



Date: March 1, 2013

TO: ALL NISSAN and INFINITI DEALER PARTS MANAGERS

SUBJECT: Odometer Ordering Process

Effective April 1st, **FAX orders will no longer be accepted.**

All Odometer units are to be ordered through a web application to Model Electronics. Model Electronics will administer this program on behalf of Nissan North America Inc.

Please review the following step-by-step instructions.

ODOMETER CALIBRATION WEB ORDERING PROCEDURE

This procedure details the **internet** ordering process for replacement odometer units required for warranty or retail sales.

Highlights:

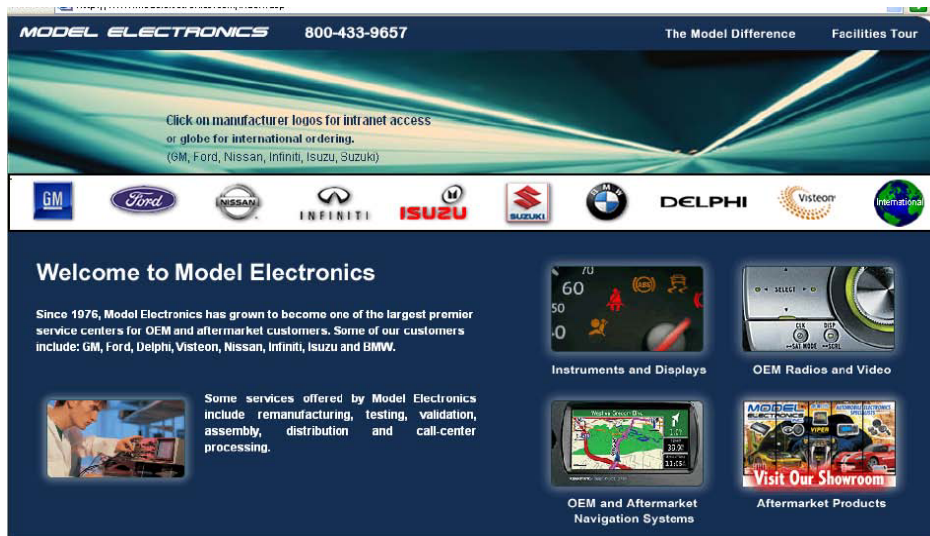
- The part will be programmed to the specified mileage entered on the website.
- The part will ship directly from Model Electronics, (New Jersey) to your Dealership.
- Invoicing will be transmitted overnight in the Datanet system. Invoicing will include a handling fee to pay for the recalibration and transportation. These fees can be claimed during warranty processing and is subject to change.

Ordering

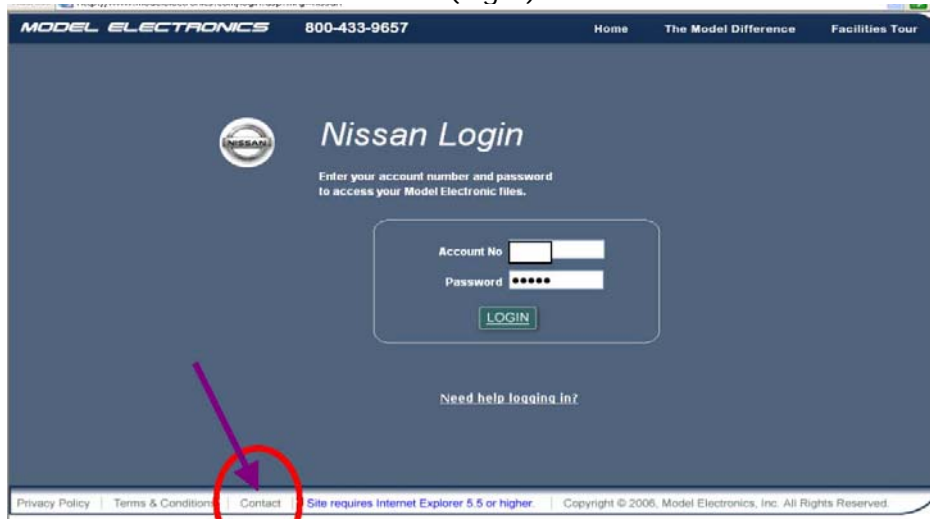
- a) Access the website (www.modelelectronics.com) and select the vehicle brand, Nissan or Infiniti. (Fig.1)
- b) You will be prompted to enter your Log In ID and Password. The Log In ID and Password is your dealer code. (Fig.2)
- c) The next screen welcomes you to the Model Electronics Website. Please verify that your dealer name and account # (dealer code) are correct. (Fig.3). If there is an error please contact the PSC.
- d) To begin the order process select the drop down menu * Order Online, and then select Speedometer.
- e) Enter the part number to be ordered (including the dash) and click on 'check stock' (Fig.4)
- f) If the part is available, 'In Stock' will appear under the part number (Fig.5), and order part option is further below (see sample circled in RED)
- g) Complete the Nissan \ Infiniti Replacement Odometer Ordering Form with the dealer mailing address. Note: Units are NOT to be sent to an independent facility, or directly to a customer. (Fig.6)
- h) The next screen will require the Mileage for the new unit to be programmed. Note:

parts required for non-USA vehicles cannot be obtained via this website. (Note: Model Electronics can only supply the part applicable to the provided VIN). The dealer accepts the statement and submits the order. (Fig.7)

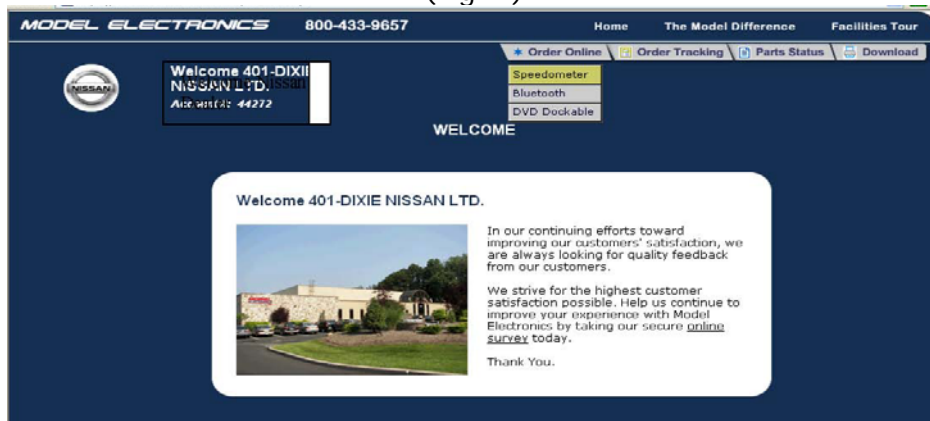
- i) On the screen the order should show as accepted and a confirmation email is automatically sent to the email address provided. You will now be able to track your order.



(Fig.1)



(Fig. 2)



(Fig. 3)

MODEL ELECTRONICS 800-433-9657 Home The Model Difference Facilities Tour

Logout Order Online Order Tracking Parts Status Download

Welcome 401-DIXIE
NISSAN LTD.
Access #: 44272

Check Stock

Check Availability
(Include Hyphen in Part #. Eg: 24820-75P03)
Part Number 24810-CS102
Check Stock?
Check Stock

The part number below is in a forward chain with the original.
Click on the part number below to check for more alternates and inventory.
(There might be more than one part number in the chain)

New Part Number	Availability
-----------------	--------------

(Fig.4)

MODEL ELECTRONICS 800-433-9657 Home The Model Difference Facilities Tour

Logout Order Online Order Tracking Parts Status Download

Welcome 401-DIXIE
NISSAN LTD.
Access #: 44272

Check Stock

Check Availability
(Include Hyphen in Part #. Eg: 24820-75P03)
Part Number 24810-CS102
In Stock
Check Stock
Order Part

The part number below is in a forward chain with the original.
Click on the part number below to check for more alternates and inventory.
(There might be more than one part number in the chain)

New Part Number	Availability
No Alternative Part Number	No Alternative Part Number

(Fig.5)

ORDER ONLINE

Nissan \ Infiniti Replacement Odometer Ordering Form

Dealer Information - To retain your Dealer Information for next time, make sure your Cookies are on.

Dealership Name 401-DIXIE NISSAN LTD.	Dealer Code 1	Order Date 4/3/2009
Ship To Address 5500 Dixie Road, Unit B	City Mississauga	State ON
Dealer Phone Number 905-238-5200	Dealer Fax Number 905-238-8238	Postal Code L4W 4N3
Ordered By Josie		E-mail Address * sie.felts@nissancanada.com

* Please be accurate, a confirmation will be sent to this address

Odometer Part Number Ordered
24810 - CS102
Check Stock Page

Actual Mileage On Vehicle's Existing Odometer
Do Not Show Tenths Of A Mile

(Fig.6)

Actual Mileage On Vehicle's Existing Odometer
Do Not Show Tenths Of A Mile

1 km

Customer Information

Customer Last Name
Josie Felts

Vehicle Identification Number (VIN)
1N4DL01D7WC110313

Dealer Reference Number (R.O., P.O., Counter Ticket, etc. Use only one number, Max 12 Characters)
123456

ATTENTION:
By submitting this Order Form, the dealer certifies the actual mileage information to be true and correct to the best of the dealership's knowledge.


☒ If you understand this statement and still want to place this order, check this box and press Submit.

Submit

(Fig. 7)

MODEL ELECTRONICS 800-433-9657 Home The Model Difference Facilities Tour

Logout Order Online Order Tracking Parts Status Download

 Welcome 401-DIXIE
NISSAN LTD.
Account #: 44272

THANK YOU.

A Confirmation Email has been generated and sent to the Email address you used on your order.

Redirecting...

(Fig. 8)


Order Tracking

A dealer is able to track current and archived orders by going to the Model Electronics Website (www.modelelectronics.com)

Select 'Order tracking' on the top tool bar, chose review criteria and submit. If you have a part on order, the tracking info will be provided. You may click on the tracking number and a hyperlink will forward you to the carriers' website site to view your order. (Fig.9)

MODEL ELECTRONICS 800-433-9657 Home The Model Difference Facilities Tour

Logout Order Online Order Tracking Parts Status Download

 Welcome 401-DIXIE
NISSAN LTD.
Account #: 44272

ORDER TRACKING

☒ Current ☐ Archives

☒ Search All Orders

☐ Search Orders By Specific Date (mm/dd/yy)

☐ Search Orders By Date Range

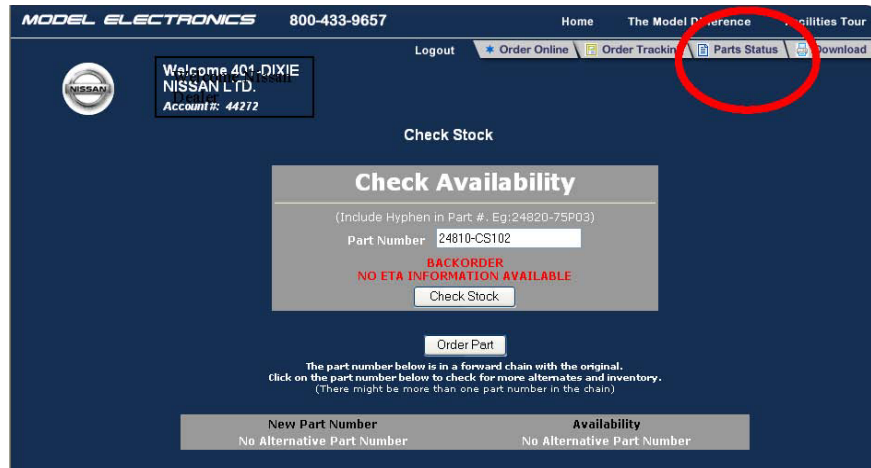
Submit

Order Date	Order #	Part Ordered	Reference #	Status	Ship Date	Tracking #
4/3/2009	1024391	24810-CS102	123456	Shipped	4/3/2009	404419768240

(Fig. 9)

Back Orders

When an order is being checked for inventory, the message 'stock out' may appear. You may still proceed with your order. It will be placed into a back order sequence. This is on a first come basis for priority. You may check the status of your back order by going to the 'parts status' menu found on the tool bar. (see fig.10). If a number appears next to the part number, this means there are that many back orders ahead of you. If this field is empty, you are first in line. Model Electronics will notify NNA to fill your back order. The dealer does not need to pursue the order as it is done on their behalf by Model.



MODEL ELECTRONICS 800-433-9657 Home The Model Difference Facilities Tour

Welcome 401-DIXIE NISSAN LTD.
Account#: 44272

Logout Order Online Order Tracking **Parts Status** Download

Check Stock

Check Availability
(Include Hyphen in Part #: Eg:24820-75P03)
Part Number: 24810-CS102
**BACKORDER
NO ETA INFORMATION AVAILABLE**
Check Stock

Order Part

The part number below is in a forward chain with the original.
Click on the part number below to check for more alternates and inventory.
(There might be more than one part number in the chain)

New Part Number	Availability
No Alternative Part Number	No Alternative Part Number

(Fig. 10)

Invoicing

Once the part has left the facility (Model Electronics) an automatic invoice will be transmitted to NNA. NNA will take this information and invoice the dealer over night via the Datanet system. The dealer will be invoiced dealer net, plus an additional 'handling fee'. This fee will be reimbursed to the dealer should the part be a warranty replacement.

For warranty claim procedure, please refer to Bulletin Ref# Nissan WA09-N04 or Infiniti WA09-I04

Please see below Fig. 11 and 12 for packing slip and NNA Invoice sample: Packing Slip will have all the order information provided when the part was ordered. This information below will assist you in determining which work order or vehicle the part applies to.



Nissan Dealer Order Form

401-DIXIE NISSAN LTD.
O/A 401 DIXIE NISSAN
5500 DIXIE ROAD, UNIT B
MISSISSAUGA, ON L4W4N3 CA

Dealer No. [Redacted]
Phone 905-238-5500

RO# 123456
VIN # 1N4DL01D7WC118313

Program # 24810-CS102
Part # 24810-CS102
Desc 2009 NISSAN CLUSTER
****KM - UNIT*****
Location NM 5 /A /2

Work Order # 1024391
Order Date 04/03/2009 13:21
Status Fulfilled
Ship Via FED
Release Date 04/03/2009

Mileage 10
Kilometers 16 ←
Offset 621398

Number to be Invoiced by Nissan **24810-CS102**

(Fig. 11)

The Invoice is generated by NNA; same format used for all NNA parts orders. Any questions regarding your invoice can be directed to the DPIC @ 800-413-1668.

Damaged Parts

- a) Should a part arrive to the dealer damaged please do not delay the customer. Please re-order immediately via the same order process indicated above.
- b) In order to receive a credit, please prepare a Request for Credit and submit this to the PDC.

Returns

Odometer units are not returnable as they are a programmed unit set to specific miles and cannot be reset. These parts will not be accepted by the PDCs. Should a part be returned to the PDC, it will be returned to the dealer at the dealer's expense.

The odometers on US vehicles are calibrated in miles only. There are no US specification odometers calibrated in kilometers. As that there are many variations between US and Canadian specification vehicles we cannot provide a Canadian part that would be guaranteed to fit and function properly in a US specification vehicle. Therefore NNA does not endorse nor encourage the installation of a Canadian specification odometer in a US specification vehicle.

Parts and Service Division
Nissan North America, Inc.