



NCAR/ICAR-X Service

Frequently Asked Questions



April 2025

Frequently Asked Questions

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General FAQs

What are the benefits of the NCAR/ICAR-X Service Program?

Dealers who work with a certified NCAR Service Vendor and fully utilize the tablet solution experience several benefits:

- **Improved CPRO:** Enhanced Customer Pay Repair Order (CPRO) performance.
- **Increased Service KPI Scores:** Better scores on key performance indicators (KPIs) related to service.
- **Improved Sales Effectiveness:** Higher effectiveness in sales processes.
- **Higher Fixed Absorption:** Increased fixed absorption rates, contributing to overall profitability.

Which vendors have been certified with the NCAR/ICAR-X Service Program*?

- CDK
- Dealer-FX
- Dealerlogix
- myKaarma
- Xtime

*Reynolds & Reynolds is under review as a potential sixth vendor. If approved, eta Late 2025.

 **DEALER-FX**
Part of the Snap-on family of brands.

dealerlogix



my**kaarma**

The Xtime logo features a stylized orange infinity symbol followed by the word "xtime" in a blue, lowercase sans-serif font.

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General FAQs

Which key integrations can a certified dealer expect from their vendor?

Certified dealers can expect the following key integrations from their vendor:

- National Dealer Database
- Warranty History
- Service Maintenance Plans
- Recalls/Campaigns
- Sunbit
- MyNissan Rewards
- Technical Service Bulletins
- Hunter QuickCheck



Do NCAR/ICAR-X Service vendors offer a discounted monthly charge for smaller dealers?

Yes. Most vendors offer a discounted monthly charge based on the number of Service Advisors a dealership employs.

What types of devices are available for technicians to use when performing a multi-point inspection?

Most vendors' solution are versatile and support the use of mobile devices, tablets, or desktops for this task. This flexibility allows technicians to choose the device that best suits their workflow and preferences.

Can customers pay for all parts and services on their phones?

Yes. All certified NCAR Service vendors enable dealers to present customers with a final MPI attached to an invoice,



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iMPI

What is an Interactive MPI (iMPI)?

Interactive MPI (iMPI) is a tool that provides inspection results and work order confirmations in a customer-friendly manner via email or text.

Why is it important to send an Interactive Multipoint Inspection (iMPI) to the customer?

Sending an iMPI to the customer is crucial for several reasons:

- **Customer Review:** After the Technician completes the MPI and sends it to the Service Advisor, the Service Advisor must text or email the completed MPI to the customer for their review before meeting with them.
- **Interactive Approval:** The iMPI is interactive, allowing customers to approve or decline any additional service recommendations (ASRs).
- **Trust in Recommendations:** Customers are more likely to agree with recommendations when they receive clear, detailed explanations. This approach builds trust and confidence in the suggested services.
- **Increased Revenue:** Sending the iMPI can lead to higher CPRO revenue, which increases profit.

How does an iMPI enhance customer engagement?

By providing a low-pressure and highly engaging platform, iMPI enhances customer engagement, making it easier for customers to understand and approve necessary services.

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Image and Video

Why should Technicians include an image or video of an additional service recommendation (ASR)?

Including an image or video with an ASR is important for several reasons:



- **Building Trust:** The number one way to build trust with customers is to show them why a part or service is recommended. Visual evidence helps customers understand the need for the recommendation.
- **Supporting Recommendations:** An image or video attached to the Repair Order (RO) supports the Technician's recommendation, making it easier to sell the part or service.
- **Enhancing iMPI Value:** Images and videos increase the value of the Interactive Multipoint Inspection (iMPI) by providing clear, visual explanations.
- **Increased Revenue:** As of December 2024, Nissan dealers partnered with a certified vendor have improved their revenue by over \$330 per Customer Pay Repair Order (CPRO) by including images or videos.

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Service Advisor CSI

What is CSI?

CSI stands for Customer Satisfaction Index, a metric used to measure customer satisfaction with services provided.

How does using a the NCAR/ ICAR Service tablet impact CSI points for Service Advisors?

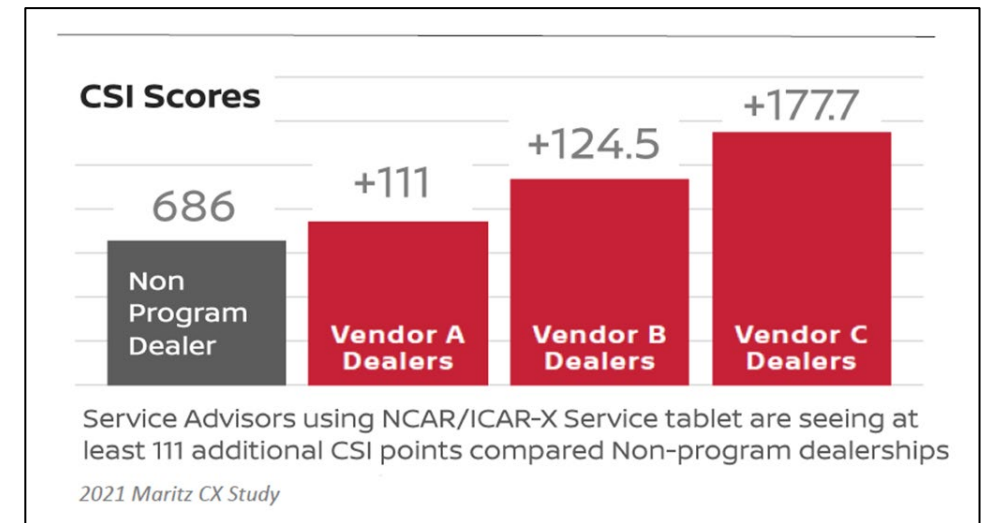
Service Advisors using the NCAR/ICAR Service tablet are seeing at least 111 additional CSI points compared to non-program dealerships.

Why is there a significant increase in CSI points when using an NCAR/ICAR Service tablet?

Using the NCAR/ICAR Service tablet improves the efficiency, accuracy, and customer engagement during service interactions, leading to higher customer satisfaction.

How can dealerships implement these tools to improve their CSI scores?

Dealerships can provide tablets to their Service Advisors and enroll in a certified NCAR/ICAR Service tablet program to enhance service delivery and customer satisfaction.



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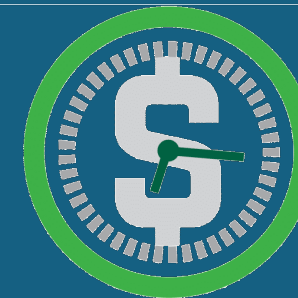
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Dealer Incentives

What is the current incentive for participating dealers?

Incentive Dates: Oct 1, 2024 – Mar. 31, 2025

Participating dealers can earn a \$500 credit to their NVA for scheduling and attending at least two vendor demos. Additionally, if a dealer enrolls with one of the certified vendors, they will earn a credit of \$2,000 to their NVA to offset installation costs or other vendor launch-related expenses, payable upon confirmed installation.



When is the incentive payable?

The incentive is payable to the dealer NVA upon confirmed installation with one of the certified vendors.

Can the incentive parameters change?

Yes, the parameters of the incentive can always change. It's important to stay updated with the latest announcements.

How can dealers schedule a vendor demo?

Dealers may request a demo directly through the following emails:

NCAR: ncarservice@nissan-usa.com

ICAR-X: icarxservice@infiniti.com

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Reporting

Why do my vendor's metrics differ from my Nissan Representative's?

We work closely with vendors to ensure accurate data, helping you improve customer service. However, there are a few reasons why your NCAR Service Tableau reports may differ from the certified vendor reports.

- **Timing:** Vendor reports might use more real-time data, while Nissan's reports use data that is updated once a week.
- **Data Cleansing:** Nissan adjusts vendor data to meet specific needs, which can change what's included or excluded. This helps Nissan review programs fairly and run contests and incentives.



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Service Participation Agreement (SPA)

What is a Service Participation Agreement (SPA)?

The Service Participation Agreement (SPA) is a legal document that permits NCAR/ICAR-X Service Certified Providers to share tablet platform data, including customer data, with Nissan North America (NNA). Without a signed SPA, the tablet provider is will not display essential information, such as National Service History, Recalls, Campaigns, and vehicle warranty details.

Who is authorized to sign the SPA?

Personnel with financial responsibility, such as the Dealer Principal, Executive Manager, or CFO, are authorized to sign this document.

Where can I find the SPA?

Nissan:

NNAnet > My Documents > Service > NCAR Service > NCAR_ICAR-X_Dealer Service Participation Agreement_SPA_3-2025.pdf

Infiniti:

NNAnet > My Documents > Service > ICAR Service > NCAR.ICAR Dealer Services Agreement_(template) 3.26.25.docx

Questions regarding the SPA?

For any questions regarding the SPA, please email: ncarservice@nissan-usa.com or icarx@infiniti.com

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NCAR/ICAR-X Service Resources



NCAR/ICAR-X Service Resources

Dealer360:

Nissan Brand: *NNAnet>Resources>NCAR Service*
<https://dealer360.nnanet.com/resources/folders/9061>

Infiniti 360:

Infiniti Brand: *NNAnet>Resources>ICAR-X>ICAR-X Service*
<https://dealer360.nnanet.com/resources/folders/25654/>

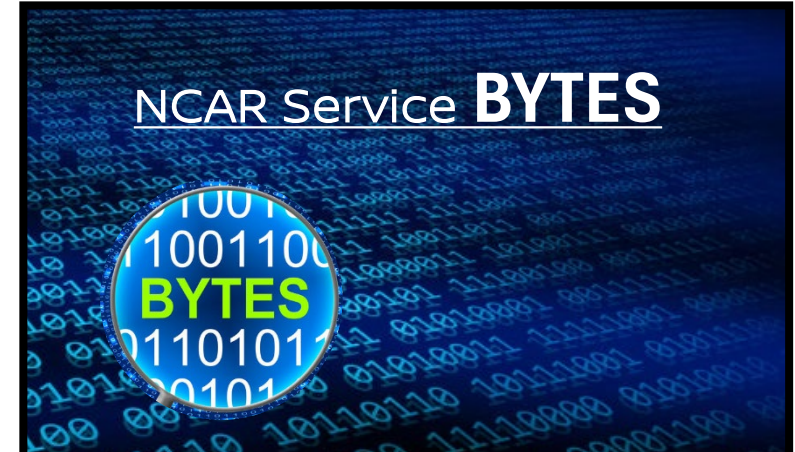
Quarterly Newsletter:
Nissan Service Lane Pulse

NNAnet Website:
Nissan Service Lane Insights

NCAR /ICAR-X Service Support

NCAR Service Email:
ncarservice@nissan-usa.com

ICAR-X Service Email:
icarx@infiniti.com



NCAR Service BYTES

Every 3rd Friday of the Month
11 a.m. CST

All Field Staff are welcome!

Purpose:

Discuss, provide feedback or ask questions about
NCAR/ICAR-X Service

Discussion Topics:

Video and Image with iMPI
Tableau reporting
Best Practices
Q & A Session
Vendor Demos

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