

# Nissan Aftersales Division

## Electronic Field Communication

### INFORMATION

**Date:** July 2, 2018

**To:** RAMs, FOMs, & SDMs

**Subject:** Takata Completion Objectives for Q2

As shared at our National Field Meeting the week of June 18, 2018, Nissan is asking 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 is currently in progress of sharing owner contact information with dealers that have agreed to the terms and conditions of the Takata Recall Contact Information Use Agreement. Beginning the week of July 9, 2018 dealers will be able to download their customer contact lists directly in DBS. Nissan needs all dealers engaged in trying to reach these affected owners to have their vehicle repaired. 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. The following is each region's fair share of the assigned VINs to be repaired in Q2 of FY18 to achieve a 50% national completion level. Progress will be evaluated at the end of Q2 and used to determine the appropriate objective for Q3.

RGN		Assigned VINs	Q2 Goal
24	MWR	118,093	29,875
26	NER	135,427	34,260
32	CR	158,211	40,024
34	SER	214,473	54,257
36	MAR	94,418	23,886
42	MTN	73,725	18,651
44	WR	84,306	21,327
48	NWR	36,205	9,159
TOTAL Avail:		914,858	231,438

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

**Department:** Dealer Support