



# Aftersales Retailer Support

## Missed Recalls/Campaigns Completion Report

Reference: IPSB/19-402

Date: March 13, 2020

Attention: Retailer Principal, Executive, Sales & Service Managers

The "Missed Recalls/Campaigns Completion" report is used to identify vehicles that have entered your retailer's service department with open campaigns and left without the remedies performed (*missed opportunity*). Failure to complete these recalls and campaigns at time of service could create a liability risk for your dealership, lessens client satisfaction, and reduce dealership revenue.

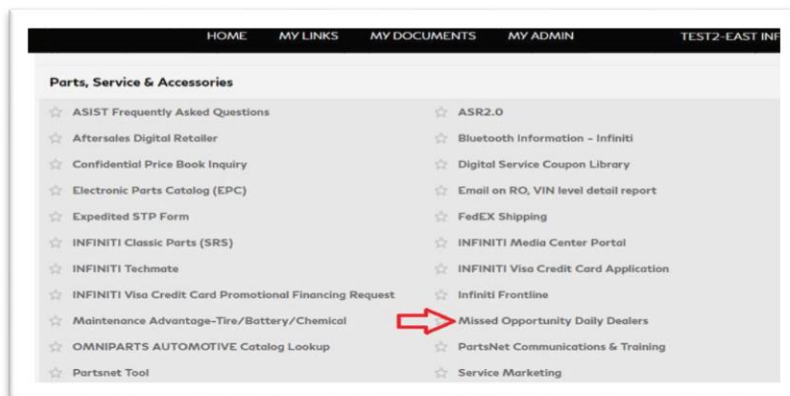
The report lists all VINs with missed opportunities for a rolling ninety (90) days. This report is updated daily, but includes an eight (8) day grace period to allow for warranty claims to be submitted. When warranty claims are not submitted by the eighth day, affected VINs show as missed opportunities. The missed recall/campaign opportunities in the report are separated into two categories: Takata and Non-Takata. The report will show how many missed opportunities exist for your dealership, the number of unique VINs, and the potential revenue for the repair.

- Each open recall/campaign counts as a missed opportunity. Thus, if a vehicle has two open recalls/campaigns, the visit counts as two missed opportunities.
- Unique VINs count the number of VINs that comprise the total missed opportunities for the ninety (90) day period.
- Potential revenue is parts and labor total based on the national average claim amount for each campaign missed.

### Accessing the Report:

All retailer personnel with an account on NNANet can access the report:

- Login NNANet 2.0 and click on "My Links"
- Choose "Parts, Services & Accessories" and then "Missed Opportunity Daily Dealers"



### Report Exclusions:

- Unrepairable VINs reported via the campaign deferment process (IPSB19-362). VINs deferred for reasons other than "unrepairable" will still show on the report.
- Non-INFINITI brands (including Nissan) presented for service.
- Recalls/Campaigns currently subject to lengthy parts availability concerns.

**Questions:** Ask your FOM or inquire via email at: [NNA-AfterSales-WarrantyCampaignsAnalytics@nissan-usa.com](mailto:NNA-AfterSales-WarrantyCampaignsAnalytics@nissan-usa.com)

*Refer to the user guide included with this bulletin for additional details.*

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### Introduction

Missed Opportunities report is used to identify vehicles that have entered your service department with open campaigns and left without the remedies performed (missed opportunity). The report lists all VINs which missed campaign repairs for the last rolling 90 days. The report cutoff day is: **Today minus 8 days** to allow a grace period for warranty claims submission. Warranty claims not submitted by the 8<sup>th</sup> day will appear as a missed opportunity on the report.

This report tracks all missed campaign opportunities (both Takata and Non-Takata) as well as, estimated revenue based on national average claim payments, for parts/labor applicable to campaign completion of each unique VIN. Takata and Non-Takata campaign group revenue opportunities are shown as well as a grand total, which sums the two categories.

### Report Highlights

- Track both Nissan and INFINITI brands for Takata and non-Takata campaigns (all active campaigns)
- Track number of VINs (**Num of VINS**) coming into dealers for services with missed campaign repairs for past 90 days.
- Track the number of missed-repaired campaigns (no claims were submitted for the campaign repairs, and the campaign status remained open for these VINs) for past 90 days (**Num of Open Campaign Missed**). The work order close dates are after campaign launch dates.
- Provide the estimated revenue (**Revenue**) based on national average claim payments, for parts/labor applicable to campaigns
- Your individual view can be customized so you see that view every time you click on the link
- You can also download detailed data for your further analysis.

### What Is Not Included in the Report

- Unrepairable VINs submitted and accepted via the campaign deferment process (NPSB19-530 / IPSB19-362) are not shown in the report. Other deferment reasons besides “unrepairable” remain on the list as a missed opportunity if the campaign was not completed and a claim was not submitted within the 8-day grace period.
- All cross-brand VINs serviced (i.e. Nissan serviced by INFINITI retailer or vice versa) are not shown in the report. These are specially handled by the recalls and

## User Guide for Missed Recalls/Campaigns Completion Report (Missed Opportunities)

campaigns team. The campaign team assigns the VIN to the closest correct brand retailer and communicates the information to the regional personnel bimonthly.

## How to Use the Report

### ***Access the report and its link***

The report is published on NNANet Dealer Portal Web Site (<https://as.na.nissan.biz/SecureAuth71/SecureAuth.aspx>) with the link name below:

Missed Opportunity Daily Dealers

All dealers who have an account on NNANet 2.0 can access the report as follows:

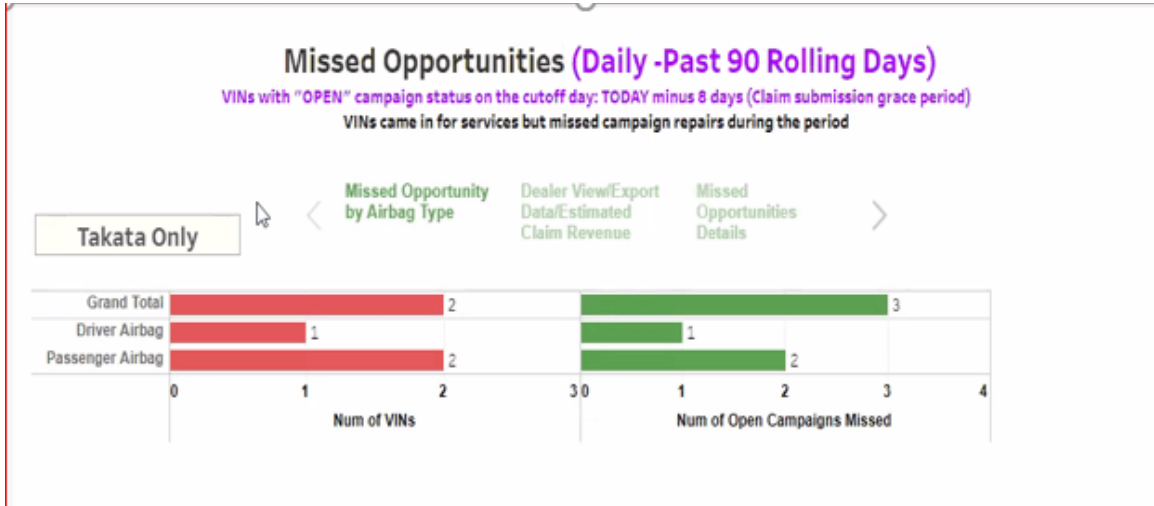
- Login NNANet 2.0
- Click on “My Links”
- Chose “Parts, Services & Accessories”
- Click on “Missed Opportunity Daily Dealers

### ***Get Started***

- Save the link referenced above as a favorite in your web browser
- The report cutoff day is: **Today minus 8 days**. For example if TODAY is 11/30/2019, the report period would be 8/23/2019 to 11/22/2019 using RO close date for VINs coming to dealers in the period and missed campaign repairs. An 8-day grace period is built in to allow dealers to submit warranty claims for repairs completed during the vehicle’s visit at the retailer. This will help prevent reporting missed opportunities associated with delayed claims submission.
- The report is organized with three **GREEN** tabs below:



## Missed Opportunity by Airbag Type (Takata Only)



## Estimated Claim Revenue/Summary View

- Provide a stats summary (# of VINs, # of Campaigns Missed, and estimated revenue) of missed opportunities for your dealers
- You can check or uncheck to give you the different view by campaign categories

Campai..	Region	District	Dir Code	Dir Name	VIN				
<b>Grand Total</b>						27	28	\$10,040	
<b>Takata</b>						9	9	\$7,001	
		District Total				9	9	\$7,001	
		90				9	9	\$7,001	
			70072	Sub Total		9	9	\$7,001	
				IMP INTEL CP	2014000120170001	1	1	\$907	
				MEMPHIS	2014000120170002	1	1	\$907	
				REC	2014000120170003	1	1	\$907	
					2014000120170004	1	1	\$907	
					2014000120170005	1	1	\$907	
					2014000120170006	1	1	\$907	
					2014000120170007	1	1	\$907	
					2014000120170008	1	1	\$907	
					2014000120170009	1	1	\$907	
					2014000120170010	1	1	\$907	
					2014000120170011	1	1	\$907	
					2014000120170012	1	1	\$907	
					2014000120170013	1	1	\$907	
					2014000120170014	1	1	\$907	
					2014000120170015	1	1	\$907	
					2014000120170016	1	1	\$907	
					2014000120170017	1	1	\$907	
					2014000120170018	1	1	\$907	
					2014000120170019	1	1	\$907	
					2014000120170020	1	1	\$907	
					2014000120170021	1	1	\$907	
					2014000120170022	1	1	\$907	
					2014000120170023	1	1	\$907	
					2014000120170024	1	1	\$907	
					2014000120170025	1	1	\$907	
					2014000120170026	1	1	\$907	
					2014000120170027	1	1	\$907	
					2014000120170028	1	1	\$907	
					2014000120170029	1	1	\$907	
					2014000120170030	1	1	\$907	
					2014000120170031	1	1	\$907	
					2014000120170032	1	1	\$907	
					2014000120170033	1	1	\$907	
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					2014000120170045	1	1	\$907	
					2014000120170046	1	1	\$907	
					2014000120170047	1	1	\$907	
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					2014000120170053	1	1	\$907	
					2014000120170054	1	1	\$907	
					2014000120170055	1	1	\$907	
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					2014000120170091	1	1	\$907	
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					2014000120170093	1	1	\$907	
					2014000120170094	1	1	\$907	
					2014000120170095	1	1	\$907	
					2014000120170096	1	1	\$907	
					2014000120170097	1	1	\$907	
					2014000120170098	1	1	\$907	
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					2014000120170100	1	1	\$907	
					2014000120170101	1	1	\$907	
					2014000120170102	1	1	\$907	
					2014000120170103	1	1	\$907	
					2014000120170104	1	1	\$907	
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					2014000120170106	1	1	\$907	
					2014000120170107	1	1	\$907	
					2014000120170108	1	1	\$907	
					2014000120170109	1	1	\$907	
					2014000120170110	1	1	\$907	
					2014000120170111	1	1	\$907	
					2014000120170112	1	1	\$907	
					2014000120170113	1	1	\$907	
					2014000120170114	1	1	\$907	
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					2014000120170116	1	1	\$907	
					2014000120170117	1	1	\$907	
					2014000120170118	1	1	\$907	
					2014000120170119	1	1	\$907	
					2014000120170120	1	1	\$907	
					2014000120170121	1	1	\$907	
					2014000120170122	1	1	\$907	
					2014000120170123	1	1	\$907	
					2014000120170124	1	1	\$907	
					2014000120170125	1	1	\$907	
					2014000120170126	1	1	\$907	
					2014000120170127	1	1	\$907	
					2014000120170128	1	1	\$907	
					2014000120170129	1	1	\$907	
					2014000120170130	1	1	\$907	
					2014000120170131	1	1	\$907	
					2014000120170132	1	1	\$907	
					2014000120170133	1	1	\$907	
					2014000120170134	1	1	\$907	
					2014000120170135	1	1	\$907	
					2014000120170136	1	1	\$907	
					2014000120170137	1	1	\$907	
					2014000120170138	1	1	\$907	

# User Guide for Missed Recalls/Campaigns Completion Report (Missed Opportunities)

## Missed Opportunities Details

### Missed Opportunities (Daily -Past 90 Rolling Days)

VINs with "OPEN" campaign status on the cutoff day: TODAY minus 8 days (Claim submission grace period)  
VINs came in for services but missed campaign repairs during the period

< Missed Opportunity by Airbag Type
Dealer View/Export Data/Estimated Claim Revenue
Missed Opportunities Details >

VIN	RO Num	RO Close D..	Campaign N..	Advisor Name	Model Line
1N4AA6AP6JC391371	182270	11/26/2019	R1911	DERICK FERNANDES	MAXIMA
1N4AA6AV5KC367014	180218	11/22/2019	R1911	Ryan Alves	MAXIMA
1N4AA6AV9KC366903	181823	11/19/2019	R1911	STEPHANIE LUCIANO	MAXIMA
1N4AL3AP0DC112641	181896	12/26/2019	P9324	BRIAN MOUNTAIN	ALTIMA
1N4AL3AP1DC146135	184998	01/31/2020	P9324	JUDE BELIZAIRE	ALTIMA
1N4AL3AP5DC289007	183720	12/21/2019	P9324	DERICK FERNANDES	ALTIMA
1N4AL3AP6DN472467	185351	01/21/2020	P9324	JUDE BELIZAIRE	ALTIMA
1N4AL3AP8FN908710	184232	01/02/2020	PC875	Ryan Alves	ALTIMA
1N4AL3AP8JC292799	183602	01/14/2020	R1911	BRUCE LACERDA	ALTIMA
1N4AL3AP9EC170880	186032	02/05/2020	PC426	BRIAN MOUNTAIN	ALTIMA
			PC490	BRIAN MOUNTAIN	ALTIMA
			R1889	BRIAN MOUNTAIN	ALTIMA
1N4AL3APXHC108652	185916	01/30/2020	PC875	Manuel Fernandes	ALTIMA
1N4AL21E09N556638	186391	02/07/2020	PC516	Manuel Fernandes	ALTIMA
1N4AL21E98N483977	185225	01/28/2020	PC131	BRUCE LACERDA	ALTIMA
1N4BL4BV2KC167516	182661	12/27/2019	R1911	BRUCE LACERDA	ALTIMA
1N4BL4CV5KC170411	182738	12/05/2019	R1911	Manuel Fernandes	ALTIMA
1N4BL4CWXXN317268	181509	11/14/2019	R1911	DERICK FERNANDES	ALTIMA
1N4BL4DV4KC124079	182562	12/04/2019	R1911	DERICK FERNANDES	ALTIMA
1N4BL4DV5KC157642	185693	01/25/2020	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4DV9KC163993	184220	12/31/2019	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4DW3KN307762	183674	12/20/2019	R1911	DERICK FERNANDES	ALTIMA
1N4BL4DW5KC153096	182773	12/06/2019	R1911	Manuel Fernandes	ALTIMA
1N4BL4DW9KC173786	185007	01/13/2020	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4DWXKC185056	183739	12/21/2019	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4EV4KC164791	186015	01/31/2020	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4FW0KC170496	182633	12/03/2019	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4FW8KC176191	184013	12/27/2019	R1911	STEPHANIE LUCIANO	ALTIMA
1N4BL4FW9KC184753	182034	11/22/2019	R1911	Manuel Fernandes	ALTIMA
1N6AA1E1J1HNS28232	182587	12/03/2019	PC873	Manuel Fernandes	TITAN
			R1719	Manuel Fernandes	TITAN
1N6AD0FV5KN704399	184262	01/02/2020	R1911	STEPHANIE LUCIANO	FRONTIER

**Campaign Categories**

(All)

Takata

Non-Takata

**Type a VIN Number:**

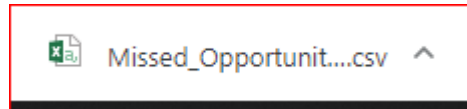
(All)

- Provide some of other information on the VIN level
  - VIN
  - RO number
  - RO close date
  - Campaign number
  - Advisor name
  - Model line
- Sometimes the list is long, you can use the "Type a VIN Number" feature to find a specific VIN.
- You can also sort the data the way you want in the view. All column names are sortable. Just hover over the column name, and click on sort icon A |
  - Z V

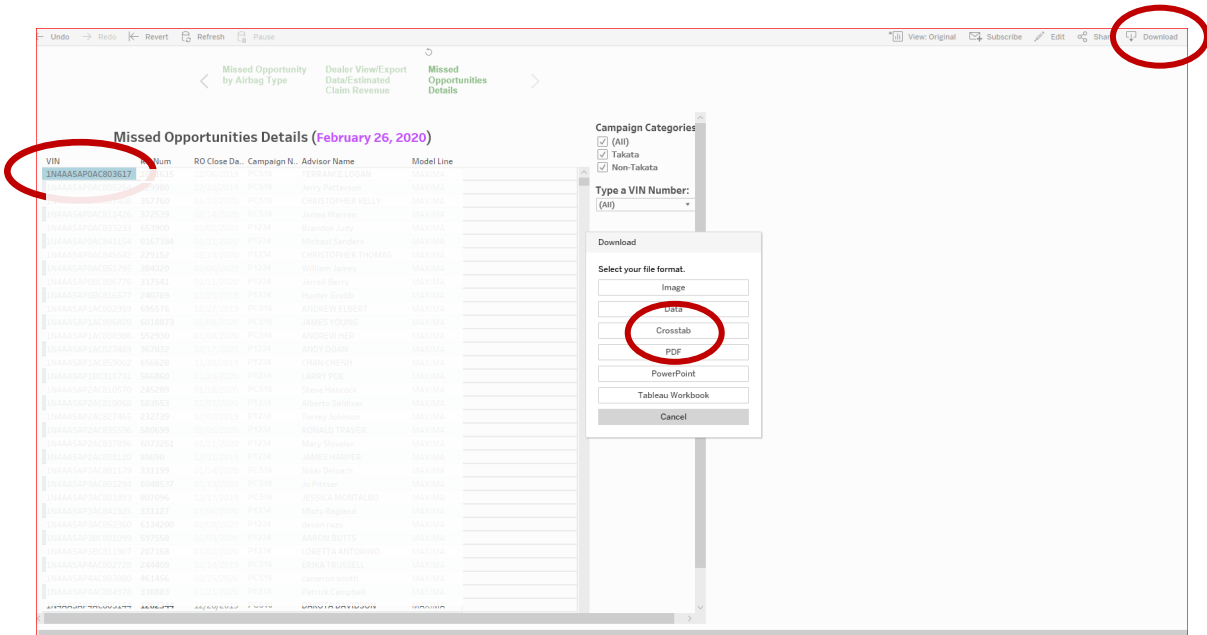
# User Guide for Missed Recalls/Campaigns Completion Report (Missed Opportunities)

## Download Data to Excel Sheet

- You can also download data into an excel format and distribute the data.
  - ✓ For example if you want to download VIN details from the 3<sup>rd</sup> tab.
  - ✓ Highlight one area in the sheet
  - ✓ Chose download in the upper corner of the web page
  - ✓ A pop-out window appears. Click on crosstab.
  - ✓ The download is shown on the left bottom corner of your screen like this below:



- ✓ Wait until the download completed
- ✓ Open the excel file and save it.



## User Guide for Missed Recalls/Campaigns Completion Report (Missed Opportunities)

### Customizing your view:

- Configure the report the way you want to view it upon opening by selecting the desired filters
- Select View: Original in the upper right of the screen
- Give it a name, check the “make it default” box, and select save
- Multiple views can be saved and viewed by: Select View: then name your view
- If you don’t check “make it default”, the option can still be saved as a selectable view