



**MAPLE LEAF NISSAN**

**Parts and Service System**

**STUDENT Edition**

## 01. Overview ::

- 1) Maple Leaf Nissan is an official factory authorized dealership in Saint John, New Brunswick.
- 2) It has been in business for 4 years, prior to which time it was known as King Nissan. A change in ownership resulted in a name change.
- 3) With the current economic climate affecting the bottom line of many businesses, particularly in the automotive sector, Maple Leaf Nissan is keen to take every step possible to improve internal procedures. With access to a wider array of accurate information, management should have new insight into the daily events that affect profits.
- 4) Maple Leaf Nissan is also interested in any technology solutions which may foster the customer experience. Satisfied customers result in repeat business, and also positive “word of mouth” marketing.
- 5) To begin with, Maple Leaf Nissan has expressed an interest in revamping their Parts & Service Department. They believe their current mode of operations in this area is outdated, and could be improved by new procedures and a supporting application package.
- 6) They invite interested parties to investigate the current situation, and submit a proposal for a turn-key solution.

## 02. Parts Inventory System ::

- 1) Maple Leaf Nissan maintains an inventory of commonly required parts. To start with, a general inventory system is required to track number in stock, cost price, list price, and reorder level. You will identify other required fields as your design progresses.
- 2) Basically, when a customer approaches the Parts Desk with a request, the Parts Associate looks up the desired part(s) using the Nissan FAST system (see **Fig 2.1.1**), and optionally prints a sheet (see **Fig 2.1.2**), containing the actual part numbers. Using this sheet and the old inventory system, the associate retrieves the desired parts from the inventory.
- 3) The customer receives the parts (see **Fig 2.3**), along with an invoice (see **Fig 2.2**). The invoice is produced by entering the part numbers and customer info (if any) into the old inventory system.
- 4) Generally, the invoice is paid on the spot to the Parts Associate. If the customer has an account with Maple Leaf Nissan, the invoice is turned over to Monica Munoz's department where it is entered into the Accounts Receivable system. That actual system is beyond the scope of this project.
- 5) Not everybody pays the same price for parts. For example, independent shops and service technicians who obtain parts from the dealership are extended a special discount. Discounts and who receives them may vary.
- 6) If a customer requires a part that is not normally carried in inventory, those numbers are added to an order list. On a separate sheet, the customer name and telephone number are recorded, along with the expected parts. Orders are generally placed with the regional warehouse on a daily basis. On the order list are found general reorder requests, and specific customer requests.
- 7) Parts arrive daily with a "packing slip" (see **Fig 2.4**). A Parts Associate compares the packing slip to the contents to ensure they match. The packing slip is then used to update the inventory system.
- 8) Before newly arrived parts are placed into inventory, they are picked through against the outstanding lists of customer requests. Specific parts are set aside for the appropriate customers, and general reorders are placed into inventory. Occasionally, a customer order is overlooked and placed into inventory, which places it in danger of being purchased by another customer coming in that day. Although rare, it is not an unknown event.
- 9) As time permits, customers are phoned when their order arrives. Connecting with customers can be hit and miss at times.
- 10) Along with "external customers" (the general public), the Service Technicians are considered "internal customers". As they work on vehicles and require parts, they also deal with the Parts Associates in much the same manner. Obviously, they do not pay for parts. Any parts obtained by a Service Technician must be correctly applied against the Service Work Order (see **Section 03**) for the vehicle in question.

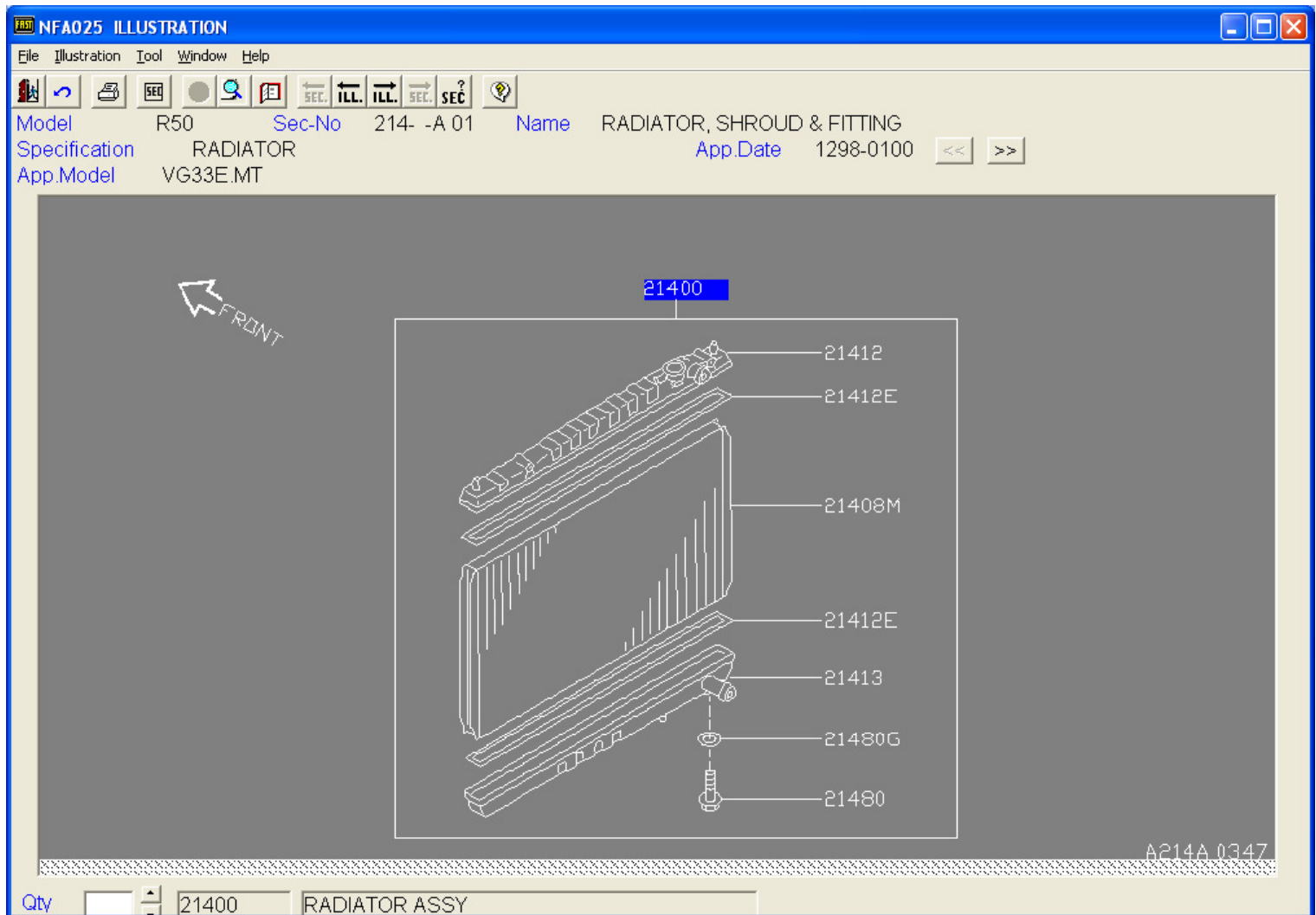


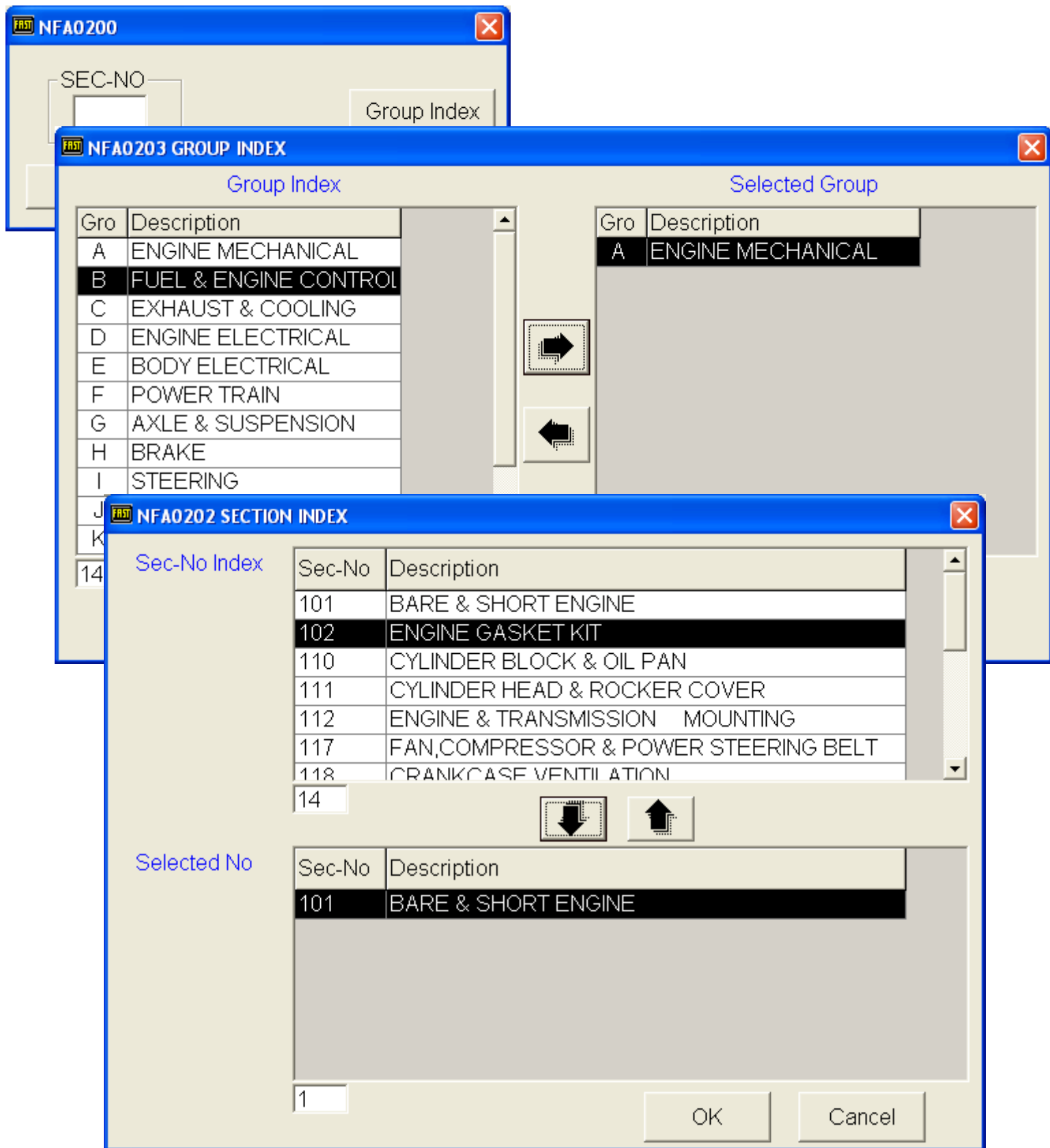
Fig 2.1.1 Nissan FAST

\*\*\* PARTS LIST DISPLAY \*\*\*

Model : Model Series : WD21  
VIN-Code : JN8HD14Y4JW- Prod.M/Y : Color : Int.Color :  
BODY : ENGINE : VG30E TRIM LVL : SE TRANS : AT.F4  
DRIVE : 4WD DOOR : 2D EMISSION : FED

PART NO.	CODE	ORD QTY	PART NO	ALTERNATE PART NO	I/C CD	DESCRIPTION	Sec.	Per Veh
1	26010	1	B6010-41G00	-		LAMP ASSY-HEAD, RH	260	01
2	48400M	1	48430-11G10	48430-11G60	2	WHEEL ASSY-STEERING, LESS PAD	484	01
3	62301	1	62310-41G00	-		GRILLE KIT-FRONT	623	01
4	62650S	1	62022-32G25	-		FASCIA KIT-FRONT BUMPER	620	01
5	62652	1	62024-32G00	-		BUMPER-FRONT, RH	620	01
6	63100	1	63112-31G30	-		FENDER-FRONT, RH	630	01

Fig 2.1.2 Nissan FAST Printout



For future report groupings, be aware that parts can be organized according to Sec-No, and Sec-No's are grouped into a basic A-Z scheme.

**Fig 2.1.3 Nissan FAST Parts Organization**





# MAPLE LEAF NISSAN

950 Grandview Avenue, Saint John, NB, E2L 3V1  
 Tel: (506) 658-6679 Fax: (506) 643-2853

## DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED <b>20 JAN 04</b>	YOUR ORDER NO.	DATE SHIPPED <b>20 JAN 04</b>	INVOICE DATE <b>20 JAN 04</b>	INVOICE NUMBER <b>18524</b>
----------------------------------	----------------	----------------------------------	----------------------------------	--------------------------------


S  
O  
L  
D  
  
T  
O

ACCOUNT NO. X11

JOE MARRIOT

S  
H  
I  
P  
  
T  
O

PAGE 1 OF 1

SHIP VIA			SLSM. 10	B/L NO.	TERMS WHOLESALE CASH	F.O.B. POINT SAINT JOHN, NB	
ORD.	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
2	2	0	41139-P6500	PIN	17.06	14.22	28.44
1	1	0	41120-P6525	SEAL KIT DISC	60.89	50.74	50.74
2	2	0	41140-P6525	PIN	21.04	17.53	35.06
4	4	0	44140-N9500	PIN	14.24	11.87	47.48
1	1	0	44120-P9627	SEAL KIT DISC	60.89	50.74	50.74
							
					PARTS		212.46
					SUBLET		
					FREIGHT		0.00
					SALES TAX -HST-		31.87
- NO RETURNS ON ELECTRICAL OR SPEC. ORDER PARTS - 20% HANDLING CHARGE ON ALL PARTS RETURNABLE FOR CREDIT - NO ALLOWANCE OR EXCHANGE WILL BE MADE UNLESS ACCOMPANIED BY THIS INVOICE WITHIN 5 DAYS FROM DATE OF PURCHASE - TERMS-NET 30 DAYS. ALL PAST DUE ACCOUNTS ARE SUBJECT TO A SERVICE CHARGE OF 2½% PER MONTH (30% PER ANNUM)					TOTAL		\$244.33
CUSTOMER'S SIGNATURE X							

HST NO: 103492237RT

18524

CUSTOMER COPY

Fig 2.2 Customer Invoice for Parts



# A typical parts box

Oil Filter

PART NO. 15208-55Y00

APPLICATIONS

Please refer to Nissan parts catalog for further applications.

U.S.A / Canada

Vehicle	Model	Engine	Prod.Date
SENTRA	B14X	GA18DE	02/95-
SENTRA	B14U	GA18DE	11/94-
TRUCK	D21U	KA24L VG30L	09/94-
240SX	S14	KA24DE	02/94-
STANZA ALTIMA	U13U	KA24DE	06/92-
QUEST	V40	VG30E	04/92-
300ZX	Z31	VG30 VG30T	01/89-
SENTRA	B13	GA18DE	08/90-
TRUCK	D21	KA24E	08/89
		VG30E	01/92-
INFINITI M30	F31	VG30E	08/89-
STANZA	U12	KA24E	07/89-
AXXESS	M11	KA24L	01/89-
MAXIMA	J30	VG30E	08/88
240SX	S13	KA24E	07/88-07/90
		KA24DE	07/90-
PULSAR NX	KN13	E16	09/86-07/88
		GA18	07/88-
		CA18D	08/86-08/87
		CA18D	08/87-09/89
VAN	GC22	Z24L	09/86-03/89
PATHFINDER	WD21	VG30I	07/86-08/89
		VG30F	08/89-
STANZA	T12	CA20E	01/86
SENTRA	B12	E16S	01/86-07/88
		E18I	01/86-
		GA16I	07/86-

67



**DIRECTIVES DE POSE**

(1) Appliquez une couche d'huile-moteur sur la rondelle. Visser le filtre à huile jusqu'à ce que la rondelle vienne en contact avec le moteur. Serrer ensuite à plus de deux-tiers de tour.  
(Couple de serrage : de 1,5 à 2,1 Kg.m.)  
(2) Remplir à nouveau d'huile-moteur et s'assurer de bien serrer le bouchon.  
(3) Faire fonctionner le moteur pendant trois minutes et vérifier la présence de fuites d'huile-moteur.  
(4) Arrêter le moteur. Vérifier le niveau d'huile après quelques minutes. Ajouter de l'huile-moteur au besoin.  
(5) Consulter le Manuel de l'usager afin de connaître les intervalles d'entretien.

**NISSAN**  
PIÈCES D'ORIGINE  
NISSAN MOTOR CO., LTD.  
FABRIQUÉ AU JAPON

**Filtre à huile**  
**15208-55Y00**

QTY  
**1**

PIÈCES D'ORIGINE

## Filtre à huile



N°DE PIÈCE  
**15208-55Y00**



**NISSAN**

GENUINE PARTS  
NISSAN MOTOR CO., LTD.  
Made in Japan

**Oil Filter**  
**15208-55Y00**

QTY  
**1**

### INSTALLATION INSTRUCTIONS

- (1) Apply coat of engine oil to packing. Screw oil filter in until packing touches engine. Then, tighten it with more than two-thirds turn.  
(Tightening torque: 1.5~2.1 kg.m.)
- (2) Refill motor oil in engine and install cap securely.
- (3) Run engine for three minutes and check for oil leaks.
- (4) Shut off engine. After a few minutes check oil level. If necessary, add motor oil to engine.
- (5) Refer to Owner's Manual for maintenance intervals.

Fig 2.3 A Typical Parts Box



# Nissan Corporation

## Packing Slip

August 25, 2009

Address: 456 Industrial Lane  
Moncton, NB  
Phone: 555-555-0100  
Fax: 555-555-0111

Ship To: Maple Leaf Nissan  
  
950 Grandview Ave  
Saint John, NB, E2L 3V1  
(506) 658-6679

Shipping Date: August 25, 2009  
Shipping Number: 892345  
Purchase Order: 206789

Bill To:

Customer Contact: Joe Marriott  
Customer Account: MLN-SJ-NB

Product	Description	Unit Type	Order Quantity	Ship Quantity
22448-4W010	SOB COIL	EA	1	1
20675-4W010	1G7 CLAMP	EA	2	2
41220-4N026	SEAL KIT	EA	4	2
41133-AA000	PIN	EA	1	1
41134-AA000	SOB PIN	EA	1	1
22448-4W000	1G& COIL	EA	1	0
Total:			10	7

Comments: Backorders expected in 2 days

Please contact the Customer Service department at 555-555-0100 with any questions or concerns.

Thank you for your business!

Fig 2.4 Packing Slip



### 03. Service Work Order System ::

- 1) When a customer brings a car in for servicing, the Service Writer creates a Work Order, starting with the vehicle and owner information.
- 2) Service falls into two categories. Standard procedures are industry established timeframes for work performed. For example, to replace a radiator on a Nissan Pathfinder, the rate is 1.4 hours regardless of the actual time spent. These timeframes are found using the AllData system (see **Fig 3.1**). Jose Perez can demo this system for you.
- 3) Non-standard procedures like general diagnosis (ie find an electrical fault) cannot be assigned a fixed timeframe. If it takes 3 hours to perform the task, that is what the customer is charged.
- 4) A Work Order is assigned to a Service Technician. Usually, one Service Technician takes care of one Work Order until it is complete. However, it is possible at times that more than one Service Technician is involved in a Work Order.
- 5) Parts and service are recorded against that Work Order.
- 6) When the job is completed and the customer comes to pick up the vehicle, the invoice is produced (see **Fig 3.2**). Generally, the Work Order is paid on the spot to the Service Writer, unless it is Warranty Work.
- 7) If payment is required, and the customer has an account with Maple Leaf Nissan, the Work Order is turned over to Monica Munoz's department where it is entered into the Accounts Receivable system. That actual system is beyond the scope of this project.

2001 Nissan-Datsun Truck Pathfinder LE 4WD V6-3.5L (VQ35)

[Vehicle Level](#) → [Engine, Cooling and Exhaust](#) → [Cooling System](#) → [Radiator](#) → [Parts Information](#) ←

Parts Information				
Part		OEM Part		Price
Radiator				
Radiator				
1 - Manual Trans		214100W817		\$482.48
1 - Auto Trans		214604W017		\$521.78
Labor		Skill Level	Mfg. Warranty	Standard
Radiator				
Replace		C	1.0	1.4
NOTE				
With Auto Trans, Add		C	0.1	0.2

**Fig 3.1 AllData System**

CUSTOMER #: 12345

72327

\*INVOICE\*

**MAPLE LEAF NISSAN****JOSEPH E MARRIOTT**

123 Main Street

**SAINT JOHN, NB**

HOME:

CONT: N/A

BUS:

CELL: 555-1212

PAGE 1

950 Grandview Avenue, Saint John, NB E2L 3V1

Tel: (506) 658-6679 Fax (506) 643-2853

SERVICE ADVISOR: **20 DALE NELSON**

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	KILOMETER IN/ OUT	TAG	
BLACK	88	NISSAN PATHFINDER	JN8HD14Y4JW002009	BHJ-010	276688/276688		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 28OCT09		85.00	CASH	28OCT09
R.O. OPENED		READY	OPTIONS: STK:4696 DLR:61034				

07:33 28OCT09 16:30 28OCT09

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A PERFORM FILLER NECK RECALL.

CAUSE: F1

R07050 R123 - FUEL FILLER TUBE CAMPAIGN

34 WC

1 A7221-0W000 NECK

2 29331 SELF TAP 1"

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: CM

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B DIA FOR CHECK ENGINE LIGHT ON.

1450 DIA FOR VEH STALLING OUT AND IDLING ROUGH

VEH REQUIRES MASS AIR FLOW SENSOR PART

629.95 LAB 85.00 PLUS TAX.

34 CP

85.00

85.00

PARTS: 0.00 LABOR: 85.00 OTHER: 0.00 TOTAL LINE B: 85.00

\*\*\*\*\*

C DIA FOR BELTS SQUEAKING WHEN FIRST START.

9996 DIA FOR SQUEAL WHEN STARTING UP VEH REQUIRES

P/S BELT AND ALT BELT REPLACED BELTS NO

SQUEAL GOOD NOW

34 CP

85.00

85.00

1 11720-4P102 BELT

31.19

31.19

31.19

1 11920-AG900 BELT

28.95

28.95

28.95

PARTS: 60.14 LABOR: 85.00 OTHER: 0.00 TOTAL LINE C: 145.14

\*\*\*\*\*

D LUBE SERVICE - CHANGE OIL&amp;FILTER, INSPECT TIRE CONDITION, SET TIRE

PRESSURES, INSPECT AND TOP FLUIDS, LUBE LOCKS&amp;HINGES

1102 LUBE SERVICE - CHANGE OIL&amp;FILTER, INSPECT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

## DESCRIPTION

## TOTALS

LABOUR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

IN

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT TO THE EXTENT PERMITTED BY LAW, YOU ARE NOT RESPONSIBLE FOR LOSSES OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

UNTIL PAYMENT IN FULL OF THE WITHIN ACCOUNT, I HEREBY ACKNOWLEDGE THE EXISTENCE OF A MECHANIC'S LIEN IN FAVOUR OF THE WITHIN DEALER, ON THE VEHICLE DESCRIBED HEREIN IN RESPECT OF THE MATERIAL SUPPLIED AND SERVICES RENDERED UNDER THIS WORK ORDER FOR THE FULL AMOUNT CHARGED THEREFOR. I FURTHER ACKNOWLEDGE THAT THE SAID LIEN SHALL CONTINUE IN FORCE AT ALL TIMES, WHETHER THE VEHICLE IS IN MY POSSESSION OR POSSESSION OF THE DEALER, UNTIL THE WITHIN ACCOUNT IS PAID IN FULL. WHILE THE VEHICLE IS IN MY POSSESSION IT SHALL AT ALL TIMES BE SUBJECT TO REPOSSESSION ON DEMAND BY THE DEALER UNTIL THE WITHIN ACCOUNT IS PAID IN FULL.

IS A WRITTEN ESTIMATE REQUIRED?

☐ YES ☐ NO INITIAL

ARE USED PARTS TO BE KEPT FOR 48 HOURS?

☐ YES ☐ NO INITIAL

DATE

SIGNATURE

CUSTOMER SIGNATURE

HST #: 845428721RT0001

Fig 3.2.1 Customer Invoice for Parts &amp; Service



CUSTOMER #: 12345

72327

\*INVOICE\*

JOSEPH E MARRIOTT  
123 Main Street  
SAINT JOHN, NB

HOME:

CONT: N/A

BUS:

CELL: 555-1212

PAGE 1

SERVICE ADVISOR: 20 DALE NELSON

**MAPLE LEAF NISSAN**

950 Grandview Avenue, Saint John, NB E2L 3V1

Tel: (506) 658-6679 Fax (506) 643-2853

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	KILOMETER IN/ OUT	TAG	
BLACK	88	NISSAN PATHFINDER	JN8HD14Y4JW002009	BHJ-010	276688/276688		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 28OCT09		85.00	CASH	28OCT09

R.O. OPENED: READY: OPTIONS: STK:4696 DLR:61034

07:33 28OCT09 16:30 28OCT09

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TIRE CONDITION, SET TIRE PRESSURES, INSPECT  
AND TOP FLUIDS, LUBE LOCKS&HINGES

34 CP

1 15208-9E000 FILTER, OIL

9.99 18.35 18.35

5 VU02114 5W30 OIL

2.27 9.00 9.00

1 11026-01M02 PLUG, GASKET

1.25 2.27 11.35

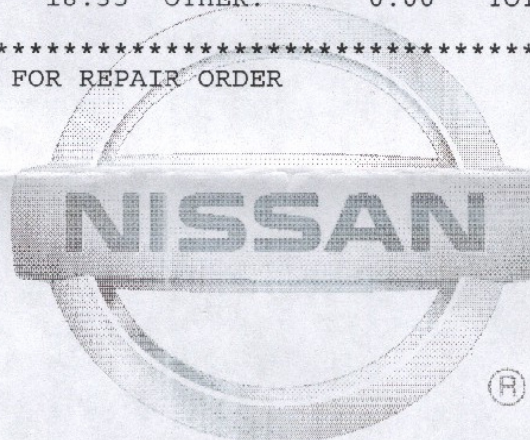
1.25 1.25 1.25

PARTS: 21.60 LABOR: 18.35 OTHER: 0.00 TOTAL LINE D: 39.95

\*\*\*\*\*

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

18.84



## TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT TO THE EXTENT PERMITTED BY LAW, YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

UNTIL PAYMENT IN FULL OF THE WITHIN ACCOUNT, I HEREBY ACKNOWLEDGE THE EXISTENCE OF A MECHANIC'S LIEN IN FAVOUR OF THE WITHIN DEALER ON THE VEHICLE DESCRIBED HEREIN IN RESPECT OF THE MATERIAL SUPPLIED AND SERVICES RENDERED UNDER THIS WORK ORDER FOR THE FULL AMOUNT CHARGED THEREFOR. I FURTHER ACKNOWLEDGE THAT THE SAID LIEN SHALL CONTINUE IN FORCE AT ALL TIMES, WHETHER THE VEHICLE IS IN MY POSSESSION OR POSSESSION OF THE DEALER, UNTIL THE WITHIN ACCOUNT IS PAID IN FULL. WHILE THE VEHICLE IS IN MY POSSESSION IT SHALL AT ALL TIMES BE SUBJECT TO REPOSSESSION ON DEMAND BY THE DEALER UNTIL THE WITHIN ACCOUNT IS PAID IN FULL.

IS A WRITTEN ESTIMATE REQUIRED?  
☐ YES ☐ NO INITIAL

ARE USED PARTS TO BE KEPT FOR 48 HOURS?  
☐ YES ☐ NO INITIAL

DATE: SIGNATURE:

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOUR AMOUNT	188.35
PARTS AMOUNT	81.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.84
TOTAL CHARGES	288.93
LESS INSURANCE	0.00
SALES TAX	37.57
PLEASE PAY THIS AMOUNT	326.50

HST #: 845428721RT0001

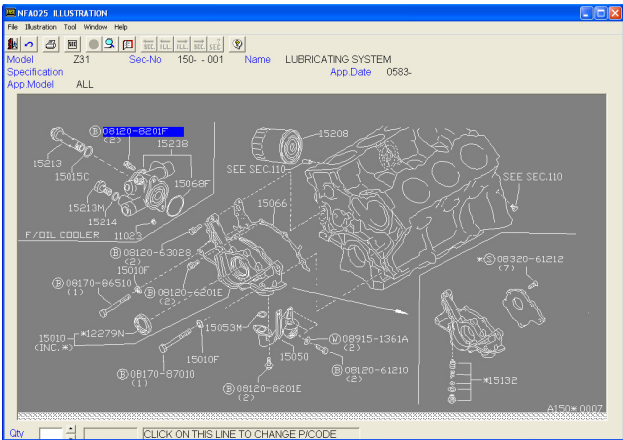
CUSTOMER COPY

Fig 3.2.2 Customer Invoice for Parts &amp; Service



04. Existing Systems ::

- 1) The current Parts Inventory System and Service Work Order System and are old DOS based applications inherited from the former King Nissan. In all aspects they are outdated, and do not even communicate with each other. Nothing would be gained from exploring the features of these old systems. Maple Leaf Nissan is interested in a custom application built from the ground up, and does not wish to migrate anything from these old systems.
- 2) The various administrative support staff in the organization use newer PCs supplied with recent versions of Microsoft Office. Maple Leaf Nissan sees these people as beyond the scope of this proposal.
- 3) The Parts Associates use the Nissan FAST system for parts lookup. This is provided by the Nissan Corporation, and is expected to be an integral part of the new solution. Maple Leaf Nissan is willing to provide this application to interested parties, and Jose Perez, the Parts & Service Manager, can demonstrate how it is used.



- 4) Service Writers use the AllData system to determine service charges.

ALLDATA

Online

[Log Out](#) | [Help](#)

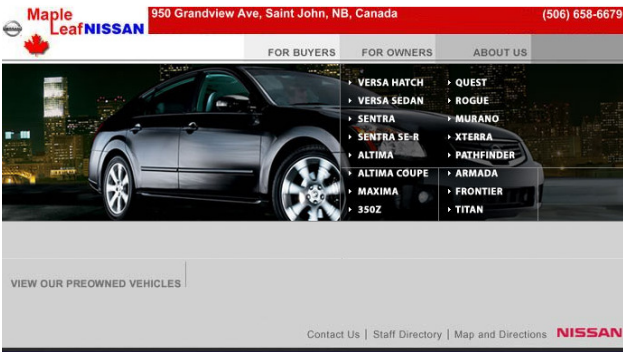
[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#)

2001 Nissan-Datsun Truck Pathfinder LE 4WD V6-3.5L (VQ35)

[Vehicle Level](#) → [Engine, Cooling and Exhaust](#) → [Cooling System](#) → [Radiator](#) → [Parts Information](#)

Parts Information				
	Part	OEM Part	Price	
Radiator	Radiator			
	1 - Manual Trans	214100W817		\$482.48
	1 - Auto Trans	214604W017		\$521.78
	Labor	Skill Level	Mfg. Warranty	Standard
Radiator				
Replace		C	1.0	1.4
NOTE				
With Auto Trans, Add		C	0.1	0.2

- 5) There is a company website <http://joemarriott.com/MLN>, based on a template site provided by the Nissan Motor Corporation.



## 05. Key Personnel ::

**1) William Nolan :            Owner/General Manager.    (Played by Dave Morris)**

He oversees all aspects of the organization. Is more involved on a daily basis with Sales (new & used), and generally leaves the operation of Parts & Service to those responsible.

**2) Jose Perez :                Parts & Service Manager.    (Played by Joe Marriott)**

Reporting directly to William Nolan, is responsible for all aspects of vehicle repair. The Parts Associates, Service Writers, and Service Technicians all report to him.

**3) Eduardo Concepcion: Service Technician.                    (Played by Joe Marriott)**

One of 6, all reporting to Jose Perez.

**4) Monica Munoz:            Business Manager.                    (Played by Sybil deGrasse)**

Reporting directly to William Nolan, is responsible for the day to day business operations such as human resources (salary, benefits, etc), accounts payable (paying vendors, utilities, etc), accounts receivable (billing customers, collection, etc), and marketing. Cathy is always thinking of new ways of doing business to increase profits.

**5) Chris Patstone:            Accountant.                            (Played by Sybil deGrasse)**

Reporting to Monica Munoz, is responsible to make sure everything with a \$ in front of it balances correctly.



## 06. Floorplan ::

