Aftersales Retailer Support
DBS Enhancement: Custom VIN Campaign Report

Reference: IPSB/17-130
Date: March 7, 2018

Attention: Retailer Principal, Executive & Service Managers

INFINITI is pleased to announce the availability of a new DBS enhancement to the *Service > Campaign* screen: *Custom VIN Campaign Report*. The tool identifies open campaigns on a customized VIN list loaded into DBS for INFINITI and Nissan vehicles. The following personnel will have access to this tool:

- **Retailer:** Executive Managers, Service Managers, and/or Service Directors
- **Regions:** Regional Aftersales Manager (RAM), Area General Manager (AGM), Fixed Operations Manager (FOM), Regional Service Operation Managers (RSOM), and Retailer Technical Specialist (DTS)

The VINS can be loaded individually or up to 10,000 VINs at a time. If you have more than 10,000 VINs, each incremental VIN file of 10,000 or less VINs will need to be loaded prior to selecting the **Check For Open Campaigns** option.

The report can be viewed on screen or exported to Microsoft Excel and will identify the following for each VIN loaded into the tool:

- Open Campaigns (ID and description)
- Model Code, Model, and Model Year
- Current Repair Status
  - *Blank:* Repair order (RO) has not been opened yet
  - *Unrepaired:* RO has been opened for the campaign, but not closed or submitted
  - *Repaired:* RO for the campaign has been closed and a warranty claim has been submitted
- Current Claim Status
  - *Blank:* RO still open
  - *Unsubmitted:* A warranty claim for the campaign repair has not been submitted
  - *Submitted:* A RO has been closed and a campaign warranty claim has been submitted for payment
  - *Suspended:* The campaign warranty claim has suspended for one or more errors
  - *Rejected:* The campaign warranty claim has been denied for some reason (by retailer or NNA)
  - *Paid:* A campaign warranty claim has been submitted and paid by NNA, but the vehicle has not yet been removed from the NNA open campaign vehicle table
- Stop Sale Applicability
- Parts Restriction Applicability (If restricted, SVC order must be used to acquire parts)

This will make it easier for service departments to service fleet accounts, check used vehicle inventory or inventory at other stores, and conduct local client outreach for open campaigns through their in-house client outreach centers.

IMPORTANT: Federal law prohibits sale of new vehicles subject to an open recall. Further, some State laws prohibit sale of used vehicles subject to an open recall. Accordingly, INFINITI strongly encourages you to utilize this new tool or the "Vehicle Inventory Campaign Report" (IPSB15-286a) to quickly identify vehicles in your inventory that are subject to open recalls.

Instructions for using this tool are included with this bulletin, but first some rules for use:

1. **This report is not the same as campaign reminder post cards and emails**.
   - Campaign reminder post cards and emails are filtered to not be sent if:
     - INFINITI has not sent an official campaign notification to the owner.
     - Parts are restricted or a remedy is unavailable.
     - An owner has received a notification in the last 90 days.
     - An owner has received four notifications within one year and not responded.
   - The Custom VIN Campaign Report is live as soon as SERVICE COMM is on.
     - Retailer's must pay close attention to parts and remedy availability and owner notification timing and plan appropriately when reaching out to owners to have campaigns performed.
     - If contacting owners before official notification timing, ensure the client is aware they may still receive an owner notification in the mail for this repair.
   - INFINITI recommends you continue to use this campaign reminder postcards and emails as a means of client outreach.

2. **Do not use this tool to identify VINs for stocking of restricted parts.**
   - Only use VINs on this report to order restricted parts if you have made contact with a vehicle owner.
   - Ordering without confirmation the vehicle owner will come to your store for a remedy may prevent timely arrival of parts at another retailer if the client elects to go elsewhere.
   - We have restricted parts personnel access to this tool to avoid abuse.
   - Parts restrictions are used when part supply is limited to ensure we can send parts to where they are needed most in the shortest time possible.
   - *Important:* If the tool is abused for SVC ordering, the retailer will receive a warning. Continued abuse of the tool will result in loss of your retailer's access to the tool.

What the Custom VIN Campaign Report Does Not Do:

1. **Identify VINs** – retailers must provide their own VIN lists from their Assigned Customer Base (ACB), Units In Operation (UIO), third party vendor, or Customer Relationship Management (CRM) database.

2. **Supply Owner Information –** retailers must match custom VIN campaign reports to their own ownership information to match an owner to an affected VIN.
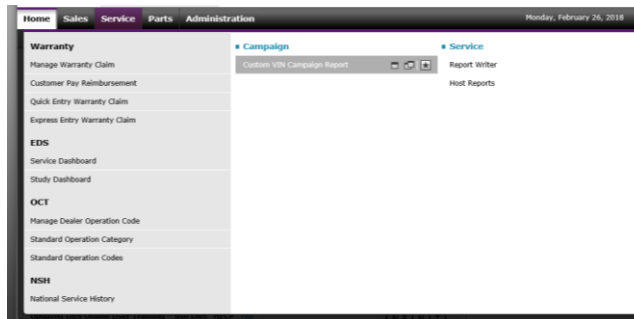
CUSTOM VIN CAMPAIGN REPORT

Before Starting – Save VINs To Be Checked to Column A In Excel
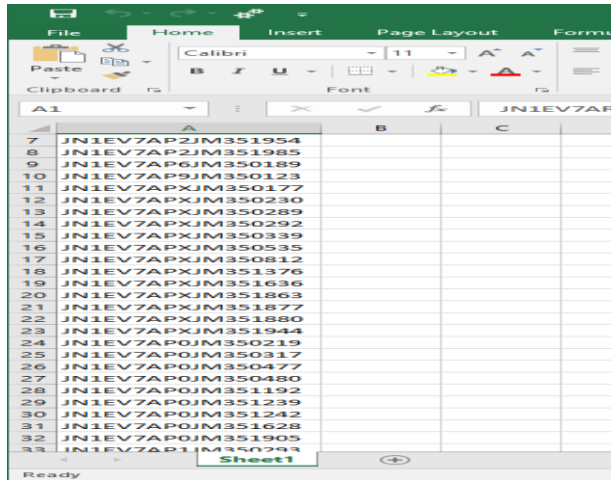
1. Load up to 10,000 VINs into Column A of Sheet 1
2. Do not use a header row; only VINs
3. If loading more than 10,000 VINs, keep each group of 10,000 VINs in its own workbook. Do not use multiple sheets within a single excel workbook.
4. Save the VIN workbooks to a drive that is accessible from the PC being used to access DBS
   - Name the workbooks so you can easily identify which order to load the VINs (i.e. 1-10,000, 10001-20,000, etc.)

Access The Service Tab In DBS

1. Hover over the **Service Menu**.
2. Click **Custom VIN Campaign Report** under Campaign in the white area of the menu.

Loading The VINs

1. Click **Key In VIN#** to manually enter up to 30 VINs or

2. Click **Import** to load an Excel workbook.
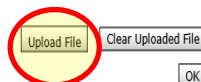
3. Click **Upload File** to browse for the Excel Workbook

Continued….

Custom VIN Campaign Report

Loading The VINs Continued

4. Select the file you wish to upload
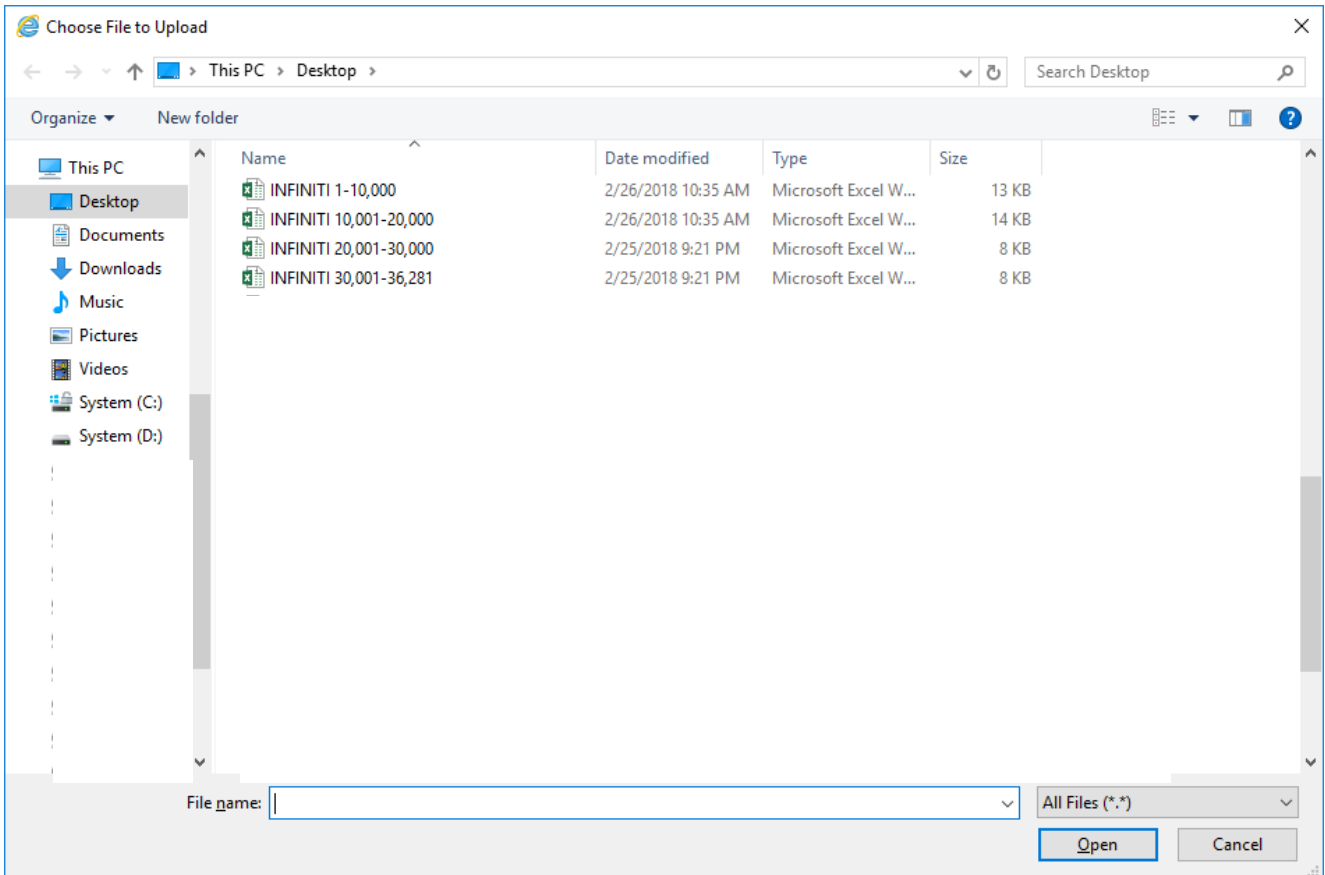
5. You will receive a confirmation message under the **Upload File**

6. Click **Clear Uploaded File** if you wish to undo or Click **OK** to continue.
7. Clicking **OK** will upload your VINs into DBS.
8. If you have more VINs to load, click **Import** again and repeat steps 3 through 6 again until all VINs are loaded into DBS.

CUSTOM VIN CAMPAIGN REPORT

Checking VINs For Open Campaigns

1. Click on **Check Open Campaign** to run the report on the VINs that have been loaded into DBS.
   - The report results will only retain VINs with an open campaign.
   - VINs not returned in the results have no open campaigns at this time.

2. The results for your report are displayed on screen.
3. The filters at the top of the report allow you to filter the list by repair status, claims status, stop sale or parts restriction prior to exporting it.
   - The filters will limit the data shown on the screen to the filters you have selected.
   - Clicking the magnifying glass will execute the filters.
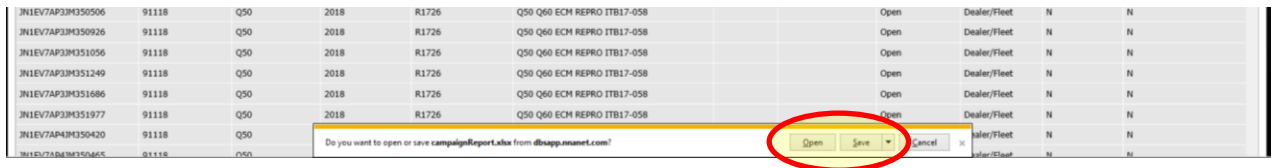   - Clicking the broom will clear all the filters.

CUSTOM VIN CAMPAIGN REPORT

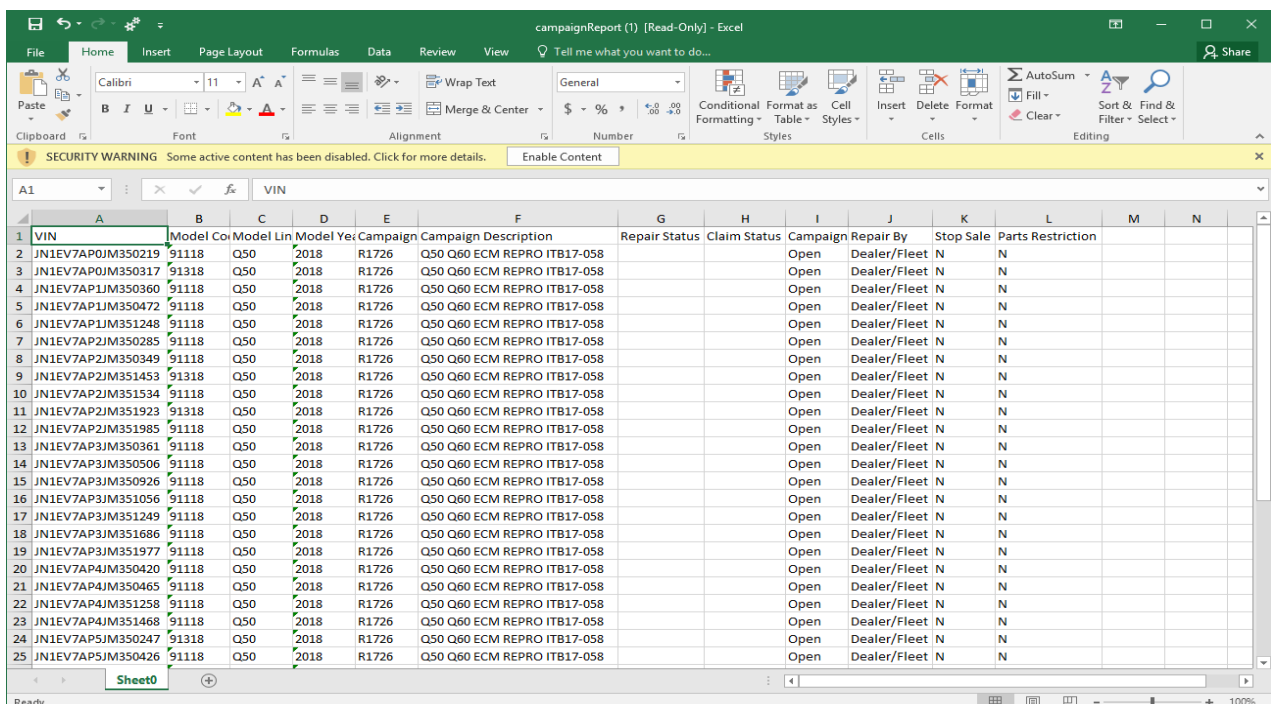## Exporting The Custom VIN Campaign Report

1. Click **Export** to transfer the data to an Excel spreadsheet
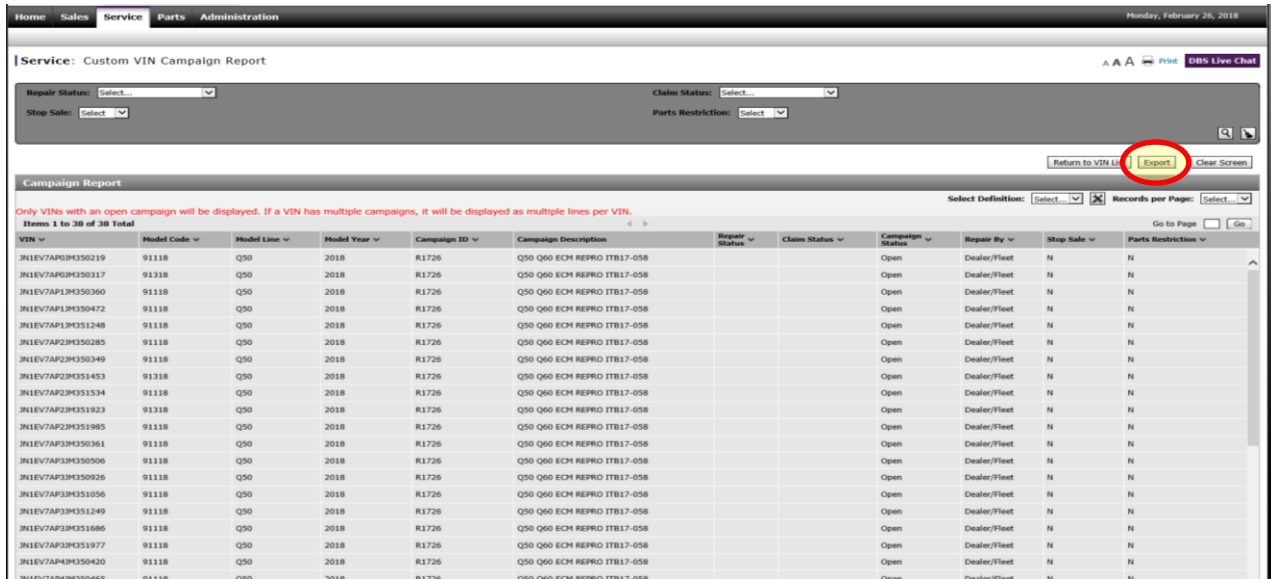
2. Select **OPEN** or **SAVE** for the exported data.

3. Use your exported data to match to client information for your checked VINs and save file to your desired location.
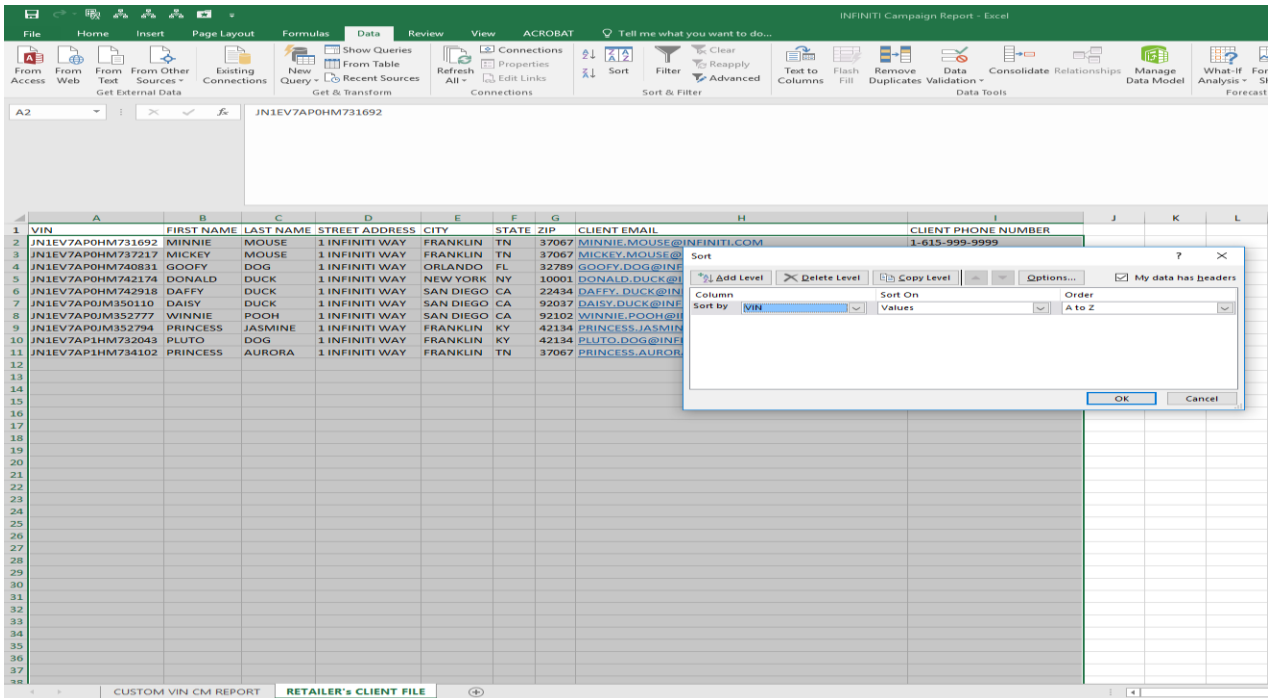
Custom VIN Campaign Report

Merging Retailer Client Information with the Custom VIN Campaign Report

1. To merge retailer client information with the Custom VIN Campaign Report copy the client information into a new tab (worksheet) within the 'Custom VIN Campaign Report' workbook.
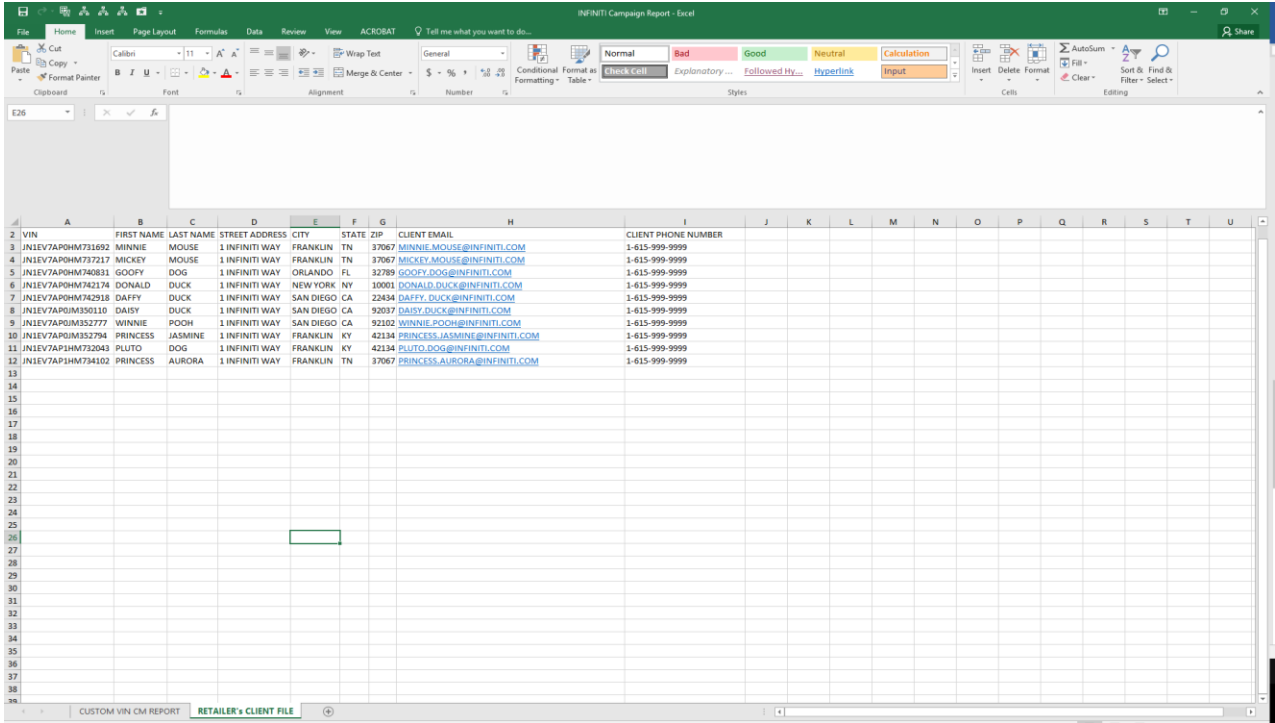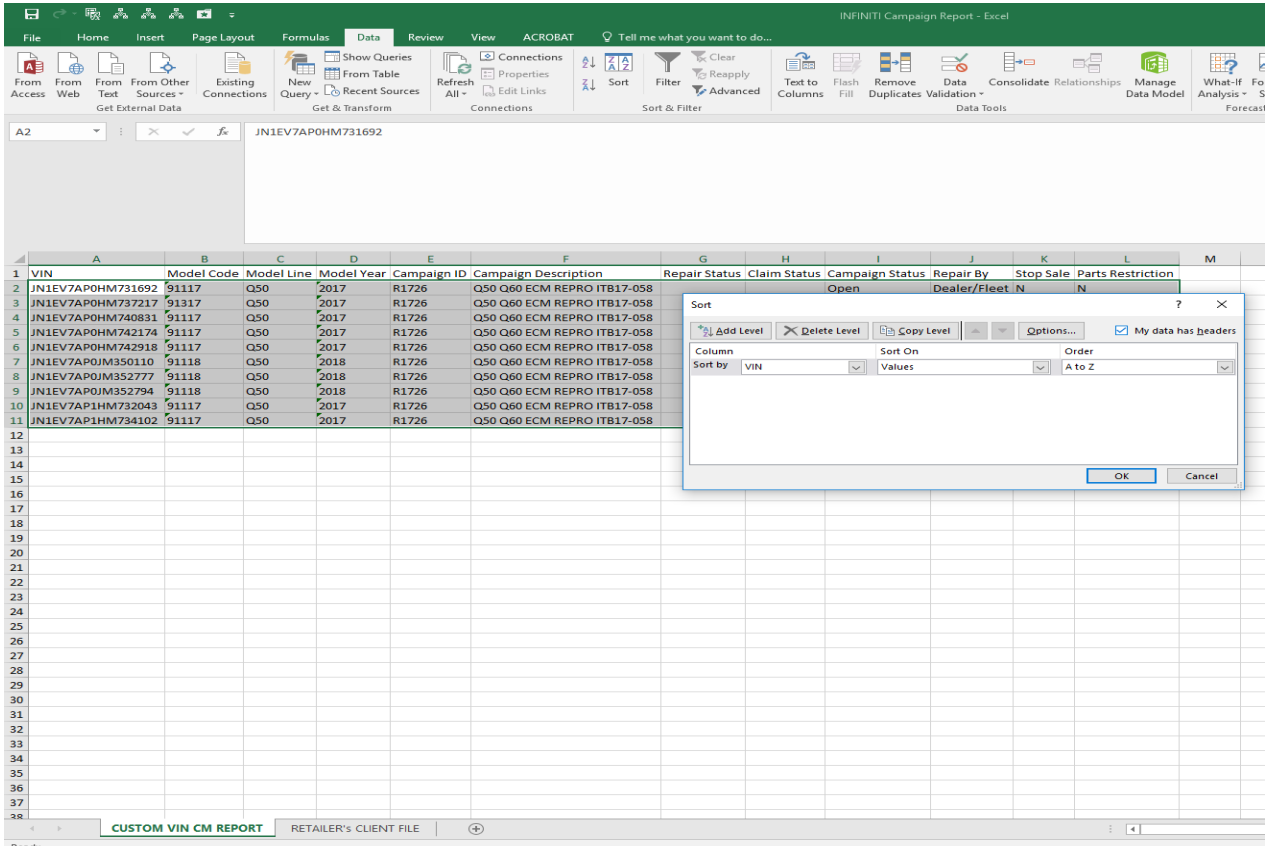

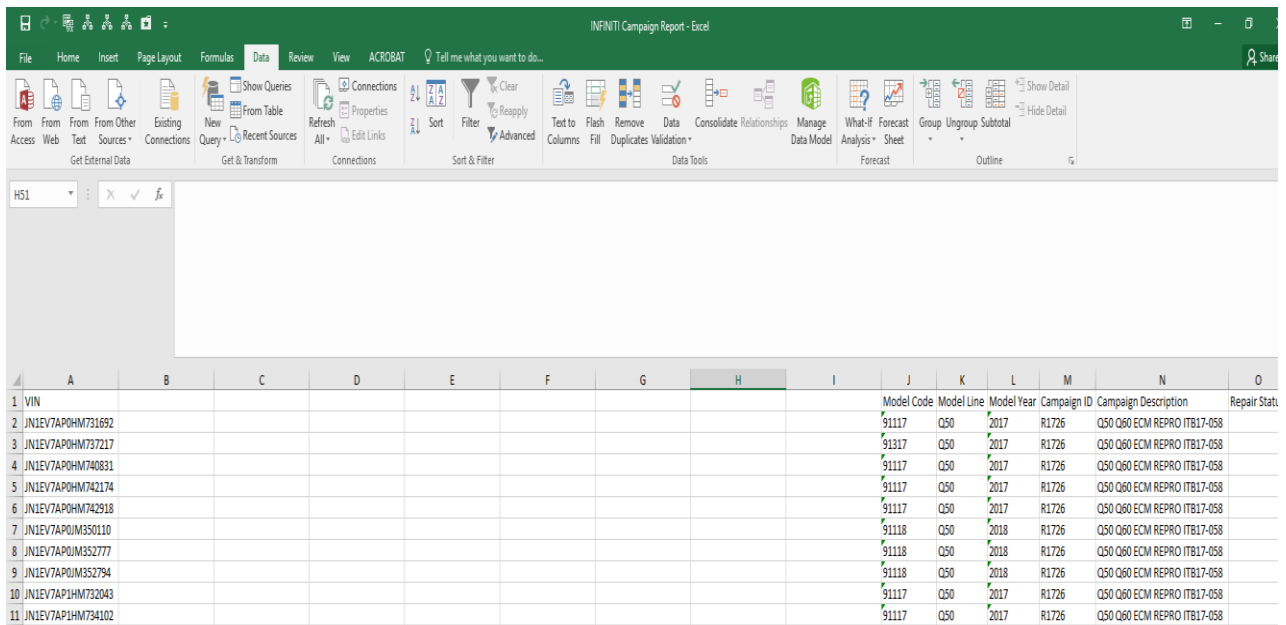2. Sort both tabs in the workbook by VIN

CUSTOM VIN CAMPAIGN REPORT

Merging Retailer Client Information with the Custom VIN Campaign Report Continued

3. Insert columns to the right of the VIN column in the Custom VIN Campaign Report tab. Note: Insert as many columns as are in the Client file that you want to pull over (First Name, Last Name, Street Address, City, State, Zip, Client Email, Client Phone Number = 8 columns to add)
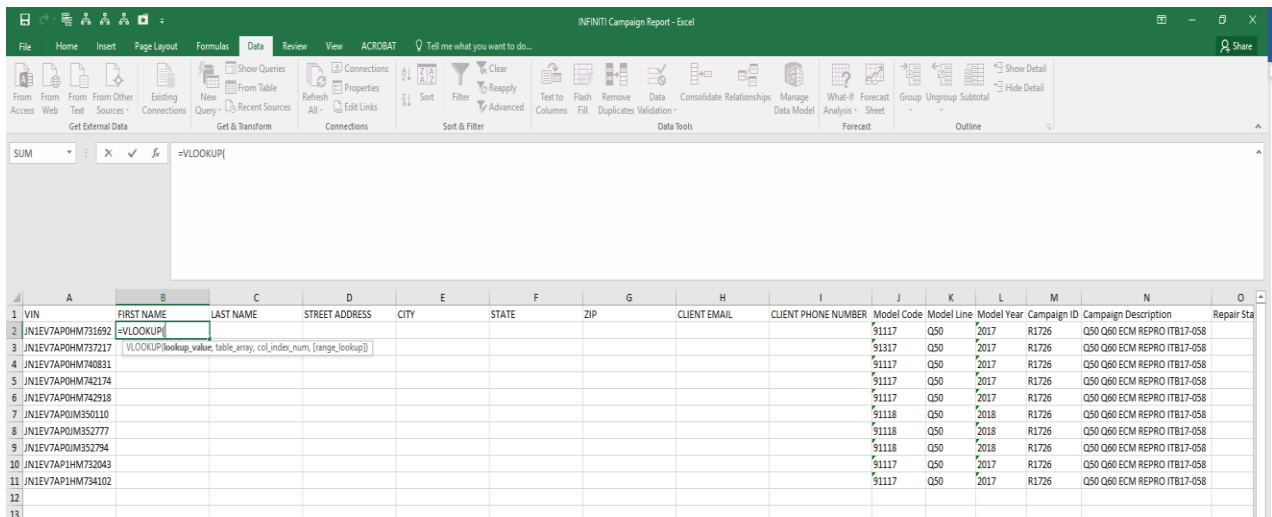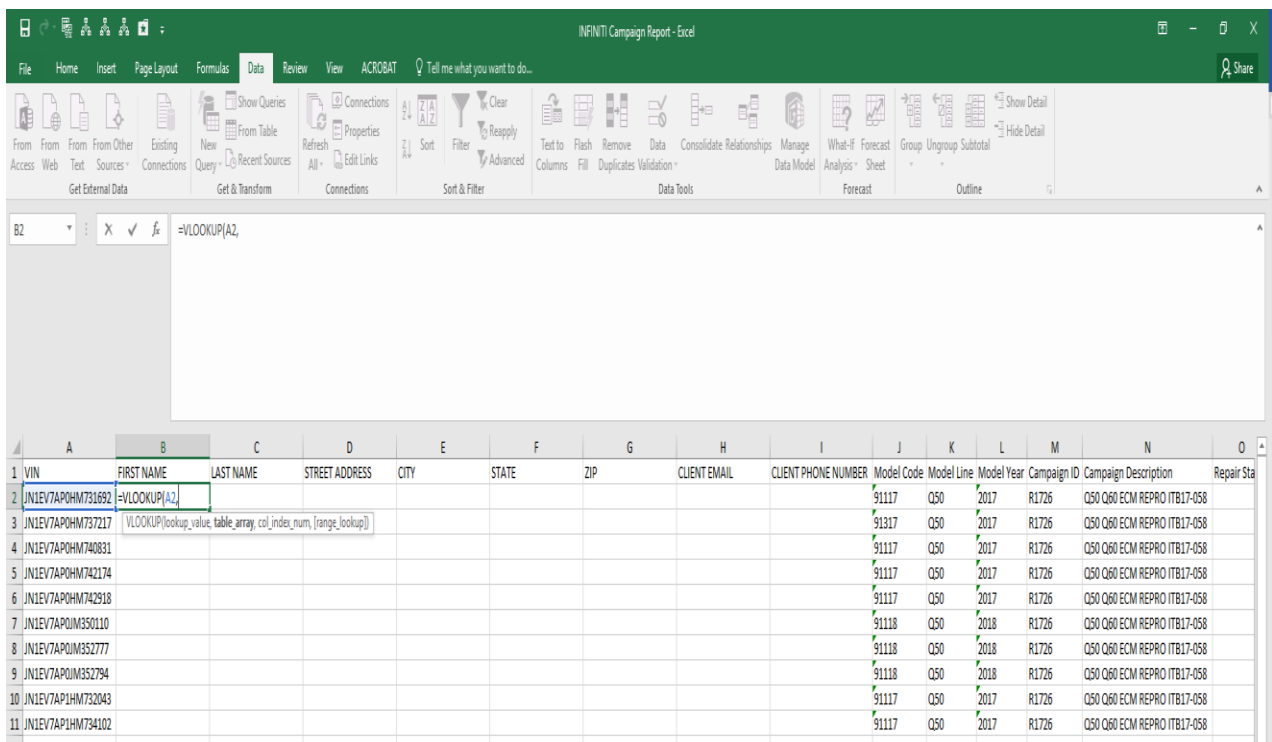

Continued….

CUSTOM VIN CAMPAIGN REPORT

Merging Retailer Client Information with the Custom VIN Campaign Report Continued

4. In Cell B2 type the following: =VLOOKUP(

5. Next, select cell or type A2,
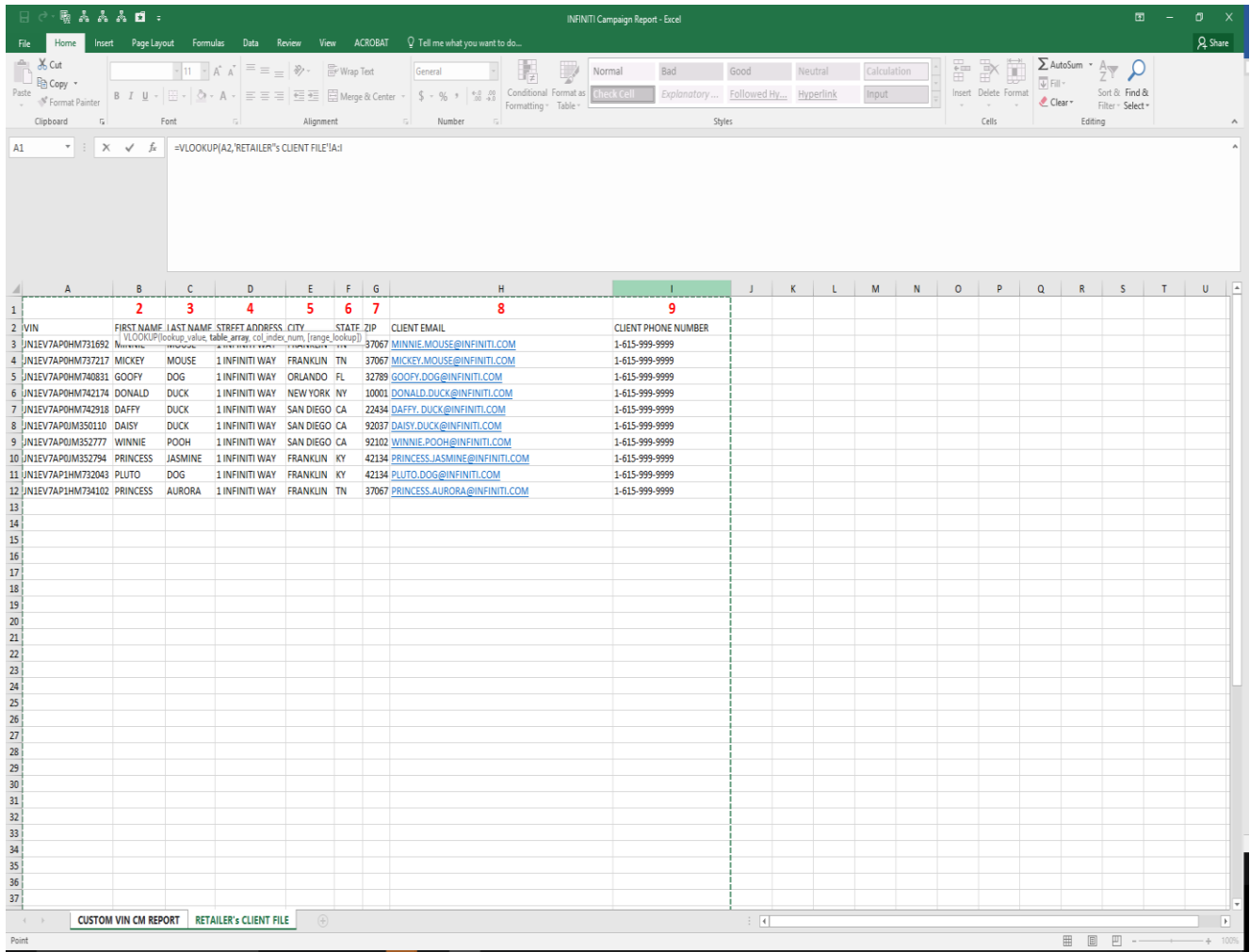   (Formula Example: =VLOOKUP(A2,)

CUSTOM VIN CAMPAIGN REPORT

Merging Retailer Client Information with the Custom VIN Campaign Report Continued

6. Next, Select as many of the Retailer Client File columns that contain information that you want to merge into your Custom VIN Campaign Report by highlighting from column A to column I (or more if you have additional information) in your client file
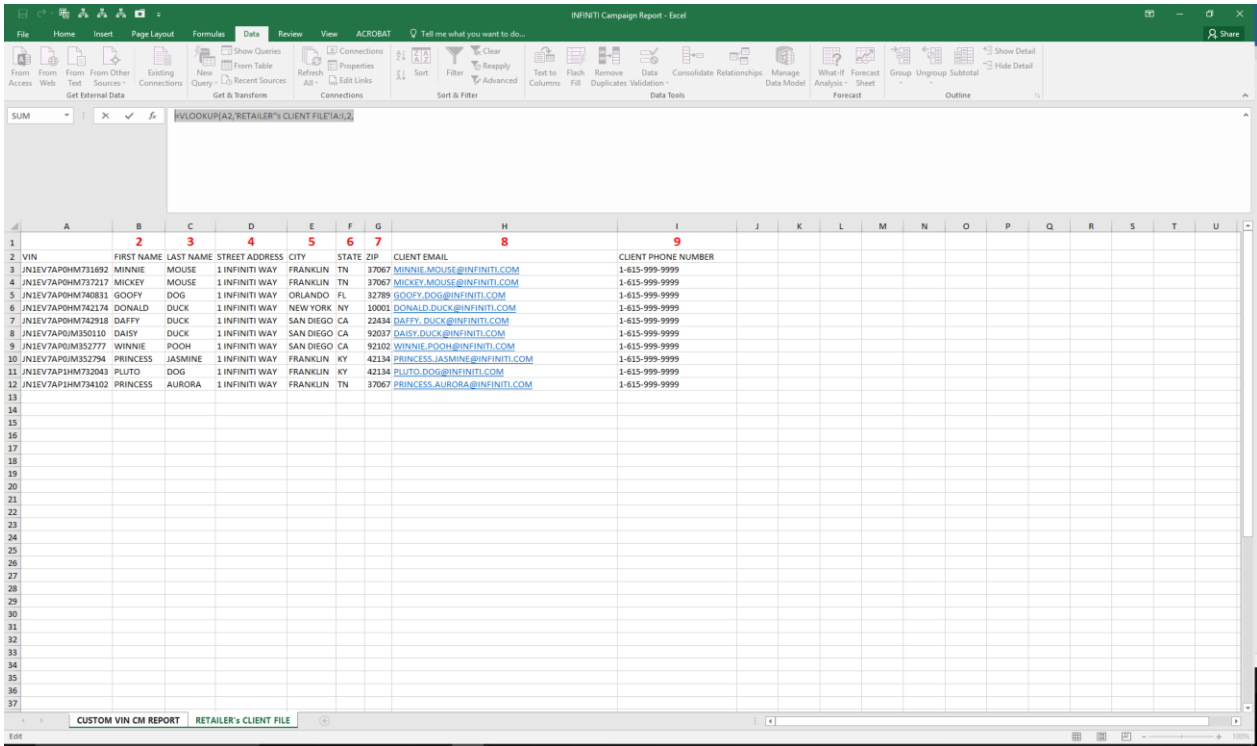   (Formula Example: =VLOOKUP(A2,'RETAILER''s CLIENT FILE'!A:I,)

7. Next, type the number that corresponds with the number of columns away from the VIN that the data you want to bring over is in (Example: First Name is the second column so type 2, Last Name is in the third column so type 3, etc.)

Continued….

Merging Retailer Client Information with the Custom VIN Campaign Report Continued
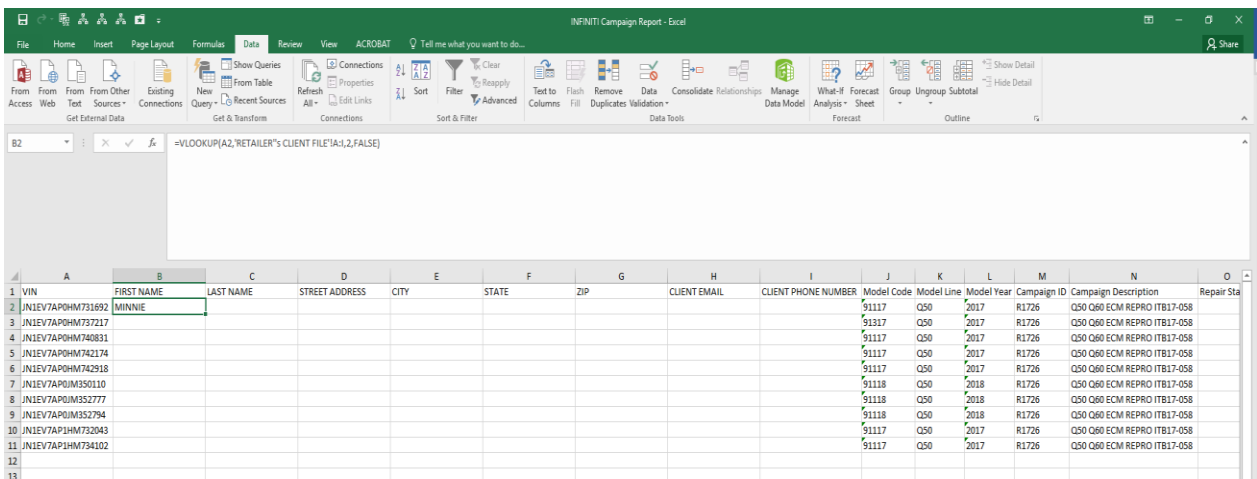
8. (Formula Example: =VLOOKUP(A2,'RETAILER''s CLIENT FILE'!A:I,2,)

9. Next, Type the word 'FALSE' and close the parenthesis =VLOOKUP(A2,'RETAILER''s CLIENT FILE'!A:I,2,FALSE)

10. Select Enter

11. The information from your Retailer Client File should now pull into your Custom VIN Campaign Report file
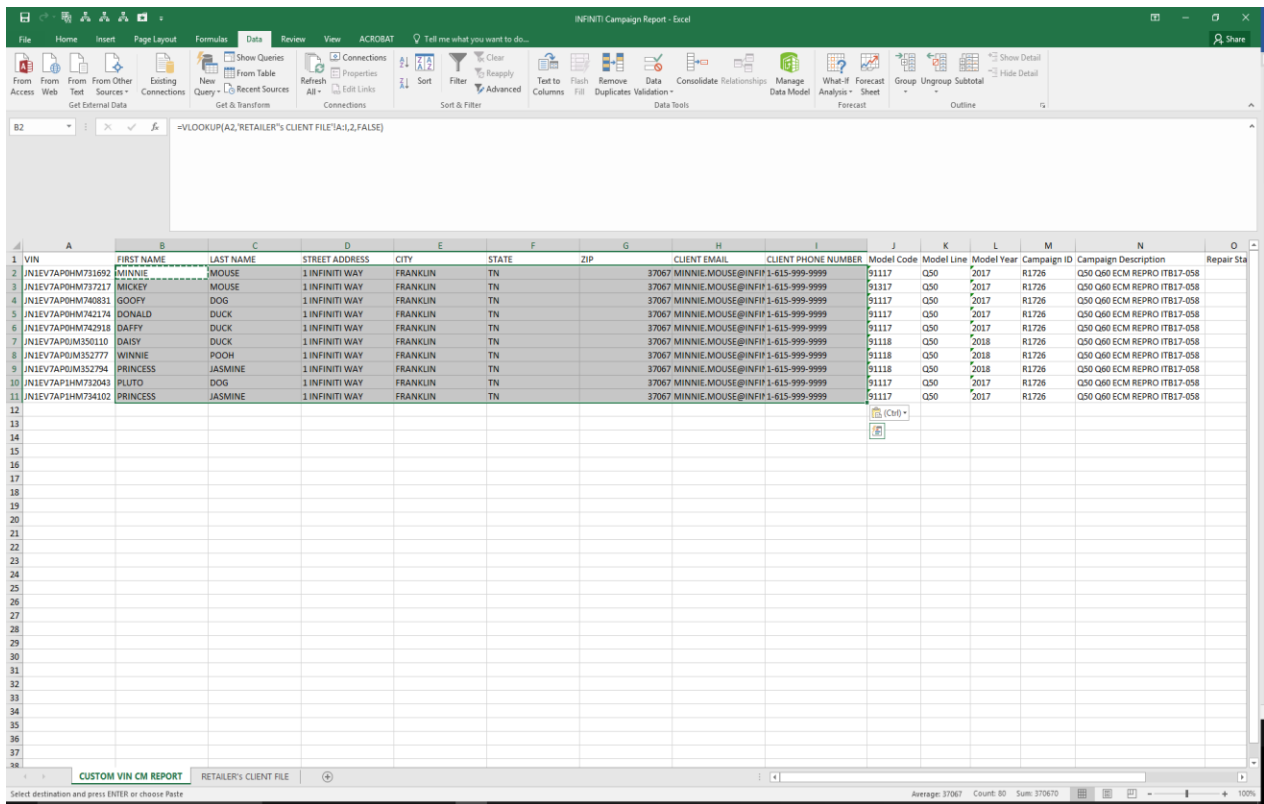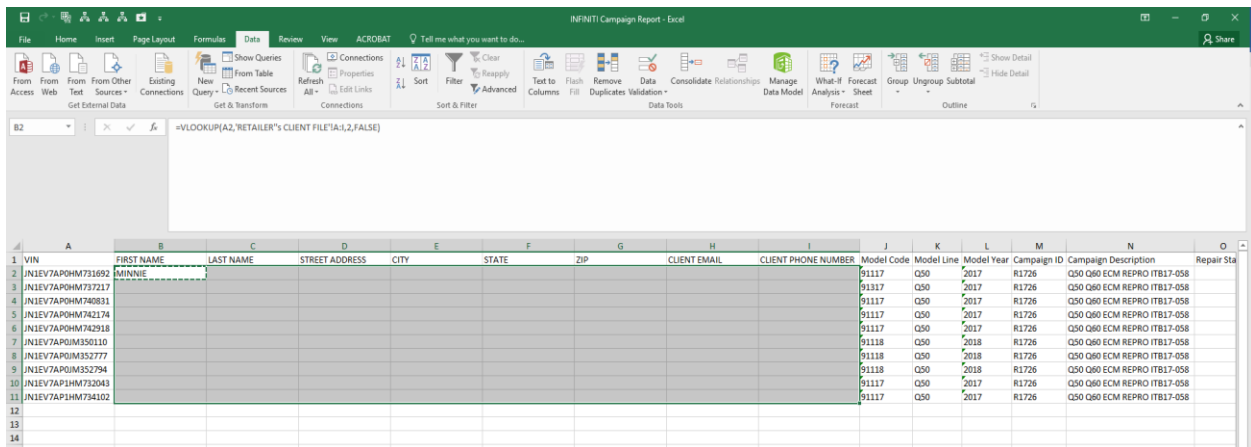

Continued….

Merging Retailer Client Information with the Custom VIN Campaign Report Continued

12. Copy cell B2 and paste to the remaining blank cells

TIP: You can select all the cells by selecting the CNTRL+SHIFT+END button then releasing the CNTRL and END buttons (while still holding the SHIFT down) then selecting the left arrow key until only the open cells you want to populate are highlighted. Then paste.

NOTE: If you wish to re-sort the data in your newly merged file, you should first copy the entire page and then paste over the existing data by using paste special, paste values to remove the formulas