Reference: WBP/09-023 (Nissan) & IWB/09-013 (Infiniti)

TO: Service Manager, Service Advisors and Claims Administrator


In Nissan North America’s continuing effort to improve Warranty processes, the following enhancements have been made to the warranty parts return system on May 05, 2009 (Infiniti) and August 17, 2009 (Nissan). The new parts return system will provide dealers with a web based interface for easier tracking and shipping of part return requests. The current process for understanding open part return requests uses a one-time notification and a subsequent monthly reminder report. This will be replaced with the website that can be viewed at any time eliminating the possibility of lost requests. Parts will now be cleared from “chargeback for non return” when scanned at the time of carrier pickup in lieu of part receipt by NNA. In addition to these enhancements NNA is pleased to announce a reduction in the parts retention requirement to 10 days following claim payment as indicated on the daily claims activity report.

Overview of key changes:

- Dealers will be provided with a color coded web based interface that will keep inventory of new and past due requests as well as previously returned parts
- Click and print shipping and part documents
- Approved carriers FedEx or Roadway/YRC only at this time
- Required 30 day parts return period
- Easy shipment tracking
- Elimination of the daily WPR1502-R1 and monthly WPR6030-R1 reports
- Parts retention period change to 10 days following the daily notification of a claim payment

** Important! Only new requests will be generated in this system beginning May 05, 2009 (Infiniti) and August 17, 2009 (Nissan). All previous requests must be processed using the WPR1502-R1 daily report and the WPR6030-R1 Monthly reports.**
Set Up & Login

Step 1) Warranty Parts Return web URL: https://warrantypartsreturn.nnanet.com/

- Each dealer will have only one login ID and Password

  Login: Your dealer code (i.e. 99999).
  Password: NNA001 (Note: cap sensitive)

Step 2) Upon first logon you will be required to change your password in the User Settings

Step 3) Verify General data information (correct if needed) if there is no entry in the FedEx Account Number you must enter it now (Please see instructions below)

  Management tab > General Data

**NOTE: All dealers must have an active FedEx Account Number linked to this program before utilizing the web based Warranty Parts Return System. A generated FedEx Meter Number will verify that the FedEx Account Number is valid and setup for shipping. If the GENERAL DATA displays a FedEx Account Number and Meter Number no further action is required.
After adding an existing FedEx Account Number or if an Account Number is present but the Meter Number field is left blank, the dealer may try selecting the Request button located to the right of the Meter Number field.

If a Meter Number is not generated using the Request button or if both Account Number and Meter Number are blank, the dealer MUST follow the steps below and enroll for a new FedEx account number in order to use the system.

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a) FedEx enrollment info: visit NNA.net.com under Links > FedEx shipping

b) Select “ENROLL NOW”
c) Read and acknowledgment FedEx Express/Ground Shipping discount information
d) Complete and submit dealer information **Note: Use the dealer’s physical location only. Do not use PO boxes when completing the registration with FedEx
Once a FedEx Account Number has been obtained using the link above, enter the account number in your General data information along with the dealer’s shipping location address and select the **Request** button which will generate a Meter Number for internal use.

**Step 4)** User settings enable you to personalize the user data.
- **Management tab > User Settings**
- Dealers with multiple users accessing the system for part return should verify and leave the general dealer data
- Dealers with a single user can use this screen to personalize settings for that individual. This does not impact shipping or dealer information
Part Request Notification

.Claims list details can be viewed by selecting in one of three areas on the HOME PAGE

Claims list Status 20 provides dealers with a list of their outstanding parts requests

- Parts requests under Status 20 are color coded based on the number of days since the initial request
  - Blue: 1-15 days
  - Orange: 15-30 days
  - Red: beyond 30 days *Dealers are unable to return parts beyond 30 days

Selecting an individual part line will allow the dealer to view details and setup shipment for a desired part. Select by point and click
The default carrier will always be set on FedEx unless dealer selects otherwise at which time dealer will be prompted to provide a reason.

**Note:** To avoid non-refundable additional charges, oversized items must be shipped using YRC fright collect. The following examples and dimensions are considered oversized: door panels, seat assemblies, fuel tanks, windshields, fascias/bumper covers, carpet, and any packages exceeding 150 lbs. in weight, 108 inches in length, or 130 inches in length and girth combined (Length and girth is calculated length plus twice the height plus twice the width).

In the rare instance that the part weight = zero (0) The dealer must weigh the part and manually enter the accurate weight.

Dealer may select to have a part returned to them if the part is found to be non warrantable resulting in a charge back.

The part will be shipped back to the dealer at the dealers expense.

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After verification of shipment parameters select "Confirm" to allow for documentation printing.

Documents can be printed by selecting the Print Parts Return documents at the bottom of the CLAIMS LIST DETAIL screen.

- Documents include the Carrier Label and Parts Return Tag
- Roadway/YRC shipments will also print a Bill of Lading
- Shipping documents will print via Adobe Reader
Shipping & Tracking

- If you do not have daily pickup with FedEx you must contact FedEx to arrange each pickup
- YRC/Roadway will be automatically notified for pick up once the carrier label is printed

Shipment preparation

- Orange Warranty Part Tags are still required and should be securely attached to the part
  - Orange Warranty Part Tags (p/n S13S) can be ordered through Integrated Merchandising Systems (IMS)
  - To order visit your Dealer Portal (www.nnanet.com) and click on Dealer Materials Ordering (left hand side of the screen under “Links”)

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Part should be placed in a strong, sturdy box suitable for shipping
- Be sure to fill the empty spaces with packing materials to keep the part from getting damaged
- Using the OEM part box is suggested
- **Only one label will be printed per line (tag number); boxes should not be shipped with multiple parts unless there are multiple parts requested under one line (tag number)**
- **Shipping label** must be folded; placed into a clear label jacket; and attaching to the box making sure the barcode is visible
  - Clear adhesive label jackets may be supplied by FedEx
- **Tag detail sheet** must be attached to the part using a Parts and Svc Zip Lock Bag (p/n S12-SA-3-86)
  - Parts and Svc Zip Lock Bag (p/n S12-SA-3-86) can be order through Integrated Merchandising Systems (IMS)
  - To order visit your Dealer Portal (www.nnanet.com) and click on Dealer Materials Ordering (left hand side of the screen under “Links”)
- Tape the box securely using the appropriate shipping or box tape
- Securely attach the **shipping label** to the top of the box
- Any old or pre existing labels on the box should be removed or covered

- Once a label has been printed and carrier notified, claims line details can be viewed under **Status 25** (Dispatched by Dealer) throughout the duration of the shipment
  - Status 25 (Dispatched by Dealer) can be viewed by selecting **Status 25** on the HOME PAGE or by changing the view to Status 25 on the CLAIMS LIST screen
  - Select the desired line for full details

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Once shipment has been received by the destination, claim line details can be viewed under **Status 70** (Claim Parts fully received)

- Status 70 (Claim Parts fully received) can be viewed by selecting **Status 70** on the HOME PAGE or by changing the view to Status 70 on the CLAIMS LIST screen
- Select the desired line for full shipment details
**Helpful Features**

- In addition to the Dealer Credit Status report, full adjustment comments may be viewed in the CLAIMS LIST DETAILS for any claim adjusted within the Parts Return program.

- Search fields in the CLAIMS LIST screen allows dealers to filter, search, or sort claims information of any status.
  - The empty boxes above the **column titles** allow the dealers to filter or search by entering data directly into the box then pressing the filter button on the right.
  - By directly clicking on a **column title** dealers are able to sort data by 1st and 2nd choice.
Dealer is provided a Help button located on the top right of the HOME screen

- Currently we have provided a copy of this bulletin for reference while you are using the system
- In the future you may see more specific helpful functions will be provided

Questions concerning this bulletin may be directed to the Nissan Claims Call Center at 1-800-258-7008, option 7 or Infiniti Claims Call Center at 1-800-933-3712, option 7.

ASSURANCE PRODUCTS DEPARTMENT