

THE KEYS TO REIMBURSEMENT



CERTIFIED
COLLISION REPAIR NETWORK

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INFINITI.



IN PARTNERSHIP WITH



KEYS TO REIMBURSEMENT

- asTech® uses only OEM factory tools operated by ASE / Dealer-Trained Technicians. asTech is your very own OEM sublet repair process focused on diagnostic and vehicle electronic repair solutions.
- asTech secures the vehicle build data and provides body shops with access to all OEM technical service bulletins and active recalls. When supported by the OEM, asTech can provide your certified shop with Freeze Frame data. Access to these important data points will help your shop deliver important information about warranty and unrelated prior damage. This information is critical to your insurance partners.
- Certified Collision Centers using the patented asTech process can diagnose and repair vehicles while they remain in the production lane at the collision center. This process will help ensure fixed right first time, improve cycle time, reduce comebacks, and boost customer satisfaction and confidence in the repair.
- OEM repair procedures provide your shop with the direction and guidance your technicians need to know when OEM factory tools are required to repair the vehicle correctly—and asTech provides you access to each OEM tool.
- Certified Collision Centers should prepare a diagnostic “package” of vital information with each completed repair and include information that supports the use of the asTech OEM Diagnostic Repair Process.



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Position Statements

Nissan and INFINITI have provided several position statements to the industry to educate and inform the repairer, customer, and bill payer.

While these documents are helpful and should be presented to responsible parties, it is the Nissan and INFINITI Certified Collision Center's responsibility to research and present all requirements for Nissan and INFINITI repairs as identified in TechInfo and service manuals.

This guide will help identify some of those opportunities as keys to reimbursement.

This guide should NOT be used as a replacement for repair procedures as identified in Nissan and INFINITI service manuals.

The latest Nissan and INFINITI position statements, including the statement on Pre and Post-Repair Scanning and Calibrations, can be found at:

PartsAdvantage.NissanUSA.com/collision
PartsAdvantage.INFINITIUSA.com/collision

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What To Include

A properly documented repair always starts with a solid understanding of Who, What, Why, and How—who performed the work, what work was performed, why it was performed, and how it was performed.

To support the repair, the following information should be placed in the claim file:

- OEM Position statement
- The asTech Comprehensive Diagnostic Service Report – be sure to emphasize all of the vital information provided with each asTech report
- OEM tool used in the service
- ASE Factory Trained Technician who performed the service
- Number of Modules read
- Complete List of all DTCs identified
- Explanation of every DTC
- Repair Recommendations
- A warranty with every successfully completed service request
- All relevant OEM Repair Procedures sourced from Nissan or INFINITI TechInfo

Organize the information in a consistent fashion, so it's easily repeated file after file. Expect for this information to be reviewed by the local adjustor, district or regional claim managers, centralized review teams or a third party claim service.

If you have any questions, please contact:

asTech support team for Nissan and INFINITI Certified Collision Centers at bit.ly/Nissan-INFINITI-NNA or 1-888-261-1781

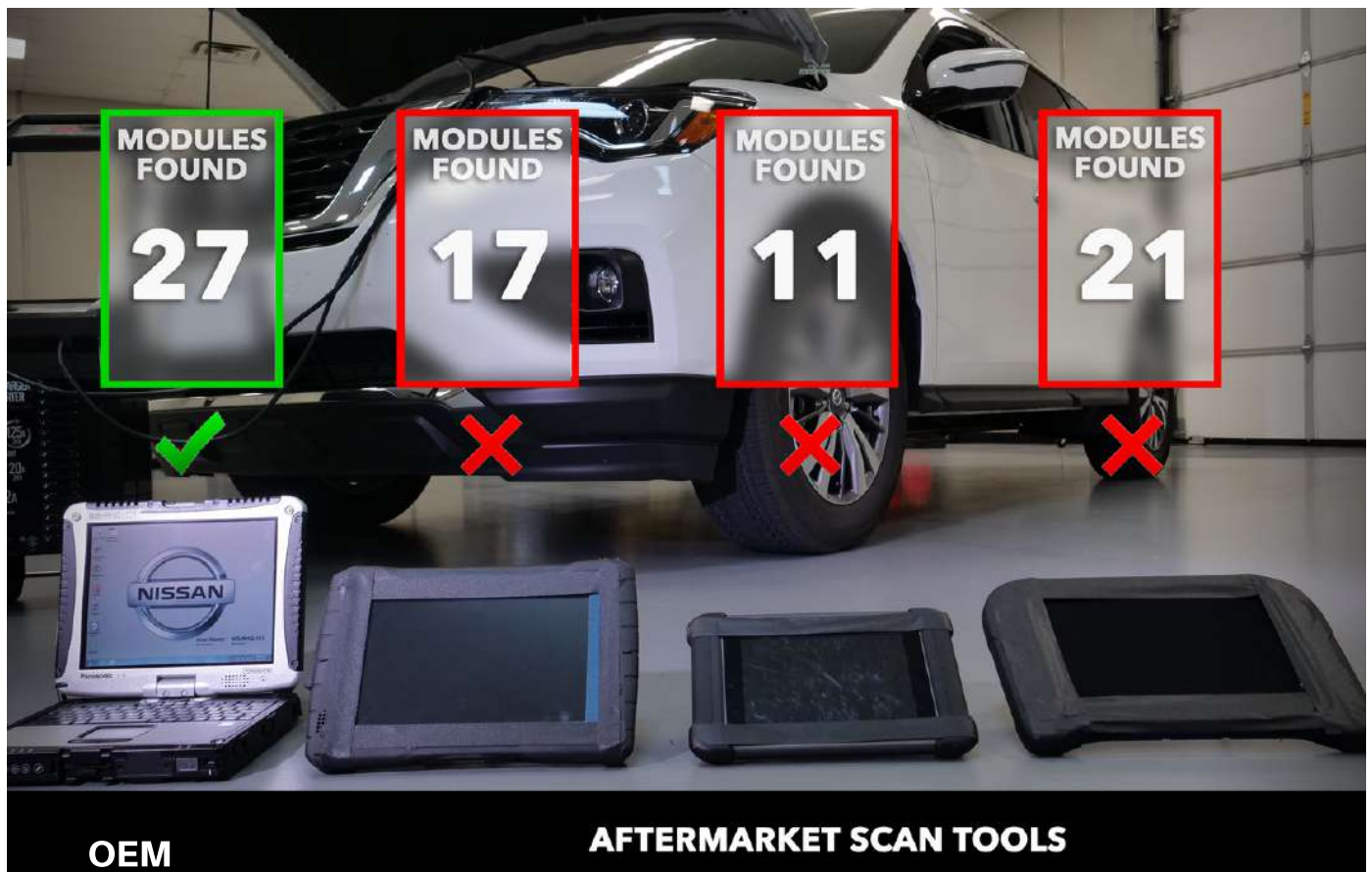
KEYS TO REIMBURSEMENT INSIDER TIPS

- Knowledge is power - Do your homework on the car. Understand how the required repair procedures will affect the damaged diagnostic and vehicle electronic systems.
- Take photos of the damaged area parts, e.g., switches, wires, sensors, warning lights, door handles of the car, etc. Photos validate the complexity of the diagnostic repairs needed to restore the vehicle safety systems to the OEM-intended operation standard.
- asTech technicians will help each Certified Collision Center understand which safety systems are on the car and point out standard safety systems such as air bags, seat restraint systems, and traction control. Narrowing down specific Advanced Driver Assistance Systems such as ProPILOT Assist, Intelligent Cruise Control, Lane Departure Warning, Lane Departure Prevention, Automatic Emergency Braking, AEB with Pedestrian Detection, Blind Spot Warning, and Rear Cross Traffic Alert will assist you in the reimbursement process.
- The Nissan OEM Position statement, along with others, should be prominently posted on the wall(s) of your customer waiting area or designated adjuster offices. asTech suggests using 11" x 14" or 8" x 11" frame(s).
- Posting the Nissan OEM position statement, along with other brands you repair sends a powerful message to your customers and insurance partners that OEM factory tools play a vital role in completing safe and proper repairs.



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WHY CHOOSE CONSULT-III PLUS AND asTech®

- Access to all Nissan and INFINITI vehicles, DTCs, and full functionality of all equipped modules, including advanced driver assistance systems (ADAS) and equipped control modules.
- Using the CONSULT or asTech will eliminate the risk of erasing important safety and recall updates.
- Aftermarket scan tools cannot read the Nissan GT-R®. asTech® has dedicated tools specific to the GT-R, allowing you to properly scan the vehicle beyond just DTCs.
- asTech® uses exclusively Nissan CONSULT tools on every Nissan and INFINITI vehicle.
- New vehicle information available when vehicles are released.



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