaign ID* and *Campaign Description*. If the vehicle has multiple campaigns, the hover text will display each campaign.

The screenshot shows the 'Sales: Vehicle Inventory' page with the 'Filter By' dropdown set to 'Open Campaign'. The table below shows the filtered results. A red circle highlights the 'Serial' field of the second row, which has a hover text box displaying the campaign information.

Stock#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
N13390	310343	Retail	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	CAJ	C	\$20,595	\$27,728	DLR-INV	534
N13417	309113		2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	CAJ	C	\$20,690	\$28,672	DLR-INV	523
N13747	357072	Deal Opened	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	QAB	C	\$31,365	\$28,245	DLR-INV	400
N13809	338119	Investment Proposal	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	KAD	Z	\$31,455	\$28,377	DLR-INV	430
N13851	343854	Investment Proposal	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	KH3	Z	\$31,485	\$28,444	DLR-INV	440
N13646	343304	Deal Opened	2015	ALTIMA	13315	ALT 2.5 SL CVT	2.5SL CVT	K23	Z	\$31,485	\$28,404	DLR-INV	441
N13888	311139	Deal Opened	2015	MURANO	23815	MURANO PLAT AWD	PLAT CVT	K23	X	\$44,655	\$41,914	DLR-INV	389
NW13874	211189		2015	MURANO	23815	MURANO PLAT AWD	PLAT CVT	G41	X	\$44,655	\$41,889	DLR-INV	381
N13889	216625		2015	MURANO	23815	MURANO PLAT AWD	PLAT CVT	KAD	G	\$44,725	\$41,888	DLR-INV	380

CHECKING VEHICLES IN DEALER INVENTORY FOR OPEN CAMPAIGNS

Print or Export a Campaign Report for Your Inventory

1. At the **Vehicle Inventory** screen, click the **Report** button. A list of reports displays.
2. Click **Campaign Report**. The **Campaign Report** screen displays a listing vehicles that details the Campaign and the status of the Campaign as described below:
 - **Repair Status:** **Blank** means a RO has not been opened on the vehicle yet. **Unrepaired** means a RO has been opened for the campaign but has not been submitted or closed. **Repaired** means a RO for the campaign has been closed and a warranty claim has been submitted.
 - **Claim Status:** **Blank** means the RO is still open (once it is closed, the RO is sent to Warranty Claims). **Unsubmitted** means a warranty claim for the appropriate campaign has not been submitted to NNA for payment. **Submitted** means a warranty claim for the appropriate campaign has been submitted to NNA for payment but has not yet been paid. **Suspended** means a warranty claim has suspended for one or more errors. **Rejected** means the claim has been denied for some reason (either by the dealer or NNA). **Paid** means a warranty claim for the appropriate campaign has been submitted to NNA for payment and has been paid by NNA.
 - **Campaign Status:** **Open** means a vehicle has an open campaign and a RO has not been closed for the repair and a warranty claim has not been submitted. **Performed** means a vehicle has an open campaign, and a RO has been closed for the repair and a warranty claim has been submitted, but not paid by NNA. **Paid** means a vehicle has an open campaign, a RO has been closed for the repair, a warranty claim has been submitted and paid by NNA, but the vehicle has not yet been removed from the NNA open vehicle table.
3. You have the option to **Print** the report or **Export** the report to Excel (shown below).

Home Sales Service Parts Office Administration Tuesday, December 15, 2015

Sales: Vehicle Inventory

Fleet Filter: NON-Fleet Vehicle Type: New All Model Lines Filter By: Location Status DLR-INV

Vehicle Inventory

Items 1 to 50 of 180 Total

Stock#	Serial	Status	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
113434			2013	ALTIMA	13113	ALT 2.5 S CVT	2.5S CVT	KAH	C	\$23,410	\$21,708	DLR-INV 389

Campaign Report

NEW VEHICLE

Items 103 to 104 of 104 Total

VIN	Model	Model Line	Model Year	Campaign ID	Description	Repair Status	Claim Status	Campaign Status	Stop Sale	Parts Restriction
5N1AT2MT0HC844444	29517	ROGUE	2017	PC601	ROGUE ENGINE MOUNT NTB18002			Open	N	Y
5N1AT2MT2HC844297	29517	ROGUE	2017	PC601	ROGUE ENGINE MOUNT NTB18002	Repaired	Submitted	Performed	N	Y

Print Export Cancel

B	C	D	E	F	G	H	I	J	K	L	M
VIN	Model	Model Lin	Model Year	Campaign	Description	Repair Sta	Claim Stat	Campaign	Stop Sale	Parts Restriction	
1N6AA1C22HN557413	52317	TITAN XD	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1C42HN572849	52217	TITAN XD	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1C50HN570218	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1C55HN574684	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1C59HN575854	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CJ2HN564210	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CJ3HN562756	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CJ5HN563665	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CJ5HN563746	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CJ6HN563321	37217	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CK0HN557202	37317	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1CK2HN568590	37317	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1E51HN575991	38817	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1E52HN565941	38817	TITAN	2017	PC604	TITAN ECN			Open	N	N	
1N6AA1E52HN566684	38617	TITAN	2017	PC604	TITAN ECN			Open	N	N	

CHECKING VEHICLES IN DEALER INVENTORY FOR OPEN CAMPAIGNS

Retail Delivery Report Warnings

1. From the Vehicle Inventory screen, click on the arrow and select **RDR Vehicle**.

Vehicle Inventory

Items 1 to 4 of 4 Total	Stock#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
1	N70948	723377		2017	FRONTIER	32317	FRT 4X2 SV V6 CC	AUTO	G41	W	\$28,870	\$28,194	DLR-INV	357
2	N70783	724844		2017	FRONTIER	32317	FRT 4X2 SV V6 CC	AUTO	NAH	C	\$28,870	\$28,194	DLR-INV	375
3	1N70010	364082		2017	MAXIMA	16517	MAX 3.5PLT SEDAN	CVT	QAB	C	\$41,660	\$39,417	DLR-INV	553
4	RDR Vehicle	364610		2017	MAXIMA	16517	MAX 3.5PLT SEDAN	CVT	QAB	C	\$42,150	\$39,836	DLR-INV	587

Total: DLR-INV: 4

2. RDR warning message appears if the vehicle being delivered has an open campaign and **STOP SALE** applicable.

This vehicle is subject to stop sale, completion of required repairs is mandatory prior to vehicle delivery. If the vehicle was delivered before you see this message, please immediately inform the customer and make arrangements for them to return the vehicle as soon as possible and have it remedied for free.

OK

3. Selecting **OK**, will take the user to the RDR screen. The user can back out of the RDR screen by selecting **CANCEL** or continue and select **SUBMIT**. If submit is selected, the user ID and time stamp will be recorded.

RDR Vehicle

Summary

Status: Open

Status Date: 02/05/2018

Vehicle

Deal: No Deal

Type of Sale: 0 = Retail Sale

Sale Date: 02/05/2018

Salesperson: HOUSE DEAL

F&I Manager: HOUSE DEAL

Security+ Plus Contract: NO

Spanish Language: NO

VIN: 1N4AA6AP4HC364082

Stock Number: N70010

Model Code: 16517

Model Description: MAX 3.5PLT SEDAN

Model Year: 2017

State/Province: WI

Customer

Title: 1 = Mr.

Name: John Q Sample

Company:

Address: 123 Main Street

City: Anytown

State: WI

Zip Code: 12345

Phone: 999-999-9999

Daytime: 999-999-9999

Evening: 999-999-9999

Email: Jqsampl@gmail.com

Save Submit Delete Cancel

Continued...

CHECKING VEHICLES IN DEALER INVENTORY FOR OPEN CAMPAIGNS

Application Auditing										
Dealer ▼	Region	Area	District	User ID ▼	Application ▼	Module ▼	Function ▼	Date, Time ▼	Reference Number	Other
	NNA Nissan Northeast 26	New York City	NORTHERN NEW JERSEY	~~DB10976~~	Service	NSH	Modify Stop Sale	01/23/2018 10:15:55	Campaign: PCS77 - Old Stop Sale: N - New Stop Sale: Y	
	NNA Nissan Northeast 26	New York City	WESTCHESTER/NEW YORK CITY	~~DB10976~~	Service	NSH	Modify Stop Sale	01/04/2018 15:44:20	Campaign: PCS16 - Old Stop Sale: Y - New Stop Sale: N	

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