

From: NNA Service Actions & Campaigns
Sent: Monday, January 4, 2021 4:56 PM
To: *NNA-NIS-FOMs; *NNA NIS RAM; *NNA NIS RGM; *NNA NIS AGMs
Cc: *NNA NIS Service Actions & Campaign Announcements; NNA NIS RVP
Subject: ACTION: AFTERSALES: DEALER SUPPORT: LAUNCH - BizzyCar Training Enrollment
Attachments: BizzyCar-SellSheet-jan4.pdf

Importance: High

Follow Up Flag: Follow up
Flag Status: Completed

Nissan Aftersales Division

Electronic Field Communication

ACTION

Date: January 4, 2021

To: FOMs, RAMs, RGMs, & AGMs

Subject: **LAUNCH** BizzyCar Training Enrollment

ACTION: FOMs, RAMs, RGMs, and AGMs are asked to enroll in training for this new program for recall completion acceleration to learn the features and benefits available to dealers.

Dealer Announcement

As communicated in January Aftersales Playbook, Nissan is pleased to announce complimentary dealer access to the BizzyCar Takata Recall Portal through **March 31, 2021**, which may be extended. FOMs, RAMs, SDMs, and AGMs may enroll in the webinar using the URL:

https://bizzycar.zoom.us/webinar/register/WN_hqbUL3m4SGqgzrIHSCAcLw. Several webinars will be available and calendar invites will be sent for this event. Regional personnel need only attend one webinar to become familiar with the program.

The BizzyCar Takata Recall Portal is a tool for locating hard-to-find cars with Takata airbags in your market. These vehicles will be advertised for sale at both franchise and non-franchise dealers. Working with these businesses to repair these open recalls can potentially increase dealer revenue through warranty claims and improve the customer brand experience by completing campaigns the customer may be unaware of. Access to a list of Takata affected vehicles is free for a limited time, but in February, dealers will have the option of subscribing to access for additional campaigns at their own expense. We encourage dealers to take advantage of complimentary access to Takata recall vehicle lists, but dealer participation is entirely optional.

Schedule

January 11, 2021: Dealer Communication from Nissan Campaign Mailbox informing them of training enrollment

January 6-8, or 11, 2021: Regional webinars – calendar invites will block time/day, but you'll receive a training link based on your registration using the URL above

January 14, 2021: Dealers begin to gain access to BizzyCar Takata Recall Portal (pending completion of training)

January 14, 15, 18, 19, & 21, 2021: Dealer training webinars

February 15, 2021: If elected, dealers are able to subscribe for additional services at their own expense.

Program Overview

Use the attached PDF to inform your dealers of this opportunity today.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Attachments (1):

- BizzyCar Sellsheet – Jan4

Dealer Communication:

Regional personnel may forward this email or the following dealer personnel will receive an email directly from Nissan on January 11, 2021.

Position Name
Assistant Service Manager
Dealer Principle
Executive Manager
General Manager
Part & Service Director
Service Director
Service Manager

Originator: Andrea Bennett

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Division: Aftersales

Department: Dealer Support