![NISSAN™]

**Online and
In-Lane Payment***

Accept customer payments
online or by tablet in
the Service Drive

**Service
Appointment Scheduling**

Book Service Appointments
24/7 online

**MPI Presentation and
Customer Authorization**

Text or email a comprehensive Interactive
MPI to provide dealer service recommendations
and quickly confirm repairs with your customers

**Service Lane
Tablet Check-In**

Build customer confidence
from the moment they pull
into your Service Drive

**Digital MPI and
Recommendations**

Deliver accurate MPI results that
include factory scheduled maintenance
and dealer recommended services

**Workflow
Management**

Increase dealership efficiency
with a single end-to-end
software platform

NCAR
S E R V I C E

NCAR Service is an end to end digital service solution encompassing the entire customer experience.

INTELLIGENT · VERSATILE · PROFITABLE

THE EXPERIENCE
CUSTOMERS EXPECT

KEEP PACE WITH THE FUTURE

▶ **NCAR Service is designed to offer real, data-based insights, high-quality service experiences and seamless software integrations.**

- Real-time access to vehicle status, customer data, analytics and reporting
- Replace outdated paper systems with a single, integrated software solution

STREAMLINE YOUR PROCESS

▶ **Everything you need to maintain your dealership's service standards is right at your fingertips.**

- Access NNA factory recommended service menus and campaigns
- Easily view National Service History, customer information and critical vehicle data

SATISFIED CUSTOMERS

▶ **From check-in to vehicle redelivery, NCAR Service has been proven to increase overall customer satisfaction.**

- Greet your customers by name on the Service Drive and begin building trust with a personalized vehicle walkaround
- Review interactive MPI results and service recommendations on any device

Research shows NCAR Service dealerships using the Interactive Multi-point Inspection (IMPI) increase their recommended service dollars by 61%.

SUPPORT YOUR EMPLOYEES
TRANSFORM YOUR PROCESS

FASTER THROUGHPUT, LESS EXPENSIVE

▶ **By moving every step of the process into a single, unified system, your employees can communicate more effectively and work more efficiently.**

- Reduce redundant integration and subscription fees
- Consolidate many of your disconnected systems with a single end-to-end software solution

KEEP THINGS CONSISTENT

▶ **NCAR Service guides your employees through each step of the service process so you can provide your increasingly digitally-savvy customers with a consistent experience from start to finish.**

- Present a MPI pre-loaded with technician-generated service and repair recommendations
- Establish a proven service process that reinforces best practices

BUILD TRUST & LIFT SALES

▶ **Identify areas of customer interest, establish credibility and encourage the customer to spend more.**

- Empower your customers with fully transparent pricing, inspection results and service recommendations
- Improve CSI, dollars per RO and service drive efficiency with a proven solution

"We have shown a 23% increase in customer pay labor sales consistently the month over prior year since it has been installed."

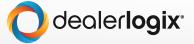*- Jerry Farris, Service Manager, Empire Nissan, CA, West Region, Dealerlogix*

NNA INTEGRATIONS
THE DMS TOOLS DO NOT OFFER

What sets NCAR Service vendors apart from non-endorsed solutions is their focus on continuous improvement. Added value comes through specific NNA integrations at no cost to the dealer and are only found with our NCAR Service 'certified' partners.

Exclusive NCAR Service Integrations and Features	Standard Integrations	Future Integrations
National Service History · Vehicle history regardless of Nissan dealer	✓	
Recalls & Campaigns · Presentation of available vehicle campaigns/recalls	✓	
Warranty Eligibility · Presentation of Warranty in force (vehicle specific)	✓	
Service Contract Recognition · Presentation of current contract(s) in force	✓	
Interactive MPI Presentation & Authorization · Digital text/email of an Inspection with Accept, Decline, and Signature Authorization capability	✓	
Automated Declined Services Remarketing · Declined services from iMPI used in remarketing	✓	
National Customer Database Look up · Ability to access service history even if customer has never visited dealership	✓	
Symptom Surveys (formerly Diagnostic Worksheets) · Completed by Service Advisor and presented to Technician for quicker diagnosis of issue	✓	
PRIORity (Potential Repeat Issue or Repair) · Presentation of # of days since most recent closed RO	✓	
Deferred Recalls (Dealerlogix, Dealer-FX only) · Any deferred recalls are digitally captured in the NCAR Service solution	✓	
Virtual Claims Authorization Tool or VCAT (formerly F1 App/Warranty Pre-Approval) · Digital Warranty Pre-Approval for CVT, eliminates need to call PCC	✓	
Customer Online & In Lane Payment	✓	
Customer Payment Options (online integration at iMPI) · Two options for customer payment of services – 1) Nissan Credit Card and 2) Sunbit	✓	
NESNA Pre-paid Maintenance Contracts · Customer can select a Service Maintenance Contract when they complete the IMPI		✓
Coupon Offers · Illustrate available offers for RED inspection elements in the IMPI		✓

CONTACT NISSAN'S CERTIFIED PARTNERS TO SCHEDULE A DEMO

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