

# Nissan Aftersales Division

## Electronic Field Communication

### INFORMATION

Date: January 29, 2019

To: RAMs, FOMs, & SDMs

Subject: Takata Completion Objectives for Q4

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 by the middle of February. At the time of monthly updates, we reassign owner lists based on dealer buy/sells. We anticipate having this automated within DBS by the end of the fiscal year.

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 week informing regional personnel of the requirements for bonus payout in Q4. The Q4 objective is based on the average number of repairs in Q3 multiplied by the number of service days in Q4 (Mon-Sat minus any holidays).

RGN		Opportunity (# VINs) for Q4	Q4 Objectives Straight Line Open VINs	Q4 Repairs per day	Variance from Q3 Repairs per Day	% of Obj Complete as of 1/28/19
24	MWR	80,080	10,108	130	2	18.5%
26	NER	117,464	10,871	148	5	18.4%
32	CR	131,366	8,360	110	13	21.6%
34	SER	153,266	10,640	143	10	22.3%
36	MAR	73,761	8,512	113	4	18.9%
42	MTN	59,491	5,624	74	2	19.9%
44	WR	99,303	7,600	100	13	21.0%
48	NWR	31,234	3,800	50	0	18.6%
TOTAL:		745,965	65,515	868	49	20.0%

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. Regional personnel can access current completions via the tableau Takata tracker (<https://tableau.na.nissan.biz/#/site/SLSMKG/views/TakataCampaignReport/TakataCampaign?iid=3>). Q4 objectives will be updated by the end of the week in the tableau Takata tracker, but current overall completion rates are included above.

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**Division:** Aftersales

**Department:** Dealer Support