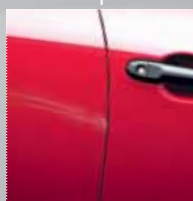




Innovation
that excites

NISSAN SMART REPAIR

THE PERFECT START TO AN EXCELLENT FINISH



NISSAN.MYSMARTREPAIR.COM



NISSAN SMART REPAIR

Small damage - big business opportunity

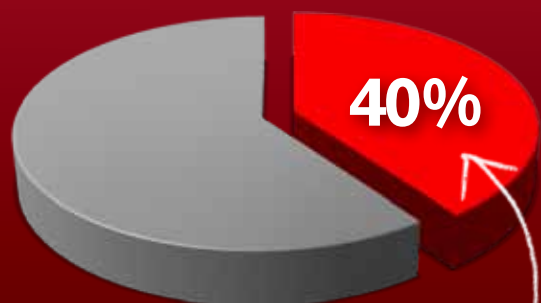
What are SMART REPAIRS?

SMART Repairs are minor body damage - inside or outside the vehicle. They compliment traditional accident repairs but are more cost effective, smaller and take less time to carry out. As an additional repair programme they are sold to the Nissan customer when the vehicle is in for a service at the dealership.

They represent a fast, profitable up-sell opportunity for your dealership as well as increasing customer retention and satisfaction with the Nissan owner. Repairs can be carried out quickly, often on a while-you-wait basis and are low cost but high margin.

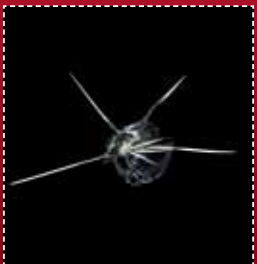
All repair products and processes are in line with Factory approved standards.

- **Fast, professional repairs**
- **No inconvenience or need to claim on insurance**
- **Improved customer satisfaction**
- **Increased customer retention**
- **Increased collision damage capture**
- **Increased profitability**



More than 40% of the vehicles brought into a dealership for a routine service, actually require one or more SMART repairs.

*average of
2.2 repairs
per vehicle*





NISSAN WINDSCREEN REPAIR AND REPLACEMENT

Customers are more aware than ever about the importance of blemish free windscreens, especially now that it features in all annual mandatory safety tests (MOT).

There is always a danger that a small chip can develop into a crack so the whole windscreen needs replacing. Windscreen chips, stars and bulls eyes can be repaired easily with approved equipment and processes.

- **Repairs are carried out using the latest technology, are optically clear and are virtually invisible**
- **A single repair usually takes between 15 and 20 minutes**
- **Repairs are high margin with low material usage costs**
- **If the windscreen is cracked and cannot be repaired, it can be replaced quickly, simply and professionally**
- **Windscreen replacement is carried out using Nissan genuine parts and Nissan approved processes**

6 % of all minor vehicle damage is windscreen so it is a major commercial opportunity for the dealership. At least 1 in 5 repairs cannot be repaired and lead to a complete windscreen replacement.

All repairs or replacement keep the customer happy and keep them coming back to Nissan. It's also vital additional revenue and profitability for the Service Department.

Sell-in technique

Although we will always first try to repair any damage to the customer's windscreen, sometimes the area of the damage or the severity means that the whole windscreen has to be replaced. In this case explain to the customer that at Nissan we carry out windscreen replacements quickly and effectively with the minimum of inconvenience.

Best practices

Of course we only use glass manufactured to original Nissan OEM standards to ensure that the replacement glass is as good as the original windscreen. This ensures safety standards are guaranteed.

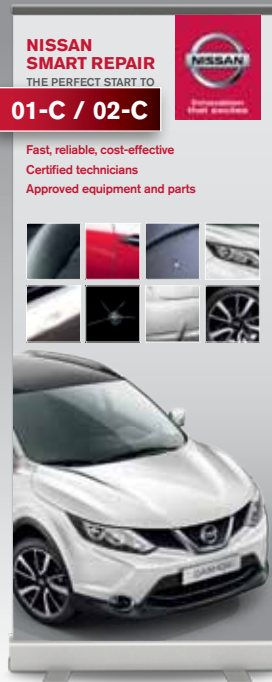
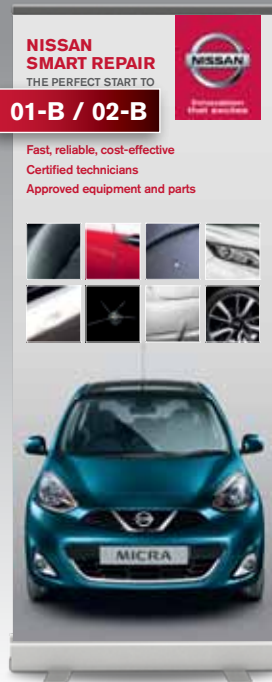
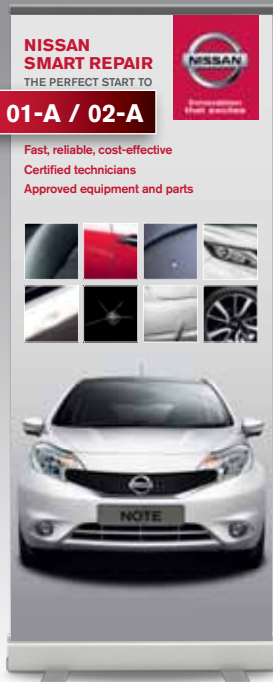


How to sell Windscreen repair/replacement

Convince the customer that the replacement will be carried out using the latest industry approved processes by highly qualified technicians all trained to Nissan Factory standards. No need to contact a sub-contractor or insurance company, Nissan will do it all for the customer while they are at the dealership.

Up-selling opportunities

If the car is in for a service, this is the ideal time to carry out a visual health check including the windscreen. If a small chip, scratch or crack is identified, point this out to the customer and explain that the damage may deteriorate if not repaired. Repairs are cost effective but high margin. If the repair cannot be completed, sell the replacement service.



NISSAN SMART REPAIR

Marketing opportunity

SMART Repair pricing is both attractive and affordable for retail customers - so it's the ideal offer for POS promotion and Direct Marketing.

Direct Marketing

Direct Marketing activity provides the dealership with the opportunity to both increase existing customer retention and re-capture lapsed customers.

PoS promotion

Market research confirms that at least 40% of vehicles booked into a dealership for a routine service require 1 or more SMART Repairs.

If the service department is actively promoting SMART then these repairs will be converted, increasing revenue and dealer profitability.

Nissan offers several marketing and point-of-purchase SMART Repair materials to display at your service counter, in your reception, or in your showroom to generate greater customer awareness for the program.



NISSAN SMART REPAIR PRICELIST

Damage Area	Damage	Cost Price (incl. VAT)
Windscreen	Chip	\$250.00
	Replacement	\$500.00
Alloy Wheel	Scuff/Scratch	\$75.00
	Scratch	\$25.00
Bumper	Stone Chips	\$75.00
	Scuff/Scratch	\$25.00
Bumpers	Additional Scuff/Scratch repair	\$25.00
	Scuff/Scratch	\$25.00
Doors	Stone Chips	\$25.00
	Scuff/Scratch	\$25.00
Exterior Trim	Scuff/Scratch	\$25.00
	Scuff/Scratch	\$25.00
Roof	Stone Chips	\$25.00
	Scuff/Scratch	\$25.00
Tailgate/Boot	Stone Chips	\$25.00
	Scuff/Scratch	\$25.00
Wheel Arch	Stone Chips	\$25.00
	Scuff/Scratch	\$25.00
Door Mirror Casing	Scuff/Scratch	\$25.00
	Crack/Chip	\$25.00
Headlights	Scuff/Scratch	\$25.00
	Crack/Chip	\$25.00
Interior Trim & Upholstery	Scuff/Scratch	\$25.00
	Crack/Chip	\$25.00

NISSAN PAINTLESS DENT REPAIR PRICE LIST

Estimate of Damaged Area	Repair Price
Less than 50mm	\$250.00
Between 50mm and 100mm	\$400.00
Greater than 100mm	\$500.00

05



03

NISSAN SMART REPAIR Marketing materials

- | | |
|-----------|---|
| 01 | Roll-up system
(85 x 200 cm) |
| A | Smart Repair / Note layout |
| B | Smart Repair / Micra layout |
| C | Smart Repair / Qashqai layout |
| D | Smart Repair / GT-R layout |
| E | Smart Repair / All services layout |
| G | Windscreen Repair & Replace / Juke layout |

- | | |
|-----------|---|
| 02 | Poster
(70 x 100 cm) |
| A | Smart Repair / Note layout |
| B | Smart Repair / Micra layout |
| C | Smart Repair / Qashqai layout |
| D | Smart Repair / GT-R layout |
| E | Smart Repair / All services layout |
| G | Windscreen Repair & Replace / Juke layout |

- | | |
|-----------|---|
| 03 | Windscreen display
(13 x 24 cm) |
|-----------|---|

- | | |
|-----------|---|
| 04 | Consumer leaflets
(4 pages / Size A5) |
| A | Leaflet - All services |
| B | Leaflet - Interior repair not incl. |

- | | |
|-----------|---|
| 05 | Price lists
(4 pages / Size A5) |
|-----------|---|

All prices are exclusive of VAT.



04-A/B



NISSAN

WINDSCREEN REPAIR & REPLACEMENT



WINDSCREEN REPAIR SYSTEM

For the repair of cracks, bullseyes, starbursts, etc. in laminated windscreens



WINDSCREEN CUTTING SYSTEM

Removal of glued-in windscreens without using cutting blades or metal wire

Part no. **NI.100-551**

Type of repairs:

cracks, bullseyes and starbursts

System name: Windscreen repair system

Numbers of repair in system: 25-30

Average time of repair: 15-20 min

Duration of training: 0.5 day

Type of repairs:

Removing windscreens

System name: Windscreen cutting system

Numbers of repair in system: unlimited

Average time of replacement: 1.2 hour

Duration of training: 0.5 day

MARKETING PACKAGE INCLUDED

100 A5 customer leaflets,
2 posters & 1 windscreen display

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



Repairing a chipped windscreen

Recommended Retail Price excluding VAT.

€60.00 - Payback is achieved after 35 repairs

1 / 5 windscreens will need to be replaced
adding additional return on the initial investment

TRAINING - Learn to successfully replace and repair damaged windscreens

- Walkthrough of tools and techniques
- Fitting all types of windscreens, both glued and rubber mounted
- Repair procedures - Bullseye, starbreak and crack repairs
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs

NISSAN

ALLOY WHEEL REPAIR



ALLOY WHEEL REPAIR SYSTEM

For the repair of **polished alloy wheels**

Part no. **NI.551**

Type of repairs: scratches and kerb damage

System name: Alloy wheel repair system (polished)

Number of repairs in system: 100

Average time of repair: 20 min

Duration of training: 0.5 day

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



ALLOY WHEEL REPAIR SYSTEM

For the repair of **painted alloy wheels**

Part no. **NI.532**

Type of repairs: scratches and kerb damage

System name: Alloy repair system (painted)

Number of repairs in system: 100

Average time of repair: 20 min

Duration of training: 0.5 day

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



Repairing scuffed alloy wheel

Recommended Retail Price excluding VAT.

€90.00 - Payback is achieved after **9** repairs

TRAINING - Learn how to repair damage to both painted and polished alloy wheels.

- Walkthrough of the equipment and products
- Alloy wheel colour identification
- Cleaning and preparation of wheels
- Colour and clearcoat application process
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs



NISSAN

PLASTIC REPAIR & HEADLIGHT REPAIR



PLASTIC WELDING SYSTEM

For the repair of torn or broken bumpers and other plastics

Part no. **NI.40000**

Type of repairs: Plastic damages, scuffs, splits.

System name: Plastic welding system

Number of repairs in system: 100

Average time of repair: 30 min

Duration of training: 0.5 day

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.

Torn bumper - up to 100 mm

Recommending Retail Price excluding VAT.

€160.00 - Payback is achieved after **7** repairs

HEADLIGHT REPAIR SYSTEM

For the repair of yellowed & faded headlights

Part no. **NI.609**

Type of repairs: Restoring UV coating

System name: Headlight repair system

Number of repairs in system: 25-40

Average time of repair: 30 min

Duration of training: 0.5 day

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.

Restoring set of headlights

Recommended Retail Price excluding VAT.

€70.00 - Payback is achieved after **7** repairs

TRAINING - Learn how to carry out repairs on different types of plastic.

- Walkthrough of the equipment and products
- Colour and texture identification
- Practical preparation of the plastic for filling
- Priming/texturing and colouring
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs

TRAINING - The training course includes all aspects of headlight restoration.

- Walkthrough of the equipment and products
- Preparation of the headlight
- Application and curing process
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs

NISSAN

SPOT & SCRATCH REPAIR



CHIP FIX REPAIR SYSTEM

For the repair of stone-chips and minor paint damage

Part no. **NI.1100**

Type of repairs:
stone-chips and minor paint damage
System name: Chipfix repair system
Number of repairs in system: 800
Average time of repair: 20 min
Duration of training: 1 day

MARKETING PACKAGE INCLUDED

100 A5 customer leaflets and 2 posters

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



SPOT REPAIR SYSTEM

For repairing spots, scratches and chips in car paint

Part no. **NI.538**

Type of repairs: scratches, parking damage
System name: Spot repair system
Number of repairs in system: 400
Average time of repair: 1 hour
Duration of training: 1 day

MARKETING PACKAGE INCLUDED

100 A5 customer leaflets and 2 posters

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



Repairing paint chips on a bonnet

Recommended Retail Price excluding VAT.

€90.00 - Payback is achieved after **22** repairs

TRAINING - Learn how to carry out a spot repair on a painted panel

- Walkthrough of the equipment and products
- Colour matching and mixing.
- Preparation and application techniques
- Curing and polishing
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs



NISSAN INTERIOR REPAIR

You can order all Nissan Smart Repair systems at nissan.mysmartrepair.com

INTERIOR REPAIR SYSTEM

All in one solution for the repair of holes, tears and scratches in dashboards, seats and other plastic, leather, fabric or vinyl interior

Part no. **NI.308**

Type of repairs:

Interior damages in leather, fabric, vinyl, plastic

System name: Smart repair mobile trolley

Number of repairs in system: Min. 500

Average time of repair: 30-50 min

Duration of training: 2 days

MARKETING PACKAGE INCLUDED

200 A5 customer leaflets and 2 posters

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.

TRAINING - Learn how to repair damages to fabrics, upholstery, seats and dashboards

- Colour matching and mixing
- Material preparation
- Application of fillers and compounds
- Texture coating
- Paint application
- Curing and Conditioning
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs



Repairing damages in leather interior

Recommended Retail Price excluding VAT.

€140.00 - Payback is achieved after **27** repairs

NISSAN DENT REMOVAL



PAINTLESS DENT REMOVAL SYSTEM

For the removal of minor dents without the need to repaint the finished repair

Part no. **NI.13.981**

Type of repairs: Removal of minor dents
System name: PDR - Dent removal system
Number of repairs in system: unlimited
Average time of repair: 5-20 min (depending on the damage)
Duration of training: 3 days

MARKETING PACKAGE INCLUDED

100 A5 customer leaflets and 2 posters

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.

DENTLIFTER SYSTEM

For the removal of minor dents which are difficult to reach with traditional PDR tools

Part no. **NI.17.400**

Type of repairs:
Dents under reinforcements, roofstraps, ...
System name: Dentlifter system
Number of repairs in system: Approx. 100
Average time of repair: 5-10 min
Duration of training: 0.5 day

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



Dent removal on area between 50-100mm
Recommended Retail Price excluding VAT.
€120.00 - Payback is achieved after **19** dents

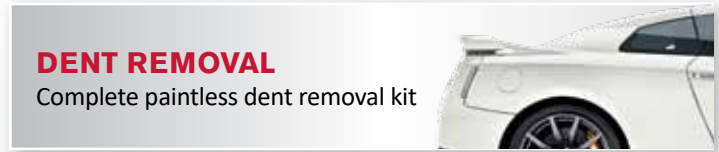
TRAINING - Remove small dents from various panels using the paintless dent repair technique.

- Walkthrough of PDR tools and repair techniques
- Removal of dents in open and restricted access areas
- **Commercial training** - Instructing and motivating service personnel to successfully up-sell minor damage repairs



WINDSCREEN

Repair and replacement system



DENT REMOVAL

Complete paintless dent removal kit



INTERIOR REPAIR

Leather, fabric, vinyl and plastic



SPOT & SCRATCH REPAIR

Spot and chipfix system



PLASTIC REPAIR

Plastic welding system



ALLOY WHEEL REPAIR

Painted and polished alloy wheel repair



HEADLIGHT REPAIR

COMPLETE NISSAN SMART REPAIR TROLLEY - ALL SYSTEMS

The trolley solution is excellent for workshops as all the smart repair systems and PDR tools are collected in one place. The Smart Repair Trolley is perfect for workshops that require efficiency and mobility.

Part no. **NI.100-650**

COMPLETE MARKETING PACKAGE INCLUDED

200 A5 customer leaflets, 1 Windscreen display, 2 roll-up systems.

Price on request

Training not included. The recommended price for technical training is €300 per day per technician although this may vary subject to the respective distributor.



ORDERING

NISSAN.MYSMARTREPAIR.COM

