Aftersales Retailer Support
Instructions for Documenting Campaign Deferment

Reference: IPSB/19-362
Date: June 6, 2019

Attention: Retailer Principal, Executive, Sales & Service Managers

INFORMATION: Instructions regarding Campaign Inspections and Corrections Documentation Process.

RECIPIENTS: All INFINITI Retailers (Dealer Principals, Executive Managers, Sales Managers, Service Directors/Managers, Sales Consultants, and Service Consultants).

TARGETED DEPARTMENTS:

- New Vehicle Sales
- Used Vehicle Sales
- Wholesale Purchase and Disposition
- Service Department

SUMMARY:

Nissan North America, Inc. (NNA) is providing INSTRUCTIONS relating to the sales and service of new and used Nissan and INFINITI vehicles with open recall and service campaigns.

Federal law prohibits the sale and/or delivery of new motor vehicles with open safety or emissions recalls. Certain State laws also prohibit or restrict the sale of used vehicles with open recalls or impose disclosure requirements. NNA strongly discourages the sale of used vehicles with an open recall. Due to the variance in state laws, Dealers should consult their legal counsel before selling used vehicles with open recalls.

As a reminder, used vehicles with open campaigns cannot be certified under NNA's Certified Pre-Owned (CPO) program.

As provided in Section 4(B)(3) of the INFINITI Dealer Sales and Service Agreement, "Once Dealer has been notified that a recall or service campaign affects a particular class or type of INFINITI Product, Dealer shall perform such campaign inspection(s) and/or corrections on all affected INFINITI Products then in or which thereafter come into Dealer's inventory or which are delivered for service... Dealer shall advise [NNA] as and when such campaign inspections and/or corrections are performed, in accordance with [NNA] Manuals or Instructions."

In accordance with the above, NNA provides the following on the service of Nissan/INFINITI vehicles with open campaigns:

1. When a Nissan or INFINITI vehicle is presented for service at a same brand store, the Dealer will check the VIN for any outstanding campaigns using Service Comm or National Service History Open Campaigns, inform the customer of any open recalls or service campaigns, and "promptly, courteously and efficiently perform such inspections and/or corrections."

2. If the recall or service campaign cannot be completed during the aforementioned service visit, the Dealer will appropriately document the deferment reason, obtain a customer signature

acknowledging the recall or service campaign deferment, and transmit the data to NNA as well as retain a copy for their own records.

- Acceptable deferment reasons are:
    1. Parts are on order
    2. Parts or remedy not available from Manufacturer at this time
    3. Customer declined
    4. Scheduled future appointment
        - Date:
    5. Dealer resources not currently available
        - Tech not certified
        - Service bay or tools unavailable
    6. Vehicle not repairable in present condition
        - Document condition with photos
        - Provide customer an estimate to bring vehicle to a repairable condition
        - Notate customer acceptance or decline of necessary repairs
        - Obtain customer signature acknowledging the above

- Failure to do so and retain documentation of this process may be considered a violation of the Dealer Sales and Service Agreement, which may result in NNA pursuing any rights, claims, or remedies available to it under the Agreement or applicable law.

- Dealers may document the deferment reasons using ICAR-X Service beginning **June 10, 2019**, which will electronically transmit data to NNA. If Dealer is not currently using ICAR-X Service, please complete the "Campaign Status Change Request" form included with this bulletin and send it to NNA along with any supporting photos, repair orders, or other supporting documentation.

This document is intended to provide INSTRUCTIONS to INFINITI dealers with respect to the sale and service of Nissan and INFINITI vehicles with open recalls, service campaigns, or quality actions pursuant to Section 4(B)(3) of the INFINITI Dealer Sales and Service Agreement. These INSTRUCTIONS do not alter the terms of the Dealer Sales and Service Agreement in any way.

CAMPAIGN STATUS CHANGE REQUEST FORM

INFINITI
EMPOWER THE DRIVE

Instructions:
1. **Multiple Campaigns requests can be submitted on the same VIN**
2. **Repair Orders(s) "RO" must accompany this form**
3. **RO Documentation (Complaint/Cause/Correction findings must be clearly explained**
4. **Photos are required for all Airbag situations & other situations when photos will support the campaign status change request.**

Client Information Section

Current Client Info (required)

Name: _____ Primary Phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Subject Vehicle VIN (required)

Vehicle ID: _____

Vehicle Status Change Section

☐ Client was contacted by phone: Vehicle status based on consumer statements

☐ Vehicle/Client was present at dealership (please acquire signature below)

Please provide applicable Campaign ID(s) required for status change(s) to a particular campaign(s)

Campaign ID(s) _____

IMPORTANT: "RO" MUST THOROUGHLY EXPLAIN FINDINGS AND REASON WHY UNABLE TO REPAIR
PICTURES ARE RECOMMENDED – SELECT REASON BELOW

If the recall or service campaign cannot be completed during the service visit, the retailer must document the deferment reason, obtain a client's signature acknowledging the recall or service campaign deferment on this form and return to NNA.

☐ Parts are on order
☐ Parts or remedy not available at this time (from manufacturer)
☐ Client declined
☐ Scheduled future appointment (Date)_____

Retailer resources not currently available:
☐ Tech not certified
☐ Service bay or tools unavailable

Vehicle not repairable in present condition:
☐ Document condition with photos (attached)
☐ Provide client an estimate to bring vehicle to a repairable Condition (attached)
☐ Notate client acceptance or decline of necessary repairs

I hereby acknowledge the information contained on this form is accurate and I was informed of applicable campaigns on my vehicle.

Client Signature:

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Campaign Status Change Section

☐ Airbag Deployed	Drivers ☐	Passengers ☐	Side Curtain ☐
☐ Airbag Missing	Drivers ☐	Passengers ☐	Side Curtain ☐
☐ Aftermarket/counterfeit	Drivers ☐	Passengers ☐	Side Curtain ☐

IMPORTANT: PLEASE SEND A COPY OF THE "RO" AND PICTURES ALONG WITH THIS FORM

Signature_____ Date: _____ Retailer Code: _____
Signed by the Service Manager

Retailer Name & Email Address (Please Provide) _____

Pleases Email this form to CampaignAnnouncements@Nissan-USA.com

Please Include Repair Order and applicable photos to support vehicle change request

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