

# 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
  - o **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
  - o **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.

#### Before Starting – Save VINs To Be Checked to Column A In Excel

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11 JN1EV74	APXJM3501	77			
12 JN1EV7/	APXJM35023	30			
13 JN1EV7/	APXJM35028	39			
14 JN1EV7A	APXJM35029	92			
15 JN1EV7A	APXJM35033	39			
16 JN1EV7/	APXJM35053	35			
17 JN1EV7A	APXJM3508:	12			
18 JN1EV7/	APXJM3513	76			
19 JN1EV7A	APXJM35163	36			
20 JNIEV7A	APXJM35180	53			
21 JNIEV7/	APXJM3518	77			
22 JNIEV7	APXJM35188	50			
23 JNIEV77	APXJM35194	14			
24 JINIEV7/	AP03M35023	-			
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#### Access The Service Tab In DBS

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

   Campalign
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#### Loading The VINs



VINs must be imported via an Excel spreadsheet. The VIN number must be placed only in column A and each VIN must be in a unique row, e.g., VIN 1 must be in cell A1, VIN 2 must be in cell A2, etc. The maximum number of VINs that can be imported at a single time is 10,000. If the total number of VINs exceeds 10,000 then, please create separate files of 10,000 lines or less.



 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

#### Loading The VINs Continued

#### 4. Select the file you wish to upload

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5. You will receive a confirmation message under the Upload File

### Import VINs

#### Close 🛞

VINs must be imported via an Excel spreadsheet. The VIN number must be placed only in column A and each VIN must be in a unique row, e.g., VIN 1 must be in cell A1, VIN 2 must be in cell A2, etc. The maximum number of VINs that can be imported at a single time is 10,000. If the total number of VINs exceeds 10,000 then, please create separate files of 10,000 lines or less.

C:\Users\NangleC\Desktop\INFINITI 1-10,000.xlsx is uploaded successfully.

ОК

- 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.

#### **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.

Home Sales Service	Parts Administratio	n	_		_	_	_	_	Monday, February 26, 2018
Service: Custom V	'IN Campaign Report								A A A 🖨 Print DBS Live Chat
Repair Status: Select	×				Claim Status: Select	$\mathbf{\mathbf{x}}$			
Stop Sale: Select 🔽					Parts Restriction: Select				
							Key In \	/IN# Import Ch	eck Open Campaign
VIN List				10.1	2 b b b				
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IN1EV7AP2IH351354	91518	050	2018						^
101EV7APX3H350339	01110	050	2010						
1N1EV7AP01M350317	91110	050	2018						
JN1EV7AP0JH350317	91318	050	2018						
1N1EV7AP21M350285	91118	050	2018						
IN1EV7AP2IM351615	91118	050	2018						
IN1EV7AP31M350294	91118	050	2018						
1N1EV7AP314350254	91118	050	2018						
IN1EV7AP3IM351249	91118	050	2018						
JN1EV7AP4JM350465	91118	050	2018						
JN1EV7AP5JM350264	91118	050	2018						
JN1EV7AP5JM350703	91118	050	2018						
JN1EV7EK1JM340362	92718	Q60 CPE	2018						
JN1FV7EK7JM530025	92918	Q60 CPE	2018						
JN1FV7EK7JM530056	92918	Q60 CPE	2018						
JN1FV7EK7JM530638	92918	Q60 CPE	2018						
JN1EV7APXJM351636	91318	Q50	2018						
JN1EV7APXJM351863	91318	Q50	2018						
JN1EV7APXJM351880	91118	Q50	2018						
JN1EV7AP0JM350219	91118	Q50	2018						~

- 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.

Home Sales Ser	vice Parts Ad	ministration	_	_		_	_	_	_	_	Monday, February 26, 2018
Service: Custor	m VIN Campaig	n Report								A	🗛 A 🖶 Print DBS Live Cha
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Campaign Report										Return to VIN	List Export Clear Screen
Only VINs with an ope	n campaign will be o	displayed. If a VIN	has multiple campa	igns, it will be display	ed as multiple lines per VIN.				Select Definition:	Select 🗸 🗶	Records per Page: Select V
Items 1 to 38 of 38 To VIN V	Model Code 🛩	Model Line 🗸	Model Year V	Campaign ID 🗸	Campaign Description	Repair y	Claim Status 🗸	Campaign v	Repair By 🗸	Stop Sale 🗸	Go to Page Go Parts Restriction v
JN1EV7AP0JM350219	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058	status		Open	Dealer/Fleet	N	N
JN1EV7AP0JM350317	91318	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP1JM350360	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP1JM350472	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP1JM351248	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM350285	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM350349	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351453	91318	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351534	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351923	91318	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351985	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM350361	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM350506	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM350926	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
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JN1EV7AP3JM351977	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
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Please contact: DBS Support Center at 1-855-233-8856 if you have any questions

### Exporting The Custom VIN Campaign Report

1. Click **Export** to transfer the data to an Excel spreadsheet

Home Sales Ser	vice Parts Adr	ninistration	_	_		_	_	_	_	_	Monday, February 26, 2018
Service: Custor	n VIN Campaign	Report									
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Repair Status: Select					Claim St	atus: Select	~				
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Items 1 to 38 of 38 To	tal	ispiayeu. Il a vilvi	nas multiple campa	igns, it will be display	ed as multiple lines per VIN.						Go to Page Go
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JN1EV7AP0JM350219	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
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JN1EV7AP1JM350472	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP1JM351248	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
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JN1EV7AP2JM350349	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351453	91318	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351534	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351923	91318	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP2JM351985	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM350361	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM350506	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM350926	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM351056	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM351249	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM351686	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP3JM351977	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
JN1EV7AP4JM350420	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058			Open	Dealer/Fleet	N	N
1N/1EV/7ADd1M350465	01118	050	2018	R1726	050 060 ECM REDRO ITR17-058			Open	Dealer/Fleet	N	N

2. Select **OPEN** or **SAVE** for the exported data.

JN1EV7AP3JM351977 JN1EV7AP4JM350420	91118 91118	Q50 Q50	2018 Do you want to open o	R1726	Q50 Q60 ECM REPRO ITB17-058	Open Save	Open	Dealer/Fleet	N	N
JN1EV7AP3JM351686	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058		Open	Dealer/Fleet	N	N
JN1EV7AP3JM351249	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058		Open	Dealer/Fleet	N	N
JN1EV7AP3JM351056	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058		Open	Dealer/Fleet	N	N
JN1EV7AP3JM350926	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058		Open	Dealer/Fleet	N	N
JN1EV7AP3JM350506	91118	Q50	2018	R1726	Q50 Q60 ECM REPRO ITB17-058		Open	Dealer/Fleet	N	N

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

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3 JN1EV7AP0JM350317 91318 Q50 2018 R1726 Q50 Q60 ECM REPP	RO ITB17-058	Open Dealer/Fleet N	N
4 JN1EV7AP1JM350360 91118 Q50 2018 R1726 Q50 Q60 ECM REPP	RO ITB17-058	Open Dealer/Fleet N	N
5 JN1EV7AP1JM350472 91118 Q50 2018 R1726 Q50 Q60 ECM REPP	RO ITB17-058	Open Dealer/Fleet N	N
6 JN1EV7AP1JM351248 91118 Q50 2018 R1726 Q50 Q60 ECM REPP	RO ITB17-058	Open Dealer/Fleet N	N
7 JN1EV7AP2JM350285 91118 Q50 2018 R1726 Q50 Q60 ECM REPR	RO ITB17-058	Open Dealer/Fleet N	N
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9 JN1EV7AP2JM351453 91318 Q50 2018 R1726 Q50 Q60 ECM REPR	RO ITB17-058	Open Dealer/Fleet N	N
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14 JN1EV7AP3JM350506 91118 Q50 2018 R1726 Q50 Q60 ECM REPR	RO ITB17-058	Open Dealer/Fleet N	N
15 JN1EV7AP3JM350926 91118 Q50 2018 R1726 Q50 Q60 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
16 IN1EV7AP3IM351056 91118 050 2018 81726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Elect N	N
17 JN1EV7AP3JM351249 91118 Q50 2018 R1726 Q50 Q60 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
18 IN1EV7AP3IM351686 91118 050 2018 81726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Elect N	N
19 JN1EV7AP3JM351977 91118 Q50 2018 R1726 Q50 Q60 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
20 IN1EV7AP4IM350420 91118 050 2018 81726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Elect N	N
21 IN1EV7AP4IM350465 91118 050 2018 B1726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Elect N	N
22 IN1EV7AP4IM351258 91118 050 2018 81726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
23 IN1EV7AP4IM351468 91118 050 2018 81726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
24 IN1EV7AP5IM350247 91318 050 2018 81726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
25 IN1EV7AP5/IM350426 91118 050 2018 R1726 050 060 ECM REPE	RO ITB17-058	Open Dealer/Fleet N	N
		open bealer/fieet iv	
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Ready			I = + 100%

#### 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.

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4 JN1EV7AP0HM737217	MICKEY	MOUSE	1 INFINITI WAY	FRANKLIN	TN	37067	MICKEY.MOUSE@INFINITI.COM	1-615-999-9999												
5 JN1EV7AP0HM740831	GOOFY	DOG	1 INFINITI WAY	ORLANDO	FL	32789	GOOFY.DOG@INFINITI.COM	1-615-999-9999												
6 JN1EV7AP0HM742174	DONALD	DUCK	1 INFINITI WAY	NEW YORK	. NY	10001	DONALD.DUCK@INFINITI.COM	1-615-999-9999												
7 JN1EV7AP0HM742918	DAFFY	DUCK	1 INFINITI WAY	SAN DIEGO	CA	22434	DAFFY. DUCK@INFINITI.COM	1-615-999-9999												
8 JN1EV7AP0JM350110	DAISY	DUCK	1 INFINITI WAY	SAN DIEGO	CA	92037	DAISY.DUCK@INFINITI.COM	1-615-999-9999												
9 JN1EV7AP0JM352777	WINNIE	POOH	1 INFINITI WAY	SAN DIEGO	CA	92102	WINNIE.POOH@INFINITI.com	1-615-999-9999												
10 JN1EV7AP0JM352754	PRINCESS	JASMINE	1 INFINITI WAY	FRANKLIN	KY	42134	PRINCESS.JASMINE@INFINITI.com	1-615-999-9999												
11 JN1EV7AP1MW1732045	PLUTO	DOG	1 INFINITI WAY	FRANKLIN	KY	42134	PLUTO.DOG@INFINITI.COM	1-015-999-9999												
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2. Sort both tabs in the workbook by VIN

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Merging Retailer Client Information with the Custom VIN Campaign Report Continued

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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)

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Merging Retailer Client Information with the Custom VIN Campaign Report Continued

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

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

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#### 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,)

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7 UN1EV7AP	JHM7/42174	DAFEY	DUCK	1 INFINITI WAT	SAN DIEGO		22/13/	DONALD.DUCK@INFINITI.COM	1-010-333-3333	-											
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11 JN1EV7AP	1HM732043	PLUTO	DOG	1 INFINITI WAY	FRANKLIN	KY	42134	PLUTO.DOG@INFINITI.COM	1-615-999-9999												
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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.)

Merging Retailer Client Information with the Custom VIN Campaign Report Continued

8. (Formula Example: =VLOOKUP(A2,'RETAILER''s CLIENT FILE'!A:I,2,)

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- 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

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#### Merging Retailer Client Information with the Custom VIN Campaign Report Continued

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

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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