

Nissan Aftersales Division

Electronic Field Communication

INFORMATION

Date: October 2, 2018

To: RAMs, FOMs, & SDMs

Subject: Takata Completion Objectives for Q3

Nissan is continuing to ask its dealers to urgently help increase customer participation in the Takata recalls and to help it achieve 100% customer recall participation for the following vehicles:

- 2007-11 Versa Sedan
- 2007-12 Versa Hatchback
- 2002-06 Sentra
- 2002-04 Pathfinder
- 2001-03 Maxima

Nissan expects to upload the next refreshed owner list to DBS within the next week. We will also be reassigning VINs to dealers based on information changes. We didn't reassign any VINs in Q2 to avoid any mid-quarter objective impact. If VINs were repaired out of network, the dealer/region with the original assignment received credit for the repair.

This is an extremely serious safety issue and Nissan is taking significant and unprecedented steps to increase customer recall participation but it needs dealer help to achieve its remedy goals. A separate communication will be released later this month informing regional personnel of the requirements for bonus payout in Q3 and Q2 results. The Q3 objective is based on the average number of repairs in Q2 multiplied by the number of service days in Q3 (Mon-Sat minus any holidays).

NISSAN				
RGN		Q3 target per day	Service Days in Q3	Q3 Completion Target
24	MWR	206	75	15,474
26	NER	276		20,721
32	CR	175		13,109
34	SER	228		17,130
36	MAR	183		13,758
42	MTN	110		8,244
44	WR	173		12,993
48	NWR	87		6,514

TOTAL:	1,439		107,943
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Dealer engagement is critical with this effort. It is a company-wide responsibility to make it a priority to replace these dangerous airbag inflators in affected vehicles. Further, increasing recall participation represents significant gross profit opportunity for our dealers.

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Division: Aftersales

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