

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA1706388
STREET: [REDACTED] **VIN:** 5N1AL0MM0DC [REDACTED]
CITY: CARTERET **YR/MDL:** 2013.0 JX **MILEAGE:** 000000
ST/ZIP: NJ [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 732 **PAID:** 2,898 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 70024 RAY CATENA INFINITI, INC.
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 70024 RAY CATENA INFINITI, INC.
REGION: 72 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 10/17/12
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 10/17/12 **XFER/RSPNSBLTY:** 72 03 N
CONTACT (S): **FOLLOWUP DATE:** 10/22/12 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/19/12 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN YE MULTIPLE REPAIR ATTEMPTS

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CAR ID: CA1706388

C. A. R. COMMENTS

Created by null at 2012-10-17 16:53:23

Created by ZKI176N at 2012-10-18 08:04:01

nces that C has experienced with the vehicle; however, Infiniti has been able
vin :

greeting :

retailername : Ray Catena Infiniti

to rectify those concerns and the vehicle operating as it should. C was disapp

firstname : [REDACTED]

ointed but understanding. Case closed.

retailerstate : NJ

lastname : [REDACTED]

RCAS JG -- sent ARBS a response e-mail after speaking with the C as ARBS requ

retailerzip :

ested.

methodofcontact : true

retailerlocation : NJ,

email [REDACTED]

mileage :

Created by ZKI176N at 2012-10-18 08:18:22

homephone :

PREVIOUS RELATED FILE(S) FOUND: 7948720, 8989736

workphone : [REDACTED]

PREVIOUS UNRELATED FILE(S) FOUND: None

twitter :

address1 : [REDACTED]

RCAS-KI VERIFIED C'S name, home & email address, concern, phone#, vin#.

address2 :

RCAS-KI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None

unit :

city : Carteret

RCAS-KI RESOLUTION sending the SENT TO RCAS template

RCAS-KI EXITING AND TRANSFERRING CASE

state : NJ

Created by ZGJ176N at 2012-10-18 09:46:55

zip : [REDACTED]

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CAR ID: CA1706388

RCAS JG -- C states C has spoken to retailer several times regarding the vehicle source : InfinitiContactUs

comments : I purchased a 2013 JX in April of this year. The vehicle has caused me nothing but frustration and problems. After not even one month, at less than 1000 miles, the vehicle had to undergo a transmission replacement. Since then, it has been back to the dealer numerous times. In light of the vehicle's problems, I was offered a new vehicle, however, I expressed my distaste for that since then the check engine light has been on and the vehicle has been back to the shop several times for other transmission issues. C states that throughout the whole situation and expressed my want for a refund. No one has contacted me regarding my request. I am considering seeing an attorney for a New Jersey anti-freeze odor and found that there was a pierced hose in the engine bay. C states among other concerns, C states Infiniti connection does not inspire confidence.

year : 2013
make : Infiniti
model : JX
C states that C declined and C does not have faith in the JX. C states C wants \$ back to put towards a different vehicle. C states nobody has contacted C back since then with regards to options. C states that if that can be done then C will be completely satisfied.

retailername : Ray Catena Infiniti
retailerstate : NJ

Created by ZGJ176N at 2012-10-18 09:58:38

retailerzip :

RCAS JG -- ICAS MGR TJ advised RCAs that an Armada would not be within our boundaries to grant to C. TJ advised RCAS to go ahead and submit the RHR and comments to the customer.

Created by ZKI176N at 2012-10-18 08:04:04

retailerlocation : NJ,

mileage :

Created by ZKI176N at 2012-10-18 08:04:04

Created by ZKI176N at 2012-10-18 08:04:04

Created by ZKI176N at 2012-10-18 08:04:04

Created by ZKI176N at 2012-10-18 08:04:04

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Created by ZKI176N at 2012-10-18 08:04:04

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REQUESTED BY: lattad

CAR ID: CA1706388

ment C's request for an Armada and allow Infiniti to review. RCAs then request ed RO's from retailer.

greeting :

Created by ZGJ176N at 2012-10-18 12:14:17

firstname : [REDACTED]

lastname : [REDACTED]

RCAS JG -- called C to inform C that it is out of ICAS boundaries to permit C

methodofcontact : true

to have an Armada in replace of the JX. C understood. RCAS informed C that if

C wishes to get out of current vehicle there are only 2 options at this point.

email : [REDACTED]

homephone :

RCAS informed C that C can either accept the new JX offered by the GM or RCAS

can submit the RHR for review and document the request to be put into an Arma

workphone : [REDACTED]

da. C stated C wishes to move forward with the buy-back process. RCAS informed

twitter :

address1 : [REDACTED]

C that although an RHR is being submitted, a buy-back is not guranteed. C und

address2 :

erstood. RCAS informed C that once the RHR is submitted to allow 5-10 business

days for review and RCAS will then present C with Infiniti's decision and any

unit :

city : Carteret

options available. C understood and thanked RCAS for help

Created by ZDR123N at 2012-10-19 06:53:43

state : NJ

***DRTS-SW received the RHR. The RHR was assigned to ARBS-VS for review.

zip : 07008

Created by ZVS932N at 2012-10-19 07:53:06

source : InfinitiContactUs

ARBS-VS NOTES BASED ON THE RHR PROVIDED AND A GOOD FAITH REVIEW OF THE C CONCE

ments : I purchased a 2013 JX in April of this year. The vehicle has cause

d me nothing but frustration and problems. After not even one month, at less

RNS, IT DOESN'T APPEAR THAT THE VEHICLE HAS HAD AN UNREASONABLE NUMBER OF REPA

IRS. ARBS NOTES THAT NSN HAS HONORED OUR WARRANTY. ARBS DOESN

than 1000 miles, the vehicle had to undergo a transmission replacement. Sinc

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ASE IS WARRANTED AT THIS TIME. ARBS NOTES IF VEHICLE IS CURRENTLY REPAIRED ARB
e then, it has been back to the dealer numerous times. In light of the vehicl
e's problems, I was offered a new vehicle, however, I expressed my distaste fo
S SUGGEST OFFERING INFINTI VSC OR C CONSIDER DEALER OFFER b
O RCAS ADVISING OF RESPONSE TO RHR REVIEW. ARBS ASKED RCAS TO FOLLOW UP WITH A
r the whole situation and expressed my want for a refund. No one has contacte
d me regarding my request. I am considering seeing an attorney for a New Jers
RBS WHILE WORKING FILE AND BEFORE CLOSING.

Created by ZGJ176N at 2012-10-19 08:15:03

ey New Car Lemon Law claim with the Office of Administrative Law.

RCAS JG -- RCAS informed the C of Infinitib

year : 2013

here are several parameters that go into Infiniti considering a repurchase and

make : Infiniti

model : JX

this vehicle doesnb

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: NP

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

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REQUESTED BY: lattad

CAR ID: CA1706388

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 10/19/12

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: LISA

LANGUAGE:

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA1706388

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: I

MODEL LINE JX

NAME: [REDACTED]

VIN: 5N1AL0MM0D [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		70024 New Jersey					

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA1706388

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 70024

STATE: NJ

DEALER NAME: RAY CATENA INFINITI, INC.

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CUSTOMER ASSISTANCE REQUEST

PAGE: 17

REQUESTED BY: lattad

NAME: [REDACTED]	SC: MULTI CONTRACT	CAR ID: CA2124926
STREET: [REDACTED]	VIN: 5N1AL0MN2DC [REDACTED]	
CITY: FORT MILL	YR/MDL: 2013.0 JX	MILEAGE: 000000
ST/ZIP: SC [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: [REDACTED]	PAID: 160	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 71042 INFINITI OF CHARLOTTE
DLR PH: 704 847 9010	DENY: 0	RESP DLR: 71042 INFINITI OF CHARLOTTE
	REGION: 72	DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 11/26/12	XFER/RSPNSBLTY: 72 13 N
CONTACT (S):	OLLOWUP DATE: 11/26/12	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 12/03/12	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	ZP FLUID LEAK

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REQUESTED BY: lattad

CAR ID: CA2124926

C. A. R. COMMENTS

Created by ZEK176N at 2012-11-26 09:16:44

Created by ZEK176N at 2012-11-26 09:22:34

PREVIOUS UNRELATED FILE FOUND: 3

PREVIOUS RELATED FILE FOUND:

RCAS-EK VERIFIED C'S name, home & email address, concern, phone#, vin#, mileage

*****.Yes

RCAS-EK VERIFIED PREVIOUS VEHICLES:3

RCAS-EK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND:

**Rcas-ek recieved internal message from FOM-WL stating that C has had an issue with a CVT fluid leak at 475 miles on vehicle

FOM stated that RTL was able to fully repair issue, however to demonstrate that INF stands behind product and to restore confidence in brand, SM-John requested that an ECW on the CVT and a main. contract be extended to customer

FOM stated that FOM agrees with SM and would like to submit a request for an ECW on the CVT and a mant. contract to be processed and RTL can offer to customer

Rcas-ek stated that rcas-ek will be happy to submit requests for processing as soon as rcas-ek receives authorization from CSM-BR**

CSM-BR(cc'd on FOM email) replied to rcas-ek and stated that CSM approves of ECW and Main. contract*

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SRMV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

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REQUESTED BY: lattad

CAR ID: CA2124926

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 09/20/13 11/27/12

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 12/03/12

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2124926

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: I

MODEL LINE JX

NAME: [REDACTED]

VIN: 5N1AL0MN2DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	MPNF22225200	1042 South Carolin	11/27/2012	11/06/13	0015000	01/01/01	01/01/01
2	MTNG01132366	1042 South Carolin	8/23/2013	08/23/15	0042013	01/01/01	01/01/01

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REQUESTED BY: lattad

CAR ID: CA2124926

CURRENT SERVICE CONTRACT

CONTRACT: MPNF22225200

OWNER NAME: [REDACTED]

PLAN TYPE: P

PLAN TERM: F

DEDUCTABLE: 0

EFFECTIVE: 11/27/2012

EXPIRES: 11/06/13 **MILES:** 0015000

CANCEL: 01/01/01 **MILES:** 0015000

TRANSFER: 01/01/01

TRANSACTION: 11/27/12

PRINTED: 12/01/12

DEALER NO: 71042 **STATE:** NC

DEALER NAME: INFINITI OF CHARLOTTE

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REQUESTED BY: lattad

CAR ID: CA2124926

CURRENT SERVICE CONTRACT

CONTRACT: MTNG01132366

OWNER NAME: [REDACTED]

PLAN TYPE: T

PLAN TERM: G

DEDUCTABLE: 0

EFFECTIVE: 8/23/2013

EXPIRES: 08/23/15 **MILES:** 0042013

CANCEL: 01/01/01 **MILES:** 0042013

TRANSFER: 01/01/01

TRANSACTION: 09/20/13

PRINTED:

DEALER NO: 71042 **STATE:** NC

DEALER NAME: INFINITI OF CHARLOTTE

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA2125663
STREET: [REDACTED] **VIN:** 5N1AR2MN6DC [REDACTED]
CITY: TYLER **YR/MDL:** 2013.0 PTH **MILEAGE:** 000000
ST/ZIP: TX [REDACTED] **VCAN:** N **IN SVC DATE:** 11/02/12
DAY PH: [REDACTED] **PAID:** 5,145 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2800 PELTIER NISSAN
DLR PH: 903 561 7300 **DENY:** 0 **RESP DLR:** 2800 PELTIER NISSAN
REGION: 32 **DIST: SL/SV/PT:** 07 07 37

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 11/26/12 **XFER/RSPNSBLTY:** 32 07 N
CONTACT (S): **FOLLOWUP DATE:** 12/19/12 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 12/18/12 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN ZP FLUID LEAK

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REQUESTED BY: lattad

CAR ID: CA2125663

C. A. R. COMMENTS

Created by ZWR176N at 2012-11-26 10:28:40

Created by ZWR176N at 2012-11-26 10:42:54

crr-js gave name and ext#

DRTS-DR recb

Service Dept. Review

Created by ZAG177N at 2012-12-14 09:12:41

crr-js exiting file

CRR-RW checked for previously related cases found none

Service Dept. Review

Arbs-ag rev'd RHR. Arbs notes one repair:

Created by ZMB175N at 2012-12-05 11:26:53

CRR-RW checked for previously nonrelated cases found none

Service Dept. Review

11/26/12.... Mileage: 1,094

CRR-RW verified and updated C's name, VIN, address, primary & alternative phon

Rcas-MLB changing folow up date for 12-6-12 due to rcas not having a chance to

Service Dept. Review

1.Transmission(no symptoms given as no RO supplied - SOP

e #'s, email, mileage, how acquired a veh and srv dlr.

review case since case was just transferred to rcas today.

Service Dept. Review

Created by ZAG177N at 2012-12-14 09:16:07

Created by ZWR176N at 2012-12-06 08:26:23

CRR-RW checked for open recalls/campaigns none

Service Dept. Review

Arbs-ag requested eta from pc-jp

CRR-RW received a call from c about 2013 pathfinder. Cb

CRR-RW received call from c asking about the case. advised has been forwarded

Service Dept. Review

Created by ZAG177N at 2012-12-14 09:26:55

to RCAS. sent internal message for RCAS-MB to contact c back. c is wonderin

work. The veh was very sluggish and then started smoking. Towed veh to Toyot

a dlrshp because no Nissan dlrshp there. Cb

Arbs-ag placed call to SM. SM stated that the GM has traded vehicle in for A

g if the veh can be switched out for an Armada. advised will notate c's reque

an dlrshp in Tyler. C wants to know if there are any recalls. Cb

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 32

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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CAR ID: CA2125663

rmada.

st.

Created by ZMB175N at 2012-12-06 15:35:18

old that it was a hose connected to the transmission and all the fluid leaked
veh at the dlr, part # 31020 3WX0B.

Created by ZAG177N at 2012-12-14 09:28:52

out because the hose wasnb

Rcas-MLB contacted c's husband (referred to as c) at 5:32 est on phone # [REDACTED]
[REDACTED]. c stated that c has only had veh for 22 days when this concern happe
Arbs-ag notified RCAS-RW that vehicle is no longer owned by the C, therefore t
s upset because this is a brand new veh and c would rather just have the veh r
eplaced with another new one than deal with the current veh. C just recently
he RHR is denied.

ned and veh has been at dlrshp for 11 days waiting on parts. c stated that the
Arbs-ag notes that the eta is 12/21/12 per PC JP

dlrshp is in the process of looking into putting c into another veh. c stated
got this veh at the beginning of this month and now it has a serious issue. C

Created by ZAG177N at 2012-12-14 09:29:44

has not even made the first payment. C is claiming lemon law for this veh be
that c is in a loaner veh, Armada which c loves. c stated that c does not wan
cause it is not even a month old and

Correction to comment below

t a cvt because c has read about the concerns and lawsuits. Rcas informed c th
Arbs notified RCAS-MB that the veh is no longer owned by C. C has been traded
at rcas will review c's case and contact c back in 3 business days, c understo
CRR-RW advised c will forward the case to RCAS once c has done the diagnostic
and c will be contacted by the end of the next business day. C will contact
into an Armada.

od.

CA back with the information about the diagnostic so the case can be forwarded

Created by ZMR177N at 2012-12-06 16:08:24

.

Mr tom from dlrshp called-in in behalf of c asking for an assistance in refer
C understood.

ence to the cooler line ordered which unfits the radiator.c now requesting for
buyback due to the inconvenience.dlr verified c's address and phone number.
CRR-RW provided C with name, ext, and case #.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2125663

crr-mr checked related case:10125663,provided to dlr for follow-up.
CRR-RW offered further assistance. C was satisfied & declined further assistance.

crr-mr informed c that case is currently being handled by rcas-mlb.

CRR-RW thanked C for calling CA.

dlr requesting to have a call from rcas-mlb as well regarding the veh issue.c

CRR-RW closed file due to no other follow-up action required.

r-mr informed dlr that rcas-mlb set up a follow-up date to call c by 12/10/12.

Created by ZWR176N at 2012-11-28 10:32:53

dlr provided best contact number:(214)5964000.

*** ;Added after the case is closed.;

since dlr is already on the line,crr-mr stated that crr-mr will be more than g
CRR-RW c called back to say that c spoke with dlrshp and dlrshp says that they
lead to transfer the call to extension number.reminded c that if c will be routed
to voicemail,c may leave a message and the best contact number.crr-mr also
is a problems with vehs for this concern. c wanted to know if there is a re
assured c that crr-mr will be sending an internal message to extension number
call or if NNA has heard anything about this.

Created by ZWR176N at 2012-11-28 10:45:34

to notify representative that c called-in.crr-mr gave name,extension number.c

*** ;Added after the case is closed.;

r-mr exiting case.

Created by ZMB175N at 2012-12-07 07:24:54

CRR-RW advised c to contact crr-rw back if there are any further concerns after
Rcas-MLB received a vmx from sm-Tom requesting a call back.

r the repair tomorrow. also c asked about towing horses if something happens

Created by ZMB175N at 2012-12-07 12:24:31

to the veh. advised c that c will need to request a flatbed and the towing company
will be able to tow the horses as well if something were to happen.

Rcas-MLB contacted sm-Tom who stated that c is a very respectful well liked ph

Created by ZPC444N at 2012-11-30 09:48:34

ysician and if nissan cannot assist c that c will give a bad name for nissan.

crr-pc received a call from c's husband, who will now be referred to as c.

sm stated that gm would like to put c in another veh but cannot afford to take

c stated that c is having a problem with the veh and c have called before.

the loss and would like nissan to process a buyback. rcas informed c that rca

crr-pc informed c that sm-tom called earlier today and requested a back order

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REQUESTED BY: lattad

CAR ID: CA2125663

s will process this but this request only goes by how many repairs c has had and if this goes against the laws in c's state, not taking into consideration the resolution that was sent to rcas for the part that is needed for the veh. crr-pc offered further assistance, c declined.

that the dlrshp would like to trade c out of veh, sm understood and stated that crr-pc gave the extension number and crr's name.

there is one ro which is still open but sm will fax that to rcas at 615-984-5015.

crr-pc closed the case.

Created by ZSJ177N at 2012-12-05 07:31:56

Created by ZWR176N at 2012-12-10 10:01:22

crr-js received call from "[REDACTED]" husband of c, c stated veh is currentl

crr-rw received vm from c advising about the repairs and c would like to be contacted back.

y at dlr, c is asking for update as veh was already checked at dlr.

Created by ZWR176N at 2012-12-10 10:06:26

**veh is brand new and is currently at 20-25 days old and transmission already crr-rw called c back about the case and advised c that the rcas rep cannot be went out, c said c is wondering if NNA can give c a different model as c is d changed but rcas is still working on c's concern to see what can be done. c i issapointed with veh that they already bought a new veh (Subaru), c said c can s not happy with this and would like to speak to a sup. advised c that c will t wait for the Pathfinder and can't believe that NNA produced such faulty veh*

*

get a call back from sup within 4-8 hrs.

Created by ZMB175N at 2012-12-11 14:11:46

crr-js verified contact info

crr-js apologized and informed c will forward concern to RCAS for further assi RcAs-MLb attempted to contact c at 4:10 est on phone #(903) 520-9017 but was p rompted to vmx so rcas left a vmx informing c that rcas will process the buyb stance and will receive callback before the end of the next bussiness day, c a ack request for c which will take up to 10 business days and rcas will follow greed and thanked.

crr-js offered further assistance, c said no up with c in 4 business days.

Created by ZDR123N at 2012-12-13 15:23:57

crr-js gave case#

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2125663

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 01/10/13	01/15/13	03/11/13
3RD PRY: NI	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		
CLOSE: Y	CLOSE DATE: 12/18/12	MICROFILM:	
RESP CAA:	OLM:	DOM:	
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:	

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REQUESTED BY: lattad

CHECK REQUESTED: Y

CHECK ISSUED: Y

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2125663

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN6DC [REDACTED]

IN SCV DATE 11/02/12

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	MSNG01729891	2800 Texas	1/14/2013	01/14/15	0031094	01/01/01	01/01/01
2	MTNP01345925	2800 Texas	11/2/2012	11/02/18	0090011	12/12/12	01/01/01
3	PEDW00137068	2800 Texas	1/14/2013	11/02/19	0100000	01/01/01	01/01/01
4	RCCF06247014	2800 Texas	11/2/2012	11/02/19	0100000	12/12/12	01/01/01
5	RWNA00137082	2800 Texas	1/14/2013	11/02/19	0100000	01/01/01	01/01/01

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2125663

CURRENT SERVICE CONTRACT

CONTRACT: MSNG01729891

OWNER NAME: [REDACTED]

PLAN TYPE: S

PLAN TERM: G

DEDUCTABLE: 0

EFFECTIVE: 1/14/2013

EXPIRES: 01/14/15 **MILES:** 0031094

CANCEL: 01/01/01 **MILES:** 0031094

TRANSFER: 01/01/01

TRANSACTION: 03/11/13

PRINTED: 03/16/13

DEALER NO: 2800 **STATE:** TX

DEALER NAME: PELTIER NISSAN

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DATE: 01/11/13

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2125663

CURRENT SERVICE CONTRACT

CONTRACT: MTNP01345925

OWNER NAME: [REDACTED]

PLAN TYPE: T

PLAN TERM: P

DEDUCTABLE: 0

EFFECTIVE: 11/2/2012

EXPIRES: 11/02/18 **MILES:** 0090011

CANCEL: 12/12/12 **MILES:** 0090011

TRANSFER: 01/01/01

TRANSACTION: 01/10/13

PRINTED: 12/01/12

DEALER NO: 2800 **STATE:** TX

DEALER NAME: PELTIER NISSAN

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2125663

CURRENT SERVICE CONTRACT

CONTRACT: PEDW00137068

OWNER NAME: [REDACTED]

PLAN TYPE: E

PLAN TERM: W

DEDUCTABLE: 50

EFFECTIVE: 1/14/2013

EXPIRES: 11/02/19 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 01/15/13

PRINTED: 01/19/13

DEALER NO: 2800 **STATE:** TX

DEALER NAME: PELTIER NISSAN

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DATE: 01/11/13

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2125663

CURRENT SERVICE CONTRACT

CONTRACT: RCCF06247014

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: F

DEDUCTABLE: 100

EFFECTIVE: 11/2/2012

EXPIRES: 11/02/19 **MILES:** 0100000

CANCEL: 12/12/12 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 01/10/13

PRINTED: 12/01/12

DEALER NO: 2800 **STATE:** TX

DEALER NAME: PELTIER NISSAN

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2125663

CURRENT SERVICE CONTRACT

CONTRACT: RWNA00137082

OWNER NAME: [REDACTED]

PLAN TYPE: W

PLAN TERM: A

DEDUCTABLE: 0

EFFECTIVE: 1/14/2013

EXPIRES: 11/02/19 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 01/15/13

PRINTED: 01/19/13

DEALER NO: 2800 **STATE:** TX

DEALER NAME: PELTIER NISSAN

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2156237
STREET: [REDACTED]	VIN: 5N1AR2MN7DC [REDACTED]	
CITY: HOUSTON	YR/MDL: 2013.0 PTH	MILEAGE: 000700
ST/ZIP: TX [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: 0	PAID: 372	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 186	SVC DLR: 3837 STERLING MCCALL NISSAN
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 3837 STERLING MCCALL NISSAN
	REGION: 32	DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000700	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 11/30/12	XFER/RSPNSBLTY: 32 02 N
CONTACT (S):	OLLOWUP DATE: 12/10/12	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 12/07/12	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	207500 PATHFINDER
OF NNA., INC. ISSUES	227000 GEN. POWERTRAIN COMPONENT
AZ NISSAN PRODUCT INQUIRIES	WA PREMATURE WEAR/FAILURE
BG POWERTRAIN	ZR GENERAL INQUIRY

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REQUESTED BY: lattad**

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CAR ID: CA2156237

C. A. R. COMMENTS

Created by ZAC175N at 2012-12-05 08:21:59

Created by ZDM333N at 2012-11-30 11:06:13

Created by ZDM333N at 2012-11-30 11:13:47

Service Dept. Review

CRR-DM received a call from c stating that 2 days ago c's veh won't move so c rcas-ac called FOM DG & spoke to FOM DG who wants to give c a PT ECW since thi Service Dept. Review

decided to call the selling the dlr and had the veh towed to the dealership.

s is a brand new veh & c had to go through the inconvenience of this . C also

C 's veh is being repaired under warranty because a hose in the transmission w has another PTH , this will gain customer retention...

as pulled out and the fluid leaked out. CRR-DM apologized to c for that, c ack rcas-ac sent request to CSM BB @ 10 21 am est. for approval on ECW

Created by ZAC175N at 2012-12-05 08:25:28

nowledged. GM-Dvaid told c that the problem on c's veh is very unusual. C feel rcas-ac rcvd call from CSM BB approving the ECW

s that c's veh deserves an additional warranty extension for the powetrain of

Created by ZAC175N at 2012-12-05 08:27:05

c's veh. C stated that c is a very loyal nissan customer. CRR-DM told c that c rcas-ac called the c @ 10 26 am est on [REDACTED] & left vmx

's concern will be escalated to RCAS and c will be receiving a call from RCAS before the end of the next business day. C understood.

rcas-ac setting for 12/7/2012

Created by ZAC175N at 2012-12-05 15:56:19

CRR-DM offered further assistance, c declined.

CRR-DM provided c with name, case number, and ext number.

rcas-ac rcvd vmx from c

CRR-DM forwarding file to rcas.

rcas-ac called the c @ 5 53 pm est on [REDACTED] & spoke to the c. rcas advise

CRR-DM exiting the file.

d c that rcas found a wrrnty to provide c due to the inconvenience with the ne

Created by ZDM333N at 2012-11-30 11:13:47

w veh. rcas advised c that rcas can provide c with ECW which will be for all P

CRR-DM received a call from c stating that 2 days ago c's veh won't move so c

T components & it is for 7 yrs or 100k miles whichever comes first. C said thi

decided to call the selling the dlr and had the veh towed to the dealership.

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REQUESTED BY: lattad

CAR ID: CA2156237

s is great & c is so happy with nissan because it all makes c feel so much bet
C 's veh is being repaired under warranty because a hose in the transmission w
ter. rcas advised c that it is not a problem & rcas will follow up on 12/10/20
12 to see if ECW was processed. rcas also advised c that c will get something
as pulled out and the fluid leaked out. CRR-DM apologized to c for that, c ack
in the mail within 30days w/ wrrnty information. C ended call & thanked rcas.
nowledged. GM-Dvaid told c that the problem on c's veh is very unusual. C feel
Created by ZAC175N at 2012-12-05 15:57:19

s that c's veh deserves an additional warranty extension for the powetrain of
c's veh. C stated that c is a very loyal nissan customer. CRR-DM told c that c
rcas-ac submitted ECW request
Created by ZAC175N at 2012-12-07 08:08:53

's concern will be escalated to RCAS and c will be receiving a call from RCAS
before the end of the next business day. C understood.

rcas-ac noting that ECW has been processed
CRR-DM offered further assistance, c declined.

rcas-ac called the c @ 10 07 am est on [REDACTED] & spoke to the c.

CRR-DM provided c with name, case number, and ext number.

rcas-ac advised c that the ECW was processed & c will be receiving something i
CRR-DM forwarding file to rcas.

n the mail within 30 days. C thanked rcas & said c is sure the veh will be gre
at,. C declined further assistance.

CRR-DM exiting the file.

Created by ZAC175N at 2012-12-03 14:56:22

rcas-ac closing case

****C provided ECW on PT for the premature failure of trans hose***

rcas-ac called the c & spoke to the c. C said c would rather call rcas on phon
e # [REDACTED] because c is indoors & cannot hear anything on cs cell #. rcas
called c back & spoke to the c. C said c only had the veh for 7 days & c feels
this may damage the transmission. C said the 26th, this happened . The c was
across the street of the dlr by the highway. The dlr sent a tow truck, dlr kep
t veh for a few days to figure out what was wrong & also had to order a part w
hich was the only one available in the US. C picked up veh on friday & the dlr
also gave a loaner veh while looking @ it.; C said the dlr has been great dur
ing the svc dept & the sales dept. C said c also has a 2002 PTH & this veh is
great & c bought it brand new. rcas thanked c for being a loyal c to nsn, rcas
apologized for the experience c had with the veh. C is seeking for NNA provid

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2156237

e a

wrrnty extension on the powertrain because c feels the issue can damage the tr
ansmission. rcas ac advised c that the trans hose is not covered under PT wrnt
y but if c feels it will damage the transmission, than rcas can look into it t
o see if there is any

possibility of providing this. C understood & took down rcas contact info. C d
eclined further assistance & agreed to follow up on 12/5/2012

Created by ZAC175N at 2012-12-03 15:01:58

rcas-ac called Sterling Mccall Nissan @ 4 56 pm est & spoke to SD JD.

SD JD said the trans hose blew of the trans cooler & c lost all trans fluid &
cs veh did not move. At first roadside assistance told c that it will take hou
rs but SD ended up calling there own wrecker to get cs veh.. The veh was there
for a few days because nobody had the clamp they needed & the part needed to
be over nighted.

This also happened late one afternoon while c was somewhere else.

rcas-ac asked SD JD about cs other NSN veh but the dlr did not pull up any oth
er veh under cs name. SD states c is also a very nice guy for c to be very und
erstanding & nice about the concern. C also had cs gun in the veh & c had to c
ome back to the dlr & pick it up.

rcas-ac thanked SD & ended the call mutually.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 60

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 61

REQUESTED BY: lattad

CAR ID: CA2156237

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 12/07/12

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 62

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 63

REQUESTED BY: lattad

CAR ID: CA2156237

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN7DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3837 Texas					

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 65

REQUESTED BY: lattad

CAR ID: CA2156237

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3837

STATE: TX

DEALER NAME: STERLING MCCALL NISSAN

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 67

REQUESTED BY: lattad

NAME: [REDACTED]	SC: MULTI CONTRACT	CAR ID: CA2216494
STREET: [REDACTED]	VIN: 5N1AR2MM2DC [REDACTED]	
CITY: NAPERVILLE	YR/MDL: 2013.0 PTH	MILEAGE: 000580
ST/ZIP: IL [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: [REDACTED]	PAID: 3,345	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3089 GERALD NISSAN, INC.
DLR PH: 630 355 3337	DENY: 0	RESP DLR: 3089 GERALD NISSAN, INC.
	REGION: 24	DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED: 12/13/12	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000580	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 12/10/12	XFER/RSPNSBLTY: 24 01 N
CONTACT (S):	OLLOWUP DATE: 01/17/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/23/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 68

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 69

REQUESTED BY: lattad

CAR ID: CA2216494

C. A. R. COMMENTS

arking lot. C stated c wont pay anything on the loan for a veh that is a lemon

Created by ZPT176N at 2012-12-10 09:04:27

Created by ZPT176N at 2012-12-10 09:17:42

***DRTS-SW received the RHR. The RHR was assigned to ARBS-AM for review.

mock buyers order. Arbs explained that cost of current vehicle is \$38,515.00,

Service Dept. Review

Created by ZAT111N at 2012-12-17 09:57:07

Crr-nt received a call from c stating that c was having issue with the transmi

. C stated c want to add the information on the case. Crr-sd advised c that th

it is a 2013, with 545 milles. Arbs explained that Nissan would only be looki

Service Dept. Review

e information has been added on the case and crr-sd will send an internal mess

ng at participating \$4,000.00 - \$5,000.00 max. Nick said that dealer couldn't

Rcas-at rec'd email update from DOM-GE stating that C met with EM today and c

Service Dept. Review

ssion

age to rcas-at for notification that c called. c agreed.

C said that c just purchased veh 2 weeks ago and veh broke down

do that because they would be missing out due to VPP, taxes, and rebate. Arbs

Service Dept. Review

stated to the EM: "will not will NOT take Pathfinder back; period. Will consid

crr-sd advised that a follow up date was set on 12/14/2012 by rcas-at to conta

C said c was advised that transmission needs to be replaced

enlisted arbs-rd for assistance. RD spoke with Nick and reiterated what arbs s

er another Pathfinder, maybe."

Service Dept. Review

C is currently in a loaner veh.

C said cb

ct c.

Service Dept. Review

tated. Nick explained further why trade was at about \$31,000.00 and not higher

Created by ZAT111N at 2012-12-17 14:28:05

Crr-sd advised c of transfer but if rcas-at does not answer, crr-sd asked c if

C wants NNA to replace the veh or to buy back the veh

. RD and Nick agreed to Nissan trade assist at \$5,825.00 with dealer doing tra

Service Dept. Review

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 70

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 71

CAR ID: CA2216494

c is willing to leave a message on rcas-at's voicemail. c agreed.
Crr-nt advised c that crr-nt can not give any guarantee but crr-nt will forward in at 32,000. Arbs notes dealer was also concerned about disclosure. Nick t
Rcas-at called c @ 4:22 pm est on home # [REDACTED]
Service Dept. Review
Crr-sd offered further assistance. c declined, c satisfied.
d case to a rcas for further review. C understood.
o fax over good mock buyers order once the vehicle is located. Arbs will get d
Rcas-at spoke to c & verified c's concerns again.
Service Dept. Review
crr-nt advised c that case will be escalated to rcas for review and c will rec
Crr-sd provided c with case number, name and extension number.
C stated that the veh is now at the dlr & c stated that the owner of the dlr h
isclosure to dealer at that time.
Service Dept. Review
as called NNA as well. C stated that c did not know if the veh was repaired. C
Created by ZVS932N at 2012-12-21 06:29:15
Crr-sd transferred c to rcas-at VMX.
eive a call back before the end of the next business.
Service Dept. Review
Arbs sent disclosure to GM-Nick.
crr-nt asked for further assistance but c declined
Crr-sd sent internal message to rcas-at and exiting case.
Service Dept. Review
stated that c wanted NNA to buy back the veh as c did not feel that the veh w
as safe. C stated that 2x the veh stopped in the intersection & c stated that
Created by ZRT176N at 2012-12-13 11:35:03
Created by ZVS932N at 2013-01-15 13:17:48
crr-nt provided name, case number and extension number
Service Dept. Review
Arbs received call from Nick at dealer stating disclosure will be faxed today.
crr-nt leaving the case open.
NIS1234153. DRTS-RT recb
this is major & c believes that the veh is a lemon. C stated that c was planni
Arbs verified arbs fax number with Nick. Nick states c is already in the new
Created by ZRA999N at 2012-12-10 13:34:34
hase or replacement. CCF states: Transmission stop working, ruddel with trans

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 73

REQUESTED BY: lattad

CAR ID: CA2216494

Rcas-at apologized to c & advised c that rcas-at will look into c's request & *****Customer e-mail details*****

follow up 12/20, c agreed.

oil, repair attempts 1. Transmission stop working, puddel with trans oil, repa vehicle, 2013 Nissan Pathfinder Platuim, vin# 5N1AR2MM6DC [REDACTED]

Created by ZVS932N at 2013-01-15 13:32:04

email addressed to :nnaconsumeraffairs@nissan-usa.com

ir attempts 1.

Rcas-at thanked c & ended call mutually.

Arbs received disclosure and it was filled out incorrectly. Arbs called and s

Created by ZAT111N at 2012-12-13 13:24:46

Method of contact: e- mail

Rcas-at sending email to DOM-GE & CMS to advise of c's current standing & sett

Crr-ra checked for open recalls/campaigns found: 10209474

ing follow up for 12/20

poke with Nick about how disclosure should be filled out. Arbs re-sent e-mail

Rcas-at rec'd approval for ECW from FOM & CSM.

=====

Created by ZVS932N at 2012-12-17 20:31:19

c's email reads:

which had instructions on it how to fill out the disclosure.

Arbs handling case as CCF received, advised RCAS-AT. Arbs notes vehicle repair comments : I bought new 2013 Pathfinder and 400 miles later on 12/7/2012 on on

Created by ZVS932N at 2013-01-18 07:33:18

Rcas-at rec'd email from DOM-GE advising to contact c as c has had an add'l co

Arbs requested trade assist check in the amount of \$5,825.00, payable to Geral

e intersection the cars stop working and there was big puddle with transmissio history as:

ncern.

=====

1) C/S: Towed in transmission will not engage

d Nissan attn: Nick Smiley for transmission not engaging. Vehicle had 2 repair n oil under the car.They towed by car to Gerald but the dealership refuse to r

1) Dealer states coolant tube came off, drained fluid, transmission went into eplace the car. The car is new and I want to be replaced with another one. I'l

Rcas-at called c @ 3:23 pm est on home # [REDACTED]

s and was down 8 days. Case to sarbs-mm for check approval.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 75

CAR ID: CA2216494

Created by ZVS932N at 2013-01-23 08:04:19

I not accept any service work on this car. I have pictures of the car on the i

Rcas-at left c a vmx with rcas-at contact info.

safe mode. Dealer replaced oil cooler hose.

12/12/12 - 569 miles - RO#6191293 - 3DD

Arbs received check back and Fed Exp to Gerald Nissan, attn: Nick Smiley. Fed

ntersection and I had to walk 1 mile with my three kids and wife to home on te

Rcas-at exiting case.

1) C/S transmission wonb

Created by ZAT111N at 2012-12-14 10:15:11

Exp tracking# 794578690204.

mp. 32 deg. Now my kids are sick and I'll sue a nissan and delership if the ca

1) Dealer states transmission coolant line came off 2nd time. Dealer contacted

Created by ZVS932N at 2013-01-23 08:18:47

Rcas-at called c @ 12:13 pm est on home # [REDACTED]

r is not replaced with the new one. Also I'll contact the media to let them no

Arbs closing case.

Rcas-at left c a vmx with rcas-at contact info.

techline; shipped new fitting w/90 degree elbow.

w how the NISSAN treats their customers. The roadside assistance told me that

Arbs notes per IL lemon law 4 repairs and 30 days down, making vehicle ineligi

Rcas-at called c on work # [REDACTED]

they'll cover only \$100 and I have to pay the rest which is rediculous plus no

ble for buyback.

body offered me to send someone to pick my kids. I'm really dissapointed from

Rcas-at left c a vmx with rcas-at contact info.

Arbs notes that it appears that DOM-GE, FOM and CSM-JS are involved in case. C

NISSAN. I spend 42K for this car and unless you replaced it with a new one I'll

Rcas-at setting follow up for 12/17 & exiting case.

Created by ZVS932N at 2012-12-16 19:47:32

I not pay even a dime to Nissan financial. If they want they can stop by and t

refusing to pick up vehicle from dealer, vehicle ready for pick up as of 12/1

4/12.

ake the car from the dealership.

Arbs in file for review and noticed RCAS has offered c ECW. Arbs sent RCAS e-

Arbs sent e-mail to DOM, FOM, and CSM stating arbs is willing to discuss possib

mail asking which ECW was offered to c and asked if RCAS was aware of c Gold P

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 77

REQUESTED BY: lattad

CAR ID: CA2216494

*****response details*****

email addressed to : [REDACTED]

le trade assist.

referred policy.

Created by ZAT111N at 2012-12-17 08:10:42

Created by ZVS932N at 2012-12-18 13:33:32

Method of contact: e- mail

Arbs received e-mail from CSM-JS stating JS is working with the DOM and will g
crr-ra 's resolution: advsed c that c's email has been forwarded to rcas

Rcas-at rec'd email update from DOM-GE stating that c's veh is repaired but c

Created by ZAT111N at 2012-12-11 05:54:48

et back to arbs. JS also states that dealer has agreed to disclosure. Arbs sen
has returned the loaner veh & has refused to pick up c's veh. DOM-GE advised t
hat c will be meeting with c's lawyer, execuive manager, GSM, & SM today at th
Rcas-at sent email to Sm-Chris requesting c's RO's for RHR & details of c's co
t e-mail back to CSM-JS advising that arbs just needs to know how much Nissan
e dlr. DOM-GE asked rcas-at if repurchase was possible. Rcas-at forwarded emai
is being asked to participate.

ncern, if c is in a loaner at NNA's expense, etc.

Arbs called and spoke with c about vehicle conern. Arbs advised c that arbs is

Created by ZAT111N at 2012-12-11 14:26:38

I to ARBS-VS.

Rcas-at rec'd email from SM-Chris stating that the dlr does not have much yet

Rcas-at updating RHR.

working with region and dealer to address c concern. C states that vehicle is

Created by ZAT111N at 2012-12-17 08:11:28

still at the dealer and c is in rental. Arbs advised c that c might want to r
& the veh was being diagnosed SM thinks the veh needs a transmission however t
eturn rental and pick up vehicle while Nissan is working on case. c said ok. A
he dlr does not have that verified yet.

Rcas-at sending email to SM-Chris requesting that c's most recent RO be sent t

Created by ZAT111N at 2012-12-11 15:03:55

o rcas-at as well.

rbs gave c direct line for call back if necessary.

Created by ZBM777N at 2012-12-17 08:47:54

Created by ZVS932N at 2012-12-20 07:44:51

Rcas-at called c @ 4:30 pm est on home # [REDACTED]

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 79

REQUESTED BY: lattad

CAR ID: CA2216494

Arbs was faxed a buyers order for the new vehicle. Arbs is awaiting invoices f
CRR-BM received a call from c asking if c can be transferred to the ext. 45720
Rcas-at spoke to c & verified c's concern.

6

C stated that the veh is at the dlr but the trans may have shut down on the ve
or current and new vehicle. Arbs is also awaiting current registration from c.

Abrs notes that c lienholder is NMAC-Retail.

CRR-BM verified if any of c's contact info changed.

h but c stated that c did not know what the damage is. C stated that c is conc

Created by ZVS932N at 2012-12-20 08:21:28

c said no.

ern & about the future integrity of the veh. C stated that c wanted some kind

Arbs received e-mail from DOM-GE stating EB is on the way to the dealer to dis

CRR-BM transferred c to rcas-at ext. number and CRR-BM will send an internal m

of extended warranty for the trans in case something happens in the future.

received current vehicle invoice and attached to case. Arbs sent e-mail to DOM

essage to rcas-at.

Rcas-at apologized for the concern & advised c that rcas-at will look into c's

asking DOM to call arbs when DOM get to dealer to discuss trade amount.

CRR-BM offered further assistance, c declined.

request & follow up 12/14, c agreed.

Created by ZVS932N at 2012-12-20 10:02:34

CRR-BM gave name and ext number.

Rcas-at provided c rcas-at contact info & ended call mutually.

Arbs did confernece call with DOM-GE and GM-Nick discussing trade assist. Arbs

CRR-BM exiting the file.

Rcas-at sending GW review to CSM-JS & setting follow up for 12/14.

advised Nick that new vehicle information needs to be obtained. Nick states t

Created by ZAT111N at 2012-12-17 08:55:08

Created by ZSD999N at 2012-12-12 07:27:14

Crr-sd received call from c, verified all information has not changed from the

hat Nick is working on it now and will get that information to arbs. Nick wil

Rcas-at completed RHR.

I also speak with c in regards to located vehicle. Nick, GE, and arbs discusse
last time c called.

Rcas-at sending email to ARBS-VS to advise.

Created by ZDR123N at 2012-12-17 09:08:35

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 81

REQUESTED BY: lattad

CAR ID: CA2216494

C stated c's veh broke down yesterday and the police officer pushed c to the p
d trade amount dealer asking for from Nissan approx \$6,825.47 from unofficial

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: SCSD
CALLBACK: 0		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 01/30/13	03/19/13	03/20/13
3RD PRY: NI	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		
CLOSE: Y	CLOSE DATE: 01/23/13	MICROFILM:	
RESP CAA:	OLM:	DOM:	
PHONE:	OWNER FIRST: NIKOLAY	LANGUAGE:	

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 82

REQUESTED BY: lattad

CHECK REQUESTED: Y

CHECK ISSUED: Y

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 83

REQUESTED BY: lattad

CAR ID: CA2216494

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM2DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	PLNL10216494	3089 Illinois	12/29/2012	12/29/13	0012579	01/01/01	01/01/01
2	RCCB06542830	3089 Illinois	11/23/2012	11/23/17	0060000	12/29/12	01/01/01
3	RCCL06542884	3089 Illinois	3/18/2013	02/23/16	0039000	01/01/01	01/01/01

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 84

REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 85

REQUESTED BY: lattad

CAR ID: CA2216494

CURRENT SERVICE CONTRACT

CONTRACT: PLNL10216494

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 12/29/2012

EXPIRES: 12/29/13 **MILES:** 0012579

CANCEL: 01/01/01 **MILES:** 0012579

TRANSFER: 01/01/01

TRANSACTION: 03/20/13

PRINTED: 03/23/13

DEALER NO: 3089 **STATE:** IL

DEALER NAME: GERALD NISSAN, INC.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 86

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 87

REQUESTED BY: lattad

CAR ID: CA2216494

CURRENT SERVICE CONTRACT

CONTRACT: RCCB06542830

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: B

DEDUCTABLE: 100

EFFECTIVE: 11/23/2012

EXPIRES: 11/23/17 **MILES:** 0060000

CANCEL: 12/29/12 **MILES:** 0060000

TRANSFER: 01/01/01

TRANSACTION: 01/30/13

PRINTED: 12/01/12

DEALER NO: 3089 **STATE:** IL

DEALER NAME: GERALD NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 88

REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2216494

CURRENT SERVICE CONTRACT

CONTRACT: RCCL06542884

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: L

DEDUCTABLE: 100

EFFECTIVE: 3/18/2013

EXPIRES: 02/23/16

MILES: 0039000

CANCEL: 01/01/01

MILES: 0039000

TRANSFER: 01/01/01

TRANSACTION: 03/19/13

PRINTED: 03/23/13

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2242003
STREET: [REDACTED]	VIN: 5N1AR2MN5DC [REDACTED]	
CITY: COLLEYVILLE	YR/MDL: 2013.0 PTH	MILEAGE: 000680
ST/ZIP: TX [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: 0	PAID: 268	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 1776 MERCER NISSAN
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 1776 MERCER NISSAN
	REGION: 32	DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000680	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 12/14/12	XFER/RSPNSBLTY: 32 07 N
CONTACT (S):	OLLOWUP DATE: 01/28/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/28/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN	WA PREMATURE WEAR/FAILURE

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CAR ID: CA2242003

C. A. R. COMMENTS

ARBS sent reply to c:

Created by ZNS176N at 2012-12-14 07:25:52

Created by ZNS176N at 2012-12-14 07:50:22

get an additional \$500 if we refinance and not do a collateral swap. Won't kn

l address & responsible dlr.

o offer C replacement veh. ARBS stated that ARBS would further review upon ARB

crr-cb verified the case number. c understood.

CRR-NS Checked for previous related cases found: none

Mrs. Fields,

ow which way until we actually submit to NMAC, next and this one is a little t

S return 1/2/12. ARBS informed C that at this time there is no ETA for STP sti

crr-cb asked for further assistance, C declined

CRR-NS Checked for previous unrelated cases found: none

I left Manny a voicemail. I asked him to give me or you a callback. Let me kno

ll. C understood.

ouchy. The original selling dealer did a VPP and the VPP amount was more than

crr-cb provided CRR's name and EXT#.

CRR-NS Verified Cb

currently. I thought is was \$500 but only \$150 currently. I realize it's al

w when they call you.

ARBS contacted SM-Jonathan. SM stated that SM will repair veh as soon as trann

Created by ZPH999N at 2013-01-18 15:19:28

crr-cb exiting case.

il address, mileage, how acquired veh, & service dlr.

I Nissan money but unless you can get her bumped to A/B plan she only qualifie

ARBS submitting C's check again because previously it did not go out. Tracking

Created by ZMD345N at 2012-12-17 07:28:42

CRR-NS Checked for open recalls found: none

s for \$150. The loss of \$1,350 accounts for some of the difference. To the ch

y comes in for delivery.

ase, it will cost \$5,521.50 for a collateral swap and \$5,021.50 for re-finance

Created by ZPH999N at 2013-01-02 08:42:16

crr-md c stated that c wants to speak a representative that is handling custom

CRR-NS Received call from C stating was on road trip and veh. started smoking

Number is 794556347635

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CAR ID: CA2242003

ARBS received vmx from C requesting update.

Created by ZPH999N at 2013-01-22 13:10:34

ers case

inside cabin.

ARBS received email from C:

crr-md verified information still the same

In theory the transmission was shipped and will be here next couple of da

Who was involved?

ARBS attempted to contact dlr but was unable to reach anyone.

crr-md informed c that ARBS-PH will offer c follow up on 12/18/12 apologize

C STATES Customer, husband, and 3 children

I received an email on Saturday that it would be taken care of. I haven't hear

ys and we will get it installed asap. Best guess is by Monday or Tuesday and

Created by ZPH999N at 2013-01-02 12:04:20

d for the person that was appointed to take care of it.

she will pick-up on Sat 19th. I did tell her yesterday that we were trying to

that there is no extension but crr-md will send internal message for callback

What happened?

ARBS left C vmx stating that ARBS is trying to contact dlr still.

crr-md provide case name and extension

C STATES C states husband, [REDACTED] was driving vehicle and the cabin started to

My husband [REDACTED] received a call on Friday afternoon that Grubbs was waiting o

work out new vehicle for her. So now the ball is in your court. Give us a d

Created by ZPH999N at 2013-01-02 14:52:25

crr-md exiting case

fill with smoke. When cabin filled with smoke the vehicle lost power. Custome

irection, thanks, Roger

n confirmation that NMAC was paid.

ARBS contacted dlr and spoke with SM-Jonathan. SM stated that tranny is not sc

Created by ZPH999N at 2012-12-17 08:57:34

r coasted to side of the road and got out of the vehicle. Fire department show

We both haven't heard anything today.

ARBS contacted Mercer Nissan and spoke to SM-Jonathan. SM stated that C brough

ARBS contacted Roger from Mercer Nissan. ARBS agreed that NNA would be willing

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REQUESTED BY: lattad

CAR ID: CA2242003

ed up at scene and spotted liquid on the ground.

ge of this.

heduled to be received until next week.

Thank you. We received a fed ex package today from you with a check.

to assist with trade-in. Roger stated that transmission should arrive today.

t veh to C. Dlr found that transmission line came off the radiator. the transm

What areas of the vehicle are affected?

ARBS notes that at this time the vehicle is still down. ARBS notes that veh ha

Created by ZPH999N at 2013-01-22 13:11:00

C STATES Cabin of vehicle

ission fluid leak caused smoke to go through the exhaust and the fresh air ven

Roger stated that Roger would look into refinancing with C so that trade assis

ARBS contacted Roger Mercer and notes that the payoff check was sent 1/17/13 a

s been down for 20 days and transmission has still not been shipped. ARBS note

tance amount would be \$5,521.50

t that went to the cabin. SM stated that STP was created for transmission repl

When did it happen? DOCUMENT date and time.

acement.

Created by ZPH999N at 2013-01-10 13:58:31

Created by ZPH999N at 2013-01-28 14:39:48

C STATES 12/13/12 9:30 PM

s that NNA is in the position to offer C replacement veh or \$3,000 in the effo

ARBS received email from sales manager, Roger Mercer:

ARBS sent email to C on 1/25 that stated:

rt of C satisfaction.

Where did it happen? DOCUMENT detailed description of location of incident

All good news except for no transmission but we are ready to install when it a

ARBS confirmed with pl-lo that this is not a thermal incident and should be ha

C STATES Highway 190

Hey Ms. Fields,

ARBS contacted C. ARBS offered C replacement veh or \$3,000 contingent upon rel

How did it happen?

ndled as any other warranty concern.

rives. NMAC re-looked at things and gave us a tier 1 approval. I have e-mai

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REQUESTED BY: lattad

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CAR ID: CA2242003

The Payoff check was received and applied on 1/23/13 and title mailed to Merce

C STATES mechanical failure with vehicle caused concern.
ease statement. ARBS stated that ARBS would assist in towing veh back to local
led Mrs. Fields to get a delivery time, even offered to meet her half way. Ha
r Nissan.

ARBS contacted C. C stated that on 12/13 C got stranded on the way to vacation
dlr.

rd to ask a salesman to do it for no commission but in for a nickel, in for a

What the customer is requesting of Nissan North America:

ARBS is closing case at this time.

Created by ZPH999N at 2013-01-03 14:58:39

C STATES C would like rental vehicle and reimbursement for towing and brand ne
dime. Trying to keep customer happy. I am guessing trade-assist but lets tal
for the weekend. C stated that C's relative had to drive 80 miles to pick C u
ARBS received call from C. C stated that C has decided to accept replacement v
k to Mrs. Fields first. It will be worked out today.

p. C stated that CA would not offer C rental veh until C spoke with ARBS-PH. C

Summary:

w vehicle with inspection being done on vehicle

Best contact number would be [REDACTED]

Created by ZPH999N at 2013-01-14 07:34:24

eh. ARBS informed C that C should go to dlr and find comparable veh and then n
stated that C is concerned about maxing out C's credit limit. C asked if ARBS
Veh was down over 30 days for transmission concerns. ARBS replaced C's veh.
ARBS received trade assist disclosure from dlr.

could change rental billing to NNA. ARBS stated that rental needs to come fro
CRR-NS informed C A Nissan representative will call you within two business da
otify ARBS. C stated that C is financed through NMAC.

Created by ZPH999N at 2013-01-14 07:35:20

Created by ZSW999N at 2013-01-04 10:30:32

m dlr and if not then ARBS will reimburse C for rental and towing. C stated th
ys from receipt of the Case to ask you a series of detailed questions. The cal
ARBS submitting check request in the amount of \$5,521.50 to Mercer Nissan as t
at C does not know if there is further damage to veh. ARBS assured that dlr wo
DRTS-SFW called dlr 1776 at 12:22pm, spoke with Sa-Johnathan. Requested repair

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REQUESTED BY: lattad

CAR ID: CA2242003

I should only take about 20 minutes.

CRR-NS provided C with name, ext 458105 & Case number 10242003 orders. Sa stated there is only one open RO. Sa stated it will be over a week rade assistance for C's new Pathfinder.

uld do best to test drive veh. C stated that dlr is 200 miles away and C does before the open RO is closed.

Created by ZPH999N at 2013-01-16 13:50:55

CRR-NS offered further assistance, C was satisfied and declined any further as not know how to go get veh. ARBS stated that ARBS would review that situation.

ARBS received fax from C with rental receipts

Created by ZPH999N at 2012-12-17 08:58:41

Created by ZPH999N at 2013-01-07 09:46:43

sistance

ARBS received call from Roger Mercer from Mercer Nissan. Mr. Mercer was callin

ARBS received email from C with towing receipt:

CRR-NS Thanked C for calling Consumer Affairs

Rental (Dec 17-28): 675.12

Created by ZJA177N at 2012-12-14 14:34:27

Created by ZPH999N at 2012-12-18 15:17:10

g about assisting C into new replacement veh,

Rental (Dec 28-Jan 4): 477.31

**

ARBS Received email from c:

crr-ja received a call from c stating that c needs a rental veh and dealership

Rental (Jan 4-12): 488.16

ARBS left Mr. Mercer a vmx.

Hotel Charge: 89.72

Peter,

will have the veh in the shop over a week

Can I just have a new car? That might be the easiest solution. What are your t

Created by ZPH999N at 2013-01-07 14:02:01

crr-ja verified ifc needs the rental for 7 days, c said yes

Towing Charge: 240.00

ARBS spoke with [REDACTED] wants to assist in a trade assist wit

crr-ja advised c that crr-ja will make a note on c's request and the nissan sp

houghts?

Total Reimbursement: \$1,970.31

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REQUESTED BY: lattad

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REQUESTED BY: lattad

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CAR ID: CA2242003

Created by ZPH999N at 2013-01-16 14:05:33

Specialist will address c concern

h the customer. Mr. Mercer stated that Mercer will secure a new Pathfinder for ARBS responded:

ARBS submitting check request in the amount of \$1,970.31 for C.

c said c cant wait for 2 business days and wants to speak to a supervisor the customer.

Created by ZPH999N at 2013-01-17 09:20:35

crr-ja advised cthat c will be given the same information because c's case is Mrs. Fields,

already with another department

ARBS received email from Roger Mercer:

ARBS sending check to C via FedEx 794539757689

Your request for vehicle replacement will be reviewed. For the time being, I w and check to dlr via FedEx 794539793600

c said c is stranded with 3 kids 300 miles away and cant wait for 2 business d

Hello again Peter, FYI - because of possible availability problems, we traded

ill be assisting the dealership with making sure the transmission is received

and the vehicle is repaired. Thank you for your cooperation and I apologize fo

ay and is willing to wait to speak to a supervisor

Created by ZPH999N at 2013-01-18 07:48:33

for the car and it will be here tomorrow. Better safe than sorry. Roger

**

ARBS received email from c:

crr-ja escalated c to tl-jf

r any inconvenience this has caused you.

ARBS contacted SM-Jonathan. SM Stated that there are no updates at this point

ARBS responded to email from Roger Mercer:

Created by ZMF999N at 2012-12-14 14:38:31

Peter,

Alright Roger. Thanks for getting that vehicle. I think we might be able to wo

and there is no ETA. Order Number is 15149395 and part number is 3102M-3WX0BRE

Can you please help me? The dealer that sold us the non-Nissan warranty can't

tl-jf took over, c stated that c is calling in because c is requesting for car

.

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REQUESTED BY: lattad

CAR ID: CA2242003

rental assistance. tl-jf informed c that tl-jf would not be able to offer car
rk out a trade assistance agreement. Could you send me a buyerb
seem to get their crap together. I faxed a cancelation letter to the dealer on
Created by ZPH999N at 2012-12-18 15:23:36

es invoice for the new Pathfinder so we can review the numbers and how much th
Friday. I called on Monday, left a message for Manny P., then called back got
rentall since in the warranty there is no rental assistance. c stated that c
ARBS sent email to CSM-BB and PC-JP about STP.

e difference is? Make the sales price the VPP price and include rebates, taxes
him on the phone. I told him that I faxed the cancelation letter and He asked
was informed by the dlr that c has a extended warranty. tl-jf informed c that
, and everything. You can fax me if that is easier.

Created by ZPH999N at 2012-12-19 15:29:56

me to have Ginger from Mercer Nissan send proof that NMAC was paid off. She h
tl-jf did not see any extended warranty and informed c that c might have been
ARBS confirmed with CSM-BB that STP was not issued until 12/19/12. There is no
as done that. Then I've called Grubbs 3 times on Tuesday and Wednesday. My hus
Created by ZSW999N at 2013-01-08 08:25:24

sold by the dlr a 3rd party contract. tl-jf informed c that c needs to contact
band has also called. Nobody has returned our calls. So I send him up to Grubb
DRTS-SFW attached open RO.

t ETA at this time.

the dlr to check for the coverage.

Created by ZPH999N at 2013-01-09 10:45:47

s today and they have no idea what were talking about.

tl-jf exiting case.

ARBS received email from Manager, Roger Mercer:

ARBS received vmx from c.

Can you please flex your Nissan muscles and help us with this? I would be very

Created by ZBC178N at 2012-12-14 15:32:00

appreciative. I will forward you separately my cancelation letter I sent.

crr-cb received a call from Robin Mercer from Mercer Nissan which will be refe

Good morning from a wet & rainy Texas. Hopefully you are not a Notre Dame gra

ARBS left C vmx.

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CAR ID: CA2242003

d bad night for them. OK I have the Fields numbers attached. I did it two wa
rred to as c.

ARBS left vmx for salesman, Manny

Created by ZPH999N at 2012-12-20 14:31:29

c wants to check if there is a case for the veh.

ys. One if you do a CBB and just replace their vehicle and the other a trade a

ARBS contacted C and informed C that at this time NNA is not in the position t
crr-cb verified c's name, vin, address, mileage, day and eve phone number, emai
ssist. Easy to see which is the best option. Couple of thoughts, 1. they will

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST: P

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

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REQUESTED BY: lattad

CAR ID: CA2242003

CLOSE: Y

CLOSE DATE: 01/28/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2242003

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN5DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		1776 Texas					

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2242003

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 1776

STATE: TX

DEALER NAME: MERCER NISSAN

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA2268764
STREET: [REDACTED]	VIN: 5N1AR2MM9DC [REDACTED]	
CITY: BROOKLYN	YR/MDL: 2013.0 PTH	MILEAGE: 000720
ST/ZIP: NY [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: [REDACTED]	PAID: 2,052	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3403 BAY RIDGE NISSAN, INC.
DLR PH: 718 238 8000	DENY: 0	RESP DLR: 3403 BAY RIDGE NISSAN, INC.
	REGION: 26	DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000720	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 12/19/12	XFER/RSPNSBLTY: 26 03 N
CONTACT (S):	OLLOWUP DATE: 01/14/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/14/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	YE MULTIPLE REPAIR ATTEMPTS
	ZP FLUID LEAK

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 116

REQUESTED BY: lattad

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2268764

C. A. R. COMMENTS

Created by ZJC186N at 2013-01-04 08:00:24

Created by ZMS177N at 2012-12-19 09:47:45

Created by ZMS177N at 2012-12-19 09:52:58

Service Dept. Review

crr-ms received a call from c, c stated that veh broke down twice, was towed a Rcas=CJ received docs. In review.

Service Dept. Review

Created by ZJC186N at 2013-01-04 14:28:04

Service Dept. Review

t the dlrshp, transmission oil cooler issue and stops working, dlr advised c t o call NNA as dlr said have same issue twice a week, c unhappy and said that c Rcas=JC made na outbound call to FOM-MG and spoke with FOM. Rcas asked if C ca

Service Dept. Review

n be reimbursed for towing. FOM approved. Rcas understood and thanked FOM. Cal

Service Dept. Review

would like refund as veh caused too much headache to c and would like to have l ended.

Service Dept. Review

the veh replaced

crr-ms informed c that the issue will be referred to RCAS and c will be contac

Service Dept. Review

Service Dept. Review

ted within the end of next business day. c understood

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

crr-ms offered further assistance, c said no

NAME OF DEALERSHIP: Jet's Towing

crr-ms gave name, extension and case number

INVOICE DATE: 12/12/12

crr-ms leaving case open

MILEAGE: 720

C IS ELIGIBLE FOR TOWING REIMB ONLY.

Created by ZJC186N at 2012-12-20 10:07:23

Rcas=JC made an outbound call to Bay Ridge nissan at 10:56 am/est and spoke to

TOWING: \$104.00

ASM-Vinny. Vinny stated that the radiator, trani coolant hose, and clamp. Vin

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REQUESTED BY: lattad

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TOTAL: \$104.00

ny stated ordered coolant hose and CSC's it. Rcas understood and asked that Vi RCAS-JC SUBMITTING CHECK REQUEST.

ny send Rcas all R.O.'s and asked for info on current R.O. Vinny stated R.O># is 364882, mileage us 680, invoice date is 12/19/12. C/S lost power while dri **THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF DEALERSHIP: NMAC

ving. Towed veh in. Rcas understood and thanked Vinny. Call ended.

INVOICE DATE: 12/27/12

MILEAGE: 720

Rcas=JC made an outbound call to C on [REDACTED] at 11:41 am/est. Rcas=JC spok C IS ELIGIBLE FOR 1 MONTH VEH PAYMENT REIMB ONLY.

e to C and was informed that C was very disappointed. Rcas understood an dapo logized. C stated was told that this repair is supposed to fix problem, but C

VEH PAYMENT: \$498.00

is not so sure. C stated that C would like 1month lease and free maintenance

TOTAL: \$498.00

for rest of leasing term. Rcas understood and advised would look into it, but

RCAS-JC SUBMITTING CHECK REQUEST.

wanted to know how much C's veh payment is. C stated \$498. Rcas asked how long if C does not get situation resolved to satisfaction, it will be last. Rcas u

**Rcas=JC submitting CK for total of \$602.00 as per FOM-MG.

nderstood. Rcas informed would get back to C by 16th due to holiday. C underst

**

ood. Call ended.

Rcas=JC made an outbound call to C on [REDACTED] at 4:24 pm/est. Rcas=JC spoke Rcas=JC sending e-mail to FOM-MG and setting follow up 12/26/12.

to C and informed that Rcas received docs and will be submitting ck to be pro

cessed. Rcas informed would follow up on wednesday. C understood and thanked R

Created by ZJC186N at 2012-12-26 09:57:44

cas=Jc. Call ended.

Rcas=JC received e-mail from FOM-MG stating approved MP and 1 month lease paym

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2268764

ent reimbursement.

Rcas=JC setting follow up for 1/09/12.

Created by ZJC186N at 2013-01-09 13:53:27

Rcas=JC made an outbound call to c On [REDACTED] at 11:35 am/est. Rcas=JC spoke to C and was informed that veh may still be leaking and that C is no longer

Rcas=JC made an outbound call to C on [REDACTED] at 3:51 pm/est. Rcas=JC spoke confident in the veh. C stated that if veh breaks down one more time, C is don

to c and informe dthat CK still not processed, but would follow up on Monday.

C understood and thanked Rcas=JC. call ended.

e with the veh. stated loves the vh, but can no longer trust veh. C stated wo

uld be taking veh in on Saturday as the hood does not close unless C slams it.

C stated is afraid veh might shut down while C has C's mother in the veh. Rca

Rcas=JC setting follow up for 1/14/13.

Created by ZMM176N at 2013-01-14 13:07:56

s understood an dadvised for C to have dlr re-inspect veh on Saturday when C

goes and that Rcas will follow up on Monday. C understood and thanked Rcas=Jc.

RCAS-MVM followed up with the customer on [REDACTED], c thanked rcas for the

Call ended.

follow up call. RCAS-MVM advised that RCAS is assisting RCAS-JC, c understood

. RCAS advised that the reimbursement check was approved as well as the M/P. C

Rcas=JC setting follow up for 12/31/12.

understood and thanked NNA for the assistance.

Created by ZJC186N at 2012-12-31 07:40:42

Rcas=JC made an outbound call to Bay Ridge nissan at 8:48 am/est and received

message stating dlr is closed for the holidays.

Rcas=JC made an outbound call to C on [REDACTED] at 9:29 am/est. Rcas=JC spoke

to C and informed that the dlr was closed. C stated went to dlr on Saturday a

nd was advised that veh is no longer leaking. Rcas understood. Rcas informed w

ould like to offer C a 1 month payment reimbursement and asked that C fax bill

or statement to Fax# 615.967.2934.C understood. Rcas also informed would like

to offer a 36 month/45,000 mile MP, Gold Schedule1, and verified C's address.

C verified address as the one in system. C stated would not be abl eto fax d

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REQUESTED BY: lattad

CAR ID: CA2268764

ocs until Wednesday or Thursday. Rcas understood and informed would contact C on Friday. c understood and thanked Rcas. Call ended.

Rcas=Jc submitting maint Plan. Setting follow up for 1/04/12.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCFA
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 12/31/12	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 01/14/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2268764

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM9DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	MPNH22225226	3403 New York	1/2/2013	11/17/15	0045000	01/01/01	01/01/01

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REQUESTED BY: lattad

CAR ID: CA2268764

CURRENT SERVICE CONTRACT

CONTRACT: MPNH22225226

OWNER NAME: [REDACTED]

PLAN TYPE: P

PLAN TERM: H

DEDUCTABLE: 0

EFFECTIVE: 1/2/2013

EXPIRES: 11/17/15 **MILES:** 0045000

CANCEL: 01/01/01 **MILES:** 0045000

TRANSFER: 01/01/01

TRANSACTION: 12/31/12

PRINTED: 01/05/13

DEALER NO: 3403 **STATE:** NY

DEALER NAME: BAY RIDGE NISSAN, INC.

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2270105
STREET: [REDACTED]	VIN: 5N1AL0MM6DC [REDACTED]	
CITY: MERRICK	YR/MDL: 2013.0 JX	MILEAGE: 000200
ST/ZIP: NY [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 398	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 70017 INFINITI OF MASSAPEQUA
DLR PH: 516 797 5200	DENY: 0	RESP DLR: 70017 INFINITI OF MASSAPEQUA
	REGION: 72	DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000200	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 12/19/12	XFER/RSPNSBLTY: 72 02 N
CONTACT (S):	OLLOWUP DATE: 12/28/12	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/09/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN	WZ WARRANTY COVERAGE INQUIRY

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CAR ID: CA2270105

C. A. R. COMMENTS

Created by ZBP176N at 2012-12-19 12:39:15
Created by ZBP176N at 2012-12-19 13:02:08
Created by ZKD864N at 2012-12-20 14:36:40
rcas called c at 1028am no answer was made rcas left c a message stating name S informed C that if for some reason RCAS-DK is out of the office again tomorr and number for c to call rcas back at 615-725-7639 call ended
ow, C will receive a call from another ICAS rep regarding case. C thanked RCAS
Previous related cases found:10267191-techline
rcas called sm in request for RO's for c veh to start the RHR, sm stated sm wi
Created by ZKD864N at 2012-12-28 18:01:56
Created by ZKD864N at 2013-01-03 16:21:44
ll fax it over to rcas at 615-984-5568
Previous unrelated cases found:
Created by ZRB176N at 2012-12-20 15:42:30
RCAS-BP verified cb
rcas called c to informed c that INF will grant c 2 veh payments and elite mai
Rcas received a call from c following up with case
ntenance contract, rcas informed c that c would need to fax in a copy of the b
rcas informed c that INF has decided to offer c two car payments and ECW on th
rcas recd inbound call from irate c
tlr
c states that c was told that c would receive a call back from rcas-dk 12/19/1
e engine and the Powertrain
ill statement and registration to [REDACTED] c state c will have that in tom
RCAS-BP checked for open recalls/campaigns/upgrades, found:none
2
c stated c is turning the veh in in three years and the ECW will not benefi
orrow to rcas
RCAS-BP checked for Nissan/Infiniti Vehb
Created by ZKD864N at 2013-01-08 09:39:57
rcas adv c that rcas-dk has until close of business 12/20/12 to follow-up with
RCAS:BP checked for VSC, found:none
t the c
c
Cb
c stated c wants the amount of the repairs that was done on the veh (5000.00 w

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Details of the reimbursement: C has been granted two vehicle payments out of goodwill from ARBS due to the inconvenience of c vehicle needing a new transmission (cost of work) to be credit to c veh monthly note

rcas adv c that rcas will send an internal message to rcas-dk for call back 12 requests to be called on both #'s. Please leave vmx on every contact attempt /20/12

C states c purchased the veh last Friday from Ray Catena Infiniti. C states af rcas stated to c that it does not work that way far as converting what was done

sion
c requested rcas-dk's direct phone number

e under warranty c did not come out of pocket and INF has offer 2 veh payments
ter driving the veh home, it began leaking oil. C states rtr advised c the co
TL-DD has also authorize the vehicle payment

c stated if inf was going to offer a ECW that c will not use then inf can cred

Name of the repair facility: Infiniti of Massapequa

ncern may have been leaking due to something being spilled on it during manufa

rcas provided contact information

c thanked rcas, c ended call.

cturing. C states rtr advised c if the concern gets worse, to take it to the

it the amount of the ECW to c veh payments along with the two payments

Mileage: 200

Account Number: 2900 9622 492

Created by ZRB176N at 2012-12-20 15:42:43

rcas stated to c again it does not work like that and offer is 2 veh payments
rtr for repair.

C states veh has been at Infiniti of Massapequa since Monday. C states the rtr

rcas apologize to c for misunderstanding from Lease to Buy but at this time IN

rcas sent internal message to rcas-dk

Vehicle Description: 13 Infiniti JX35 / 5N1AL0MM6DC [REDACTED]

Created by ZKD864N at 2012-12-20 16:01:32

F is offering two veh payments

Payment Information: 600.00

r advised c the veh needs a new transmission. C states rtr is working with te

chline to confirm diagnosis. C states if new transmission c does not want the

c stated c called the rtr to find out how much the ECW cost which is 2662.00

rcas received a call from c stating that c would like to expedite the issue

Total Rental Reimbursement: 1,200.00

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c does not want it to stop on two payment c feels their should be more for the
c stated c has not have the veh for a month and the transmission is gone
veh. C requests repurchase/r replacement if transmission is needed. C states t
c stated c is in a loner veh and it take up to weeks before c veh could get tr
his is c's first Infiniti and c has had a terrible experience. C states c does
troubles c has went threw and wants the ECW for what it is worth to be added
ansmission

not need the extra stress after all loss the hurricane caused.

to c veh note

C requests replacement, or repurchase. C states c just wants to know c's veh i

c stated c is not happy bc this is the first time this has happen for a JX

c stated c wants this case escalated

Best# 516-868-7888

c stated c wanted to know how the process works

s reliable. C would like CA to speak to rtr to confirm what repair is needed.

Created by ZWH176N at 2013-01-02 08:46:55

RCAS-BP understood. RCAS-BP apologized for the c's experience.

rcas informed c that rcas will submit the rhr today and once arbs received it

C called and stated is seeking callback over case.

it will take up to 5 to 10 business days for a decision to be made, and if arb

RCS-BP advised c rcas will speak to rtr to confirm diagnosis/ recommended rep

air. RCAS-BP advised c at that time, if transmission is needed rcas can submit

C stated best point of contact is [REDACTED].

s will buy/replace the veh arbs will be in contact and will take over the case

for repurchase/replacement request. RCAS-BP advised c repurchase is not guara

RCAS-WJ stated would send internal message to Sup for callback within 1 bus da

with c c understood

nteed, but it can be looked into. C understood

Rcas received a email from FOM-RP to the INF of Massapequa stating If the car

y over case.

is completed today, please Q/C it today and take it for a test drive.

RCAS-BP advised c of follow-up by COB Thursday

RCAS-WJ closing case.

Contact the customer, review the repair and explain what was done. If the cust

Created by ZBG064N at 2013-01-02 09:04:23

C thanked RCAS-BP for the assistance. Call ended mutually

Created by ZBP176N at 2012-12-20 11:10:12

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FOM rec'd call from C. FOM notes that C explained that vehicle is repaired but customer doesn't know. Infiniti, however, the vehicle repair has been completed and the vehicle is safe to drive. RCAS-BP received a call from the customer. RCAS-BP advised that CA has offered C two months payment and an extended warranty. C noted that a transmission was replaced with a brand new OEM part. C states there is an engineer at the rental center now. C states engineer recommends no extended warranty has no value to C as C is leasing C's vehicle. FOM agreed to offer an extended warranty is an odd warranty for a lease customer and advised C to request repurchase at this time. C asked RCAS-BP what options are. RCAS-BP advised C options are not known until after review. ***DRTS-SW received the RHR. The RHR was assigned to ARBS-LF for review. FOM mentioned maintenance plan and ARBS-LF notes the dealer service records: made it clear that C wanted more money. C requested 6 months payments as that RCAS-BP cannot speculate on what options are available to the customer. C requests follow-up from RCAS-DH once repurchase request is submitted. RCAS-BP is close to two months plus the retail value of the warranty offered. FOM not Open 12-18-12 Closed Open Miles 235 RO 09136
Concern: Vehicle leaking Oil
FOM advised that 6 months payments did not seem reasonable under the circumstances. FOM is sending internal message to RCAS-DH for follow-up
Action Taken: Diagnosis - Oil Leak-A0003
Created by ZMS732N at 2012-12-20 11:45:26
FOM assured C that C would get a return call from CA today and that something would be offered in place of the additional warranty
Created by ZLF050N at 2012-12-27 07:21:24
Rcas-ms rcvd call from c. C states that c has owned veh for 36 hours and was informed by rental center that the transmission needs to be replaced. C states c does not want to offer a repurchase or replacement of this vehicle, as the vehicle has no

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t want this veh. C states c wants the veh repurchased and to be put into a new
, now that CA has offered the additional warranty (when the customer was a lea
t been subject to an unreasonable number of repair attempts for any warrantabl
veh. Rcas-ms apologized to c for the inconvenience and frustration. Rcas-ms o
e concerns that would substantially impair this vehicle. NNA will continue to
ffered to send internal message to rcas-dk and request call back by close of b
se) we will now have to provide something additional to satisfy the customer.

Created by ZDD177N at 2013-01-02 13:59:51

honor the terms and conditions of all applicable warranties.**

usiness on 12/21/12. C agreed. Rcas-ms requested best contact number for c. C

Created by ZLF050N at 2012-12-27 07:23:06

provided [REDACTED] (home) and if not reached at home to cal [REDACTED] (

tl-dd tried to contact c at [REDACTED] left vm for c c/b

ARBS-LF recommends that NNA offer the c two car payments and an ECW for the en
cell). Rcas-ms offered further assistance. C declined. Rcas-ms and c ended cal

Created by ZQD176N at 2013-01-02 14:14:33

gine and powertrain for the c's inconvenience.

I mutually. Rcas-ms sending internal message to rcas-dk and exiting case.

rcas trans call to TL-DD

Created by ZDD177N at 2013-01-02 15:21:58

Created by ZMB177N at 2012-12-27 09:27:54

Rcas-ek recieved call from c stating that c is very irate with c case and c ne
eds to speak with rcas-dk now

RCAS-MB received inbound call from C

tl-dd received a transfer call from rcas-dq

C called to speak with RCAS DK regarding case.

Rcas-ek apologized to c for cocnern and stated that rcas-dk is currently unava

tl-dd offered c 36/45k maintenance plan per ARBS-LF because of the miscommuni
cation with the offer of a ECW plan.

ilable however rcas-ek will notify rcas-dk that c is requesting a call back as

RCAS MB adv RCAS DK is out of the off but should be returning later on today.

RCAS MB adv will send RCAS DK an internal message to RCAS.

soon as possible and will be in touch with c by end of business today

tl-dd explained the plan to the customer. the customer promptly refused the p

Created by ZGJ176N at 2012-12-27 15:04:42

C stated to please make rcas-dk aware that c is very angry with situation and
lan offer.

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REQUESTED BY: lattad

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c stated would like more monetary compensation.
 needs to discuss immediatly
 RCAS JG -- contacted C to inform C that RCAS-DK has been out of the office all day today. RCAS apologized for the inconvenience, but RCAS-DK is expected to
 Rcas-ek stated rcas-ek will make sure to note and wised c a good day
 ti-dd informed c would review and contact c by cob today.
 be in the office tomorrow and RCAS-DK can call C tomorrow with furth direction
 call ended
 ti-dd review case with ARBS-LF the offer for more compensation would not offe
 **C best contact# [REDACTED]
 . C stated that will be fine and stated that C will be in the hospital tomorro
 red to this customer.
 Created by ZKD864N at 2013-01-03 09:28:54
 Rcas-ek sent internal message to rcas-dk
 w and the best number to reach C would be the cell number ([REDACTED]). RCA

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCMV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK: 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:

TRANS DATE: 00/00/00

CHECK REQUESTED: Y

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2270105

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 01/09/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2270105

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: I

MODEL LINE JX

NAME: [REDACTED]

VIN: 5N1AL0MM6DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		70017 New York					

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REQUESTED BY: lattad

CAR ID: CA2270105

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 70017

STATE: NY

DEALER NAME: INFINITI OF MASSAPEQUA

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA2270919
STREET: [REDACTED]	VIN: 5N1AR2MM4DC [REDACTED]	
CITY: CLIFFSIDE PARK	YR/MDL: 2013.0 PTH	MILEAGE: 000220
ST/ZIP: NJ [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 926	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 2764 MEADOWLANDS NISSAN
DLR PH: 201 796 5050	DENY: 0	RESP DLR: 2764 MEADOWLANDS NISSAN
	REGION: 26	DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New Preowned x	MILES: 000220	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: MEADOWLANDS NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 12/19/12	XFER/RSPNSBLTY: 26 09 N
CONTACT (S):	OLLOWUP DATE: 03/12/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/12/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	ZP FLUID LEAK

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REQUESTED BY: lattad

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CAR ID: CA2270919

C. A. R. COMMENTS

ARBS notes that since veh has been down 23 days for CVT repair and there is no

C. FOS-RC returned call, left voice mail and directed Virginia to GM-Mark and

Created by ZMA629N at 2012-12-19 14:35:06

Created by ZMA629N at 2012-12-19 14:40:26

ing with the service department to make sure your current vehicle is repaired

J.R.

n yet, please confirm whether you are the sole registered owner or if the owne

ommunication with the NNA has been by telephone until now)

Part Number: 310CM-3WX0CRE

Service Dept. Review

before you return. As long as the vehicle is repaired, then we would request y

CRR-MC received a call from c stating that c is having issue on the veh. C sai

ETA on backordered part. ARBS will be offering C veh replacement.

* I immediately made the attached reply.

Order Number: 20195613

rship is shared. If someone else is on the registration, I will need to re-dra

sales rep, JR who are working closely with NNA rep-PH.

Service Dept. Review

There is an update on this. We are getting a vehicle to your dealership earlie

Created by ZPH999N at 2013-02-28 11:12:42

Dealer Name and Code (where parts were ordered): Meadowlands (2764)

d that the veh is lemon. C also said that c purchased the veh last 12/6/12 and

ft and send it back to you. Thank you!

* On February 1st I receive a reply from [REDACTED].

ou to continue driving the Pathfinder until your new one is ready.

r than expected. Order number KN72673. It is the same vehicle but with some ad

Service Dept. Review

ARBS contacted C and informed NNA is in the position to offer replacement. C a

ARBS received call from JR. JR stated that C will be picking up veh on Saturda

Created by ZPH999N at 2013-01-30 07:32:06

ded features. Please see the email below. Call me when you get the chance.

* I sent the attached email to Mr. Vega of the dealer, but there is no reply a

Location of the vehicle (business name, phone number, and contact person): Me

on the 6th day the transmission of the veh broke down. C said that c's wife i

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REQUESTED BY: lattad

CAR ID: CA2270919

Service Dept. Review

adowlands Nissan- 301.796.5050

ARBS contacted JR and asked for C's registration.

ARBS received email from C:

cepted offer and thanked ARBS. ARBS instructed C to go to dlr and speak with

Created by ZPH999N at 2013-02-12 08:38:57

Service Dept. Review

s the one driving veh when the issue happened. C said that c brought the veh t
t present time.

y.

ARBS received call from JR, sales manager. JR stated that dlr has located a co

Can the vehicle be driven? If not, why?: No, inoperable

Created by ZPH999N at 2013-03-01 07:19:45

Dear Mr. [REDACTED]

I understand that car sales in USA is made from the dealer's stock and not ord
o a nissan dlr and was notified that the veh needs a new transmission but dlr
sales manager about a comparable veh.

Service Dept. Review

ARBS confirming with sales rep- Maritza at East Coast Nissan the purchase pric

ARBS submitting Morley Case 199541 via FedEx 794868015210

cant fixed the veh until the new transmission was ordered. C said that order o

Created by ZPH999N at 2013-01-07 11:17:14

er made. However, if the new Pathfinder is not available until the month of Ma
mparable veh to the one C has. ARBS informed JR that NNA is already sending C

Service Dept. Review

The date the vehicle became inoperable (if applicable): N/A

We are very disappointed to your e-mail. Your proposal is not acceptable at al

a new veh that will arrive in a couple weeks and it has a DVD package. ARBS st

ARBS received call from sales rep, JR (845-536-0865). JR stated that dlr is lo

Created by ZPH999N at 2013-03-12 09:02:14

e amount:

f new transmission will be 2 weeks. C said c wanted a new veh from nissan. CRR

INDICATE whether the part is needed due to a warrantable failure or accident:

l.

rch, then I will have to pay for Rental Car cost. If this is the case then I w

Service Dept. Review

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REQUESTED BY: lattad

CAR ID: CA2270919

ARBS notes that veh surrender date is today. ARBS is closing case at this time
ated that there is also a financial hold with dlr which prevents NNA from send
cating another Pathfinder for veh and will send ARBS info when ready.

-MC apologized.

(+) New Vehicle Invoice:\$41,034.00

ould like to have my money returned and I will purchase another vehicle.

Service Dept. Review

Warrantable Failure

We do not want to fix the pathfinder we had a serious problem.

as no further assistance is needed at this time.

CRR-MC informed c that case will be escalated to RCAS and will get an update b

If you cannot find a new car, we would like to ask you to refund it. I believe

ing new veh to dlr. JR asked if JR could still attempt to sell new veh to C. A

I was the Chairman and President of Sanyo Sanyo Semiconductor Corporation, in

rcas-ejn sending email to PC for updated ETA

Service Dept. Review

(+) State Sales Tax\$2,872.38

ARBS sending email to NMAC-AF about SOC on case.

Created by ZJE176N at 2012-12-27 14:49:05

our case should be applied to the NJ state lemon law.

RBS stated that JR can leave the two options open to C.

Service Dept. Review

the US for 12 years and retired in 2005. I understand the American society and

(+) Vehicle Title Fee\$7.50

y the end of the next business day. C agreed.

Created by ZPH999N at 2013-01-08 10:02:58

Created by ZPH999N at 2013-02-12 10:34:31

CRR-MC verified best contact number to reach c which is at: [REDACTED]

I may contact Nissan headhunters in Japan during we are staying in Japan and r

Service Dept. Review

SRD-JE in review of case for back order part. SRD put part # on "edit" screen.

Summary:

(+) Title and Registration Fee\$300.00

would like to support the Japanese companies.

ARBS offered veh replacement to C after veh was down for 1 month for transmiss

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REQUESTED BY: lattad

CAR ID: CA2270919

ARBS received call from C. C stated that C is leaving country for 1 month but
ARBS sent email to C:

Created by ZEN176N at 2012-12-27 15:06:57

CRR-MC offered further assistance. C declined.

During my work at Sanyo, I used GM, FORD and Chrysler vehicles since they were
report what US Nissan has been done for us.

Service Dept. Review

(=) Total NNA Pays to Dealer:\$44,213.88

Created by ZPH999N at 2013-02-21 15:23:37

CRR-MC provided name, case and extension number.

ion replacement.

Mr. Goto,

my client. I changed vehicles every 3 years. After retirement, I decided to d
rcas-ejn contacting c on (201) 224-9583 at 5:03PM and spoke with c to advise c

Service Dept. Review

Since I only bought Nissan car in Japan since I was in college student which i
will be accessible by email. ARBS Stated that arbs will continue to work with
ARBS contacted Meadowlands Nissan to get an update on transmission replacement

CRR-MC forwarding case to RCAS

JR at dlr. C stated that JR has documentation needed.

Mr. Vega is aware of your arrival and will be prepared for you. He has mention
rive a Japanese vehicle. I first drove a Honda and then chose the Nissan Pathf
s almost 50 years ago, I could not believe how you treated us this time.

Service Dept. Review

that rcas-ejn is working on getting the part in as quickly as possible. c sta
. ARBS spoke with GM-Mark. GM stated that cooler line has not arrived. GM stat

Created by ZPH999N at 2013-01-10 13:55:07

CRR-MC exiting file.

ed to me that his dealership has located a vehicle at another dealership that
inder. I had the Honda for four years with no problems and had a high confiden

I will find out who is the head of customerb

Service Dept. Review

ted ok but wants to know about getting c a new veh.

ARBS received call from sales manager-JR. JR stated that JR was going to send
ce of the Japanese car. However, I am amazed with my experience with the Pathf

Created by ZEN176N at 2012-12-20 10:18:29

ed that dlr would like to do deal with c's new veh because dlr has plenty of v

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Meadowlands could get for you in the next couple days. I informed him that you rcas-ejn advised c that rcas-ejn is also working on this request but NNA's pri Service Dept. Review

w and make an appointment and talk to him before I leave to US.

C's registration.

eh's with dvd option.

had already chosen another vehicle, but I wanted to leave the option up to yo inder.

I will report to you how they like my claim.

mary concern at this point is getting the veh repaired. c states that c only d

rcas-ejn contacting dlr at 12:06PM to speak with SM-Tom

Service Dept. Review

Created by ZPH999N at 2013-01-15 14:41:37

Created by ZPH999N at 2013-01-30 07:41:10

I am aware that there are manufacturing problem. I wanted Nissan headquarters

rcas-ejn was advised by SA that SM is currently unavailable.

rove the veh for 150 miles and that c only wants a new veh.

Service Dept. Review

u. If you want to get your vehicle sooner rather than later (but without the D

ARBS contacted East Coast Nissan and spoke with Maritza. MAritza stated that N

ARBS left vmx with sales manager, JR.

ARBS sent email to C:

ASAP.

rcas-ejn understood and advised c that rcas-ejn is still working on this reque

Service Dept. Review

to know of what is occurring. I will return to the USA on February 12. You may

VD package) then you can get it through Meadowlands Nissan. If you wanted to w

ait for the other vehicle, we will be working through a dealership close by th

contact me at 080-3910-3969 in Japan.

Created by ZEN176N at 2012-12-20 10:30:08

Created by ZPH999N at 2013-01-17 09:43:24

Mr. Goto,

NA could do deal with Meadowlands Nissan as long as Meadowlands purchased the

Service Dept. Review

st. c understood.

ARBS left message for sales manager, JR, at dlr.

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at the vehicle is being sent to. It might be East Coast Nissan. Let me know if I apologize for your disappointment with this proposal. I can assure you that if rcas-ejn advised c that rcas-ejn will follow up with c on Monday (12/31) to up rcas-ejn contacting c on (201) 224-9583 at 12:26PM and inquired further into c Service Dept. Review

Thank you for your understanding.

veh from East Coast.

Akifumi Goto

Created by ZPH999N at 2013-01-22 13:17:53

date c on the case. c agreed. call ended.

here were more Pathfinders available this would not be the case. Since there is c's concerns. c states that the veh is a brand new veh and c only drove the veh Service Dept. Review

you have questions.

ARBS contacted GM-Mark. GM stated that GM would purchase veh from East Coast a

Created by ZCP176N at 2013-01-23 15:11:11

Created by ZPH999N at 2013-02-07 07:36:42

Created by ZPH999N at 2013-02-12 13:25:21

for five days. c states that c is very upset with the situation. c states that rcas-ejn setting follow up for tomorrow (12/28) pending update from PC or docs Service Dept. Review

s limitations to your exact Pathfinder, there is only a delay in getting the v

ARBS contacted dlr and spoke with SM-Tom. SM stated that part has still not been ARBS received email from c:

vehicle to the dealership. I sincerely apologize for that delay. Everything that from dlr.

and sell it to C from Meadowlands. ARBS stated that is fine. GM stated that GM rcas-cp creating STP

Service Dept. Review

that c wants the veh to be replaced.

Created by ZEN176N at 2012-12-28 07:21:22

email received.

Mr. Hayes,

Part Name Transaxle

rcas-ejn understood and advised c that rcas-ejn will submit this request and that Service Dept. Review

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t Nissan North America has done, and will continue to do, is within accordance will send buyers order.

Created by ZPH999N at 2013-02-21 15:30:22

hat rcas-ejn cannot promise anything but that ras-ejn will contact c no later

I just went to Meadowlands Nissan to see Mr. Vega.

Part Number 310CM-3WX0CRE

rcas-ejn received response from PC stating that an ETA has been requested.

Service Dept. Review

with the New Jersey Lemon Law. If your desire is a refund for the purchase, I

After I talked to him, we decided to wait your selected car which has DVD pack

ARBS sent email to NMAC-AF advising of SOC with Meadowlands Nissan

ARBS sent email to STP Coordinator-DC.

can assist you with that option instead of the vehicle replacement. Let me kn

Dealer Name and Code Meadowlands Nissan 2764

rcas-ejn sent SM-Tom an email requesting that whatever documentation there is

Service Dept. Review

than Jan. 8. c understood and accepted this.

age.

Created by ZPH999N at 2013-02-08 09:32:44

Created by ZPH999N at 2013-02-25 15:41:07

CSC Order Number 20195613

for this veh to be faxed to rcas-ejn ASAP.

ow your wishes and I will make sure to complete them as expediently as I possi

rcas-ejn provided contact information. c understood. call ended mutually.

ARBS contacted dlr and spoke with sales rep, JR. JR stated that JR has not hea

ARBS received email from Distribution advising of another Pathfinder that will

bly can.

CSC Order Date 12/26/12

Please inform me when and how I can pick it up.

rcas-ejn setting follow up for monday (12/31) pending docs from dlr or update

rcas-ejn setting follow up for tomorrow (12/21) pending dlr response.

be available in 2-3 weeks that has an additional DVD package.

Created by ZEN176N at 2012-12-21 07:37:56

Created by ZPH999N at 2013-02-07 07:21:41

from PC.

I rented Altima at Meadowlands Nissan this afternoon till 22nd.

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Out of Service Date 12/12/12

rd from East Coast Nissan. ARBS stated that veh should be there. ARBS asked fo

ARBS received email from NML about C's complaint:

Created by ZEN176N at 2012-12-29 09:17:03

rcas-ejn contacting dlrshp at 9:34AM to speak with SM-Tom.

Reason for STP Veh Down

r mock buyers order.

ARBS requesting that distribution allocate veh to East Coast Nissan because Me

ARBS sent email to C:

Created by ZCP176N at 2013-01-23 15:12:03

rcas-ejn received doc from dlr.

rcas-ejn was transferred to SM's vmx.

This is in follow up to the telephone call made to you by wife, Keiko Goto on

adowlands Nissan has financial hold on veh.

ARBS contacted C and informed C that veh was being transferred to Meadowlands

February 1st.

Mr. Goto,

rcas-cp noting follow up date to check on STP and verify if part is at the dlr

rcas-ejn attaching doc to case

rcas-ejn left vmx including VIN, customer info, rcas-ejn's contact information

and veh might be ready this week.

Created by ZEN176N at 2012-12-29 09:21:46

Created by ZPH999N at 2013-02-12 13:34:17

is set for 01/30

requesting contact ASAP.

The situation is as follows:

We have received contact from our Tokyo offices regarding your complaint with

ARBS contacted East Coast and spoke with Rashad. Rashad confirmed with GM that

Created by ZEN176N at 2012-12-21 07:40:32

Created by ZPH999N at 2013-01-28 15:14:02

Created by ZPH999N at 2013-02-26 11:12:41

rcas-ejn completed RHR

the vehicle availability. We have located another vehicle that is similar to t

* We purchased a new Pathfinder on December 6th

ARBS contacted JR at Meadowlands. JR is still confirming that East Coast has t

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ARBS received vmx from sales manager, JR, stating that dlr is having difficult he one that you have requested. It has some additional options including a DVD
* On December 12th my wife experienced an abnormality in the Pathfinder while rcas-ejn attaching RHR
rcas-ejn sent email to SM-Tom and SA-theresa requesting that all customer copy veh could be allocated to dlr to work with NNA and C on replacement process.
Created by ZPH999N at 2013-02-19 11:39:01
driving on the highway. The Warning Lamp did not light up.
he veh. ARBS Asked for buyers order.
package. The estimated delivery date at this time is February 22. Until that rcas-ejn sending preemptive review to FOS-RC
RO's as well as any open RO (with an estimated completion date written) be fa y locating veh C needs for replacement.

ARBS contacted East Coast Nissan and spoke to sales rep- Maritza. Maritza gave
Created by ZPH999N at 2013-02-26 11:19:40
* Mileage on the vehicle was approximately 150 miles
rcas-ejn keeping follow up pending update from PC.
vehicle is available we will offer our assistance for the rental coverage. Ple xed to 615.984.5297.
ARBS sent email to C:
ARBS sent email to distribution specialist requesting assistance.
ase let me know if you are interested in the Pathfinder with the additional fe
Created by ZEN176N at 2012-12-21 07:42:27
Created by ZEN176N at 2012-12-31 07:54:00
* Vehicle was towed to the dealer which they purchased the Pathfinder.
VIN for new veh: 5N1AR2MM4DC [REDACTED]. Maritza is sending buyers order..
2 days latter I received a call from the dealer saying that the transmission h atures.

Created by ZEN176N at 2012-12-21 15:08:55

Created by ZPH999N at 2013-01-29 07:17:30

Created by ZPH999N at 2013-02-19 11:41:15

I am working with the dealership still. I just spoke with JR. Meadowlands Niss rcas-ejn noting that c stated that c does not care about the BO part and only an should be in the process of getting the vehicle from East Coast Nissan in t
ARBS contacted C and informed C that veh new ETA is 3/1. C asked if C could re
ARBS received email from Distribution:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2270919

ose was loose and they would make repairs. An Altima was provided until repair
rcas-ejn contacting dlrshp at 4:42PM to speak with SM-Tom.

Thank you,

wanted to be updated about the RHR.

he next couple days. I have asked JR to keep us updated.

main in rental until that point. ARBS approved C to be in rental until date th

Peter, I have a February production unit that I could assign but the dealer wo

rcas-ejn setting follow up for friday 1/4/13 pending update with ARBS and to f

rcas-ejn was advised by SM-Tom the veh has an open RO. SM states that the tran

s were completed.

ARBS received email from C:

at veh arrived.

* I immediately made a claim to NNA by telephone.

I noticed that you had sent me the signed page from the replacement agreement,

nb

orward to FOS.

s is on BO with no ETA. SM states that a coolant line exploded and c drove the

but not the other pages. Although the other pages donb

Created by ZPH999N at 2013-02-19 12:07:10

Hello Mr. Hayes,

rcas-ejn also noting to get update on part from PC

* The reply was that NISSAN would repair the vehicle. I requested that the Pat

ttached a screen shot of what the vehicle looks like. Please advise. Thanks.

veh until the veh quit.

ARBS sent email to C:

Created by ZDR123N at 2013-01-02 06:52:20

hfinder be replaced with a new model.

rcas-ejn requested that SM fax this to rcas-ejn. SM agreed. call ended mutuall

still need those documents sent with the signed paper. Please send me the comp

Thank you for your e-mail.

* 1 week latter they were contacted again by the dealer and was told that the

ARBS left sales manager, vmx.

***DRTS-SW received the RHR. The RHR was assigned to ARBS-PH for review.

lete 5 pages of the replacement agreement.

Mr. Goto,

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REQUESTED BY: lattad

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CAR ID: CA2270919

We do not need DVD package at all but I do not mind to have it if the cost is
y.

Created by ZPH999N at 2013-01-03 11:38:40

Created by ZPH999N at 2013-01-29 14:59:56

Created by ZPH999N at 2013-02-26 14:52:56

I am trying to be prepared so we can get you in your vehicle as soon as possib
rcas-ejn keeping follow up pending docs.
reasonable.

transmission needed to be replaced. However, since the Pathfinder just had a m
ARBS received sales invoice and mock buyers order from Meadowlands Nissan. ARB
ARBS spoke with JR and agreed to secure veh from Distribution.
ARBS taking over case.

Created by ZEN176N at 2012-12-26 07:04:04

le when it arrives. Here is the replacement agreement for your new vehicle. Be
odel change, it would take time for the transmission to become available.
Please let me know how much we have to pay to have it.

fore you sign it and return it, I will need a proof of registration. Since the
* I received a call from Peter Hayes of NNA on January 4th saying that they wi
rcas-ejn sending email to SM-Tom requesting the open RO be faxed to rcas-ejn o
S received call from JR stating that veh will be at dlr tomorrow.
Thank you also to providing us your car during we are waiting the car.

ARBS confirmed with Distribution that veh would be assigned to Meadowlands: Or
ARBS left SM-Tom vmx requesting callback.

Best regards,

dealership still has your Pathfinder, we will need to get the registration do
ll replace the Pathfinder with a new model. I was told to go to the Dealer in
n 615.984.5297.

Aki

ARBS submitting check for dlr in the amount of \$44,877.63

Created by ZPH999N at 2013-01-04 11:33:52

cument from them.

der#LM44934

order to select the new car.

rcas-ejn setting follow up for tomorrow (12/27) pending docs from dlr.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2270919

ARBS contacted SM-Tom. SM states that order has been placed as STP but there a

Created by ZEN176N at 2012-12-27 09:46:14

Created by ZPH999N at 2013-01-29 15:10:48

Created by ZSW999N at 2013-02-20 07:58:55

Invoice: 41,470

* The next day, on January 5th , I went to the dealer but there is no Pathfind

ARBS responded to c:

ARBS sent email to C:

DRTS-SFW attached vehicle's invoice.

er of the body color which I desired. Dealer said they would search for the ve

rcas-ejn contacting dlr at 11:39AM to speak with SM-Tom.

re no updates at this time.

Window Etch: 189

Created by ZPH999N at 2013-02-21 13:48:59

hicle and let me know when it is available. I informed this to Mr. Hayes by te

Mr. Goto,

rcas-ejn spoke with SM who agreed to fax any applicable docs.

Sales Tax: 2,916.13

ARBS notes the service history:

ARBS sent email to C:

J.R. from Meadowlands Nissan has been working hard to secure the same vehicle

lephone.

rcas-ejn agreed. call ended mutually.

Tire Fee: 7.50

We will waive the extra cost of the DVD package for the inconvenience this pro
cess has caused you. We want to get you into a new vehicle as soon as we possi

Doc Fee: 295

* I returned the Rental Car to the dealer on January 8th since I was to return

Mr. Goto,

rcas-ejn setting follow up for tomorrow (12/28) pending docs from dlr.

that you previously had. The first vehicle we could get allocated to the deale

Vehicle has been down since 12/12/12. vehicle was towed to shop- customer stat

bly can.

Created by ZEN176N at 2012-12-27 13:04:45

es vehicle gears are inoperable. Dealership has ordered CVT. CVT is on backord

JR should be sending me the document today. Have you had the chance to review

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REQUESTED BY: lattad

CAR ID: CA2270919

rship is a vehicle that will be manufactured in February and the dealership wi
to Japan from January 10. I asked the dealer to have the new Pathfinder ready
Total: \$44,877.63

by February 12th, since this would be the date of my return to USA.

Created by null at 2013-02-28 09:54:44

Created by ZPH999N at 2013-02-08 15:26:15

er with no ETA at this time.

ll receive it in March. This is the best option that we could find. I wanted t

rcas-ejn contacting dlr at 2:59PM to speak with parts department.

the replacement agreement document? If you have and everything looks good, the

ARBS sent email to salesman, JR:

* January 30th (Japanese time) I received the attached email from Mr. Hayes.(C

Meadowlands rep, Virginia, called NER Distribution to ask about process for SO

n please send it to me via email or fax. Since I have not seen the registratio

o let you know before you returned so that you would be aware. I will be check

Part Name: Transmission

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2270919

IIR-DATE:

TRANS DATE 05/21/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 310CM-3WX0CR

CHECK ISSUED: Y

BYBACK ST: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/12/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2270919

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	PLNL90602581	2764 New Jersey	5/6/2013	05/06/14	0012298	01/01/01	01/01/01

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REQUESTED BY: lattad

CAR ID: CA2270919

CURRENT SERVICE CONTRACT

CONTRACT: PLNL90602581

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 5/6/2013

EXPIRES: 05/06/14 **MILES:** 0012298

CANCEL: 01/01/01 **MILES:** 0012298

TRANSFER: 01/01/01

TRANSACTION: 05/21/13

PRINTED: 05/25/13

DEALER NO: 2764 **STATE:** NJ

DEALER NAME: MEADOWLANDS NISSAN

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TIME: 10:09:25 AM

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2282739
STREET: [REDACTED] **VIN:** 5N1AR2MM8DC [REDACTED]
CITY: NORTH BELLMOR **YR/MDL:** 2013.0 PTH **MILEAGE:** 000710
ST/ZIP: NY 11710 **VCAN:** N **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 570 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5156 GREAT NECK NISSAN, LLC
DLR PH: 516 482 7700 **DENY:** 0 **RESP DLR:** 5156 GREAT NECK NISSAN, LLC
REGION: 26 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000710 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 12/21/12 **XFER/RSPNSBLTY:** 26 03 N
CONTACT (S): **FOLLOWUP DATE:** 02/05/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/05/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

106000 FRAME

AB BODY

YP PARTS AVAILABILITY (BACKORDER)

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DATE: 01/11/13

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REQUESTED BY: lattad

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REQUESTED BY: lattad

PAGE: 185

CAR ID: CA2282739

C. A. R. COMMENTS

Created by ZJC186N at 2012-12-21 14:18:30

n rush hour traffic and c states that the concern could have been alot worse.

Parts Dept. Review

Rcas=JC opening case as per FOM-MG for STP.

Rcas=JC setting follow up for 1/30/13.

Created by ZJC186N at 2013-01-30 14:11:58

C states that it took 3 hours to get home and c states that the level of stres

Parts Dept. Review

Parts Dept. Review

Rcas=JC made an outbound call to C on [REDACTED] at 4:01 pm/est. Rcas=JC spoke
s and inconvenience should equate more than one month of compensation. C state
STP

Part Name: Right Frame assy/ Control assy

Parts Dept. Review

s that c the veh has been in the dlr more than the c has had the veh.

to C and was advised to contact C on land line. Rcas was advised to call C ba
ck on [REDACTED].

Part Number: 87301-3KA3A/ 98856-3KA2A

Parts Dept. Review

RCAS-JGC reiterated that NNA's final decision is that NNA can offer c is one m

Dealer Name and Code (where parts were ordered) 5156 Great Neck Nissan
onth veh payment and Gold Schedule 1 Maintenance Plan is NNA's final offer in

Parts Dept. Review

CSC Order Number: 20175908/ 20175910

Parts Dept. Review

Rcas=JC made an outbound call to C on 516.945.6280 at 4:03 pm/est. Rcas=JC spo
regards to this concern. C states that c feels that it is not crazy to request

CSC Order Date: 12/20/12 12/18/12

ke to C and was informe dthat C had not been able to call C back because C cou

Parts Dept. Review

the two months in veh payments.

ld never get the messages clear through cell#. Rcas understood. C stated would

Out-of-Service Date: 12/18/12

Parts Dept. Review

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REQUESTED BY: lattad

CAR ID: CA2282739

RCAS-JGC apologized to c and advised that RCAS may be able to review for two v accept maintenance plan and reimbursement. Rcas understood. Rcas informed C w eh payments without the Maintenance Plan, but the decision RCAS is able to off Parts Dept. Review

Reason for STP: Parts availability

er c is one month veh payment and Maintenance plan. C states that c is not hap ould actally be getting reimbursemed for 2 months veh payment, but still neede Parts Dept. Review

**

d C to fax statesment to Rcas. C understood. Rcas provided fax# 615.967.2934. Parts Dept. Review

py. C states that c would like to think about it. RCAS understood.

Parts Dept. Review

Rcas=Jc setting follow up for 12/28/12.

RCAS-JGC advised c that the veh case would stay open and RCAS-JC will call c o Rcas verified name and address with C. C thanked Rcas. Call ended.

Created by ZJC186N at 2012-12-28 07:23:13

n 1.10.13. C agreed, thanked RCAS, and ended call.

Parts Dept. Review

Rcas=JC made an outbound call to Great Neck Nissan at 9:19 am/est and spoke to Rcas=JC submitting MP and setting follow up for 2/01/13 to receive docs.

Created by ZJC186N at 2013-02-01 05:57:14

PM-Anthony. Anthony stated that parts have not arrived as of yet. Rcas unders

RCAS-JGC setting follow up and exiting veh case.

Created by ZJC186N at 2013-01-10 15:54:41

Rcas=JC received docs.

tood and informed would follow up next week. Call ended.

Rcas=JC made an outbound call to c on [REDACTED] at 5:41 pm/est. Rcas=JC spoke

Rcas=Jc setting follow up for 1/04/12.

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

to C and was informed that C would like to know if NNA will give C the 2 mont

Created by ZJC186N at 2013-01-04 13:30:46

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hs and maintenance plan. Rcas informe dthat NNa's offer at this point is 1 mon

NAME OF DEALERSHIP: NMAC

INVOICE DATE: 12/20/12

Rcas=JC made an outbound call to Great Nek nissan and spoke to PA-IRA. Ira sta
th and MP. C stated will take it. Rcas asked which MP did C want to accept. C
C IS ELIGIBLE FOR VEH PAYMENT REIMB ONLY.

stated that C did not get a chance to look at the MP and would like a callback
ted that part had come in on 12/31/12. rcas understood and thanked Ira. Call e
nded.

PAYMENT: \$515.28

tomorrow before noon. Rcas understood an dcall ended.

Created by ZJC186N at 2013-01-04 14:39:59

TOTAL: \$1030.56

Rcas=JC closing case as part arrived.

Rcas=JC setting follow up for 1/11/13.

RCAS-JC SUBMITTING CHECK REQUEST.

Created by ZKD176N at 2013-01-14 08:05:53

Created by ZTD429N at 2013-01-07 07:31:20

**

CRR-TD received a call from the c stating that c had leased the veh on 12/10/1
SRD-KD in review of case for days to close C being offered 1 month car payment

2 and had only had the veh for 45 minutes and the passenger airbag sensor was

Created by ZJC186N at 2013-02-01 15:06:48

reimbursement and maintenance plan.No further assistance required from SRD at
going off. c stated that c took the veh back to get diagnostic on 12/14/12 and

Rcas=JC made an outbound call to C on 516.945.6280 at 5:03 pm/est. Rcas=JC lef
this time.

Created by ZJC186N at 2013-01-15 16:35:39

t a vm for c to contact Rcas=JC and provided 1800#, ext3, and name. Rcas advis
then c had to take the veh back 12/18/12 to be repaired because a part had to

be ordered. c stated that the veh was down 5 days for the repair. c had no co
ed that C fax POO to fax# 615.967.2934. Call ended.

Rcas=JC received e-mail from FOM-MG to offer another Month's reimbursement.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

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CAR ID: CA2282739

mmunication from the dlrshp and was very upset about this. C stated that c wa
Rcas=JC made an outbound call to c on [REDACTED] at 6:33 pm/est. Rcas=JC left
Rcas=JC setting follow up for 2/05/13.

s told by dlrshp that there was one part that needed repaired and then Tuesday
, 12/18/12, was advised that there were 3 more parts that needed repaired. c s
a vm for C to contact Rcas=JC and provided 1800#, ext#< and name. Call ended.

Created by ZRS178N at 2013-02-04 07:41:50

CRR-SR received call from C requesting ext 458119

tated that 01/04/13, Friday, c stated that while going on an exit ramp driving

CRR-SR verified case, case owner, ext, and account info as correct

Rcas=JC setting follow up for 1/18/13.

up a hill the veh just stopped and the veh started rolling back. C stated tha

Created by ZJC186N at 2013-01-18 17:27:27

Provided c with case number C stated C wanted to know if Insurance card is POO

t roadside assistance came and took the veh to the dlrshp and c was advised th

at a clamp came loose and transmission fluid was leaking. Nissan put a new cl

CRR-SR informed C that an INS Card is POO

Rcas=JC made an outbound call to c on [REDACTED] at 7:26 pm/est. Rcas=JC left

amp on the veh and tightened up all of the other clamps on the veh. c stated t

a vm for c to contact Rcas=JC and provided 1800#, ext#< and name. Call ended.

C stated thats all C needed to know and would fax the doc

Call ended mutually

hat the dlrshp had already contacted CA and spoke with Jessie to help c get a

Created by ZJC186N at 2013-02-04 08:06:27

credit on c payment. c stated that the dlrshp states no longer has any concern

Rcas=JC setting follow up for 1/19/13.

Created by ZJC186N at 2013-01-19 11:27:45

Rcas=JC received POO.

s with the veh but c no longer feels safe. c is asking Nissan for 2-3 months o

f c payments which are 515.00 and c also wants a maintenance package for free.

Rcas=JC made an outbound call to c on [REDACTED] at 1:23 pm/est. Rcas=JC left

a vm for c to contact Rcas=JC and provided 1800#, ext#, and name. Rcas advised

CRR-TD advised c that case will be reopended and notated for RCAs to review fo

Rcas=CJ submitting CK Request. Leaving follow up

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TIME: 10:09:25 AM

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2282739

Created by ZJC186N at 2013-02-05 07:51:57
of fax# 615.967.2934 for reimbursement of veh payments and advised for C to I
r assistance.

Created by ZJC186N at 2013-01-07 10:10:39
et Rcas know which MP C had chosen. Call ended.

Rcas=JC made an outbound call to C on [REDACTED] at 9:47 am/est. Rcas=JC spo

ke to C and informed that MP has been processed and attached to Vin. Also, C's
Rcas=JC sending e-mail to FOM-MG in regards to free maintenance package.
ck has been processed and should arrive within 2-4 weeks. C understood and th

Created by ZJC186N at 2013-01-07 13:45:04
Rcas=CJ setting follow up for 1/22/13.

anked Rcas=JC for assistance. Call ended.

Created by ZJC186N at 2013-01-22 14:14:06
Rcas=CJ setting follow up for 1/08/12.

Created by ZJC186N at 2013-01-08 15:40:39
Rcas=Jc made an outbound call to C on [REDACTED] at 4:10 pm/est. Rcas=JC left
a vm for c to contact Rcas=JC and provided 1800#, ext#< and name. Rcas informe
Rcas=JC closing case as no further assistance is needed.

Rcas=JC received e-mail from FOM-MG in regards to MP and stating to provide a

d would follow up on Friday and provided fax# 615.967.2934. Call ended.
maintenance plan and one month veh payment reimbursement

**C had B/O part. FOM STP;d the part and part arrive a few weeks after. C was

Created by ZCJ111N at 2013-01-08 16:15:23
provided with Mp and 2 veh payment reimbursements for inconvenience. C satisfi
Rcas=JC setting follow up for 1/25/13.

Created by ZJC186N at 2013-01-25 15:05:43
ed.

RCAS-JGC contacted c at 5:42p est at [REDACTED] and spoke with c. RCAS reviewe
d the veh case with c and advised that NNA is willing to offer assistance due

Rcas=JC made an outbound call to C on [REDACTED] at 5:03 pm/est. Rcas=JC left
a vm for c to contact Rcas=JC and provided 1800#, ext#< and name. Rcas informe
to the c being out of the veh. RCAS advised c that NNA is willing to offer c o

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2282739

d would follow up on WEdnesday and asked for better time of contact. Call ended
one month vehicle payment and a Gold-Schedule 1 Maintenance Plan which will cover the
vehicle.

he maintenance on customer's vehicle for 2 years or 30,000 miles. Customer states that customer was offered

red one month with the first vehicle repair customer had. Customer states that the vehicle stalled in

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: PDAV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK: 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE: 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/05/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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REQUESTED BY: lattad

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CAR ID: CA2282739

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REQUESTED BY: lattad

CAR ID: CA2282739

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM8DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5156 New York					

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2282739

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5156

STATE: NY

DEALER NAME: GREAT NECK NISSAN, LLC

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REQUESTED BY: lattad

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2338536
STREET: [REDACTED]	VIN: 5N1AR2MN0DC [REDACTED]	
CITY: KATY	YR/MDL: 2013.0 PTH	MILEAGE: 000000
ST/ZIP: TX [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: [REDACTED]	PAID: 88	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3943 CHAMPION NISSAN
DLR PH: 281 644 1100	DENY: 0	RESP DLR: 3943 CHAMPION NISSAN
	REGION: 32	DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 01/02/13
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	AIRBAG: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	SENT TO LEGAL: N (Y/N)
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0
		MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/02/13	XFER/RSPNSBLTY: 32 02 N
CONTACT (S):	FOLLOWUP DATE: 01/09/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/09/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

224500 AUTOMATIC TRANSMISSION

BG POWERTRAIN

ZO FINANCIAL ASSISTANCE REQUEST (CAM

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 205

CAR ID: CA2338536

C. A. R. COMMENTS

Created by null at 2013-01-02 11:23:01

d they were reliable cars and led us to go back to Nissan. We are very disapp
Service Dept. Review

firstname : [REDACTED]

ointed. My wife and I love to travel but knowing that our Pathfinder have a k

lastname : [REDACTED]

nown defect, we won't have that peace of mind that our Pathfinder will take us

email : [REDACTED]

to our destination safely. I can be reached a [REDACTED]. Thank you.

Created by ZMA999N at 2013-01-07 16:04:12

homephone : [REDACTED]

address1 : [REDACTED]

*****E-mail case logged*****

address2 :

related case found: case # 10367548.

city : Katy

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

Method of contact: E-mail

twitter :

crr-ma checked for open recalls/campaigns/upgrades found: none

state : TX

zip [REDACTED]

E-mail addressed to: [REDACTED]

owner [REDACTED]

make : Nissan

Method of contact: E-mail

c's e-mail is dated : 1/2/2013

source : NissanContactUs

ca queue received e-mail: 1/7/2013

vin : 5N1AR2MN0DC [REDACTED]

dealerstate : TX

Summary: crr-ma advised c that c's email has been forwarded to responsible RCA

dealersname : Champion Nissan

S handling c's case.

comments : I bought my Nissan Pathfinder 2013 last November. My Pathfinder sta

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CAR ID: CA2338536

crr-ma forwarded the case to responsible RCAS agent.
crr-ma created a task for RCAS-AC for notification.
lled while my wife was driving and had to be towed back to the dealer where we bought it from. My pathfinder was revving up but it was not moving. We were crr-ma also documented c's follow up email in case # 10367548.
by our service advisor that the engine coolant leaked in to the transmission c crr-ma exiting case.
causing the vehicle to go into safe mode causing the it to stall. I discovered Created by ZMA999N at 2013-01-07 16:04:28
case moved
during my research in the internet that there is an existing issue about the coolant leaking in to the transmission involving 2005 - 2010 Pathfinders. My w Created by ZAC175N at 2013-01-09 09:22:35
ife and I were in disbelief, discouraged and disappointed. How could this happ rcas-ac noting that c already has an open case for this concern which is 10367 548. closing this case
en? Shouldn't the Nissan engineers have addresssed and corrected this issue? I would like to discuss this further with the Nissan management. We are previous Nissan owners. We bought the first Sentra model and we had a Nissan Maxima an d they were reliable cars and led us to go back to Nissan. We are very disapp ointed. My wife and I love to travel but knowing that our Pathfinder have a k nown defect, we won't have that peace of mind that our Pathfinder will take us to our destination safely. I can be reached at [REDACTED]. Thank you.
Created by ZMA999N at 2013-01-07 15:41:05
firstname : [REDACTED]
lastname : [REDACTED]
email : [REDACTED]
homephone : [REDACTED]
address1 : [REDACTED]
address2 :
city : Katy
twitter :
state : TX
zip : [REDACTED]
owner [REDACTED]
make : Nissan
source : NissanContactUs

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DATE: 01/11/13

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2338536

vin : 5N1AR2MN0DC [REDACTED]

dealerstate : TX

dealername : Champion Nissan

comments : I bought my Nissan Pathfinder 2013 last November. My Pathfinder stalled while my wife was driving and had to be towed back to the dealer where we bought it from. My pathfinder was revving up but it was not moving. We were by our service advisor that the engine coolant leaked in to the transmission causing the vehicle to go into safe mode causing the it to stall. I discovered during my research in the internet that there is an existing issue about the coolant leaking in to the transmission involving 2005 - 2010 Pathfinders. My wife and I were in disbelief, discouraged and disappointed. How could this happen? Shouldn't the Nissan engineers have addressed and corrected this issue? I would like to discuss this further with the Nissan management. We are previous Nissan owners. We bought the first Sentra model and we had a Nissan Maxima an

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2338536

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 01/09/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2338536

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN0DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3943 Texas					

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2338536

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3943

STATE: TX

DEALER NAME: CHAMPION NISSAN

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REQUESTED BY: lattad

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2344750
STREET: [REDACTED]	VIN: 5N1AR2MN3DC [REDACTED]	
CITY: TAMPA	YR/MDL: 2013.0 PTH	MILEAGE: 002881
ST/ZIP: FL [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 0	PAID: 726	RTL DLR: NI NI
EVE PH: 0	SUSP: 0	SVC DLR: 2445 COURTESY NISSAN OF TAMPA
DLR PH: 813 870 3333	DENY: 0	RESP DLR: 2445 COURTESY NISSAN OF TAMPA
	REGION: 34	DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 002881	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/03/13	XFER/RSPNSBLTY: 34 02 N
CONTACT (S):	OLLOWUP DATE: 02/06/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/06/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN	YP PARTS AVAILABILITY (BACKORDER)

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REQUESTED BY: lattad

CAR ID: CA2344750

C. A. R. COMMENTS

Created by ZCF749N at 2013-01-03 08:30:17

Created by ZCF749N at 2013-01-03 08:35:09

Order Number 21283138

Parts Dept. Review

Dealer Name and Code (COURTESY NISSAN OF TAMPA #2445)

in field comment for back order parts.

Parts Dept. Review

Location of the vehicle

Part Name hose-auto transmission

Parts Dept. Review

3800 W HILLSBOROUGH AVE

Part Number 21631-3KA0A

Parts Dept. Review

Order Number21212493

Parts Dept. Review

TAMPA, FL 33614

Dealer Name and Code (COURTESY NISSAN OF TAMPA #2445)

Parts Dept. Review

Rich Phelps 813870333

Can the vehicle be driven? no, no coolant lines to transmission

Location of the vehicle

Parts Dept. Review

3800 W HILLSBOROUGH AVE

Parts Dept. Review

The date the vehicle became inoperable (12/28/12)

TAMPA, FL 33614

warrantable failure

Created by ZCF749N at 2013-01-16 10:34:26

Rich Phelps 813870333

Can the vehicle be driven? no, no coolant lines to transmission

Part Name REMAN TRANSAXLE ASSY - AUTOMAT

Part Number 310CM 3WX0DRE

The date the vehicle became inoperable (12/28/12)

Order Number 21283138

warrantable failure

Dealer Name and Code (COURTESY NISSAN OF TAMPA #2445)

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REQUESTED BY: lattad

CAR ID: CA2344750

Part Name hose-auto transmission

Location of the vehicle

Part Number 21635-3JA0A

3800 W HILLSBOROUGH AVE

Order Number21212495

Dealer Name and Code (COURTESY NISSAN OF TAMPA #2445)

TAMPA, FL 33614

Location of the vehicle

Rich Phelps 813870333

3800 W HILLSBOROUGH AVE

Can the vehicle be driven? no, no coolant lines to transmission

TAMPA, FL 33614

The date the vehicle became inoperable (12/28/12)

Rich Phelps 813870333

warrantable failure

Can the vehicle be driven? no, no coolant lines to transmission

RCAS-CF sending parts form to NNA Parts Coordinator.

Created by ZCF749N at 2013-01-16 10:34:52

The date the vehicle became inoperable (12/28/12)

RCAS-CF setting follow up for 1/22/13

warrantable failure

Created by ZCF749N at 2013-01-03 16:04:02

Created by ZCF749N at 2013-01-16 14:52:48

RCAS-CF received email from PC-JP informing RCAS to file STP for backorder par

RCAS-CF setting follow up for 1/9/13

Created by ZCF749N at 2013-01-03 08:35:09

t. RCAS filed STP and emailed to CSM-DM.

Created by ZKD176N at 2013-01-17 05:42:34

in field comment for back order parts.

Part Name hose-auto transmission

SRD-KD in review of case for STP part number documented correctly.

Created by ZNS176N at 2013-01-21 16:30:20

Part Number 21631-3KA0A

Order Number21212493

RCAS-ns assisting RCAS-CF

Dealer Name and Code (COURTESY NISSAN OF TAMPA #2445)

RCAS-Ns reviewed CI53 and FI53. No ETA on back order part

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REQUESTED BY: lattad

CAR ID: CA2344750

Location of the vehicle

RCAS-NS resetting follow up for 1/28/13

3800 W HILLSBOROUGH AVE

Created by ZCF749N at 2013-01-22 07:02:07

RCAS-CF filed STP form to CSM for part.

TAMPA, FL 33614

Created by ZCF749N at 2013-01-28 08:18:06

Rich Phelps 813870333

Can the vehicle be driven? no, no coolant lines to transmission

RCAS-CF reviewed CI53 and FI53. No ETA on back order part

RCAS-CF sent email requesting ETA to PC-JP

The date the vehicle became inoperable (12/28/12)

RCAS setting follow up for 2/5/13

warrantable failure

Created by ZJP777N at 2013-01-28 08:21:12

Part Name hose-auto transmission

Part Number 21635-3JA0A

PC-JP is taking responsibility of the case.

Order Number 21212495

PC-JP noting that per STP log that 4 pcs are coming from production.

Created by ZJP777N at 2013-02-05 10:05:00

Dealer Name and Code (COURTESY NISSAN OF TAMPA #2445)

Location of the vehicle

PC-JP noting that parts are supposed to be coming from production to fill the

3800 W HILLSBOROUGH AVE

order.

Created by ZJP777N at 2013-02-05 10:10:15

TAMPA, FL 33614

PC-JP spoke with SM-Rich and asked for C's contact information. SM advised tha

Rich Phelps 813870333

Can the vehicle be driven? no, no coolant lines to transmission

t PC will need to speak with SA-Joe and SA-Joe will be back tomorrow.

Created by ZJP777N at 2013-02-06 08:25:07

The date the vehicle became inoperable (12/28/12)

PC-JP spoke with SA-Joe and was advised that the part came in and the veh will

warrantable failure

be repaired.

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 225

REQUESTED BY: lattad

CAR ID: CA2344750

Created by ZCF749N at 2013-01-07 06:26:41

21631-3KA0A shipped to the dealer on B< from the NPRC

PC-JP is closing the case as no further assistance is needed.

21635-3JA0A there are 5pcs I/T to the NPRC that were moved dealer per Parts coordinator.

RCAS setting follow up for 1/11/13

Created by ZCF749N at 2013-01-16 09:13:37

RCAS-CF contacted SM-Rich and was informed parts did not correct concern and now VEH needs transmission.

Part Name CVT transmission

Part Number 310cm 3wx0DRE

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: PRAV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN: **CALLBACK** 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 310CM 3WX0DR

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 226

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 227

REQUESTED BY: lattad

CAR ID: CA2344750

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/06/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: JOSH

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2344750

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN3DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		2445 Florida					

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2344750

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2445

STATE: FL

DEALER NAME: COURTESY NISSAN OF TAM

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2367548
STREET: [REDACTED] **VIN:** 5N1AR2MN8DC [REDACTED]
CITY: KATY **YR/MDL:** 2013.0 PTH **MILEAGE:** 004000
ST/ZIP: TX [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 1,020 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3943 CHAMPION NISSAN
DLR PH: 281 644 1100 **DENY:** 0 **RESP DLR:** 3943 CHAMPION NISSAN
REGION: 32 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 004000 **# NISSAN/INFINITI VEHICLES:** 3
VEHICLE MAINTAINED BY: CHAMPION NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/07/13 **XFER/RSPNSBLTY:** 32 02 N
CONTACT (S): **FOLLOWUP DATE:** 01/11/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/10/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

126500 RADIATOR

AE ENGINE COOLING SYSTEM

WA PREMATURE WEAR/FAILURE

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REQUESTED BY: lattad

CAR ID: CA2367548

C. A. R. COMMENTS

Created by ZMR777N at 2013-01-07 09:07:36

Created by ZMR777N at 2013-01-07 09:11:51

crr-ma exiting the case.

Parts Dept. Review

using the vehicle to go into safe mode causing the it to stall. I discovered d

Created by ZAC175N at 2013-01-09 13:26:49

Parts Dept. Review

Related Case: 10338536

uring my research in the internet that there is an existing issue about the co
CRR-MR received a call from C stating the Veh has been sitting at the DLR sinc
olant leaking in to the transmission involving 2005 - 2010 Pathfinders. My wif

Parts Dept. Review

rcas-ac rcvd email from NNA PC who said part needs to be upgraded & that the d
e and I were in disbelief, discouraged and disappointed. How could this happen
e Dec.27,2012 because the radiator is on backorder.

lr needs to be ordering part # #21460-3JA0E instead.

Created by ZAC175N at 2013-01-09 13:30:07

C stated there is a problem with the radiator and C stated C needs to get the
? Shouldn't the Nissan engineers have addreesed and corrected this issue? I wo
rcas-ac called Champion Nissan & left vmx to PM Chris.

uld like to discuss this further with the Nissan management. We are previous N
Veh back immediately.

CRR-MR informed C that a regional specialist will get in touch with C before t
issan owners. We bought the first Sentra model and we had a Nissan Maxima and
rcas-ac requested to speak to SM DO but SM is not available. rcas left vmx to
he end of the next business day. C understood.

SM DO

they were reliable cars and led us to go back to Nissan. We are very disappoin

Created by ZAC175N at 2013-01-09 13:40:00

CRR-MR offered further assistance. C declined.

ted. My wife and I love to travel but knowing that our Pathfinder have a known
CRR-MR provided case number, CRR name and extension number.

defect, we won't have that peace of mind that our Pathfinder will take us to

rcas-ac called the c @ 3 40 pm est on [REDACTED] & left vmx

CRR-MR escalating case to RCAS.

our destination safely. I can be reached at [REDACTED]. Thank you.

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REQUESTED BY: lattad

CAR ID: CA2367548

rcas-ac setting for 1/11/2013

Created by ZMA999N at 2013-01-07 16:10:49

Created by ZME538N at 2013-01-09 13:47:10

CRR-MR exiting case.

Created by ZMR777N at 2013-01-07 09:13:43

crr-ma created a task for RCAS-AC for notification on c's email received under Crr-me c called in wishing to speak with 458161 verified no changes on account case # 10338536.

Email sent to RCAS.

t. Asked if vmx offered would c like to leave a msg C agreed. trans to ext 458161

Created by ZAC175N at 2013-01-07 15:37:08

crr-ma exiting the case.

Created by ZAC175N at 2013-01-07 15:42:33

Created by ZAC175N at 2013-01-09 14:21:09

rcas-ac called Champion Nissan @ 5 33 pm est & requested PM.

rcas-ac called the c @ 5 40 pm est on (832) 758-0194 & spoke to the c. rcas re rcas-ac rcvd call from SM who said radiator is there already but the dlr is wa rcas-ac spoke to PM Chris who provided part information for rcas . The part ma iterated the concern & apologized. rcas advised c that rcas has been looking i iting on hoses now that are on backorder, The clamps were leaking so now the d y be in to the dlr tomorrow, the part has already been reffered to the dlr. PM lr will put different clamps on it per techline. C will get veh back tomorrow nto the concern & that the part is suppose to be @ the dlr already but it has said if the part does not come tomorrow, SM will over night it but this is no Created by ZIT999N at 2013-01-10 09:14:16

not came in. rcas advised c that if part is not at the dlr tomorrow, it will g t a backordered part, it has just not came in yet but should have.

crr-it received a call from c's wife following up on the case and asking for R

Dealer Name: Champion Nissan

et over nighted. C understood & said when rcas follows up again, c wants to di CAS.

Dealer Code: 3943

scuss other concerns with rcas bt cannot do it right now. rcas provided contac

crr-it informed c that case already been transferred to RCAS and crr-it

Part Name: Radiator

t info & advised c of follow up on 1/9/2013

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REQUESTED BY: lattad

CAR ID: CA2367548

Created by ZMA999N at 2013-01-07 15:58:30

Part Number: 214603ja1b

would be able to transfer c to RCAS however if in case crr-it
crr-ma documenting c's email received under case # 10338536.

Order #: no order # because it was not unnecessary
reached vmx crr-it will leave an email to rcas and c will

be routed to rcas vmx.

Warrantable or Accident: Warranty

Created by ZAC175N at 2013-01-07 15:38:50

crr-it verified that no contact information has changed.

firstname : [REDACTED]

crr-it offered further assistance, c declined.

lastname : [REDACTED]

rcas-ac sent email to NNA PC to confirm the part is on its way.

crr-it provided crr's name and extension number,

email [REDACTED]

Part was ordered on 12/31/2012

Created by ZAC175N at 2013-01-07 15:42:33

crr-it exiting the case.

homephone : [REDACTED]

address1 : 28207 Red Shady Oaks Dr

Created by ZAC175N at 2013-01-10 14:05:07

rcas-ac called the c @ 5 40 pm est on [REDACTED] & spoke to the c. rcas re
address2 :

iterated the concern & apologized. rcas advised c that rcas has been looking i

rcas-ac called the c @ 3 57 pm est on [REDACTED] & spoke to the c. rcas re
city : Katy

iterated the concern & apologized. rcas advised c that rcas talked to SM DO wh

nto the concern & that the part is suppose to be @ the dlr already but it has

not came in. rcas advised c that if part is not at the dlr tommorow, it will g

o said the part is @ the dlr & the dlr is just waiting to test drive the veh t

twitter :

et over nighted. C understood & said when rcas follows up again, c wants to di

o make sure everything is ok with it. C understood. rcas apologized for the is

state : TX

scuss other concerns with rcas bt cannot do it right now. rcas provided contac

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2367548

sues on the veh, C said that c is scared of the security with the veh & the en

zip [REDACTED]

gineers were not doing what they need to do for the safety.

owner : [REDACTED]

t info & advised c of follow up on 1/9/2013

Created by ZMA999N at 2013-01-07 15:58:30

C said c needs piece of mind . rcas advised c that NNA will continue to stand

make : Nissan

behind warranties & also if there is anything c is seeking from NNA, c can alwa

crr-ma documenting c's email received under case # 10338536.

source : NissanContactUs

vin : 5N1AR2MN0DC [REDACTED]

ys let rcas know & rcas will do what rcas can to get that for c. rcas advised

c that all the concerns are documented for future purposes as well. C declined

dealerstate : TX

firstname [REDACTED]

dealersname : Champion Nissan

further follow up & said c will be calling SM DO to go get the veh. C call en

lastname : [REDACTED]

comments : I bought my Nissan Pathfinder 2013 last November. My Pathfinder sta

ded mutually. closing case

email : [REDACTED]

C said c just wanted to voice cs opinion as a consumer

homephone : [REDACTED]

lled while my wife was driving and had to be towed back to the dealer where we

address1 : [REDACTED]

bought it from. My pathfinder was revving up but it was not moving. We were b

****C wanted rcas to document concerns that happened on a brand new veh, C dec

address2 :

lined further assistance, closing case**

y our service advisor that the engine coolant leaked in to the transmission ca

city : Katy

using the vehicle to go into safe mode causing the it to stall. I discovered d

twitter :

uring my research in the internet that there is an existing issue about the co

olant leaking in to the transmission involving 2005 - 2010 Pathfinders. My wif

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REQUESTED BY: lattad

CAR ID: CA2367548

state : TX

e and I were in disbelief, discouraged and disappointed. How could this happen

zip : [REDACTED]

owner [REDACTED]

? Shouldn't the Nissan engineers have addressed and corrected this issue? I wo

make : Nissan

uld like to discuss this further with the Nissan management. We are previous N
issan owners. We bought the first Sentra model and we had a Nissan Maxima and

source : NissanContactUs

they were reliable cars and led us to go back to Nissan. We are very disappoin

vin : 5N1AR2MN0DC [REDACTED]

dealerstate : TX

ted. My wife and I love to travel but knowing that our Pathfinder have a known

dealersname : Champion Nissan

defect, we won't have that peace of mind that our Pathfinder will take us to

comments : I bought my Nissan Pathfinder 2013 last November. My Pathfinder sta

our destination safely. I can be reached at [REDACTED]. Thank you.

Created by ZMA999N at 2013-01-07 16:10:49

lled while my wife was driving and had to be towed back to the dealer where we

bought it from. My pathfinder was revving up but it was not moving. We were b

crr-ma created a task for RCAS-AC for notification on c's email received under

case # [REDACTED]

y our service advisor that the engine coolant leaked in to the transmission ca

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: PCAV

CALLBACK: 0

DATE: 00/00/00

USERID:

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REQUESTED BY: lattad

CAR ID: CA2367548

REOPEN: **CALLBACK** 0 **DATE:** 00/00/00
NEW INFO: 0 **DATE:** 00/00/00
OTHER: 0 **DATE:** 00/00/00
COMMENTS ONLY: 0 **DATE:** 00/00/00

USERID:
USERID:
USERID:
USERID:

IIR-DATE:
3RD PRY: NI
BYBACK ST:
HISTORY:
SVC CALL#: N
CLOSE: Y
RESP CAA:
PHONE:

TRANS DATE 11/30/12
PART#: 21460-3JA0E
OPENED BY:
UPDATE BY:
UPDATE DATE:
CLOSE DATE: 01/10/13
OLM:
OWNER FIRST: ██████████

CHECK REQUESTED: Y
CHECK ISSUED: Y
MICROFILM:
DOM:
LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2367548

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN8DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	3943 Texas	11/28/2012	11/28/17	0100000	01/01/01	01/01/01

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REQUESTED BY: lattad

CAR ID: CA2367548

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: C

DEDUCTABLE: 0

EFFECTIVE: 11/28/2012

EXPIRES: 11/28/17 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 11/30/12

PRINTED: 12/01/12

DEALER NO: 3943 **STATE:** TX

DEALER NAME: CHAMPION NISSAN

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2367884
STREET: [REDACTED]	VIN: 5N1AR2MM7DC [REDACTED]	
CITY: LEXINGTON	YR/MDL: 2013.0 PTH	MILEAGE: 008000
ST/ZIP: MA [REDACTED]	VCAN: N	IN SVC DATE: 12/29/12
DAY PH: 0	PAID: 594	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5370 KELLY NISSAN OF WOBURN
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 5370 KELLY NISSAN OF WOBURN
	REGION: 26	DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 008000	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/07/13	XFER/RSPNSBLTY: 26 10 N
CONTACT (S):	OLLOWUP DATE: 01/31/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/30/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

224500 AUTOMATIC TRANSMISSION

BG POWERTRAIN

YX POOR OR IMPROPER OPERATION

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CAR ID: CA2367884

C. A. R. COMMENTS

check request. RCAS-SC called C and left a message on vmx advising that the c

Created by ZMA629N at 2013-01-07 10:14:30

Created by ZMA629N at 2013-01-07 10:32:43

crr-ja exiting case

CUSTOMER CONTACTED AGAIN BY SERVICE MANAGER AND REVIEWED AND ADVISED OF REPAIR

-SC advised that anything further can be reviewed once the history has been re

Service Dept. Review

Created by ZSA345N at 2013-01-24 12:21:15

CRR-MC received a call from c stating that c purchased 2013 pathfinder last 12

EXPLAINED THAT THERE MAY STILL BE A SLIGHT BURNING SMELL FROM EXHUAUST AS TRANS

heck was approved and C would receive within 2-4 weeks.

Service Dept. Review

viewed, but RCAS-SC will have to wait until the repair is completed to be able

/31/12 at KELLY NISSAN OF WOBURN and yesterday 1/6/13 the veh stopped at the m

MISSION FLUID DID SPRAY ALL OVER UNDERCARRIAGE AND THAT WE HAD CLEANED IT AS

RCAS-SC closing the case.

RCAS-SC received a message from C on vmx returning RCAS-SC's call.

Service Dept. Review

to submit the full history since there is another concern at this time. C und

BEST AS POSSIBLE. SHE CONFIRMED AND UNDERSTOOD AND WAS GOING TO DRIVE VEHICLE

Created by ZSA345N at 2013-01-24 12:23:15

erstood. C asked for RCAS-SC's full name, number and extension and fax number.

idle of the highway. C said that c called the dlr and the dlr advised c to ge

Service Dept. Review

FOR APPROX A WEEK TO SEE IF SMELL SUBSIDES. ALSO CUSTOMER WAS REIMBURSED 1

RCAS-SC called C at #(781) 879-0542 and left message on vmx

RCAS-SC provided all of this information and advised that RCAS-SC will contin

Service Dept. Review

t the veh towed to the dlr. C said that the dlr did not even offered rental to

c as per c has 3 children on the veh. C said that the dlr said that the veh h

MONTH PAYMENT, CHECK SENT VIA MAIL. TL @01/15-5370

RCAS-SC resetting followup for 1/28

Service Dept. Review

ue to followup with C every 3 business days and will followup again with C on

1/11 to verify the status of the repair at that time. C understood.

as transmission problem and c don want to drive the veh anymore. C said that c

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REQUESTED BY: lattad

CAR ID: CA2367884

Created by ZSA345N at 2013-01-28 10:35:01

Service Dept. Review

is scared and wanted the safety of c's family. C wanted to return the veh or
RCAS-SC called C at #7818790542 and spoke with C and RCAS-SC asked if the smel
RCAS-SC resetting followup for 1/11

Service Dept. Review

Created by ZDR123N at 2013-01-11 15:57:09

have another veh or maybe return the loan on the veh. CRR-MC apologized.

I has gone away. C said that there are days that the smell has come and then w
CRR-MC informed c that case will be escalated to RCAS and will get an update b
DRTS-DR recb

ent away. C said that the veh has been okay this last week. RCAS-SC advised th
at NNA has reviewed C's request for repurchase and will not be able to offer r

Created by VCA449N at 2013-01-14 08:44:24

y the end of the next business day. C agreed.

ARBS-CA received RHR

CRR-MC verified best contact number to reach c which is at: [REDACTED]
epurchase of the veh at this time, but will continue to honor all of the terms
and conditions of the warranty. RCAS-SC advised that NNA would like to offer
ARBS-CA notes RHR is blank

C said that c wanted to talk to someone regarding the loan of the veh. C said
a month's veh payment reimbursement for C. C agreed. RCAS-SC advised C to fax
ARBS-CA sent RHR back to RCAS to complete.

that c is financing veh through NMAC.

Created by ZSA345N at 2013-01-14 09:40:13

CRR-MC offered to transfer c to NMAC. C agreed.

the veh statement to RCAS-SC at 615-984-5138 and reference the case. RCAS-SC
asked C to verify the spelling of C's name and C's address. C verified. RCAS-S
CRR-MC offered further assistance. C declined.

RCAS-SC attached RHR to case and forwarding back to ARBS-CA

C advised that RCAS-SC will followup again on 1/31 and if RCAS-SC has the fax

Created by VCA449N at 2013-01-14 10:41:36

CRR-MC provided name, case and extension number.

ARBS-CA received RHR

CRR-MC forwarding case to RCAS

shortly, the check may already be approved by then. C understood. RCAS-SC advi
07/07/13 387 miles

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2367884

CRR-MC exiting file.

sed C to call RCAS-SC if C has any trouble. C agreed.

Created by ZMA629N at 2013-01-07 11:00:40

--C states vehicle would not move

RCAS-SC resetting followup for 1/31

Created by ZSA345N at 2013-01-28 12:09:39

CRR-MC received a call from GM-Caven Dunn of KELLY NISSAN OF WOBURN saying tha

----Dlr replaced clamp to transmission oil cooler line

2 days down

t c dont want to drive the veh anymore. GM also said that the veh was already

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

Created by VCA449N at 2013-01-14 10:43:25

NAME OF LIENHOLDER: NMAC

repaired but c dont want the veh anymore. GM also said that c is insisting tha

***ARBS-CA reviewed file. After careful evaluation, NNA will not be able to o

DATE: 01/18/2013

t GM should give c a loaner but as per GM the situation wont allow GM to give

ACCOUNT: 00102416511940001

c a loaner because the veh was already repaired.

ffer repurchase at this time, as there have not been an unreasonable number of

CRR-MC informed c that case of c was escalated to RCAS and advised GM that RCA

PAYMENT AMOUNT:\$447.06

repair attempts for any warrantable concerns

NNA will continue to honor the terms and conditions of all applicable warranti

RCAS-SC SUBMITTING CHECK REQUEST FOR VEH PAYMENT PER FOS

S will also get in touch with the dlr regarding case. GM understood.

Created by ZKD176N at 2013-01-29 08:52:47

CRR-MC offered further assistance. GM declined.

es

Created by VCA449N at 2013-01-14 10:44:50

CRR-MC provided name and extension number.

SRD-KD in review of case for days to close no further assistance required from

ARBS-CA would suggest as goodwill, one monthly payment

CRR-MC exiting case.

SRD at this time.

Created by ZSA345N at 2013-01-08 07:39:56

Created by ZSA345N at 2013-01-15 12:35:04

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REQUESTED BY: lattad

CAR ID: CA2367884

Created by ZSA345N at 2013-01-30 10:35:29

RCAS-SC called C at #7818790542 and left message on vmx that the check has been

RCAS-SC emailed SM-Tina to verify current status of the veh and to request all

RCAS-SC received a call from C and C said that the SM spoke with C and said th

at C was told to bring the veh after 2 weeks if C still smells the burning sme

n approved and C will receive within 2-4 weeks. RCAS-SC left RCAS-SC's contact

RO's and timestamps if any were open 7+ days.

II. C said that C does still smell this, but is waiting another week. RCAS-SC
number if C has any further questions.

RCAS-SC emailed FOM, FOS and CSM to advise of C's request as well.

advised that RCAS-SC is still waiting on further information regarding C's ini

Created by ZSA345N at 2013-01-08 15:03:40

Created by ZSA345N at 2013-01-30 10:41:33

RCAS-SC received email from SM-Tina saying that the veh was repaired, cleaned

RCAS-SC SUMMARY:

tial request and the case is due for followup again tomorrow. RCAS-SC asked wh

and delivered back to C. SM said that the veh was towed in on 1/6 while the dl

C requested a buyback due to a concern with the transmission. RCAS-SC emailed

ich number is the best to contact C. C said # [REDACTED] and the call was ended

mutually.

rshp was closed and written up on 1/7 and returned the same day. SM said that

SM to request RO's and timestamps and for more information. RCAS-SC received

as far as the loaner, SM was not involved and isn't aware of C being denied a

email from SM-Tina saying that the veh was repaired, cleaned and delivered bac

RCAS-SC forwarding ARBS recommendation to FOS for review.

Created by ZSA345N at 2013-01-16 13:55:35

k to C. SM said that the veh was towed in on 1/6 while the dlrshp was closed a

loaner. SM said that SM believes C was picked up by a friend or family member

at the site of the breakdown.

nd written up on 1/7 and returned the same day. SM said that as far as the loa

RCAS-SC called C at # [REDACTED] and spoke with C advising that RCAS-SC is stil

I waiting on further information and apologized that RCAS-SC didn't have an up

ner, SM was not involved and isn't aware of C being denied a loaner. SM said t

RCAS-SC emailed SM and advised that RCAS-SC will still need all invoices faxed

date yet. RCAS-SC advised that RCAS-SC will followup with C by 1/21 at the lat

hat SM believes C was picked up by a friend or family member at the site of th

to RCAS-SC.

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Created by ZSA345N at 2013-01-08 15:05:01

e breakdown. RCAS-SC called C and C said that the veh was leaking fluid and th est. C agreed and thanked RCAS-SC for following up.

is was verified by a mechanic. RCAS-SC emailed SM for more information. RCAS-S

RCAS-SC called C at # [REDACTED] and no answer

RCAS-SC resetting followup for 1/21

Created by ZSA345N at 2013-01-08 15:16:25

Created by ZSA345N at 2013-01-21 11:43:10

C received an email from SM-Tina saying that SM spoke with C for the first tim

e and explained the entire situation with the veh and that the dlrshp was not

RCAS-SC called C at #(781) 879-0542 and spoke with C and C said that C is upse

RCAS-SC received an email from FOS saying that FOS supports ARBS recommendatio

n.

picking the veh up. SM said that C told SM that c's friend (the mechanic) did

t. RCAS-SC said C said that C was denied a loaner veh. C said that C was denie

Created by ZSA345N at 2013-01-21 11:44:57

d this and was told that the same veh was delivered back to C. C said that the

not check the transmission fluid (had to be on a lift for that to happen) and

RCAS-SC called C at # [REDACTED] and left message on vmx

there is no evidence of any leaks under the veh (according to C). SM said that

veh is still leaking fluid and an outside mechanic came to look at the veh. C

RCAS-SC resetting followup for 1/24

said that the veh is not safe and not right. C said that when the veh stopped

SM went over everything with C and explained that the transmission fluid blew

back and sprayed onto the exhaust and although this was cleaned as best as po

Created by ZJA177N at 2013-01-21 14:40:48

that when the towing company told C that the towing company said that the veh

crr-ja received a follow up call from c askin for rcas-sc

ssible, there may be some "burning type smell" as this burns off. SM said that

stopped and didn't caught on fire. C asked if C can pursue this under the lem

crr-ja asked if any of c's contact information changed, c said no

C thanked SM several times and understands that the veh is safe to drive and

on law. RCAS-SC advised that RCAS-SC cannot advise C as far as this, RCAS-SC i

crr-ja provided rcas-sc's ext 458129

doesn't want to bring the veh in. RCAS-SC submitted RHR. ARBS denied repurchas

s not an attorney and is not versed in the lemon law. C said that C wants anot

crr-ja advised c that if rcas is unavailable c's call will be routed to vmx, c

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CAR ID: CA2367884

e of the vehicle at this time and suggested a month's veh payment. RCAS-SC for
her veh. RCAS-SC advised that C will want to bring the veh back to the dlrshp
and once the repair is completed, RCAS-SC will request the RO's for the veh an
can just leave c's call back number, name, case number and message thus crr-j
warded suggestion to FOS. FOS approved ARBS suggestion. RCAS-SC called C and a
a will also send an internal message to rcas regarding c's call
d submit this for review. RCAS-SC advised that RCAS-SC cannot promise anything
dvised that NNA will not repurchase the veh at this time, but will offer a mon
, but NNA will definitely review C's request. C said that C doesn't want this
crr-ja asked for further assistance, c declined
th's veh payment. C accepted. RCAS-SC verified C's information and advised C t
crr-ja provided name, extension
o fax a statement to RCAS-SC. RCAS-SC received the statement and submitted the
veh anymore, the veh isn't safe and said that C wants something for this. RCAS

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: Y	ACTION CODE: NP	ROOT CAUSE: SNSH
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y

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REQUESTED BY: lattad

CAR ID: CA2367884

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 01/30/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2367884

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM7DC [REDACTED]

IN SCV DATE 12/29/12

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		370 Massachusetts					

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REQUESTED BY: lattad

CAR ID: CA2367884

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5370

STATE: MA

DEALER NAME: KELLY NISSAN OF WOBURN

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2367916
STREET: [REDACTED] **VIN:** 5N1AR2MM4DC [REDACTED]
CITY: CANONSBURG **YR/MDL:** 2013.0 PTH **MILEAGE:** 000400
ST/ZIP: PA [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 496 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 1910 WEST HILLS NISSAN
DLR PH: 412 262 9020 **DENY:** 0 **RESP DLR:** 1910 WEST HILLS NISSAN
REGION: 24 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000400 **# NISSAN/INFINITI VEHICLES:** 5
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/07/13 **XFER/RSPNSBLTY:** 24 03 N
CONTACT (S): **FOLLOWUP DATE:** 01/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/22/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 227000 GEN. POWERTRAIN COMPONENT
BG POWERTRAIN YO PART MISSING/LOOSE/FELL OFF

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REQUESTED BY: lattad

CAR ID: CA2367916

C. A. R. COMMENTS

Created by ZRO176N at 2013-01-07 10:20:08

Created by ZRO176N at 2013-01-07 10:24:27

c states that c has been a loyal nissan owner and dlrshp has done great servic

Service Dept. Review

crr-ro received call from c.

e in the past. c states that c may have to look into lemon law.

Service Dept. Review

c said transmission loss all the fluid dlr said there is a problem with host i

rcas-lah apologized for c's experience and advised that rcas had a call placed

Service Dept. Review

n the clamp, c said that it was a lie, veh is not working, towed to the dlr at

out to dlrshp. advised that rcas would need to gather information from sm. c

Service Dept. Review

Service Dept. Review

understood.

west hills nissan, gm-larrie, c said second time that transmission failed.c s

aid that

rcas-lah advised a follow up with c on 1/9/13. c agreed.

crr-ro verified c's updated contact information.

rcas-lah provided contact information. rcas thanked c and ended call mutually.

Created by ZHL167N at 2013-01-09 07:22:38

crr-ro informed c that the case will be forwarded to a higher department/RCAS

and c will get an update by the end of the next business day.

rcas-lah received vmx from sm-steve 1/9/13 returning rcas vmx. sm states that

c has been taken care of and veh has been fixed. sm states that dlrshp dts was

crr-ro verified the best contact number to reach c at, which is [REDACTED] or

at dlrshp 1/8/13 and reviewed veh as well.

mobile number [REDACTED]

Created by ZHL167N at 2013-01-09 07:32:01

crr-ro offered further assistance to c. c declined.

crr-ro gave name, extension number and case number to c.

rcas-lah placed outbound call to dlrshp 1/9/13@4122629020 and left vmx for sm-

crr-ro transferring case to RCAS, leaving case open.

steve. advised that rcas received vmx. rcas advised that c contacted nna regar

Created by ZHL167N at 2013-01-07 10:32:26

ding transmission issues and not happy with fluid leaking and the previous rep

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air.

rcas-lah received case 1/7/13 same day case was open. rcas setting follow up date to properly reflect 1/8/13

Created by ZHL167N at 2013-01-09 07:34:52

Created by ZHL167N at 2013-01-08 10:27:37

rcas-lah received email notification from CSM-JS and FOM-SC requesting rcas process a vsc for c 6yr/100k miles due to repairs made on transmission for 2013 rcas-lah placed outbound call to dlrshp 1/8/13@4122629020 and left vmx for sm. pathfinder. transmission line blew off and veh lost all the fluid.

provided name, c's name, last 8 of vin, contact information, date of call. rc

as requesting a return call from sm.

Created by ZHL167N at 2013-01-09 07:38:53

Created by ZHL167N at 2013-01-08 10:40:14

rcas-lah processed vsc 6/100k \$0 deductible 1/9/13

Created by ZHL167N at 2013-01-09 07:40:54

rcas-lah placed outbound call to c 1/8/13@[REDACTED] and spoke with c. rcas re

rcas-lah placed outbound call to c 1/9/13@[REDACTED] and line just rang. rcas

viewed case with c.

c states that c has lost transmission fluid twice in 4 days. c states that las disconnected call.

Created by ZHL167N at 2013-01-09 09:00:18

t wednesday 1/2/13 veh was seen at dlrshp and was advised that the hose had be

en clamped and veh was running fine. c states that on 1/6/13 wife was driving

rcas-lah placed outbound call to c 1/9/13@[REDACTED] and spoke with c. rcas re

veh to work around 5:45a and veh began to rattle and shut down. c states that

viewed case with c.

rcas-lah advised that rcas has received information from sm at dlrshp. rcas wa

transmission fluid had leaked out of veh. c states estimating the leak to be w

ithin 60 miles every 1.1 mile fluid leaked out. c states veh was towed to west

s advised that veh had been repaired and c to pick up veh this day. c confirme

d.

hills nissan.

c states that c spoke with gm-larry who advised c that gm has the exact same v

rcas-lah advised processing vsc 6yrs/100k miles \$0 deductible for the experien

ce c has had with new veh. c understood and thanked rcas. rcas advised contact

eh and the same concerned happened to gm's veh. c states that c reviewed infor

ing c again on 1/11/13 with status update on vsc. c understood.

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mation online and found this to be a known issue. c feels that the veh was rolled off of production too soon. c states c feels that veh should have a new transmission in veh instead c states dlrshp advised c that the transmission hose

Created by ZHL167N at 2013-01-10 07:05:08
Per TL-SO rcas implementing 1/3 plan and changing follow up date to contact c was double clamped. c states dissatisfaction with this fix.

1/14/13

c states that c has been a loyal nissan owner and dlrshp has done great service in the past. c states that c may have to look into lemon law.

Created by ZHL167N at 2013-01-14 12:38:25

rcas-lah apologized for c's experience and advised that rcas had a call placed

rcas-lah reviewed case and notating 1/14/13 that vsc is still in process. out to dlrshp. advised that rcas would need to gather information from sm. c

rcas-lah placed outbound call to c 1/14/13@[REDACTED] and spoke with c. rcas reviewed case with c. advised that process could take up to 1/22/13. advised a follow up on that date. advised that if vsc is completed before 1/22/13 rcas will contact c. c understood.

rcas-lah provided contact information. rcas thanked c and ended call mutually.

Created by ZHL167N at 2013-01-08 10:40:14

rcas-lah asked how veh was running. c states that veh was fixed. rcas thanked c and ended call mutually.

rcas-lah placed outbound call to c 1/8/13@[REDACTED] and spoke with c. rcas reviewed case with c.

Created by ZHL167N at 2013-01-22 10:10:43

viewed case with c.

c states that c has lost transmission fluid twice in 4 days. c states that last

rcas-lah reviewed case and found that vsc policy has been cancelled. rcas noting the following policy number as [REDACTED].

on wednesday 1/2/13 veh was seen at dlrshp and was advised that the hose had become clamped and veh was running fine. c states that on 1/6/13 wife was driving veh to work around 5:45a and veh began to rattle and shut down. c states that

1. transmission fluid had leaked out of veh. c states estimating the leak to be w

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ithin 60 miles every 1.1 mile fluid leaked out. c states veh was towed to west
rcas-lah closing case no further assistance is needed.

Created by ZHL167N at 2013-01-22 10:13:38

hills nissan.

*****closing summary*****

c states that c spoke with gm-larry who advised c that gm has the exact same v
eh and the same concerned happened to gm's veh. c states that c reviewed infor
rcas-lah received case regarding c's concern for transmission hose coming off
mation online and found this to be a known issue. c feels that the veh was rol
the transmission. veh was repaired and fom offered c 6 yr 100k \$0 deductible v
led off of production too soon. c states c feels that veh should have a new tr
sc which c accepted.

ansmission in veh instead c states dlrshp advised c that the transmission hose
was double clamped. c states dissatisfaction with this fix.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCMV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 280

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2367916

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 01/22/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2367916

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		1910 Pennsylvania					

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2367916

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 1910

STATE: PA

DEALER NAME: WEST HILLS NISSAN

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2415522
STREET: [REDACTED]	VIN: 5N1AR2MM8DC [REDACTED]	
CITY: WEST ROXBURY	YR/MDL: 2013.0 PTH	MILEAGE: 001419
ST/ZIP: MA [REDACTED]	VCAN:	IN SVC DATE
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3405 CLAY NISSAN
DLR PH: 781 326 1500	DENY:	RESP DLR: 3405 CLAY NISSAN
	REGION: 26	DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED: 01/24/13	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 001419	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/11/13	XFER/RSPNSBLTY: 26 10 N
CONTACT (S):	OLLOWUP DATE: 02/12/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/12/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	YX POOR OR IMPROPER OPERATION
BG POWERTRAIN	ZP FLUID LEAK
	ZR GENERAL INQUIRY

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REQUESTED BY: lattad

CAR ID: CA2415522

C. A. R. COMMENTS

Created by ZCC179N at 2013-01-11 08:38:53

Created by ZJP177N at 2013-01-25 14:46:08

Created by ZSA345N at 2013-01-14 08:38:32

Down payment \$3000.00

Service Dept. Review

Additional Payments (1x\$564.56)\$564.56

Arbs received letter.

RCAS-SC emailed SM and FOM for more information.

Service Dept. Review

Created by PKA298N at 2013-01-28 06:22:46

RCAS-SC emailed CSM and FOS to advise.

Service Dept. Review

Trade In\$2500.00

Created by ZSA345N at 2013-01-14 15:58:31

Drts-KR rec'd ro's from dlr 3410 on 1/28/13.

Service Dept. Review

Usage Waived\$0.00

Created by ZBP179N at 2013-01-29 11:15:58

RCAS-SC received email from SM-Jerry saying that the transmission has been ord

Service Dept. Review

Total Refund to Ms. Lory\$6064.56

DRTS-BP called Dlr # 3410 to verify days down and Warranty Admin Marlin stated
ered and has an ETA of 1/25.

Payoff Amount to NMAC\$37,140.87

Service Dept. Review

Created by ZJP177N at 2013-02-11 09:13:01

Created by ZSA345N at 2013-01-14 16:00:02

days down on RO # 60685 was due to back ordered parts and tech line involveme

Service Dept. Review

Arbs notes c paid another payment.

nt. C was in a rental the entire time.

RCAS-SC called C at #6177748565 and left message on vmx

Service Dept. Review

Arbs requested updated payoff info from AF/NMAC.

Created by ZBP179N at 2013-01-29 11:17:05

RCAS-SC resetting followup for 1/17

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REQUESTED BY: lattad

CAR ID: CA2415522

Service Dept. Review

00102414392840001

Created by ZSA345N at 2013-01-17 15:16:55

DRTS-BP completed RHR and attached to case.

Service Dept. Review

Created by ZJP177N at 2013-01-29 12:43:13

New 30 day payoff \$30523.26 good to 3/8/13

RCAS-SC received an email from SM saying that C does have a loaner veh

Service Dept. Review

Arbs left vmx for c 617-774-8565.

Created by ZSA345N at 2013-01-17 15:20:10

Per diem 2.50

Service Dept. Review

2 payment received

Created by ZJP177N at 2013-01-29 14:35:56

RCAS-SC received 2 messages from C returning call to RCAS-SC

Arbs received vmx from c 817-368-7666.

Payment amount \$564.56

RCAS-SC called C at #6177748565 and left message on vmx

Created by ZJP177N at 2013-01-30 13:31:47

Interest paid \$153.10

RCAS-SC resetting followup fro 1/22

Arbs left vmx for c 617-774-8565.

Created by ZJP177N at 2013-02-11 09:22:56

RCAS-SC received message from C on vmx.

Arbs sent updated settlement offer to c.

Created by ZJP177N at 2013-01-31 06:43:42

Created by ZSA345N at 2013-01-22 15:46:31

Arbs contacted c and reviewed c repair history. C stated c had spoke to SM/Jer

Down payment \$3000.00

RCAS-SC called C at #6177748565 and spoke with C and advised that RCAS-SC was

Additional Payments (2 x\$564.56)\$1129.12

calling regarding the transmission replacement which is due in on 1/25 and C i

ry at great lengths and c does not have confidence or feels safe in the vehicl

e. C stated when the vehicle broke down it was on a busy section of Boston. Ar

s in a loaner. RCAS-SC asked what C is looking for from NNA. C said that C fee

Trade In \$2500.00

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REQUESTED BY: lattad

CAR ID: CA2415522

bs asked if c had the vehicle in c possession? C stated c picked up the vehicle
is unsafe in the vehicle and C has been without a vehicle for the last 3 weeks and if
Usage Waived\$0.00

e on Saturday. Arbs apologized for c concern and for c inconvenience arbs could
this happens again then C doesn't feel safe from NNA knowing what happened. C
Total Refund to Ms. Lory\$6629.12

d offer cash settlement and VSC. C stated had a suggestion of changing c NMAC
Payoff Amount to NMAC\$30523.26

said that the vehicle broke down at 10:30 at night and that the state police had to
Created by ZJP177N at 2013-02-11 10:58:16

loan into a NMAC lease. Arbs advised arbs would check on that request, but did
not push the vehicle. C said that C is disappointed and this is the 8th vehicle and C feels
Arbs submitted check payable to lien holder in the amount of \$30523.26 and checks
were let down by NNA. C said that C would like to just return the vehicle and get C
not set expectations high. Arbs advised arbs would contact SM and call c back
check payable to c in the amount of \$6629.12.

's money back. RCAS-SC said that RCAS-SC knows that return isn't an option, but
tomorrow or sooner. C agreed.

Abs notes 19 days out of service.

Created by ZJP177N at 2013-01-31 06:56:51

Arbs will look into what NNA can do and will have to review this. RCAS-SC advised
Arbs contacted SM/Jerry and Arbs reiterated arbs conversation with SM. SM agreed
C's vehicle would not accelerate and transmission was replaced.

that RCAS-SC will have to request the history from the dealership and the process
Created by ZJP177N at 2013-02-12 12:48:21

ed. SM stated this c comes from a very loyal Nissan family. SM this c does not
takes approximately 10 business days from the time the RO's are received. C understands
Arbs received check# 0141431561 payable to c in the amount of \$6629.12.

feel safe in this vehicle. SM stated this c had this vehicle for a week and that
understood. C said that C has spoken with a lawyer about NNA's liability if this
Arbs received check# [REDACTED] payable to lien holder in the amount of \$30,523.26
when it broke down. Arbs thanked SM for the additional info and the call ended.
s happens again. C said that whatever NNA can do to rectify this. C said that
6.

C had purchased the vehicle on 12/9 and on 12/30 for the passenger back door was c

Created by PKA298N at 2013-02-04 06:30:50

Created by ZJP177N at 2013-02-12 13:10:50

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REQUESTED BY: lattad

CAR ID: CA2415522

Drts-KR obtained & attached Factory Invoice.

loth and not leather and this had to be ordered.

Arbs sent via Morley packet Fedex# 794730234204

Created by ZJP177N at 2013-02-05 06:54:14

C said that C has really been scared and apologized for being emotional, and said that this was really scary having the breakdown on a high-speed and winding

Arbs contacted c and advised c arbs unable to change c loan to a lease. Arbs r

Created by ZJP177N at 2013-02-12 13:17:26

Arbs closing file.

reiterated arbs could offer a cash, but c does not feel safe in this vehicle. C

g road. RCAS-SC said that RCAS-SC certainly understood. RCAS-SC said that RCAS

-SC will followup again with C on 1/25 and let C know where RCAS-SC is at, at

stated c would like a repurchase and will wait to get another Pathfinder after

r all the bugs are worked out. C stated c will stay with Nissan, but will choose

that time. C agreed.

RCAS-SC emailing SM and FOM to request RO's and timestamps and FOS and CSM to

see a different model. Arbs understood and arbs offered a repurchase and explained

the process. Arbs confirmed c email and will be email c the necessary paperwork

RCAS-SC resetting followup for 1/25

Created by ZSA345N at 2013-01-25 09:10:53

work that will be need for the repurchase. C appreciative.

Created by ZJP177N at 2013-02-06 09:12:08

RCAS-SC called SM-Jerry at QUIRK NISSAN and spoke with SA-Marlon due to SM out

Arbs notes c's vehicle left c stranded on the side of a busy road less than an

hour for the day. RCAS-SC asked that SA fax over all RO's to RCAS-SC, because RCAS

SC only received the current open invoice. SA agreed and said would be sent s

clearly.

Arbs notes svc history.

Created by PKA298N at 2013-01-25 12:05:10

>>>Drts-KR rec'd Customer Letter on 1/24/13, dated 1/23/13, via US Mail. Letter

Total days oos 19

12/29/12 695 miles 1 day.

r addressed to BG, NNA, Inc., Franklin TN. Letter states C is making a written

C/S passenger rear door has cloth instead of leather (leather on rest of interior

demand for relief under the Lemon Law & the Massachusetts Consumer Protection

Letter states C is making a written

C/S passenger rear door has cloth instead of leather (leather on rest of interior

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REQUESTED BY: lattad

CAR ID: CA2415522

Act. Letter states C purchased this veh 12/09/12 & this veh has been out of s
ior) from factory.

1/7-1/25/13 19 days oos

ervice for repairs for 15 business days. Letter states this veh was towed in &
C/S vehicle towed due to veh not accelerate and will not stay in park.

is no longer driveable due to transmission failure. Letter states C is allowi

**Dealer Found CVT cooler line blown off. Called techline and was told to repl

ng 1 final repair attempt & if not completed within 7 business days of receipt

ace CVT cooler lines, radiator and CVT. Installed 2 extra clamps at radiator p

of this letter, C is entitled to a replacement veh or refund in accordance to

er techline. Flushed Cooler, calibrated and set proper fluid level per service

the Lemon Law. Letter signed: Marissa J. Lory.

Created by PKA298N at 2013-01-25 12:22:03

manual.

C/S left rear door panel fabric not leather please replace.

>>>Drts-KR cld dlr 3410 @ 2:16, spoke to Warranty Admin/ Marlin, requesting a

**Dealer replaced one inside handle finisher.

ny & all ro's for this vin. Wrrnty Admn/ Marlin agreed. Gave fax # & name.

Created by ZJP177N at 2013-02-06 09:14:12

Created by ZSA345N at 2013-01-25 13:15:47

Arbs emailed the following settlement offer to c

RCAS-SC attached received RO's to the case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: NP

CALLBACK: 0

DATE: 00/00/00

USERID:

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REQUESTED BY: lattad

CAR ID: CA2415522

REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST: A	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/12/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 301

REQUESTED BY: lattad

CAR ID: CA2415522

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM8DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		405 Massachusetts					

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2415522

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3405

STATE: MA

DEALER NAME: CLAY NISSAN

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 305

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2418563
STREET: [REDACTED]	VIN: 5N1AR2MN2DC [REDACTED]	
CITY: PFLUGERVILLE	YR/MDL: 2013.0 PTH	MILEAGE: 000000
ST/ZIP: TX [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 1,120	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3394 ROUND ROCK NISSAN
DLR PH: 512 244 8500	DENY: 0	RESP DLR: 3394 ROUND ROCK NISSAN
	REGION: 32	DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/11/13	XFER/RSPNSBLTY: 32 08 N
CONTACT (S):	OLLOWUP DATE: 02/11/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/08/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

302500 CONTINUOUSLY VARIABLE TRANSMI

BG POWERTRAIN

YP PARTS AVAILABILITY (BACKORDER)

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REQUESTED BY: lattad

CAR ID: CA2418563

C. A. R. COMMENTS

Created by ZAC175N at 2013-01-11 15:26:37

Created by ZAC175N at 2013-01-11 15:30:08

Created by ZKD176N at 2013-02-04 09:32:31

one knows when part will come in. rcas apologized to the c several times & ad

Parts Dept. Review

rom production to send to the dealer.PC has not received any ETA yet though on

sed rcas to call cs wife

Parts Dept. Review

rcas-ac called cs wife @ 11 43 am est on [REDACTED] who will be referred to as

SRD-KD in review of case for days to close no further assistance required from

*****STP*****

the part

vised c that rcas will look into the concern to see what can be done, c agreed

c. rcas-ac left vmx to c

Created by ZAC175N at 2013-01-29 13:01:31

Dir : Round Rock Nissan

Parts Dept. Review

SRD at this time.

to follow up on 1/23/2013

Created by ZAC175N at 2013-01-21 14:29:45

Created by ZAC175N at 2013-02-04 09:50:49

Dir Code: 3394

Parts Dept. Review

rcas-ac called FOM ML & advised that the part has not came in yet.

rcas-ac setting follow up for 2/11/2013, implementing 1/3 plan

Check has not been approved yet..

FOM advised rcas that an STP has been done already & there is nothing else tha

Part Name: Transmission

Parts Dept. Review

rcas-ac rcvd email from NNA PC who is waiting for an ETA to be provided

rcas-ac rcvd vmx from cs wife Celeste requesting c/b

Created by ZAC175N at 2013-01-21 14:33:44

Created by ZAC175N at 2013-02-04 13:35:39

Created by ZAC175N at 2013-02-07 13:50:25

Part #:310CM-3WX0DRE

Parts Dept. Review

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2418563

t FOM can do at this point.

Created by ZAC175N at 2013-01-29 13:14:53

CSC order #: 1526188

Parts Dept. Review

rcas-ac rcvd email from crr mh requesting to call c back

rcas-ac rcvd vmx from c

rcas-ac sent email to SM TT & FOM ML inquiring on what can be done to help c w

Created by ZAC175N at 2013-02-04 15:19:09

ith a bigger loaner veh since c is upset about having an ALT

Parts Dept. Review

rcas-ac called the c @ 3 07 pm est on [REDACTED] & spoke to the c. C said

rcas-ac called the c @ 3 46 pm est on [REDACTED] & spoke to cs wife who will b

Vehicle Inoperable/ Warranty repair

c has been speaking to Wayne who never contacted c to accomodate the rental. C

Created by ZAC175N at 2013-01-23 09:03:30

e referred to as c. C said c already picked up the veh & it is fixed. C is sat

Parts Dept. Review

rcas-ac called the c @ 5 02 pm est on [REDACTED] & spoke to the cs wife ce

*****STP*****

Created by ZAC175N at 2013-01-11 15:31:31

isfied so far , c was not able to detect anything weird. rcas advised c that r

leste will be referred to as c. rcas advised c that rcas rcvd the vmx. rcas ad

Parts Dept. Review

rcas-ac sent another email to SM TT & FOM ML inquiring on if the cs concern wa

said c would rather have a call back tommorow because c is busy./ rcas agreed

cas looked into the XM radio concerns & advised c that NNA cannot extend the

Parts Dept. Review

rcas-ac provided FOM ML with CA file # for the STP

s looked into or token care of.

to call c on 1/30/2013

vised c that the part has not came in yet but it should be to the dlr by the 8

Created by ZAC175N at 2013-01-23 09:03:57

Parts Dept. Review

radio term but rcas can reimb. for 3 mnths of XM radio which will total out to

rcas-ac sent email to FOM & SM & PM asking why the c has not been contacted ye

rcas-ac setting follow up for 1/18/2013 per SOP

th. rcas advised c that NNA agreed to reimb. a one months payment for the c. r

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2418563

53.97. C is satisfied with this. rcas also advised c that the other check req
cas provided NNA email for c to send the docs. rcas apologized for the delay b
rcas-ac noting SM TT not @ the dlr right now & rcas does not have SM cell #
rcas-ac sending to SRD for review

t & asking if the dlr has received any updates on the parts since NNA PC has n

Created by ZAC175N at 2013-01-18 10:20:40

Created by ZAC175N at 2013-01-23 14:09:08

ot provided an ETA yet.

uest was submitted but not approved yet, c understood & agreed to follow up on

ut advised c that rcas will be waiting on docs & will follow up on 2/7/2013, c

2/11/2013, once both checks are approved, rcas can close case due to veh bein

agreed but also wants to know if the XM radio can be extended, rcas advised c

Created by ZAC175N at 2013-01-30 09:15:04

rcas-ac called Round Rock Nissan @ 12 20 pm est & spoke to PM MM.

rcas-ac called the c @ 4 07 pm est on [REDACTED] & left vmx

g repaired.

rcas-ac called the c @ 4 08 pm est on 5128521140 & there is no vmx after 10 ri

rcas-ac sent another email to NNA PC asking for an ETA

rcas-ac spoke to PM MM who said part is still not @ the dlr

that NNA cannot physically extend it but rcas will look into an alternate sol

Created by ZAC175N at 2013-02-07 13:51:24

ngs

rcas-ac called the c & spoke to the c. C said the veh has been at the dlr sinc

rcas-ac thanked PM & ended call

ution, c understood & agreed to follow up date. Exiting the case

Created by ZAC175N at 2013-02-04 15:24:16

e 1/2/2013. C is very annoyed with the part not coming in yet. C wants to know

rcas-ac sent email to NNA PC requesting ETA

rcas-ac setting for 1/25/2013

rcas-ac submitted the other check request.

about when rcas thinks the part will come in.. rcas advised c that rcas canno

Created by ZAC175N at 2013-02-08 10:35:38

Created by ZSS176N at 2013-01-24 11:55:36

rcas-ac sent email to CSM BB inquiring on the XM radio concerns

rcas-ac set task for SRD review

Created by ZAC175N at 2013-01-18 10:23:32

Created by ZAC175N at 2013-02-04 15:24:16

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crr-ss received a call from Adam Scott of TOWN NORTH NISSAN
rcas-ac noting both checks were approved
t give a date as no ETA has been provided yet. C said c contacted the dlr dir
Created by ZAC175N at 2013-02-08 10:37:55
Dlr Code: 2304 who will now be referred to as c.
ectly, SA Wayne had approval yesterday to accomodate c for the rental & enterp
rcas-ac sent email to CSM BB inquiring on the XM radio concerns
rcas-ac setting follow up date for another week 1/25/2013
Created by ZAC175N at 2013-01-18 10:45:55
Created by ZAC175N at 2013-02-05 08:04:55
crr-ss verified veh information.
rcas-ac called the c @ 12 35 pm est on [REDACTED] & spoke to the c. rcas advis
rise was suppose to call c. The dlr does not have any loan cars, they use the
ed c that both checks were approved. C thanked rcas. rcas advised of CA survey
local rental company. C spoke to enterprise & they have a mini van which is th
name of owner of the veh: Andrew Bishop
rcas-ac rcvd email from CSM BB who said NNA cannot physically extend the XM ra
rcas-ac rcvd email from NNA PC who has requested an ETA
, C agreed to provide feedback & ended the call, closing case
Created by ZKD176N at 2013-01-21 05:14:49
dio but CSM is willing to reimb. the amount of XM radio for 3 mnths.
dlr asked for the Case No.
e biggest thing they have available, c is going to call back again today to ge
***C had part on backorder for brand new veh. Cs veh was repaired & returned t
Created by ZJM999N at 2013-02-06 09:53:50
crr-ss provided info.
SRD-KD in review of case for back ordered part, part number has been documented
t out of the car c is in. C wants to know why c is paying \$600 a mnth for a ve
correctly in case. No further assistance required from SRD at this time.
crr-ss offered further assistance, c declined.
h that c does not even have. rcas apologized & advised c that rcas can look in
o the c & c was reimbursed for all the inconvenience, C declined further assis
Related case # 10558022
Created by ZTD429N at 2013-01-21 08:13:06
crr-ss provided name and extension number.
*****E-mail case logged*****
tance, closing the case**

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REQUESTED BY: lattad

CAR ID: CA2418563

to possible reimb. for a one month payment but cannot guarantee, c understood & agreed to follow up by 2/4/2013

crr-ss exiting file.

CRR-TD checked for previous related cases found:

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

Created by ZAC175N at 2013-01-30 09:21:35

Created by ZSS176N at 2013-01-24 11:55:36

CRR-TD checked for previous unrelated cases found:

Method of contact: E-mail

crr-ss received a call from Adam Scott of TOWN NORTH NISSAN

CRR-TD verified Cb

c's e-mail reads:

rcas-ac rcvd email from NNA PC who is waiting for STP manager to provide more

Amanda, Please find attached a copy of our January statement, which indicates t

Dlr Code: 2304 who will now be referred to as c.

dress, mileage, how acquired veh, service dlr & VIN.

information

Created by ZAC175N at 2013-01-30 09:41:00

crr-ss verified veh information.

CRR-TD checked for open recalls found: PC197 Safety Open 2013 - Pathfinder TCM

he amount due, and also references our account number. I took a screenshot of

name of owner of the veh: Andrew Bishop

our online payment screen which shows that we made a payment on Friday, Februa

rcas-ac received email from NNA PC who said part should be received by dlr on

Reprogramming ECM REPORGRAM

CRR-TD received a call from c wife, Celeste, who will be referred to as the c.

dlr asked for the Case No.

or around 2/8/2013

ry 1st. You can also see the account number in the screenshot.

Created by ZAC175N at 2013-01-30 15:28:18

crr-ss provided info.

c stated that the veh was owned by the c for about a week before the veh had

Please let me know if you need anything else from us.

Also, when you do follow up with us this week, can you please contact us on my

crr-ss offered further assistance, c declined.

rcas-ac received FOM ML @ 5 20 pm est who agreed to reimburse c a one month pa

to be taken back to the dlrshp. c stated that the concern with the radiator le

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aking in to the transmission. c stated that Nissan stated that the transmissio
cell number, as Andy will be traveling out of state and likely unable to pick
crr-ss provided name and extension number.

yment but wants rcas to tell CSM first to get approval

crr-ss exiting file.

n is on backorder. c stated that c has a rental right now but the only veh c c

rcas-ac sent email to CSM BB for approval

up any calls. 512-775-4380.

Created by ZAC175N at 2013-01-25 10:53:28

Created by ZAC175N at 2013-01-30 15:41:02

ould get was a crappy sedan. c stated that c is upset that c is paying 600.00

Thank you!

a month to drive a little altima. c stated that c needs to have someone get th

Celeste Bishop

rcas-ac rcvd email from CSM BB approving reimb.

rcas-ac sent email to SM TT inquiring on a rental situation, advising SM that

Created by ZAC175N at 2013-02-01 14:15:22

crr-jb noting in case that c's e-mail contains 2 attachments.

e transmission to the dirshp to be repaired or put someone in a better rental

rcas needs answer today on if c can get another rental.

crr-jb attached documents to case.

rcas-ac sent another email to NNA PC inquiring on if the supplier provided an

rcas-ac sent email to SM TT advising to let rcas know if part came in

veh. c stated that the dirshp has had the c veh since January 2, 2013. c state

Created by ZAC175N at 2013-02-01 14:15:22

crr-jb creating new task for rcas-ac

d that the free serius XM extended because the c has not gotten to use it yet.

ETA yet...

crr-jb exiting case, leaving case open.

CRR-TD advised the c that RCAs will review c case for assistance and advised f

rcas-ac copied FOM ML in all emails .

rcas-ac sent email to SM TT advising to let rcas know if part came in

Created by ZAC175N at 2013-01-25 10:56:16

Created by ZAC175N at 2013-02-04 08:25:50

Created by ZAC175N at 2013-02-06 15:13:07

ollowup is for 01/22/13 per tl-lk.

CRR-TD provided C with name & Case number

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REQUESTED BY: lattad**

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CAR ID: CA2418563

rcas-ac called the c @ 10 24 am est on [REDACTED] & left vmx
rcas-ac failed to notate that rcas ac called SM TT & left mssg requesting c/b
*****Reimbursement Per FOM ML*****
Created by ZAC175N at 2013-01-25 10:56:40
CRR-TD offered further assistance; C was satisfied and declined any further as
Dir:ROund ROck Nissan
rcas-ac setting for 2/6/2013
Created by ZIH176N at 2013-02-04 09:32:17
Dir #: 3394
rcas-ac sent email to FOM advising there is no responses from SM TT
sistance
Created by ZAC175N at 2013-01-25 10:57:59
CRR-MH received a call from C's wife, [REDACTED], who is now referred to a
CRR-TD thanked C for calling Consumer Affairs
Lienholder: NMAC
CRR-TD created follow up, date 01/22/13
Monthly Payment: 609.64
rcas-ac called the c @ 12 48 pm est on [REDACTED] & spoke to the c. C said
s C. C stated that C had been in contact with the dlrshp so it would be best t
Created by ZAC175N at 2013-01-21 14:29:09
no one has contacted c in regards to assisting c with a new rental. c said c
o contact C in lieu of husband.
Reimbursement Amount: \$609.64
cant even get an ETA. rcas apologized to the c & advised c that rcas has been
CRR-MH confirmed no change in C's contact information. The best no to reach C
rcas-ac sent email to NNA PC requesting an ETA
*****Reimbursement Per FOM ML*****
Created by ZAC175N at 2013-02-06 15:14:17
is 5127754380.
looking into an ETA & also has been contacting the dlr trying to see if c can
rcas-ac called the c @ 4 22 pm est on [REDACTED] & spoke to the c. rcas re
CRR-MH verified that C still wants to be transferred to EXT# even if call is p
get help on this. C needs a bigger veh. rcas advised c of follow up on 1/29/20
iterated the concern & apologized . rcas advised c that rcas has been trying t
rcas-ac submitted check request
13
Created by ZAC175N at 2013-02-07 09:36:19

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o get an ETA on the part. C said c bought the veh from Town North Nissan.. C s
rompted to VMX.

aid no one knows when the veh will be ready . C said c wanted to swap the veh

Created by ZAC175N at 2013-01-25 11:23:18

CRR-MH advised C that CRR will send an internal message to RCAS-AC regarding c
rcas-ac attached docs for SIRUIS XM RADIO prices.

CSM wants to reimburse \$17.99 for 3 mnths.

ontact with C.

rcas-ac rcvd email from SM TT who said dlr can accomodate c if the c is willin
with another one with the same specs, c said the sales person @ the dlr is cal

CRR-MH asked for further assistance, C declined

g to take a non nsn veh

ling rcas tomorrow. C said the c has a loaner (ALT) but c bought a pathfinder

Total Reimbursement will be : \$53.97

because c needs the big veh, c is not able to do what c needs to do, c is not

Created by ZAC175N at 2013-01-25 11:24:08

Created by ZAC175N at 2013-02-07 09:44:26

CRR-MH provided CRR's name and EXT#.

CRR-MH exiting case.

getting what c paid for. c said this has been 2 weeks & acording to the SA, no

rcas-ac called the c @ 11 40am est on [REDACTED] & spoke to the c who advi

rcas-ac rcvd email from NNA PC who said NNA is supposed to have parts coming f

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: PRAV

CALLBACK: 0

DATE: 00/00/00

USERID:

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REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#: 310CM-3WX0DR	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/08/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2418563

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN2DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3394 Texas					

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CAR ID: CA2418563

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3394

STATE: TX

DEALER NAME: ROUND ROCK NISSAN

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2428766
STREET: [REDACTED] **VIN:** 5N1AR2MM4DC [REDACTED]
CITY: PITTSBURGH **YR/MDL:** 2013.0 PTH **MILEAGE:** 001300
ST/ZIP: PA [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 1,856 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 464 **SVC DLR:** 3948 COCHRAN NISSAN/SOUTH HILL
DLR PH: 412 343 3200 **DENY:** 0 **RESP DLR:** 3948 COCHRAN NISSAN/SOUTH HIL
REGION: 24 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001300 **# NISSAN/INFINITI VEHICLES:** 4
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/14/13 **XFER/RSPNSBLTY:** 24 03 N
CONTACT (S): **FOLLOWUP DATE:** 02/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/21/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 127500 RADIATOR HOSE
AE ENGINE COOLING SYSTEM WA PREMATURE WEAR/FAILURE
YP PARTS AVAILABILITY (BACKORDER)

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REQUESTED BY: lattad

CAR ID: CA2428766

C. A. R. COMMENTS

Created by ZAC175N at 2013-01-14 07:42:24

Created by ZHL167N at 2013-01-15 16:04:38

Created by ZHL167N at 2013-02-13 13:27:24

rcas-lah setting follow up date for 2/1/13

rcas-lah thanked timmy and ended call mutually.

Service Dept. Review

Created by ZHL167N at 2013-01-23 10:09:03

Created by ZHL167N at 2013-02-01 10:27:04

rcas-lah placed outbound call to c 1/15/13@ [REDACTED] and spoke with c's wife

rcas-lah placed outbound call to c 2/13/ [REDACTED] and left vmx. provid

Service Dept. Review

ed name, case number, contact information. rcas is seeking return call.

rcas-lah placed outbound call to dlrshp 2/1/13 and spoke with sm-joe. rcas rev

rcas-lah reviewed HOST NMPS for part #310CM-3WX0ERE and found that CSC order

Service Dept. Review

who will be referred to as c in this notation.

c states that owner is at work and is unavailable until after 6p. rcas provide

iewed case with sm. sm states that the part arrived and veh is being repaired

number was incorrect on STP sent to rcas. Order number is as follows:

rcas-lah closing case no further assistance is needed.

Service Dept. Review

24292705

at time of call.

Created by ZHL167N at 2013-02-13 13:32:27

d contact information and requested owner to return call. c understood.

Service Dept. Review

*****closing summary*****

rcas-lah sending email to parts coordinator for eta 1/23/13

rcas-lah thanked c and ended call mutually.

Service Dept. Review

sm states repair not to be completed until sometime beginning of next week.

Created by ZHL167N at 2013-01-23 10:17:12

rcas-lah advised contacting dlrshp again on 2/6/13. sm agreed.

rcas-lah setting follow up date 1/18/13

rcas received case regarding c's request for veh payment reimbursement for veh

Service Dept. Review

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REQUESTED BY: lattad

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being towed and down at dlrshp. fom approved veh payment. veh has been repair

Created by ZHL167N at 2013-01-16 12:51:37

rcas-lah placed outbound call to c 1/23/13@ [REDACTED] and spoke with c. rc
rcas-lah thanked sm and ended call mutually.

Service Dept. Review

as reviewed case with c.

Created by ZHL167N at 2013-02-01 10:30:26

ed and returned. c requested on date of receiving veh back for a second veh pa
rcas-lah received vmx from c 1/16/13. c states the best number to reach c is 4

Service Dept. Review

12-848-7583.

c states c has received vmx however c is on vacation and will be returning hom

rcas-lah placed outbound call to c 2/1/13 @ [REDACTED] and spoke with c. rc

Service Dept. Review

ymment as veh has been down since 12/2012. fom approved. rcas attempted to reac

as reviewed case with c.

Created by ZHL167N at 2013-01-16 13:00:53

e on 1/24/13 at which time c will contact rcas again.

h c 3 different dates and left a detailed message for second approved veh paym

Service Dept. Review

c states c thought c had faxed information last week but will do so again. rca
ent but has to this date not received return message from c. rcas closing case

rcas-lah advised that the transmission had arrived at dlrshp this day and the

rcas-lah received inbound call from c 1/16/13 and spoke with c. c states that

Service Dept. Review

pending return call.

repair should be done sometime next week. rcas did not have a specific date. r

Service Dept. Review

s understood.

veh has been at the dlrshp for repair since 12/19/12.

cas advised following up with dlrshp and c on 2/6/13. c understood.

Created by ZMB185N at 2013-02-18 16:16:30

c states that veh went in for transmission hose coming apart from the radiator

rcas-lah thanked c and ended call mutually.

*** ;Added after the case is closed.; ***

and leaking fluid out. c states that c was advised c would need a new transmi

rcas-lah setting follow up date to review case 1/28/13

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 334

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 335

CAR ID: CA2428766

rcas-lah thanked c and ended call mutually.

Created by ZHL167N at 2013-01-23 10:35:34

Created by ZHL167N at 2013-02-06 10:26:11

RCAS called c on (504) 657-2646 @ 6:15pm est time, left msg on vmx advising c ssion and radiator. c states that the repair has been completed at cochran nis rcas-lah placed outbound call to dlrshp 2/6/13 and spoke with sm-joe. rcas rev rcas-lah received email notification 1/23/13 from parts coordinator-jp advisin san however the veh is still not working.

that RCAS-LAH will follow up with c on 2/20/13

Created by ZHL167N at 2013-02-20 08:44:31

c states that c had contacted star nissan where c purchased veh and spoke with eiwed case with sm.

g dlrshp to order OEM part #31020-3WX0E

Created by ZHL167N at 2013-01-23 10:39:52

rcas-lah submitting check to be processed for second veh payment fom-sc has ap sales person tom. c was advised to keep the veh at cochran and contact nna fo sm states part has arrived and veh has been repaired. sm states that veh is co ming off the rack this day and still needs to be test drove.

proved to c as follows:

rcas-lah placed outbound call to dlrshp parts 1/23/13@[REDACTED] and spoke wit r possible reimbursement on veh payment.

h parts-timmy.

rcas-lah asked if that is what c is seeking. c stated yes. c states that c is

rcas-lah thanked sm and ended call mutually.

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

C IS ELIGIBLE FOR REIMBURSEMENT OF ONE VEH PAYMENT.

Created by ZHL167N at 2013-02-06 10:29:03

paying \$637.00 a month on a veh c does not have. rcas understood.

rcas-lah advised that nna parts coordinator advising dlrshp to order oem part and provided part number.

BASE RENT: 579.09

rcas-lah asked if c could fax veh payment coupon to rcas for possible review o

rcas-lah placed outbound call to c 2/6/13@[REDACTED] and left vmx. provided name, case number, contact information, date of call. advised follow up date

n reimbursement. rcas provided fax number 615-267-7690. rcas advised contactin

rcas-lah forwarding email to sm-joe and parts-timmy

TAX:57.91

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g c again on 1/18/13. c agreed.

rcas-lah ended call mutually

set for 2/8/13.

TOTAL:637.00

Created by ZHL167N at 2013-01-24 08:29:36

rcas advised that dlrshp is completing repair this day and will be contacting

Rcas-LAH SUBMITTING CHECK REQUEST.

rcas-lah thanked c and ended call mutually.

Created by ZHL167N at 2013-01-17 17:42:28

Created by ZHL167N at 2013-02-20 08:46:34

c regarding completion of repair.

rcas-lah received faxed docs 1/24/13

Created by ZHL167N at 2013-01-24 08:33:45

Created by ZHL167N at 2013-02-08 13:21:47

rcas-lah reviewed case with FOM-SC 1/16/13. FOM approved reimbursement of one

rcas-lah setting follow up date to review check submission 2/22/13

Created by ZHL167N at 2013-02-21 10:07:31

rcas-lah placed outbound call to c 1/24/13@[REDACTED] and spoke with c. rc

rcas-lah placed outbound call to dlrshp and spoke with sm-joe. rcas reviewed c

veh payment. FOM requested that dlrshp send STP request of part to FOM to expe

as advised that fax was received and rcas to begin process of check reimbursem

ase with sm.

dite the part.

rcas-lah placed outbound call to c 2/21/13@[REDACTED] and left vmx. advise

d that second veh payment had been issued and c should receive within 2-4 week

ent on veh payment. c understood.

sm states that veh is repaired and c to pick veh up this day 2/8/13

Created by ZHL167N at 2013-02-08 14:38:43

rcas-lah advised follow up date for contacting c 1/28/13. c understood. rcas a

rcas-lah emailed sm-joe 1/17/13 requesting sm send STP to FOM-SC

s. advised case will be closing. advised if c should have any questions to con

Created by ZHL167N at 2013-01-17 18:32:18

dvised that rcas is still following the backorder part and will keep c and dlr

rcas-lah placed outbound call to c 2/8/13@[REDACTED] and spoke with c. rca

tact rcas and provided contact information.

Created by ZHL167N at 2013-02-21 10:10:01

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rcas-lah received email notification from FOM-SC 1/17/13 on STP as follows:

shp up to date with any updates. c understood.

s reviewed case with c.

c confirmed that veh will be picked up this day. c is requesting a second veh

*****closing summary*****

Mandatory Information (provided by Initiator)

rcas-lah thanked c and ended call mutually.

Created by ZHL167N at 2013-01-24 08:40:02

Model:PATHFINDERReason for RequestYesNo

payment as c states veh has been down since dec 2012.

rcas-lah received case regarding c's veh and backorder part. fom approved 2 ve

h payments for frustration of waiting on backorder part. checks approved and c

Model YR:2013>Multiple Repair Attempts

rcas-lah advised rcas would review request and contact c on 2/11/13 with decis

rcas-lah confirmed mailing address 1/24/13

ion.

notified. veh has been repaired and returned.

rcas-lah sending checking request for one veh payment per fom-sc approval as f

VIN # :5N1AR2MM4DC [REDACTED]>Parts Availability1

ollows:

Out-of-Service date1/17/2013

rcas-lah thanked c and ended call mutually.

CA File #:10428766

DIAGNOSTIC

Dealer CSC Order #:24292706

rcas-lah placed outbound call to fom-sc 2/8/13 and reviewed case with fom. fom

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

approved a second veh payment for c.

C IS ELIGIBLE FOR REIMBURSEMENT OF ONE VEH PAYMENT.

CSC Order Date:1/17/2013

BASE RENT: 579.09

Created by ZHL167N at 2013-02-11 14:43:50

Part NumberDescriptionQty

310CM-3WX0ERETRANSMISSION1

rcas-lah placed outbound call to c 2/11/13@[REDACTED] and left vmx. provid

TAX:57.91

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Created by ZHL167N at 2013-01-17 18:32:42

rcas-lah advised following up with veh repair name, case number, contact information. advised following up with veh repair TOTAL:637.00

r. advised that rcas will reimburse c for second veh payment and provided fax rcas-lah setting srd task 1/17/13

Rcas-LAH SUBMITTING CHECK REQUEST.

Created by ZHL167N at 2013-01-18 09:01:06

Created by ZHL167N at 2013-01-24 08:40:55

number. advised contacting c again on 2/12/13

Created by ZHL167N at 2013-02-12 08:24:26

rcas-lah notating per previous notes should state veh payment reimbursement an rcas-lah placed outbound call to c 1/18/13@[REDACTED] and left vmx. provided not diagnostic

ed name, case number, contact information, date of call. advised that rcas will rcas-lah placed outbound call to c 2/12/13@[REDACTED] and left vmx. provided

Created by ZAT111N at 2013-01-25 15:45:45

ed name, case number, contact information, date of call. advised follow up date l be reimbursing c for veh payment and is seeking c to fax coupon to rcas for e set for 2/13/13

processing. provided fax number 615-267-7690. advised that dlrshp has upgrade Rcas-at assisting with case for rcas-lah.

===

Created by ZHL167N at 2013-02-13 13:25:44

d backorder part to top priority and rcas will contact c again on 1/23/13 for

Rcas-at called c @ 5:43 pm est on mobile # [REDACTED]

rcas-lah placed outbound call to dlrshp 2/13/13 and spoke with sm-joe. rcas re status update on eta on part.

Created by ZKD176N at 2013-01-21 05:05:30

Rcas-at spoke to c & advised c that c's reimb has been processed & c should re viewed case with sm.

cieve within 2-4 weeks, c agreed.

sm states veh was picked up and returned to c on 2/8/13. rcas advised attempti SRD-KD in review of case for back order part, part number documented correctly in case no further assistance required from SRD at this time.

ng to reach c with no return call.

Rcas-at thanked c & ended call mutually.

Created by ZHL167N at 2013-01-23 10:04:48

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REQUESTED BY: lattad

CAR ID: CA2428766

Rcas-at exiting case.

rcas-lah thanked sm and ended call mutually.

Created by ZHL167N at 2013-01-28 10:25:27

rcas-lah placed outbound call to dlrshp 1/23/13 and spoke with timmy in parts.

rcas-lah asked if part had arrived. rcas was advised it has not arrived at dlr

rcas-lah placed outbound call to c 2/13/13@[REDACTED] and left vmx. provided n

rcas-lah reviewed HOST NMPS I53 and found eta of 1/2813 adding 5 to 7 business
ame, case number, contact information. rcas is seeking return call.

days 2/1/13

shp at this time.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 310CM-3WX0ER

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

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REQUESTED BY: lattad

CAR ID: CA2428766

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/21/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2428766

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3948 Pennsylvania					

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REQUESTED BY: lattad

CAR ID: CA2428766

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3948

STATE: PA

DEALER NAME: COCHRAN NISSAN/SOUTH

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2439132
STREET: [REDACTED]	VIN: 5N1AR2MN6DC [REDACTED]	
CITY: CONYERS	YR/MDL: 2013.0 PTH	MILEAGE: 002587
ST/ZIP: GA [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 0	PAID: 354	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3987 CONYERS NISSAN
DLR PH: 770 922 7600	DENY: 0	RESP DLR: 3987 CONYERS NISSAN
	REGION: 34	DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
AIRBAG: N (Y/N)	PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)
SENT TO LEGAL: N (Y/N)	PREVIOUSLY REPAIRED: 00/00/00	WHERE:
VEHICLE PURCHASED: New x Preowned	MILES: 002587	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0
		MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/15/13	XFER/RSPNSBLTY: 34 01 N
CONTACT (S):	OLLOWUP DATE: 02/05/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/04/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

Created by ZRS178N at 2013-01-15 14:46:19

Created by ZRS178N at 2013-01-15 15:08:02

nt been able to enjoy or drive it much but is paying for it all this time.

Service Dept. Review

CRR-SR checked for previous related cases:none

CRR-SR verified case case owner and account info as correct and warm transferr

Service Dept. Review

CRR-SR checked for previous unrelated cases:none

ed c to ext and left c to leave a vmx for agent

Service Dept. Review

Created by ZVL175N at 2013-01-23 12:17:36

CRR-SR verified C's name,address, phone number, and email address:verified

Service Dept. Review

CRR-SR asked C for vin number, mileage, servicing dealer, and how they acquire

rcas-vl recieved vxm from c and called c on [REDACTED] and left vm rcas-vl rc

Service Dept. Review

as-vl called alt # [REDACTED] unalbe to leave vxm rcas-vl setting follow up

d veh.:

Service Dept. Review

CRR-SR checked for open recall campaigns: Open 2013 - Pathfinder TCM Reprogram

for setting follow up for 1/25/13

Service Dept. Review

Created by ZVL175N at 2013-01-25 12:26:58

ming ECM REPORGRAM

Service Dept. Review

CRR-SR received called from c stating:brand new veh needs a new transmission a

rcas-vl called c [REDACTED] and advised the c that rcas-vl the c that rcas-vl

Service Dept. Review

has received the c 's pop and rcas-vl will submit the request for a possibl

lready and C is really concerned about the veh as a whole now. C stated no war

e 1 month veh payment the c thanked rcas-vl for calling back rcas-vl advised

ning light came on at all. c stated all c was told is a hose came off somethin

g and cause the transmission to over heat. C stated the dlrshp is being very h

the vl that rcas-vl will follow for 1/29/13 the c agreed and ended the call

Created by ZVL175N at 2013-01-25 12:27:35

elpful with this concern but C is leary of future issues with veh. C stated ni

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rcas-vl submitted goodwill request to fom/mw for review.*

ssan is sending 2 inspectors to the dlrshp to check into this concern

Created by ZVL175N at 2013-01-25 13:31:30

CRR-SR advised C:to call CA back after speaking to the dlrshp about the inspec

rcas-vl received approved for good reimbursement form fom/mw

tion done by nissan and is c wants more assistance with owning the veh after t

Created by ZVL175N at 2013-01-29 08:08:39

he repair.

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

CRR-SR provided C with name, extension 458188 and case number.

NAME OF DEALERSHIP: CONYERS NISSAN

CRR-SR offered further assistance:declined

INVOICE DATE:1/10/2013

CRR-SR thanked C for calling.

MILEAGE:2587

CRR-SR closing case

PART NAME/NUMBER::(1) VEH PAYMENT REIMBURSEMENT

Created by ZRS178N at 2013-01-16 15:25:32

PART AMOUNT: \$605.95

CRR-SR received call from C stating Nissan reps did go to dlrshp and dlrshp wa

LABOR AMOUNT:N/A

s going to put in a rebuilt transmission but reps are making sure its a new tr

SHOP SUPPLIES:N/A

anmission and dlrshp will give c a rental during the repair time. C stated due

SUBTOTAL:\$605.95

TAX AMOUNT:N/A

to a death in family c needs to go out of town and is waiting to hear from SM

at dlrshp if c can take rental.

TOTAL AMOUNT:\$605.95

CRR-SR informed C that vsc should cover a rental for trip out of town and to s

RCAS-VL SUBMITTING CHECK REQUEST.

***GOODWILL REIMBURSEMENT

peak to the SM on this matter further if dlrshp denys C's request to take veh

Created by ZVL175N at 2013-01-29 08:13:35

out of town.

C stated this whole experience is so upsetting and a big inconvenience that is

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rcas-vl called/ james and requested ro's to process reimbursement rcas-vl was advised by s/ m james that the c will receive a new transmission and radiator why CRR-SR is sending case to RCAS C made reference to being compensated for and the repairs will hopefully be done by 1/30/13 this.

Created by ZVL175N at 2013-01-29 08:16:37

CRR-SR opened case and sent to RCAS for compensation consideration

Created by ZVL175N at 2013-01-17 17:01:21

rcas-vl called c 7706486528 and left vxm rcas-vlsetting follow up for 2/1/13

Created by ZVL175N at 2013-02-01 07:19:39

rcas-vl called c on [REDACTED] unable to leave vxm due to the phone just rung

rcas-vl called c [REDACTED] and alt # [REDACTED] and left vxm rcas-vl settin

rcas-vl setting follow up for 1/18/13

Created by ZVL175N at 2013-01-18 13:01:35

g follow up for 2/5/13

Created by ZVL175N at 2013-02-04 06:50:16

rcas-vl called s/m james in regards to case and was advised that s/m will cont act rcas-vl back when s/m returns to the office

rcas-vl called c [REDACTED] and left vxm alt rcas-vl called alt # [REDACTED]

21 and the c stated that the c picked up the c's veh and the veh seem to be r

Created by ZVL175N at 2013-01-18 13:03:34

rcas-vl called c on [REDACTED] and left vm rcas-vl setting follow up for 1/22/

unning good rcas-advised the c that the c's reimbursement check has been issue 13

d for 1 veh payment the c thanked rcas-vl for the assistance rcas-vl thanked t

Created by ZVL175N at 2013-01-21 11:00:46

he c and advised the c if rcas-vl can be of further assistance to contact rcas

rcas-vl contacted s/m james and was advised that the cooler line to the trans

-vl the c agreed and ended the call.

Created by ZVL175N at 2013-02-04 06:52:18

mission broke and the c needs a new radiator and transmission and dts-cc insp

ected the veh and it is determined that the c will receive a new transmission

summary: called nna in regards to premature failure in the transmission

not a factory remand. s/m stated that in regards t the rental if the c needed

to take the rental out of town that wasn't a problem

Created by ZVL175N at 2013-01-21 11:02:49

rcas-vl recieved vxm from c and called c on [REDACTED] and left vm rcas-vl set

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ting follow up for 1/22/13

Created by ZVL175N at 2013-01-21 11:03:11

rcas-vl setting follow up for 1/23/13

Created by ZRS178N at 2013-01-22 16:51:01

CRR-SR received call from C stating cwas informed by dlrshp that is was ok to take veh out of town and veh will be repaired with new transmission not rebuilt one but C is still waiting to speak to RCAS agent on the request for compensation for loss of use of veh. C stated being this is a brand new veh and c has

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/04/13

MICROFILM:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 360

REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2439132

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2439132

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN6DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3987 Georgia					

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REQUESTED BY: lattad

CAR ID: CA2439132

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3987

STATE: GA

DEALER NAME: CONYERS NISSAN

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2449654
STREET: [REDACTED] **VIN:** 5N1AR2MM5DC [REDACTED]
CITY: NORTH WEYMO **YR/MDL:** 2013.0 PTH **MILEAGE:** 000150
ST/ZIP: MA [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 3,156 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3410 QUIRK NISSAN, INC.
DLR PH: 617 472 6700 **DENY:** 0 **RESP DLR:** 3410 QUIRK NISSAN, INC.
REGION: 26 **DIST: SL/SV/PT:** 10 10 40

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000150 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: QUIRK NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/17/13 **XFER/RSPNSBLTY:** 26 10 N
CONTACT (S): **FOLLOWUP DATE:** 02/14/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/14/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 207500 PATHFINDER
OF NNA., INC. ISSUES 302500 CONTINUOUSLY VARIABLE TRANSMI
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION
BG POWERTRAIN WH REQUEST FOR RENTAL ASSISTANCE
YX POOR OR IMPROPER OPERATION

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CAR ID: CA2449654

C. A. R. COMMENTS

Created by ZMC177N at 2013-01-17 06:15:50

Created by ZSA345N at 2013-01-23 14:30:00

Created by ZSA345N at 2013-01-28 08:40:10

End of verbatim

RCAS-SC called C at #(617) 921-8180 and left message on vmx advising that the

RCAS-SC emailing FOS to advise of C's request and resetting followup for 2/6

Service Dept. Review

check was approved and C will receive the check within 2-4 weeks.

Created by ZSA345N at 2013-02-06 13:06:32

RCAS-SC called SM-Jerry at QUIRK NISSAN

RCAS-SC forwarded ARBS recommendation to FOS for review. RCAS-SC noting that d

Service Dept. Review

Created by ZSA345N at 2013-02-14 07:24:20

ecision will not be given until FOS has advised of any possible goodwill.

RCAS-SC received email from FOS saying that the offer stands and NNA will not

Service Dept. Review

SM said the transmission, radiator and 2 hoses were ordered, and all are in e

SSA-EB sent an internal message to Exec TL-LR in regards to customer case, due

Created by ZSA345N at 2013-01-28 08:55:58

offer goodwill beyond a month's veh payment and the ECW. FOS said that this is

RCAS-SC SUMMARY:

Service Dept. Review

to the fact that case has already been escalated to ARBS for review and denie

xcept one hose due in on 1/25. SM said that SM did speak with SM yesterday and

C called and spoke with ASM today.

C called NNA for assistance due to the loaner not being large enough for C's f

d repurchase/replacement.

goodwill and NNA is not obligated to offer anything beyond the warranty.

RCAS-SC called C at [REDACTED] and spoke with C and apologized for not contac

Service Dept. Review

amily. RCAS-SC called SM and SM said that C was in a Rogue and this was the la

Created by ZEB178N at 2013-02-20 13:30:42

Created by ZSA345N at 2013-01-23 14:32:47

Created by ZSA345N at 2013-02-06 13:19:09

Service Dept. Review

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REQUESTED BY: lattad

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ting C sooner. RCAS-SC said that RCAS-SC wasn't sure if C received RCAS-SC's m
*** Added after the case is closed. ***

essage from last week, but RCAS-SC is still waiting on further information reg
RCAS-SC called C at # [REDACTED] and left message on vmx advising that RCAS-SC
RCAS-SC called C at # [REDACTED] and spoke with C and advised that NNA will not
rgest loaner veh available. RCAS-SC emailed FOM and FOM said that SM was worki
Service Dept. Review

arding the review and as far as the repair, all but a single hose was in at th
be offering C more than the month's veh payment and the ECW for the powertrai
ng with different rental companies to locate a larger loaner veh for C. RCAS-S
Service Dept. Review

spoke with SM and understands that all of the parts are in except for a single
SSA-EB spoke with SS TL-AL and Exec TL-LR in regards to making contact with cu
C advised C that the dlrshp would find C a larger veh. C said that C was alrea
e dlrshp and that was due in on 1/25. RCAS-SC said that RCAS-SC is not sure ab
hose and that is due in on 1/25. RCAS-SC advised of followup again on 1/28 to
n. C asked why not, even though C was without C's veh for 3 weeks. RCAS-SC adv
Service Dept. Review

stomer again and agreed that decision will need to be reiterated.
dy contacted by the dlrshp and one was located. C asked RCAS-SC if RCAS-SC was
ised that NNA as the manufacturer is not obligated to offer anything over the
out the status of the repair at this point, but will contact the dlrshp and as
Service Dept. Review

SSA-EB exiting case, no further assistance needed.
verify status at that time.

aware of the "lemon law" and that if the veh was at the dlrshp for 22 days, t
k that the dlrshp call C with the current status. C said that C wasn't sure ab
RCAS-SC resetting followup for 1/28
Service Dept. Review

warranty of the veh, but NNA understands C's concern and would like to make th
Created by ZSD999N at 2013-01-23 14:51:52

hen C would qualify for this. RCAS-SC advised that RCAS-SC is not versed in th
is offer to C. C said that C feels forced to take this. RCAS-SC said that ther
out this process. RCAS-SC said that as RCAS-SC explained to C previously, the
Service Dept. Review

Crr-sd received call from c, verified all information has not changed from the
e is no force and C does not have to accept the offer of goodwill, but C is we

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is and cannot advise as far as the "lemon law". C understood. RCAS-SC advised process can take up to 10 business days and the case was only received on 1/18 . C said that C has a payment coming due on the veh and won't be making a paym last time c called.

lcome to decline the offer. C said that is force and asked what now. RCAS-SC a that RCAS-SC would look into C's request and the parts. C understood. RCAS-SC C want to be transferred to RCAS-SC.

dvised that if C accepts, then C would need to fax a copy of the veh statement ent for a veh that C doesn't have. RCAS-SC said that RCAS-SC does not recommen requested all of the RO's and timestamps from SM and submitted an RHR. ARBS de Crr-sd advised c of transfer but if rcas-sc does not answer, crr-sd asked c if d that, because there is no promise as to what NNA will do with C's request. R nited the repurchase or replacement of the veh and suggested to offer an ECW. R to RCAS-SC to process the check and verify C's information for the ECW and ch CAS-SC advised that this is up to C but C is still responsible and it will aff CAS-SC forwarded suggestion to FOS for review. SM said that the parts were all c is willing to leave a message on rcas-sc's voicemail. c agreed.

eck to be processed. C understood. C said that C is currently in C's veh now a Crr-sd offered further assistance. c declined, c satisfied.

ect C negatively. C said that C doesn't see how this conflicts and C isn't goi in except a single hose that was to come in shortly. RCAS-SC understood. RCAS nd asked how C could do this. RCAS-SC advised that C can verify the spelling o Crr-sd provided c with case number, name and extension number.

f C's name and C's address first and if no further questions, then hang up and ng to make a payment for the veh. RCAS-SC said that this is up to C. C asked a -SC received email from FOS approving ECW and a month's veh payment. RCAS-SC a bout the process. RCAS-SC said that this is an internal process and RCAS-SC wi Crr-sd transferred c to rcas-sc VMX.

dvised C of the offer and C said this is fine, but C would like 4 months veh p RCAS-SC can call back and leave the fax number on C's vmx. C agreed. C verifi ayment. RCAS-SC said that RCAS-SC would check into this. RCAS-SC emailed FOS a Crr-sd sent internal message to rcas-sc and exiting case.

ed the spelling of C's name and C's address. RCAS-SC asked if any further ques ll followup again and should have a decision shortly. C asked how the decision

Created by ZJB185N at 2013-01-23 15:15:15

nd FOS said that the original offer was already extended further than the ARBS tions. C said no. RCAS-SC advised of followup again on 2/11 to advise of the s

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works. RCAS-SC said that RCAS-SC will call C with what NNA will do and it will
crr-jb received call and verified info

I be up to C if C accepts or not. C understood. RCAS-SC advised of followup ag
suggestion and NNA will not offer more. RCAS-SC called C and advised that the
tatus at that time. C agreed and call ended mutually.

ain on 1/31 if not before. C agreed.

c request transfer

original offer still stands. C said that C would accept and RCAS-SC verified
RCAS-SC called C and left a message with the fax #615-984-5138 and RCAS-SC's c
all of C's information and submitted the request for the ECW and check approva
crr-jb transferred to vmx

ontact information if C has any questions in the meantime.

RCAS-SC resetting followup for 1/31

Created by ZSA345N at 2013-01-31 09:53:03

crr-jb exiting case

I. RCAS-SC called C and advised once completed and C understood.

RCAS-SC resetting followup for 2/11

Created by ZDR123N at 2013-01-23 15:15:56

Created by ZSA345N at 2013-02-11 13:05:29

RCAS-SC closing the case.

RCAS-SC received an email from FOS approving the ECW for the transmission and
a month's veh payment reimbursement.

Created by ZEB178N at 2013-02-19 16:14:13

DRTS-DR recb

RCAS-SC called C at [REDACTED] and left message on vmx advising that the

*** Added after the case is closed. ***

Created by ZJP177N at 2013-01-24 07:16:08

Created by ZSA345N at 2013-01-31 10:33:20

ECW was processed, but RCAS-SC has not yet received the veh statement and if C
Arbs received RHR for review.

RCAS-SC received an email from SM-Jerry saying closed and picked up on 1/29

SSA-EB notes customer has posted comments on Facebook regarding concerns with
would fax to RCAS-SC at 615-984-5138. RCAS-SC provided RCAS-SC's contact numb

Created by ZJP177N at 2013-01-24 07:18:36

Created by ZSA345N at 2013-01-31 12:16:28

er as well.

vehicle and experience with NNA and Nissan dealer:

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CAR ID: CA2449654

Arbs reviewed RHR

Created by ZSA345N at 2013-02-11 13:07:21

RCAS-SC called C at [REDACTED] and left message on vmx

1/15/13 320 miles

RCAS-SC called C at [REDACTED] and left message on vmx advising that the ECW

RCAS-SC resetting followup for 2/1

Created by ZFJ178N at 2013-01-31 13:32:16

C/S transmission or power steering fluid leaking in front end.

*Customer posted on Facebook on Feb 19th at 12:46 P.M.:

was processed, but RCAS-SC has not yet received the veh statement and if C wou

crr-jd received a call from c. c wants to follow up case id 10449654

Dealer Ordered Transmission

ld fax to RCAS-SC at 615-984-5138. RCAS-SC provided RCAS-SC's contact number a

My husband and I just bought the 2013 Pathfinder. Two weeks later it broke dow

Created by ZJP177N at 2013-01-24 07:19:54

crr-jd asked c if there are changes in the contact info. c said no, but c prov

n, new transmission, new radiator and new coolant lines. Took two weeks to fin

s well.

Arbs in review of the RHR and notes the vehicle has not been subject to an unr

Created by ZSA345N at 2013-02-11 13:11:36

d parts and fix the problem. We were in and out of 4 different rentals at that

ided the best contact number [REDACTED]. c is requesting a call back today.

crr-jd advised c to leave a message if c reached a voicemail, and crr-jd will

easonable amount of repair attempts or days out of service. Arbs noting NNA is

RCAS-SC called C at # [REDACTED] and spoke with C and advised that the extended

time. More than an inconvenience with car seats and strollers constantly bein

g moved. We found that our local dealership did all they could but that the co

not in the position to offer repurchase or replacement. Arbs suggest an ECW/t

send an internal message. c agreed and understood.

warranty has been processed and C will receive information on that within the

crr-jd offered further assistance. c declined.

next 30 days. RCAS-SC advised that RCAS-SC did not yet receive the veh statem

ransmission.

orporate office customer service

Created by ZDA177N at 2013-01-25 08:14:38

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crr-jd provided name, case number and extension number.
ent. C said that C had a confirmation. RCAS-SC advised C that unfortunately, t
was awful. We are not satisfied at all with how things were handled. Within th
CRR-DA received a call from c stating that c is not getting any phonecall from
e next 6 months we will be purchasing another new car and Nissan has left such
exiting the case
here was an issue with faxes going through and this may be why RCAS-SC didn't
a bad taste in our mouths over this. Friends and family will be warned.
Created by ZSA345N at 2013-02-01 12:16:58
RCAS. c said that c wants to speak to a manager/supervisor.
receive it. C said that C will look for this and fax again. RCAS-SC provided f
ax #615-984-5138 and followup on 2/14. C understood.
CRR-DA updated c's information.
RCAS-SC received a message from C requesting callback at [REDACTED]
*SSA responded on Feb 19th at 2:30 P.M:
Created by ZSA345N at 2013-02-01 12:26:50
CRR-DA informed c that c can only escalate the case tro RCAS-TL and will be ab
Hi Ali, thanks for bringing your concerns to our attention. Can you please mes
RCAS-SC resetting followup for 2/14
Created by ZSA345N at 2013-02-11 15:07:07
le to receive a call back within 4-8 business hours, c declined.
RCAS-SC called C at # [REDACTED] and spoke with C and advised that NNA is not i
sage us your contact information and VIN to look into this for you? Thanks (Ke
CRR-DA asked further assistance, c declined.
llye L, Nissan Social)
n a position to offer repurchase or replacement of the veh at this time, but w
RCAS-SC called C at [REDACTED] and spoke with C and advised that RCAS-SC did
CRR-DA gave case number, name and extension number 457223.
*Customer responded on Feb 19th at 4:46 P.M.:
ould like to offer C an ECW for the powertrain, which will extend the warranty
receive the fax from C and will call back on 2/14. C agreed.
7 years from the in-service date and up to 100,000 miles, and a month's veh p
Created by ZSA345N at 2013-02-11 15:10:09
CRR-DA leaving the case OPEN.
Hi Kellye,
ayment. RCAS-SC asked C to verify the spelling of C's name and address. C veri
Created by ZRS178N at 2013-01-25 08:35:23

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First off I'm not looking for anything here I just wanted to let you know that

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

CRR-SR received call from C stating C requested to speak to a supervisor and i
fied C's information. RCAS-SC said that RCAS-SC can process the ECW now and if

NAME OF THE LIENHOLDER: NMAC

the customer service was awful. We did receive a full 7 year warranty and one
C would send RCAS-SC a copy of C's veh payment statement, then RCAS-SC can pr
payment reimbursement for our troubles. But we asked to speak to a supervisor
s again calling to request to speak to a supervisor.

STATEMENT DATE: 01/04/2013

ACCOUNT #: [REDACTED]

C stated C is told RCAS would call and calls a 5 minutes before agent leaves a
ocess this. C said that the ECW sounds fine, but C said that C feels NNA owes
of the woman we delt with and never heard from anyone. Lack of communication

AMOUNT: \$403.89

C 4 months of veh payment. RCAS-SC said that RCAS-SC can certainly look into t
nd when C calls back cannot reach RCAS. C stated this is unacceptable and want
was a huge problem for us.

his, but cannot promise anything. C said that C might have to trade this veh i

Our VIN # is 5N1AR2MM5DC [REDACTED].

RCAS-SC SUBMITTING CHECK REQUEST PER FOS AND HAS ALREADY VERIFIED C's INFORMAT
s to speak to RCAS supervisor

CRR-SR informed C c will receive a call back within 4-8 business hours

ION

My contact info:

n then. RCAS-SC advised that RCAS-SC will not be processing the ECW then if C

Ali_20_1998@yahoo.com

Created by ZSA345N at 2013-02-14 06:28:38

CRR-SR escalated case

isn't sure if C is keeping the veh or not, and can look into C's request but w

774-280-0653

Created by ZVF176N at 2013-01-28 08:31:04

ill not promise that NNA will offer more than this. C asked if this will take

RCAS-SC called C at [REDACTED] and left message on vmx advising that the che

10 business days. RCAS-SC said that RCAS-SC will followup with C again on 2/6

ck was approved and C will receive the check within 2-4 weeks.

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REQUESTED BY: lattad

CAR ID: CA2449654

TL-VF changing ownership and sending internal message to RCAS-SC for c contact

.

Created by ZSA345N at 2013-02-14 06:29:53

if not before. C understood.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SNSH
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/14/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: MORGAN	LANGUAGE:

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CAR ID: CA2449654

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SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM5DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		410 Massachusetts					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 388

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 389

REQUESTED BY: lattad

CAR ID: CA2449654

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3410

STATE: MA

DEALER NAME: QUIRK NISSAN, INC.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 391

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2470061
STREET: [REDACTED] **VIN:** 5N1AR2MM7DC [REDACTED]
CITY: YOUNGSTOWN **YR/MDL:** 2013.0 PTH **MILEAGE:** 000300
ST/ZIP: OH [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 2,814 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5165 BOARDMAN NISSAN
DLR PH: 330 726 5555 **DENY:** 0 **RESP DLR:** 5165 BOARDMAN NISSAN
REGION: 24 **DIST: SL/SV/PT:** 11 11 41

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000300 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/21/13 **XFER/RSPNSBLTY:** 24 11 N
CONTACT (S): **FOLLOWUP DATE:** 02/07/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/07/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN WA PREMATURE WEAR/FAILURE
YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2470061

C. A. R. COMMENTS

at with all involved with replacing, c stated that the engine needs to be drop

Created by VCA449N at 2013-01-28 14:04:53

Created by ZEJ178N at 2013-01-21 09:12:31

Created by ZEJ178N at 2013-01-21 09:20:28

Service Dept. Review

TOTAL:\$567.21

ARBS-CA received RHR

Crr-je checked for previous related cases: none

ped as well & c stated that c is not a mechanic & c stated that the veh will n

RCAS-AT SUBMITTING CHECK REQUEST.

Service Dept. Review

01/17/13 380 miles

Crr-je checked for previous unrelated cases: none

ever be the same after it is put back together. C stated that c is paying \$ fo

**** GOODWILL REIMBURSEMENT****

Service Dept. Review

Created by ZAT111N at 2013-02-07 15:30:05

Crr-je verified C's name, address, phone number, email address mileage, servic

--C states Transmission is INOP

r the veh & c stated that c has only had it for 2 days. C stated that c drives

Service Dept. Review

---Dir to replaced radiator, hose and Transmission

ing dealer, and how they acquired veh.

Rcas-at called c @ 5:22 pm est on home # [REDACTED].

Service Dept. Review

the veh 104 miles round trip. C stated that c bought the Nissan but c stated

12 days down

Crr-je checked for open recalls found : none

Rcas-at spoke to c's wife aka c & advised c that c's reimb was approved & c sh

Service Dept. Review

that c was going to buy an Arcadia. C stated that c did not want the veh to br

ake down on c & c stated that c did not want that to be an issue. C state dthat

Created by VCA449N at 2013-01-28 14:06:51

Crr-je received a call from c stating 2 days after c purchased veh, it was no

ould receive it within 2-4 weeks, c agreed.

Service Dept. Review

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 395

REQUESTED BY: lattad

CAR ID: CA2470061

ARBS-CA reviewed file. After careful evaluation, NNA will not be able to offer
c is afraid to drive the veh & wants NNA to replace c's veh with one like c's
longer running. C states dlr told c that the hose that goes from the transmiss
Rcas-at thanked c & ended call mutually.

ion to the radiator came off and caused fluid to leak into transmission. C sta
r repurchase at this time, as there have not been an unreasonable number of re
SUMMARY

C called NNA seeking veh repurchase as c's transmission had failed & needed re
ised c that NNA does have the option to either approve or deny c's request bas
pair attempts for any warrantable concerns.

tes now the radiator and transmission needs to be replaced. C states c does no
ed on case review, c understood.

NNA will continue to honor the terms and conditions of all applicable warranti
placement.

t want veh because c knows once this is done, veh will have more problems. C s
C was denied but NNA offered a veh payment for the inconvenience & c was satisf
es

Rcas-at advised c that rcas-at will follow up with c 2/4 but if rcas-at is giv
tates c should not be having major repairs done on s veh with 300 miles. C sta
Created by VCA449N at 2013-01-28 14:07:21

en a decision sooner, rcas-at will advise c, c agreed.

ied. Rcas-at closing case.

tes c want a different Pathfinder.

ARBS-CA would suggest one monthly payment for time vehicle has been down as go

Crr-je advised c that RCAS would contact c before the end of the next business

Rcas-at provided c rcas-at contact info & ended call mutually.

day.

odwill

Rcas-at setting follow up for 1/24 & exiting case.

Created by ZAT111N at 2013-01-22 11:14:01

Created by ZAT111N at 2013-02-01 05:47:11

C thanked Crr-je

Crr-je provided C with name, ext, and case number.

Rcas-at acknowledged dlr attachment.

Rcas-at sending Arbs recommendation to CSM & FOM & exitng case.

=====

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 397

REQUESTED BY: lattad

CAR ID: CA2470061

Call ended mutually

Created by ZAT111N at 2013-02-01 13:56:44

Created by ZEJ178N at 2013-01-21 09:20:28

Rcas-at called c @ 3:50 pm est on home # [REDACTED].

Rcas-at called svc dlr @ 1:11 pm est on [REDACTED].

Crr-je checked for previous related cases: none

Rcas-at spoke to c's wife Angie aka c & delivered RHR denial but advised c tha

Rcas-at spoke to SM-Dan & advised that RO was attached & inquired on current R

Crr-je checked for previous unrelated cases: none

O & if it could be sent.

t rcas-at was looking to reimb c a veh payment for the inconvenience.

Crr-je verified C's name, address, phone number, email address mileage, servic

C stated thats it. C stated that is pretty bad. C stated that is not remotely

SM-Dan stated SM will attach to case.

acceptable that has been down for 3 weeks now. C stated that is not enough. C

ing dealer, and how they acquired veh.

Rcas-at agreed & ended call mutually.

Crr-je checked for open recalls found : none

Racs-at sending email to CSM-JS to advise of RHR & exiting case.

stated maybe an extended warranty for the veh so that c could feel secure. C s

Created by ZAT111N at 2013-01-24 06:42:47

Crr-je received a call from c stating 2 days after c purchased veh, it was no

tated that c was looking for a maintenance plan. C stated that c was looking f

longer running. C states dlr told c that the hose that goes from the transmiss

or either or with the veh payment.

Rcas-at rec'd RO from svc dlr.

ion to the radiator came off and caused fluid to leak into transmission. C sta

Rcas-at asked c how much were c's payment.

Rcas-at beginning RHR.

Created by ZAT111N at 2013-01-24 12:38:52

C stated \$500 something.

tes now the radiator and transmission needs to be replaced. C states c does no

Rcas-at asked c if c had a statement.

Setting follow up for 1/28.

tates c should not be having major repairs done on s veh with 300 miles. C sta

C agreed & asked for fax.

Created by ZDA177N at 2013-01-25 09:22:11

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 399

CAR ID: CA2470061

tes c want a different Pathfinder.

CRR-DA received a call from c stating that c wants to be transferred to RCAS-A
Crr-je advised c that RCAS would contact c before the end of the next business
Rcas-at provided & advised c that rcas-at will look into VSC & maintenance & f
day.

ollow up 2/5, c agreed.

T. c said that c needed to talk about something to RCAS-AT.

CRR-DA asked if any of c's contact changed, c said no.

C thanked Crr-je

Rcas-at thanked c & ended call mutually.

CRR-DA advised c to stay on the line while CRR-DA transfer the call to RCAS-AT
Crr-je provided C with name, ext, and case number.

Rcas-at sending c's request to FOM-TB & setting follow up for 2/5.

but incase that RCAS-AT is not available c will be routed to vmx and c can le
Call ended mutually

Created by ZAT111N at 2013-02-05 09:03:34

ave a message with the best contact phone number to reach c, c understood.

Created by null at 2013-01-22 08:38:08

Rcas-at rec'd email from FOM & Csm advising that only a veh payment would be n
CRR-DA told c that if c will be routed to vmx, CRR-DA will send an internal me
ecessary.

Terry Brualdi, Technical assistance and engineering are all aware of this. Af

=====

ssage to RCAS-AT to notify that c called for follow up.

ter line was reinstalled, our technician roadtested vehicle and noticed a slig

CRR-DA asked further assistance, c declined.

ht 2 second delay going into reverse, he imediately called nissan, and they wa

Rcas-at called c @ 10:56 am est on home # [REDACTED].

CRR-DA gave case number, name and extension 457223.

nt the Radiator, lines and Transmission replaced and sent back to them intact.

Rcas-at spoke to c's wife & advised that NNA was only able to reimb c he veh p
ayment & could not extend the warranty or offer c a maintenance plan.

CRR-DA leaving the case OPEN.

They also want the lines double clamped which will avoid any future instances

CRR-DA sent an internal message to RCAS-AT .

C stated that c has had enough & c has had to have major engine work done earl

. The only reason all these parts are being replaced is for Engineering to ins

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 401

REQUESTED BY: lattad

CAR ID: CA2470061

Created by ZAT111N at 2013-01-28 10:26:12

pect and peace of mind as well as satisfaction for the customer.

y in the veh life. C stated that the one payment is not acceptable.

I will send you the PDI ro as soon as I figure out how to attach it in this

Rcas-at apologized that rcas-at could not be of further assistance & advised c

Rcas-at rec'd a vmx from c's wife.

====

new communication tool. There are no other ro's to send.

that c does not have to accept & whatever c decides to do thereafter is at c'

Rcas-at called c @ 12:21 pm est on [REDACTED]

Regards

s discretion, c understood.

C stated that c tried to fax docs but there was an error & requested rcas-at f

Dan Williams

Rcas-at spoke to c. C stated that c stopped at the dlr on Sat to check out the

ax # again.

Created by ZAT111N at 2013-01-22 08:44:01

veh & c stated that the FOM-TB was there with an engineer. C stated that c do

es not know if the veh was inspected but c stated that the dlr was waiting for

Rcas-at acknowledge dlr comment.

Rcas-at provided [REDACTED] & advised c that rcas-at will follow up with c 2

====

/7, c agreed.

the hose which is on B/O until Feb but FOM-TB would try & get the part overni

ghted & c stated that the dlr also needed the update disc for the veh.

Rcas-at called c @ 10:40 am est on home # [REDACTED].

Rcas-at thanked c & ended call mutually.

Rcas-at left c a vmx with rcas-at contact info.

Rcas-at setting follow up for 2/7 pending docs.

Rcas-at understood & thanked c for the update & advised c that rcas-at did not

Created by ZAT111N at 2013-02-06 06:34:10

have an update for c but that rcas-at will keep the follow up with c for 2/4,

Rcas-at called c on mobile # (412) 200-3989.

c agreed.

Rcas-at left c a vmx with rcas-at contact info.

Rcas-at rec'd c's docs & attached to case.

**** GOODWILL REIMBURSEMENT****

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 402

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 403

REQUESTED BY: lattad

CAR ID: CA2470061

Rcas-at noting that the numbers on file were for c's wife [REDACTED]

Rcas-at thanked c & ended call mutually.

Rcas-at setting follow up for 1/23 & exiting case.

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

Created by ZAT111N at 2013-01-22 11:06:11

NAME OF LIENHOLDER: US Bank

Rcas-at completed RHR & attached to case.

INVOICE DATE:1/23/13

Rcas-at rec'd a call from c's wife [REDACTED] aka c.

Rcas-at sending to DRTS for ARBS assignement & setting follow up for 2/1.

C IS ELIGIBLE FOR VEH PAYMENT REIMB ONLY.

Created by ZDR123N at 2013-01-28 11:58:57

Rcas-at verified c's concern.

C stated that c wanted NNA to replace c's veh. C stated that c did not feel th

***DRTS-SW received the RHR. The RHR was assigned to ARBS-CA for review.

PAYMENT:\$567.21

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 404

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 405

REQUESTED BY: lattad

CAR ID: CA2470061

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/07/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 406

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 407

REQUESTED BY: lattad

CAR ID: CA2470061

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM7DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5165 Ohio					

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 408

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 409

REQUESTED BY: lattad

CAR ID: CA2470061

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5165

STATE: OH

DEALER NAME: BOARDMAN NISSAN

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TIME: 10:09:25 AM

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 411

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2476423
STREET: [REDACTED]	VIN: 5N1AR2MM5DC [REDACTED]	
CITY: VIRGINIA BEACH	YR/MDL: 2013.0 PTH	MILEAGE: 001014
ST/ZIP: VA [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 680	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5044 HALL NISSAN VIRGINIA BCH
DLR PH: 757 631 7600	DENY: 0	RESP DLR: 5044 HALL NISSAN VIRGINIA BCH
	REGION: 34	DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED: 01/24/13	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 001014	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/22/13	XFER/RSPNSBLTY: 34 13 N
CONTACT (S):	FOLLOWUP DATE: 02/20/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/20/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION

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CUSTOMER ASSISTANCE REQUEST

PAGE: 412

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 413

REQUESTED BY: lattad

CAR ID: CA2476423

C. A. R. COMMENTS

ARBS-CA received email from DTS -RG stating inspection can take place on 2/19

Created by ZJO176N at 2013-01-22 08:45:41

Created by ZJO176N at 2013-01-22 09:03:56

C understood and asked if dlr call c stating that veh is repaired if c can pi

hanged, c stated no

nt and ECW for powertrain as goodwill

Rcas-JO is available, c accepted.

Service Dept. Review

at 1030am

ck up veh or c has to leave veh at dlr.

Created by ZJO176N at 2013-01-30 14:20:29

Rcas-IS asked c to hold on the line from 1 to 2 min while Rcas-IS verified if

Rcas-IS came back to c & thanked c for hold time.

RCAS-JO verified Cb

Service Dept. Review

Created by VCA449N at 2013-02-07 07:32:33

DLR and Mileage of VEH.

Rcas-IS warm transfer call to Rcas-JO

Rcas-JO is available, c accepted.

RCAS-JO wrote the csm a email advising of arbs recommendations.

RCAS-SS informed c that c can pick up veh and use veh and it does not affect e

Service Dept. Review

ARBS-CA contacted C, advised C of inspection date 2/19 at 1030

Rcas-IS came back to c & thanked c for hold time.

Rcas-IS provided c with Name, Case and EXT #.

RCAS-JO check for any open Recalls/Campaigns Found & advised c: PC197

RCAS-JO exiting case & setting follow up for 2-5-13.

Service Dept. Review

valuation process, c understood.

Created by ZCM176N at 2013-02-01 06:47:43

Customer agreed to inspection date, ARBS-CA advised DTS would like to meet and

Pathfinder TCM Reprogramming -Preformed yesterday at Nissan.

Rcas-IS exiting case.

Rcas-IS explained that Rcas-JO was on lunch and offered assistance.

RCAS-SS setting follow up for 1-25-13

Service Dept. Review

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 414

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 415

REQUESTED BY: lattad

CAR ID: CA2476423

Created by ZJO176N at 2013-01-23 11:35:32

Created by ZJO176N at 2013-02-04 14:26:03

C stated that c wanted to know if Rcas-JO was aware that c submitted a claim w

RCAS-CM received a call from c stating wants to speak with: RCAS-JO

RCAS-JO checked for related cases: none

review vehicle with customer if possible. C not sure if can make the inspect

Service Dept. Review

ion to meet with the DTS but C will at least drop off the vehicle on 2/18 for

with the BBB.

Rcas-CM asked c if any contact information such as address or phone #'s have c

RCAS-JO emailed the SM for the SM to fax rcas-jo the open ro & any other ro fo

RCAS-JO received a call from C stating the following:

RCAS-JO Received a veh from the c.

Service Dept. Review

C states is concerned with a concern.

hanged, c stated: no

Rcas-IS explained that information was received on the 24th.

RCAS-JO asked c how the veh is running.

r the veh.

Service Dept. Review

the inspection on 2/19 and then try to meet with the DTS

Created by VCA449N at 2013-02-07 07:33:17

C states has only driven the veh little but that the veh is running well.

C states that the SUV has alot of blogs on the internet & a governmental websi

c understood and requested a call back form Rcas-JO.

RCAS-CM is ok if c can be place in a brief hold to verify if Rcas-JO is availa

RCAS-JO exiting case.

Service Dept. Review

ARBS-CA contacted SM - Jeff

ble. C agree.

Created by ZJZ176N at 2013-01-23 13:09:57

Rcas-IS offered further assistance: C declined.

RCAS-JO was advised that the c is very upset with Nissan. C states this veh c

Service Dept. Review

te.

Advised inspection date set for 2/19, advised customer might drop vehicle off

C states yesterday c was at the dealership all day trying to resolve the conce

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2476423

ost c 40,000 & c is not confident in the veh.

RCAS-CM provided c with RCAS-CM'S name & extension.

Rcas-IS provided c with Name, Case and EXT #.

RCAS-JCM received a call from c stating wants to speak with: RCAS-JO

Service Dept. Review

C states will not place family in the veh.

on 2/18

RCAS-CM exiting case.

Rcas-IS exiting case.

Rcas-JCM asked c if any contact information such as address or phone #'s have

rn.

changed, c stated: No all information remains the same.

Created by VCA449N at 2013-02-07 07:41:43

Created by ZJO176N at 2013-01-28 15:36:18

Created by ZJO176N at 2013-02-01 07:04:22

C states the ecm was reprogrammed yesterday but c's concern persists.

RCAS-JO apologized to c.

ARBS-CA sent DTS letter to C via FedEx 7946 9795 1214

RCAS-JCM informed c that rcas-JO is on break and if c would like rcas-jcm to s

RCAS-JO asked c what the inconvenience is ?

RCAS JO Called HALL NISSAN VIRGINIA BEACH @ 7576317600 @ 8:58 am est.

RCAS-JO received the ro for the c & attached to case.

RCAS-JO was asked by c what other options c has other than a RHR. RCAS-JO advi

Created by VCA449N at 2013-02-18 06:07:00

C states that when c is going 10-15 miles per hr. C states when veh is changin

nd an internal message to call c back, c agreed.

RCAS-JO spoke with: Kayla.

RCAS-JO Will call c back on 1-29-13. Call volume not allowing follow ups today

sed c that rcas-jo can only advise of Nissan info & that rcas-jo is not aware

ARBS-CA notes waiting on results of inspeciton

g from 1-2 gear or 2-3 the veh wants to shut off or seems there is a lack of g

Kayla advised rcas-jo that the SM is with someone & took down all rcas-jo's co

of c's other options. C understood.

RCAS-JCM provided c with RCAS-JCM name & extension.

asoline. C states c hasn't felt the concern at higher speeds. RCAS-JO apologiz

Created by VCA449N at 2013-02-20 11:30:38

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REQUESTED BY: lattad

CAR ID: CA2476423

C wanted to speak with someone higher. RCAS-JO advised the c that no matter if contact info.

RCAS-JCM exiting case.

RCAS-JO exiting case.

ARBS-CA received email from DTS...DTS found vehicle to be in working order, DT

Created by ZJO176N at 2013-01-23 13:18:59

Created by ZJO176N at 2013-01-29 11:36:43

c speaks with a Supervisor the decision comes from a different dept & will be referred to c.

RCAS-JO will wait for a call back.

C states engine or transmission stall is what c feels the veh has.

main the same for the rhr. C Understood.

RCAS-JO c @ [REDACTED] @ 3:14 pm est.

RCAS-JO received a call from the c the veh is not ready.

RCAS-JO setting follow up for 2-4-13.

S did find gas door hinge needs to be replaced

Created by VCA449N at 2013-02-20 11:34:39

C states possibly the veh will be ready tomorrow, but no promises were made.

C states the dealership preformed the recall yesterday.

RCAS-JO asked c if needed further assistance, c declined.

RCAS-JO left a vmx with case #, RCAS-JO'S name & extension. RCAS-JO also provided

RCAS-JO received a call from c.

ARBS-CA contacted C, ARBS-C advised NNA is not in a position to replace or repair

C states that c has the same concern.

C states that the veh was returned to the c yesterday & that was driving today

ded call back # of 1800-647-7261. RCAS-JO advised c that follow up date is 2-6

RCAS-JO advised the c that rcas-jo will call on 2-14-13. C understood.

RCAS-JO understood.

-13 & that if c needs assistance for c to call rcas-jo.

C states has researched online & found similar cases & was tested yesterday.

RCAS-JO asked c if c needed further assistance, c states no.

RCAS-JO thanked c & call was ended mutually.

& the transmission went to 0 the radiator exploded & that at this time the vehicle was purchased at this time.

ARBS-CA advised NNA can offer ECW for power train

Created by ZJO176N at 2013-02-04 14:57:22

h is at the dealership.

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REQUESTED BY: lattad

CAR ID: CA2476423

RCAS-JO advised c that internet info can't be used in cases.

RCAS-JO Called c @ [REDACTED] @ 3:14 pm est.

RCAS-JO understood & advised the c that rcas-jo will submit the rhr today & ca

C stated that is not fair, customer wants his money back.

ll c as soon as info is obtained no later than 2-5-13. C understood.

RCAS-JO advised the c that how rcas-jo could assist the c?

RCAS-JO apologized to c.

RCAS-JO left a vmx with case #, RCAS-JO'S name & extension. RCAS-JO also prov

RCAS-JO received the ro & attached to case.

ARBS-CA advised NNA is not is that position, if customer would like to accept

C wants c's money back, rcas-jo understood & advised the c of the rhr 10 b day

ided call back # of 1800-647-7261.

RCAS-JO advised the c that c's previous buy back request was denied. C underst

RCAS-JO thanked c & call was ended mutually.

RCAS-JO writing email to csm in regards to case.

Created by ZJS111N at 2013-02-04 15:05:02

ECW offer, C can contact ARBS-CA to advise

ood.

RCAS-JO advised c that follow up date is 2-6-13 & that if c needs assistance f

RCAS-JO Exiting case.

s to process the rhr (Repair history Review) process. C understood.

Created by VCA449N at 2013-02-20 11:36:10

Created by ZJO176N at 2013-01-29 11:39:18

or c to call rcas-jo.

RCAS-JO advised c that with the new ro rcas-jo can re submit. c understood.

RCAS-JO advised the c that rcas-jo will call the c on 1-25-13 to find out what

rcas-js assisting rcas-jo

ARBS-CA will close file

C very upset with veh performance & states that if Nissan doesn't assist c wil

RCAS-JO exiting case & leaving follow up as is.

RCAS-JO wrote the csm in regards to the rhr & exiting case.

rcas-js re completed and re submitted RHR

the dealership has been able to do to address the veh concern. C understood.

Created by ZDR123N at 2013-02-04 15:28:45

Created by ZDS177N at 2013-01-29 17:13:48

Created by ZJY000N at 2013-01-23 14:36:05

c states the veh is still at the dealership because c is not happy.

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REQUESTED BY: lattad

CAR ID: CA2476423

I go to the BBB for a lemon law. RCAS-JO understood.
c states called the dealership today & the dealership is not sure what is goin
DRTS-DR recb
rcas-ds assisting with file. rcas completed and submitted RHR for review.
RCAS-JDS received a call from c stating wants to speak with: RCAS-JO
RCAS-JO asked c if the veh is back @ the dealership? c states yes.
Created by VCA449N at 2013-02-05 06:35:03
Created by ZDR123N at 2013-01-29 17:20:24
g to do.
Rcas-JDS asked c if any contact information such as address or phone #'s have
RCAS-JO understood.
ARBS-CA received RHR
changed, c stated: no
c states that the dealership was going to call specialized techs.
DRTS-DR recb
RCAS-JO advised the c that rcas-jo will follow up with the c on 2-4-13. C unde
01/21/13 1024 miles
Created by ZJO176N at 2013-01-30 06:30:28
RCAS-JDS warm transfered call
RCAS-JO understood.
rstood.
Call was ended mutually.
--C states vehicle starts to sputter and feels like a loss of power
RCAS-JDS provided c with RCAS-JDS'S name & extension.
RCAS-JO noting RHR has been submitted rcas-jo setting follow up date for: 2-5-
RCAS-JO offered further assistance: C declined.
13 which is c's follow up date.
Created by ZJO176N at 2013-02-04 07:30:45
---Dlr replaced Trans assembly
RCAS-JDS exiting case.
RCAS-JO provided c with case #, RCAS-JO'S Name, extension #.
11 days down
Created by ZJO176N at 2013-01-23 14:43:47
RCAS-JO exiting case.
RCAS-JO received a vmx from the SM - Jeff Evans stating that a hose from the
RCAS-JO setting follow up for 1-23-13 to call the dealership for ro's if possi
02/01/13 1065 miles

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REQUESTED BY: lattad

CAR ID: CA2476423

ble.

Created by ZJO176N at 2013-01-30 10:52:23

radiator was left loose & has been repaired & that c's veh was being returned

RCAS-JO received a call from c.

--C states coolant smell from Vehicle, loss of power

RCAS-JO calling c on 1-25-13.

RCAS-JO received a call from c stating that the veh is not ready at this time.

RCAS-JO spoke with c.

to the c on 2-1-13.

Created by ZJO176N at 2013-01-23 10:36:39

C states c was originally advised that the veh would be ready on tuesday & he

----Dir re-clamped radiator hose and positioned properly

RCAS-JO Reiterated all the information that rcas-ss provided the c & the c ask

RCAS-JO setting follow up for 2-4-13 to call the SM.

4 days down

Created by ZJO176N at 2013-02-04 08:53:07

ed rcas-jo all the same question that c asked rcas-ss.

RCAS-JO called HALL NISSAN VIRGINIA BEACH @ 7576317600 @ 12:27 pm est.

re we are on Wed & c's veh isn't ready.

Created by VCA449N at 2013-02-05 06:36:00

RCAS-JO asked c if c knows why the repair is taking this time, c states just p

RCAS-JO called c @ [REDACTED] @ 10:49 am est.

RCAS-JO exiting case.

RCAS-JO Spoke with: SM- Jeff Evans.

ARBS-CA notes will take over the file

Created by ZJO176N at 2013-01-23 14:44:27

lacing the veh back together.

RCAS-JO left a vmx with case #, RCAS-JO'S name & extension. RCAS-JO also provi

SM states there is a tranmission concern with the veh. SM states the dealershi

Created by VCA449N at 2013-02-05 13:42:10

ded call back # of 1800-647-7261. RCAS-JO advised the c to call rcas-jo for fu

p is placing a new transmission in the veh.

RCAS-JO adding notes:

RCAS-JO c had advised on previous call that rcas-jo will follow up on 2-6-13 &

ARBS-CA left message to review case with customer

Rcas-jo Advised that rcas-jo will call c on 2-6-13, c understood.

rther assistance but that rcas-jo is waiting on the ro's to submit the RHR aga

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REQUESTED BY: lattad

CAR ID: CA2476423

SM states veh should be by tuesday. RCAS-JO understodo & advised the SM that r that will remain the follow up date.

cas-jo will call to find out if the veh is ready on Tuesday & to remind the SM

Created by VCA449N at 2013-02-06 09:22:30

Created by ZRT176N at 2013-01-24 15:04:41

in. RCAS-JO advised c to call if needs further assistance sooner.

RCAS-JO thanked c & call was ended mutually.

ARBS-CA contacted C

NIS1311481. DRTS-RT recb

RCAS-JO exitign case

RCAS-JO Exiting case & setting follow up for: 2-7-13.

to fax the ro to fax # 615-984-5497. SM understood. RCAS-JO asked for SM's em

ail address & was provided evans@hallauto.com.

Created by VCA449N at 2013-01-30 13:56:19

C stated does not trust the vehicle, vehicle has been in 2 times for transmiss

RCAS-JO setting case follow up for 2-5-13

unt of 38,000 to include purchase and first pament of vehicle. CCF states: Sta

ARBS-CA received RHR

ion.

ll transmission issues, repair attempts 1.

RCAS-JO called HALL NISSAN VIRGINIA BEACH @ 7576317600 @ 10:44 am est.

RCAS-JO thanked the SM for the assistance & call was ended mutually.

01/21/13 1024 miles

Created by ZJO176N at 2013-01-25 14:22:06

C stated would like to have the vehicle repurchased. ARBS-CA advised NNA is n

RCAS-JO exiting case & setting c's follow up for 1-25-13.

RCAS-JO spoke with SM- Jeff Evans.

Created by ZSS345N at 2013-01-23 11:31:09

--C states when driving between 10-20 MPH, veh starts to sputter

ot in a position to replace or repurchase at this time.

RCAS-JO asked SM how the c is feeling about the veh.

RCAS-JO sent ARBS-AS an email in regards to the case.

ARBS-CA advised would like to get DTS out to the vehicle in inspect and verify

----Dlr is replacing the trans assy

RCAS-JO awaiting reply.

RCAS-SS received call from c asking for RCAS-JO.

SM states c is not happy.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 429

CAR ID: CA2476423

9 days as of 1/30/13

C has the veh.

RCAS-JO called the dealership @ 7576317600 @ 4:17 pm est.

RCAS-SS asked c if contact information had changed, c stated no.

the last repair.

Created by VCA449N at 2013-01-30 13:58:07

C stated he is not sure this will do any good. Customer asked what if the DTS

RCAS-JO advised the SM of the rcas-jo's fax #. RCAS-jo will wait for new ro to

RCAS-JO asked to speak with the SM-Jeff Evans.

RCAS-SS asked c permission to place call on hold for 1 minute to verify if age

***ARBS-CA reviewed case. After careful evaluation, NNA will not be able to o

does not find anything wrong with the vehicle. ARBS-CA advised will review c

nt is available, c agreed.

RCAS-JO SA states that the SM is not available.

re submit the RHR.

ase after inspection

Call was ended mutually.

ffer repurchase or replacement at this time, as there have not been an unreason

RCAS-JO understood.

RCAS-SS thanked c for waiting period and informed c that agent is not available

Created by ZIS999N at 2013-02-04 14:14:46

C stated, he has no other option, C will agree to inspection

e and offered assistance. C stated that just want to notify that c contacted

nable number of repair attempts for any warrantable concerns

RCAS-JO left rcas-jo's name , extension, case #.

ARBS-CA advised would contact C back once DTS inspection date has been set

dlr and transmission needs to be replaced and c does not want the veh.

NNA will continue to honor the terms and conditions of all applicable warranti

Rcas-IS received a call from c stating wants to speak with Rcas-JO

RCAS-JO exiting case & setting follow up for 1-29-30

Created by VCA449N at 2013-02-06 09:33:55

Created by ZIS999N at 2013-01-28 10:24:52

es

Rcas-IS asked c if any contact information such as address or phone #'s have c

RCAS-SS confirmed to c that agent is working case to send petition to be evalu

ARBS-CA sent DTS request

ated and it can take up to 10 days to complete and RCAS will call back c on 2-

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REQUESTED BY: lattad

CAR ID: CA2476423

Created by VCA449N at 2013-01-30 13:59:09

hanged, c stated no

Rcas-IS received a call from c stating wants to speak with Rcas-JO

6-13 and informed c that there is no guarantee that petition will be approved.

ARBS-CA notes once repair is complete, ARBS-CA would suggest one monthly payme

Created by VCA449N at 2013-02-07 07:30:57

Rcas-IS asked c if any contact information such as address or phone #'s have c

Rcas-IS asked c to hold on the line from 1 to 2 min while Rcas-IS verified if

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: LCSV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/20/13	MICROFILM:

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2476423

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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REQUESTED BY: lattad

CAR ID: CA2476423

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM5DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5044 Virginia					

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2476423

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5044

STATE: VA

DEALER NAME: HALL NISSAN VIRGINIA BCH

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2483049
STREET: [REDACTED]	VIN: 5N1AR2MN3DC [REDACTED]	
CITY: TEMPLE	YR/MDL: 2013.0 PTH	MILEAGE: 000376
ST/ZIP: TX [REDACTED]	VCAN: Y	IN SVC DATE: 01/10/13
DAY PH: 0	PAID: 1,608	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 979 BATES NISSAN, INC.
DLR PH: 254 699 7181	DENY: 0	RESP DLR: 979 BATES NISSAN, INC.
	REGION: 32	DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
AIRBAG: N (Y/N)	PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)
SENT TO LEGAL: N (Y/N)	PREVIOUSLY REPAIRED: 00/00/00	WHERE:
VEHICLE PURCHASED: New x Preowned	MILES: 000376	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: BATES NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0
		MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/23/13	XFER/RSPNSBLTY: 32 08 N
CONTACT (S):	OLLOWUP DATE: 03/25/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/23/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	127500 RADIATOR HOSE
OF NNA., INC. ISSUES	207500 PATHFINDER
AE ENGINE COOLING SYSTEM	WA PREMATURE WEAR/FAILURE
AZ NISSAN PRODUCT INQUIRIES	ZH CRITICISM
BG POWERTRAIN	

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 441

REQUESTED BY: lattad

CAR ID: CA2483049

C. A. R. COMMENTS

Created by ZSJ177N at 2013-01-23 07:22:58

Created by ZSJ177N at 2013-01-23 07:33:35

f the lot, c was stranded with this issue & is scared of what will happen in t
rcas-ac called the c @ 11 04 am est on [REDACTED] & spoke to the c. rcas a
rcas-ac called the c @ 4 37 pm est on [REDACTED] & left vmx
rcas closing case , Summary Below where case was previously closed

Service Dept. Review

Created by ZAC175N at 2013-02-26 10:24:21

crr-js received call from c, c stated c was driving with children and suddenly
dvised c that rcas reopened the case because NNA wanted to provide something a
he future with the veh... rcas empathized with the c & offered a one month rei
rcas-ac setting for 3/22/2013

Service Dept. Review

burnt smell was noticed and smoke was produced, they then had to stop and had

Created by ZAC175N at 2013-03-22 07:30:47

dditional for the c. rcas advised c that NNA is willing to provide 84 mnth/100
mb. payment, c said c has already paid \$22k up front for the veh & c will not
rcas-ac reopening the case & setting for 2/27/2013

Service Dept. Review

be happy with the one month payment reimbursement. C is worried about coming o
k miles wrnty for the c which is gold preferred. C wants to know what will th
rcas-ac called the c @ 9 29 am est on [REDACTED] & left vmx

Service Dept. Review

to tow veh to BATES NISSAN to have veh checked, they also noticed that air ve
is cover & will it cover oil changes? rcas advised c that this wrnty is Nissa
nt was missing from veh, which caused the veh struggling to accelerate. c was
rcas-ac received call from SM JT who said the ticket opened on 1/22/2013 & the
rcas-ac setting for 3/25/2013 for last contact attempt

Service Dept. Review

ut of pocket for repairs in the future, C is using profanity now. rcas advised

Created by ZAC175N at 2013-03-22 07:31:17

c that if c wants rcas can look into a possible VSC or ECW for the c, c under
n c picked up veh on 2/23.. The SM said the parts that were over nighted, were
ns top of the line wrnty is not for maintnence , it covers mostly everything

Service Dept. Review

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 442

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 443

CAR ID: CA2483049

told that hose from transmission came loose.

c also wants to add that 4 other people with same model of veh had reported to EXCEPT maintnence. rcas advised c that this is for 100 k miles. C wants to kno not able to be used per the engineers .. Engineers came to the dlr (7 enginee rcas-sending another follow up email

Service Dept. Review

stood & would feel better with that. rcas provided contact info & advised of f

Created by ZAC175N at 2013-03-23 11:42:48

NHTSA the same problem and that the towing company that c acquired said that ollow up on 1/29/2013

rs) to look @ the veh .. The engineers brought parts to the dlr to work on the Service Dept. Review

w if it is for 7 yrs , rcas advised c yes . C is willing to accept this & is h appy with it. C also wants to know when the hose will come in so the veh can b Created by ZAC175N at 2013-01-28 13:04:33

customers veh. rcas advised SM that rcas did not know about any of this & if rcas-ac called the c @ 1 42 pm est on [REDACTED] & left vmx

Service Dept. Review

they had towed 8 pathfinders with the same problem. c wants NNA to inspect veh e repaired. rcas advised c that rcas will look into it & process the wrnty & rcas-ac called FOM ML @ 3 00 pm est.

rcas-ac closing case due to 3rd contact attempt

rcas would have known, the case would not have been closed. C told SM that c w

Service Dept. Review

thoroughly.

contact c by 2/8/2013

c wants the veh to be replaced.

ishes c would of taken up the offer of monthly payment reimbursement. SM wants rcas-ac spoke to FOM ML who said FOM does want to take care of the customer, F

Service Dept. Review

***summary below**

Created by ZAC175N at 2013-02-06 09:13:08

crr-js verified contact info

OM will have an answer today for the c, FOM is not sure rather to provide ECW

Service Dept. Review

to know if it is still on the table, cs monthly payment is like \$230 a mnth.

crr-js informed c will forward concern to RCAS for further assistance and will

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REQUESTED BY: lattad

PAGE: 445

CAR ID: CA2483049

or VSC. FOM will call rcas back
rcas-ac sent email to SM JT & FOM asking when the veh will be repaired & when
Service Dept. Review
SM said that the NNA engineer is the cause for the veh staying @ the dlr for I
Created by ZAC175N at 2013-01-28 13:04:33
ong because the veh was going to be returned to the c when the VSC was process
part is suppose to come in.
receive callback before the end of the next business day, c agreed and thanke
Service Dept. Review
Created by ZAC175N at 2013-02-06 09:14:53
d.
ed. SM said c would like to hear from NNA. rcas thanked SM JT & ended the call.
rcas-ac called FOM ML @ 3 00 pm est.
Service Dept. Review
Created by ZAC175N at 2013-02-27 09:19:39
crr-js offered further assistance, c said no
rcas-ac spoke to FOM ML who said FOM does want to take care of the customer, F
rcas-ac submitted VSC request
Service Dept. Review
Created by ZAC175N at 2013-02-06 09:56:12
crr-js case#
OM will have an answer today for the c, FOM is not sure rather to provide ECW
rcas-ac called FOM ML who agreed to reimburse the one month payment due to the
crr-js gave name & ext#
new information provided by SM JT
or VSC. FOM will call rcas back
rcas-ac rcvd email from FOM ML advising that FOM just received information fro
Created by ZAC175N at 2013-01-29 10:59:04
Created by ZAC175N at 2013-02-27 09:57:56
crr-js exiting file
m STP contact, advising that one part has been allocated to the dlrship last n
Created by ZSJ177N at 2013-01-23 07:34:41
ight & should be received today. FOM does not know the status of the other par
rcas-ac called FOM ML 2 x's & FOM ML not available.
rcas-ac called the c @ 11 56 am est on [REDACTED] & left detailed vmx to t
crr-js noting, veh is BRAND NEW and c only had veh for 9 days and already had
he c

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2483049

rcas-ac left vmx to FOM

t.

Created by ZAC175N at 2013-01-29 12:48:42

Created by ZAC175N at 2013-02-07 12:47:23

problem at 256 miles.

rcas-ac called the c @ 11 57 am est on [REDACTED] & left detailed vmx

crr-js exiting file

rcas-ac called FOM ML @ 2 43 pm est & spoke to FOM ML who said FOM wants to p

rcas-ac called the c @ 2 43 pm est on [REDACTED] & spoke to the c. rcas ad

rcas-ac setting for 3/4/2013, implementing 1/3 plan

Created by ZAC175N at 2013-03-01 14:06:42

Created by ZSJ177N at 2013-01-23 07:33:35

rovide Powertrain ECW. FOM has talked to CSM BB already who approved

vised c that the VSC has been processed. C understood & thanked rcas. rcas adv

crr-js received call from c, c stated c was driving with children and suddenly

ised c that c will be receiving something in the mail within 30 days. rcas ask

rcas-ac called CSM BB who approved the ECW because FOM ML talked to CSM ahead

rcas-ac called the c @ 4 05 pm est on [REDACTED] & left vmx

burnt smell was noticed and smoke was produced, they then had to stop and had

ed the c if the dlr called c about the part? C said no, rcas advised c that on

rcas-ac called the c @ 4 06 pm est on [REDACTED] & left vmx

y about the concerns.

Created by ZAC175N at 2013-01-29 13:51:20

e part should have arrived to the dlr already but rcas will have to call the d

rcas-ac sent 2nd contact email

to tow veh to BATES NISSAN to have veh checked, they also noticed that air ve

lr about the other part. C understood & agreed to follow up on 2/11/2013

nt was missing from veh, which caused the veh struggling to accelerate. c was

rcas-ac called the c @ 3 42 pm est on [REDACTED] & left vmx

rcas-ac leaving follow up the same for last contact attempt

Created by ZAC175N at 2013-02-07 12:54:36

Created by ZAC175N at 2013-03-04 09:13:18

rcas-ac called the c @ 3 43 pm est on [REDACTED] & spoke to the c. rcas ad

told that hose from transmission came loose.

c also wants to add that 4 other people with same model of veh had reported to

rcas-ac called Bates Nissan @ 2 47 pm est & requested SM JT.

rcas-ac called the c @ 11 10 am est on [REDACTED] & left vmx

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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CAR ID: CA2483049

vised c that NNA is able to offer a PT ECW for 7yrs/100k miles whichever comes first. C said c does not know what PT is. rcas advised c engine & transmissio NHTSA the same problem and that the towing company that c acquired said that rcas-ac called the c @ 11 12 am est on [REDACTED] & left vmx rcas-ac spoke to SM JT who said the one part is suppose to come tommorow but t he other one probably will not be there tommorow. SM states that c told the dl n repairs will be covered. rcas advised c that c will receiving information in rcas-ac closing case due to 3rd contact attempt they had towed 8 pathfinders with the same problem. c wants NNA to inspect veh **C contacted NNA because c had premature failure on trans cooler hose. C was r that c was afraid for cs childrens life in this veh. SM said that c was not the mail within 30days of when it is processed. C agreed to accept the ECW of thoroughly.

c wants the veh to be replaced.

fer. C also said c still does not have veh, rcas advised c that rcas will cont happy at first but c should be ok now. SM will contact rcas with more info.. provided VSC but since the veh had to be @ the dlr for a while during repairs, act the dlr & follow up with c on 2/1/2013

Created by ZAC175N at 2013-02-11 08:22:27

crr-js verified contact info

c was seeking monthly payment reimbursement aside from VSC/. rcas approved th

Created by ZAC175N at 2013-01-29 13:52:01

crr-js informed c will forward concern to RCAS for further assistance and will e reimbursement but unable to contact c after 3 attempts, closing case***

rcas-ac called the c @ 10 19 am est on [REDACTED] & spoke to the c. rcas a

Created by ZAC175N at 2013-03-07 13:55:23

divised c that one part has came in but not the other. rcas offered to call SM

rcas-ac verified address

receive callback before the end of the next business day, c agreed and thanke

*** ;Added after the case is closed.; ***

d.

rcas-ac submitted ECW request

today. C said SM has been in contact with the c about everything going on so c

Created by ZAC175N at 2013-01-30 08:54:00

crr-js offered further assistance, c said no

is ok with rcas not following up with c anymore. rcas apologized for the dela

rcas-ac rcvd vmx from c apologizing that c took long to get back to rcas. C sa

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 451

REQUESTED BY: lattad

CAR ID: CA2483049

crr-js case#

id c just wanted to leave the mssg to let rcas know that c has to wait on reim
rcas-ac called the c @ 10 42 am est on [REDACTED] & left vmx
ys with this & advised c that rcas can follow up if c would like, C said c is
bursement because c has not made the payment yet. C said c will call rcas when
crr-js gave name & ext#

ok with SM following up. C said if c has a problem c will call rcas back becau
rcas-ac called the c @ 10 43 am est on [REDACTED] & spoke to the c. rcas a
c is ready to send it.

crr-js exiting file

divised c that the ECW has been processed. C wants to know if this comes with r
se c has rcas phone #. rcas thanked c & call ended mutually. closing case

Created by ZAC175N at 2013-02-11 08:23:10

Created by ZSJ177N at 2013-01-23 07:34:41

ental, rcas advised c no. C understood . rcas verified with c that veh was rep
rcas-ac leaving case closed

aired but c cannot go get it yet because c works. rcas advised c that c will r

C provided ECW for inconvenience on the brand new veh

Created by ZAC175N at 2013-03-14 13:13:26

crr-js noting, veh is BRAND NEW and c only had veh for 9 days and already had

*** iAdded after the case is closed. i ***

eeive something in the mail within 30 days. C thanked rcas & ended call

***FOM ML called RCAS & wanted RCAS to re-open the case so c can be provided w

problem at 256 miles.

closing case

crr-js exiting file

ith an actual VSC, rcas provided the VSC & it has been processed. Closing the
rcas-ac rcvd vmx from c advising that c now has a statement from the payment.

case

C provided ECW for inconvenience on the brand new veh

Created by ZAC175N at 2013-01-24 09:14:32

C requesting call back. rcas-ac re-opening the case

Created by ZAC175N at 2013-02-05 08:07:53

Created by ZAC175N at 2013-03-15 09:48:03

Created by ZRM764N at 2013-02-14 10:10:40

rcas-ac called Bates Nissan @ 11 13 am est on [REDACTED] & spoke to SA because

*** iAdded after the case is closed. i ***

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 452

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 453

REQUESTED BY: lattad

CAR ID: CA2483049

rcas-ac called the c @ 11 45 am est on [REDACTED] & left vmx
remature closure: case must remain open if case is pending any information.
SM JT not available. SA states that c has 376 miles on the veh, c was driving
Created by ZAC175N at 2013-02-14 10:31:46
down the road & veh was smoking, c pulled over & there was fluid leaking. The
rcas-ac called the c @ 11 46 am est on [REDACTED] & left vmx
rcas-ac rcvd email from FOM ML & CSM BB who said c went back to the dlr saying
how c does not think this is enough to offer c.
rcas-ac noting that case was closed on accident
rcas-ac setting for 3/20/2013, waiting on docs
trans hose came apart so the dlr replaced the clamps & everything is good on
Created by ZAC175N at 2013-03-16 11:09:28
CSM & FOM want to provide a gold preferred VSC in addition to the ECW. CSM req
it. Veh is ready to be picked up. rcas thanked SA
rcas-ac noting VSC was rejected because c GWC advised that c cannot have both
Created by ZAC175N at 2013-01-24 09:21:29
rcas-ac called the c @ 1 05 pm est on [REDACTED] & spoke to c
uesting to re-open case & contact . rcas re-opening the case
warranties
Created by ZAC175N at 2013-02-05 10:29:14
rcas-ac advised c that rcas received the vmx. C said c has the fax number that
rcas-ac called FOM ML @ 11 18 am est & FOM said FOM talked to the SM & the FOM
rcas-ac sent email to FOM & CSM & TL asking what can be done since c was alrea
dy offered & promised Gold Preferred Plan after the ECW.
is ok with reimbursing this c a one month payment.
rcas-ac called the c @ 12 27 pm est on [REDACTED] & left vmx
rcas gave c but c was just verifying what to send rcas. rcas explained what c
Created by ZAC175N at 2013-01-24 09:57:20
Created by ZAC175N at 2013-02-14 10:32:20
needs to send. rcas leaving follow up the same
rcas-ac called the c @ 12 28 pm est on [REDACTED] & left vmx
Created by ZAC175N at 2013-03-19 14:37:39
rcas-ac called the c @ 11 21 am est on [REDACTED] & spoke to the c. rcas r
rcas-ac setting for 2/6/2013
rcas-ac will leave case open, Waiting on VSC to be processed for the c.
Created by ZAC175N at 2013-02-06 09:10:56
iterated the concern & apologized to the c several times. c said c is so fris

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2483049

rcas-ac called the c @ 4 37 pm est on [REDACTED] & left vmx

rcas-ac setting for 2/19/2013 to check status

Created by ZAC175N at 2013-02-14 10:41:11

rcas-ac rcvd email from FOM providing wrnty parameters

rcas-ac setting for 3/22/2013

trated with this veh because it broke down while cs children was in the veh. c

Created by ZAC175N at 2013-03-19 14:37:39

rcas-ac called the c @ 11 03 am est on [REDACTED] & left vmx

rcas-ac noting ECW will be removed, GOLD PREFFERED POLICY has been processed.

states the c needed a part ordered thru the dlr before c even took the veh of

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 457

REQUESTED BY: lattad

CAR ID: CA2483049

CLOSE: Y

CLOSE DATE: 03/23/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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CUSTOMER ASSISTANCE REQUEST

PAGE: 458

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 459

REQUESTED BY: lattad

CAR ID: CA2483049

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN3DC [REDACTED]

IN SCV DATE 01/10/13

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		979 Texas					

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TIME: 10:09:25 AM

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PAGE: 460

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 461

REQUESTED BY: lattad

CAR ID: CA2483049

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 979

STATE: TX

DEALER NAME: BATES NISSAN, INC.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 463

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2485721
STREET: [REDACTED] **VIN:** 5N1AR2MM2DC [REDACTED]
CITY: LANGHORNE **YR/MDL:** 2013.0 PTH **MILEAGE:** 001110
ST/ZIP: PA [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 3,312 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 1,104 **SVC DLR:** 2965 PERUZZI NISSAN
DLR PH: 215 943 6200 **DENY:** 0 **RESP DLR:** 2965 PERUZZI NISSAN
REGION: 26 **DIST: SL/SV/PT:** 08 08 38

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001110 **# NISSAN/INFINITI VEHICLES:** 3
VEHICLE MAINTAINED BY: PERUZZI NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/23/13 **XFER/RSPNSBLTY:** 26 08 N
CONTACT (S): **FOLLOWUP DATE:** 02/21/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/15/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	ZP FLUID LEAK
BG POWERTRAIN	

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DATE: 01/11/13

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 465

REQUESTED BY: lattad

CAR ID: CA2485721

C. A. R. COMMENTS

agreed to meet cs expectations by offering VSC described by ARBS-AG below. Dea

** Based upon the RHR provided and a good faith review of Cb

c asked crr-ss to escalate the case to rcas supervisor.

Created by null at 2013-02-04 14:52:26

Created by ZGM346N at 2013-01-25 08:07:36

Created by ZSJ177N at 2013-01-23 13:55:44

Created by ZSJ177N at 2013-01-23 14:01:57

crr-hd received a call from c stated that c wanted to speak to TL-VF

information changed.

Service Dept. Review

tem that it would attach to the c's vin # any dealer would be able to see this

crr-hd asked c if any of c's info changed since the last time c called, c stat

crr-it advised c that case is already handled by RCAS-GM and crr-it would be a

crr-js received call from c, c stated veh is BRAND NEW and currently at 1k mil

crr-ss advised c to be expecting a call within 4-8 bus hours.

extended coverage.

ler asked if he could notify cs to rebuild relationship, FOS-RC agreed fully.

NER file review; GM called NER to advise vehicle is repaired and as of Saturda

not in a position to offer a repurchase of this vehicle, as the vehicle has n

rcas-gm data-netted/shared case with dealer

Service Dept. Review

ble to connect c to RCAS-GM however if in case crr-it reach vmx c will be rout

crr-ss offered further assistance. c declined.

Dealer to call cs with offer and advise MSRP of this policy is \$3800... will p

ed none.

es, then suddenly veh stalled. they then had to tow veh at dlr to have veh che

ot been subject to an unreasonable number of repair attempts for any warrantab

rcas advised c that rcas was unaware of this change & will check into this & I

rcas setting follow up to 1/28/13 to make sure dealer attaches docs to case

Service Dept. Review

y, 2/2 customer advised he was refusing to pick it up and would not return ren

cked. c called in asking if there is anything NNA can do as this is c's 3rd Ni

Created by ZGM346N at 2013-01-25 08:23:42

crr-hd advised c that crr-hd will transfer the call to TL-VF and crr-hd will s

crr-ss provided name and extension number.

ed to vmx and crr-it will send an internal message to RCAS-GM and request for

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REQUESTED BY: lattad

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et c know when rcas calls next week to let c know if the VSC was processed yet
le concerns. NNA will continue to honor the terms and conditions of all applic
rovide full coverage and peace of mind with RA and many other benefits.

Service Dept. Review

tal. Dealer asked file status - trade or goodwill compensation. FOS-RC advised
able warranties.**

a callback today. c stated that c waned to talk to someone today. crr-it infor

Created by ZAJ178N at 2013-02-06 12:49:37

crr-ss exiting file.

c understood

dealer, no trade; NNA has spoken to cs and made goodwill offer. Dealer to adv
end an internal message to TL-VF to request for callback

rcas-gm noting case that rcas can not call dealer to request faxed copy as rca

Service Dept. Review

ssan veh BRAND NEW and already having a problem. c specifically said if possib

Arbs-ag recommends a Powertrain ECW and one month payment reimbursement for C'

C called to follow up on the case. C said that c's best contact number for to

Created by ZRR999N at 2013-02-05 12:05:42

c understood

ise c rental must be returned immediately.

le to exchange veh with a new one under same model or give c an extended warra

med c that RCAS-GM is the specialist who is assigned to c's case and RCAS-GM i

s' email is not operable today, rcas is unable to receive attachments via emai

Service Dept. Review

setting follow up to check on VSC process to 2/19/13

Created by ZGM346N at 2013-02-04 14:56:40

Created by ZGM346N at 2013-02-19 13:59:47

crr-hd offered further assistance, c declined

CRR-RM received a call from c

day is : [REDACTED] CRR-JA explain to c that the callback date is today whi

l or fax today

nty.

Service Dept. Review

s inconvenience.

s still working on the case and will definitely get in touch with c today. c u

ch is 02/06/2013 and as per update, a special department (ARBS) is already wor

c provided the case number.

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Created by ZGM346N at 2013-01-28 14:30:04

Created by ZGM346N at 2013-02-01 05:57:44

crr-hd gave the extension number and crr's name

crr-js verified contact info

nderstood.

rcas-gm called c at 4:22 pm est at [REDACTED] & spoke to c to advise

rcas-gm changing follow up to check on VSC process on 2/20/13

Service Dept. Review

Created by ZGM346N at 2013-02-20 07:30:04

crr-hd exiting the case.

crr-it offered further assistance. c declined

crr-js informed c will forward concern to RCAS for further assistance and will

CRR-RM asked c if there are any changes on cb

king on the case and for the dlr to communicate with c regarding the policy.

rcas-gm called dealer at 4:25 pm est 215-943-6200 & spoke to sa-Gil

rcas-gm rcvd email task from ARBS advising of decision.

Service Dept. Review

the ECW on the Powertrain will extend the coverage to 7 years, 100,000 miles.

c asked what the coverage is now, rcas states the POWERTRAIN warranty now is 1

Created by ZVF176N at 2013-02-08 12:38:50

crr-it provided name and ext number

C stated that c was advised by crr-ss that the case will be escalated to tl-vf

C understand. CRR-JA still connects the call to TL-VF so that c can leave a

rcas-gm forwarded email to FOS-RC asking to review & advise of decision

rcas-gm rcvd email task that VSC has been processed

receive callback before the end of the next business day, c agreed and thanke

Service Dept. Review

to request copy of the c's r/o be faxed to rcas at 615-984-5141

2/29/2017 60,000

and c will be given in the next 4-8 business hours.

Created by ZGM346N at 2013-02-01 08:35:54

Created by ZGM346N at 2013-02-20 07:32:23

crr-it exiting the case

d.

sa-Gil agreed.

Service Dept. Review

TL-VF noting TL unable to contact c due to CPU concerns in the a.m.

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vmx if TL-VF is not available. CRR-JA will send an internal message too.
Created by ZGM346N at 2013-01-25 07:39:25
CRR-JA offered further assistance
crr-js offered further assistance
CRR-RM asked c the best contact number to reach c.
c states then why wouldn't the warranty be 8 years.
rcas-gm called c at 9:30 am est at [REDACTED] & left vmx asking c to call r
rcas-gm follow up to 1/29/13 to make sure fax arrives
rcas-gm rcvd email from FOS-RC advising that NNA supports ARBS recommendation
Service Dept. Review
TL-VF left a vmx on c number [REDACTED] at 2:28 est. requesting callback.
cas-gm
C declined
Created by ZGM346N at 2013-01-29 11:28:28
crr-js gave case#
c stated [REDACTED]
of both ECW replacement & one month vehicle payment.
rcas advised this is what Nissan sets the ECW to be
rcas-gm rcvd vmx from c asking for call back at
Service Dept. Review
TL-VF spoke with c on c number [REDACTED] at 2:33 est. TL advised c that NNA c
an provide c with the 84/120k gold preferred vsc with -0- deductible and 1 mon
CRR-JA provided c the name and extension number.
crr-js gave name & Ext#
crr-rm advised c that crr-rm will send internal message to tl-vf to give c a c
c states c will not make a decision until the c has something in writing in c'
No offer to repurchase or replace the vehicle.
rcas-gm did not receive fax, rcas called dealer at 1:22 pm est at
rcas-gm needs to advise c of VSC issuance & explain the ECW is NOT attached to
Service Dept. Review
work: [REDACTED]
[REDACTED] & spoke to sa-Mike that states sa-rickey is working on this vehi
all as soon as possible. c agreed.
cell [REDACTED]
Created by ZGM346N at 2013-02-01 08:38:37
CRR-JA is exiting the case.
crr-js exiting file

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c's vin as the TL-VF advised c.

Service Dept. Review

s hand to make this determination.

ths payment. TL apologized to the c for the inconvenience. C stated that is fi

as c is anxious to have c's Brand New vehicle concerns addressed

cle, sa-Mike advised rcas that sa-rickey was with a customer & advised rcas to

Created by ZGM346N at 2013-01-24 12:04:30

Created by ZGM346N at 2013-02-20 12:35:54

Created by ZVF176N at 2013-02-06 13:52:23

CRR-RM offered further assistance, c decline

In Service Date 12/29/2012 - if c accepts NNA's offer the ECW on the powertra

ne. TL advised c that c's vsc will be processed and c will receive paperwork i

rcas advised c that there is nothing rcas can send in writing.

call back

c continues to argue with rcas about rcas not sending anything in writing to t

Created by ZGM346N at 2013-01-25 07:43:55

CRR-RM offered name, case and extension number

in will expire at 100,000 miles or 12/29/20019

n the mail related to c's vsc. TL also requested c fax a copy of c's statement

rcas-gm called c at 2:01 pm est at [REDACTED] & left vmx asking c to call

rcas-gm rcvd vmx from c returning rcas call

TL-VF left a vmx c number [REDACTED] at 3:47 est. requesting callback. TL adv

(7 years from In service date)

Created by ZGM346N at 2013-02-20 14:28:22

CRR-RM exiting the case

for the 1 month payment. C stated c will not be able to fax the docs until Mo

he c - rcas is trying to explain to the c that there is nothing in writing unt

ised that c will receive a follow up on 2/7/13 if no call is received sooner.

rcas at 800-343-6913 ext 458139 & to reference case #10485721

rcas-gm called dealer at 9:40 am est at [REDACTED] & spoke to sa-joe that st

rcas thanked sa-mike for assisting

ates the SM is in a meeting

Created by ZGM346N at 2013-01-29 15:19:10

Created by ZGM346N at 2013-02-01 08:44:56

Created by ZVF176N at 2013-02-05 13:58:47

il the c accepts the offer & then c will get an ECW letter in the mail explain

nday or Tuesday. TL understood and advised c that c will be called when the do

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CAR ID: CA2485721

rcas-gm called c at 4:21 pm est at [REDACTED] & spoke to c to advise the ECW TL-VF not calling c's other numbers as c has requested to be called on the abo when calling

cs are received and also to let c know when the check has been approved. C stating the coverage & c will also get a component coverage guide showing c all th is NOT attached to c's vin # rather the c will get a letter regarding the ECW

rcas asked sa-joe about c's veh,

rcas-gm called c at 10:39 am est at [REDACTED] & left vmx asking c to call r

rcas-gm called c at 2:03 pm est at [REDACTED] & left same vmx as on day #

rcas-gm called dealer at 5:15 pm est [REDACTED] & asked for

TL-VF spoke with c on c number [REDACTED] at 3:16 est. C stated c's vehicle wa ve number.

cas at 800-343-6913 ext 458139

Created by ZVF176N at [REDACTED] 14:50:45

& c will need to present this letter if needing service.

e overages.

follow up to call c on 1/25/13

SA-Joe states veh needs radiator & transmission & some parts are on order & sh sa-rickey, rcas was transferred to vmx & left vmx asking sa-rickey to fax rcas s repaired last night but c cannot return the vehicle until the concern is set ted that would be fine. TL again apologized for any inconvenience. C thanked T ALL the r/o's on the veh including PDI as the c has requested Nissan to repur c just spent 38,000 on a car that NISSAN put together incorrectly.

Created by ZGM346N at 2013-01-24 12:06:19

L. TL provided c with TL fax and case number. TL offered additional assistance ould arrive next week,

rcas advised the VSC is attached to vin

rcas-gm called c at 10:41 am est at [REDACTED] & left same vmx as day #

tied with NNA. C stated c asked for the details in writing of NNA's offer and

TL-VF left a vmx on c number [REDACTED] at 4:48 est. requesting callback.

C asked the difference in VSC & ECW, rcas advised the ECW covers only the tran . C declined. Call ended mutually. TL setting follow up for 2/12/13 pending re chase veh.

c states c wants a new veh.

c was advised that this was not possible. C stated c was provided a copy of th follow up to call c on 2/4/13

rcas-gm sent email at 2:05 pm est to SM-RS asking for info on veh concern

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SA states the c is in rental - rcas asked what type of veh the rental was, SA TL-VF left a vmx on c number [REDACTED] at 4:49 est. requesting callback. TL t believes it is a Nissan, Altima ceipt of docs.

Created by ZGM346N at 2013-02-01 09:43:10

Created by ZRS178N at 2013-01-24 13:30:36

e component list from the dlr and c has some suggestions. C stated c spoke wit o follow up on 2/7/13.

rcas provided fax & call back info.

rcas reiterated that NNA fixed the c's veh under warranty & ARBS has already d smission & components

Created by ZBB175N at 2013-02-11 11:16:57

Created by ZCC179N at 2013-02-06 15:21:00

CRR-SR received call from C requesting ext 458139

enied repurchasing the veh.

follow up to 1/30/13 to make sure fax arrives

h the dlr and was advised that NNA's offer is a good deal but c was given advi

rcas-gm rcvd vmx from c returning rcas call & asked for call back at

rcas-gm thanked SA-Joe for assisting.

VSC covers a variety of parts & that c will receive info in the mail pertainin

[REDACTED] ce and c feels that NNA should do more for c. TL apologized to the c and advis

Created by ZGM346N at 2013-01-25 08:00:29

Created by ZGM346N at 2013-01-30 05:58:12

CRR-CNC confirmed that no contact info has changed.

CRR-SR verified case, case owner, ext and account info as correct

c states then replace the veh with a new one.

g to these

rcas-bsb reset the follow up date to 02/12/13: no doc's from the c

Created by ZGM346N at 2013-02-01 10:04:23

Created by ZVF176N at 2013-02-12 08:42:44

CRR-CNC received call from C stated that c want to speak to someone. crr advis

CRR-SR warm transferred c to ext and left c to leave a vmx for agent

ed c that TL can process the ECW which will warrant c's powertrain for 7/100k

rcas advised c that should c have any future concerns to please call or go to

rcas advised c that this is not possible either.

rcas-gm called c at 9:44 am est at [REDACTED] & spoke to c & asked when thi

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rcas-gm rcvd r/o's from dealer & attached to case
c asked about the veh payment- rcas advised c that c needs to send rcas a copy
Created by ZGM346N at 2013-01-30 07:41:13
Created by ZSJ177N at 2013-01-23 14:01:57
dealer & call NNA to open case so that rcas may be able to assist the c if need
ed c that case was handlr by higher dept and crr can assign another rcas
from the in-service date. C stated c is looking at a brochure from the dlr abo
rcas-gm called c at 11:52 am est at [REDACTED] & spoke to c to advise the c
s happened, c s state this happened a couple days ago on the 22nd or 23rd the
TL-VF received fax from c with vehicle monthly statement. TL attaching docs to
case for reimbursement.
crr-js received call from c, c stated veh is BRAND NEW and currently at 1k mil
crr offered transfer. c agree
c states doesn't rcas have all this info?
ded.
of proof of monthly payment showing the c's veh payment & rcas will reimburse
Rcas-gm submitted RHR at 9:36 am est
that rcas got an answer from arbitration that states after review of c's case
ut a 8yr 120k gold preferred vsc with 0 deductible that c wants in addition to
c from this.
Created by ZVF176N at 2013-02-12 08:47:51
CRR-CNC offered further assistance, C declined.
c thanked rcas
es, then suddenly veh stalled. they then had to tow veh at dlr to have veh che
follow up to check status on 2/5/13
Nissan is Not in a position to repurchase the veh as veh has not been subject
the monthly payment. C stated c was offered to purchase this contract when c
The SM told c that SM would put all this info into the system, c was to call N

cked. c called in asking if there is anything NNA can do as this is c's 3rd Ni
CRR-CNC provided name, ext.
c states how will c know rcas will do this without putting it in writing.
NA & then rcas would have all the c's veh info in the system?
purchased the vehicle but c declined. C stated c now wants the contract for fr
rcas ended call mutually & is closing case
TL-VF spoke with c on c number [REDACTED] at 10:45 est. TL advised c that TL
to an unreasonable amount of repair attempts.

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Created by ZGM346N at 2013-02-20 14:30:48

CRR-CNC exiting file.

ee. TL apologized to the c and informed c that the ecw will cover the transmis
rcas advised c that all is documented in case & rcas will reimburse the c for
rcas advised c that Nissan would like to offer the c an ECW that extend the wa
rcas apologized & explained to c that this is a new system & is JUST getting u
Rcas-gm case review & could not locate any other owned vehicles for c in Sale
received the docs and NNA will be processing c's check. TL advised c will rece
ssan veh BRAND NEW and already having a problem. c specifically said if possib

CASE SUMMARY

Created by ZYL176N at 2013-02-06 15:29:29

ive a call when the check has been approved or 2/15/13 at the latest. C thanke
le to exchange veh with a new one under same model or give c an extended warra
p & running & that rcas does not have this information in the system yet.
rranty on the powertrain to 7 years, 100,000 miles whichever comes first.
sforce & in Host
sion as well as many other parts, all of which are operating normal at this ti
what rcas advised rcas would.

C COMPLAINED OF NEEDING TRANSMISSION & RADIATOR REPLACED AT 1,000 MILES ON A B

crr-rc received a call from c requesting for an update.
c still arguing about the component coverage
C wants NNA to repurchase the veh or replace with brand new veh.
d. Call ended mutually. Setting follow up for 2/13/13 for check request.
me. C stated c wanted a new vehicle but NNA declined that. C stated c just wan
nty.

rcas advised c that the veh's In Service Date is 12/29/2012 -

Created by ZGM346N at 2013-02-13 06:14:28

crr-js verified contact info
crr-rc asked c if any of c's info changed since the last time c called, c stat
c states if c purchases a product at a store & it does not work - the c would
RAND NEW VEH.
rcas advised c to go to nissanusa.com to look for the info.
rcas-gm sent email to FOM-TC & FOS-RC to advise of c's request for repurchase/
The ECW on powertrain will expire at 100,000 miles or 12/29/2019
ts to return the vehicle like any other consumer product. TL apologized to the
(7 years from In service date)

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c and advised c that TL has no problem offering c the ecw and payment but TL
crr-js informed c will forward concern to RCAS for further assistance and will
c states where does c go on the website.

C WAS DENIED RHR BUYBACK FROM NNA

ed none.

rcas-gm per FOS-RC is reimbursing c for one month veh payment.

replacement

return the item for a new one. C wants NNA to do something about this.

cannot provide c with a gold preferred vsc. C stated c was inconvenience by no

c asked why was c denied - rcas states the veh was not subject to an unreasona

Created by ZDR123N at 2013-01-30 13:26:20

crr-rc informed c that c's case was already escalated to rcas-sup and informed

c wants a brand new car or to return c's money.

C WAS OFFERED REIMBURSEMENT ON VEH PAYMENT, ECW ON TRANSMISSION & VSC FOR C'S

Doc's attached

rcas asked if rcas should go online with the c or does c want rcas to read all

receive callback before the end of the next business day, c agreed and thanke

ble amount of repair attempts.

c states the c has seen many concerns online about this & c does not want to h

c that rcas-sup called in earlier and informed c taht rcas-sup set a follow u

d.

DRTS-DR recb

INCONVENIENCE.

t having a vehicle while the dlr was fixing the vehicle. TL confirmed that c w

the component overages to the c?

The following are the details of the reimbursement:

as provided a loaner. C stated yes but c did not have c's vehicle. TL understo

ave a rebuilt vehicle that the c paid for.

Created by ZAG177N at 2013-01-31 08:51:56

Created by ZGM346N at 2013-03-15 08:08:16

crr-js offered further assistance

c states c wants warranty from Nissan that if car is not running that Nissan w

c states no c wants something in writing & will not settle this until c has so

name of leinholder

NMAC

p call on c's case tomorrow 2/7.

Arbs-ag rev'd RHR. ARBs notes only one repair. Arbs placed call to SM-Rob.

c is very concerned with this situation as with the history that is out there

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REQUESTED BY: lattad

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crr-js gave case#

c stated that c wanted to speak to another rcas-sup as TL-VF is not available.

ill repair

mething in writing.

monthly payment \$633.06

od and apologized for the inconvenience of not having c's vehicle but TL wante Rcas-gm re-opening case due to rcvd vmx from C stating C has not received the *****c is eligible for monthly payment reimbursment only*****

crr-js gave name & Ext#

crr-rc apologized to c as crr didnt have the info of the other sup.

documentation that C was told C would receive

d to ensure that c was provided transportation for the inconvenience of not ha

rcas states Nissan will certainly repair anything UNDER THE WARRANTY

rcas states that rcas will look to see what rcas can find & call c at end of w

SM stated that all parts arrived and the veh is been repaired today, should be

with other consumers

██████████ to let C know if documents are in route

completed tomorrow at the latest.

crr-js exiting file

c states the c is disappointed that Nissan is not giving c a replacement vehic

c states the transmission/cooler pipe is the concern. This is what the c was t

c was upset and stated that c wanted have a resolution on c's case.

EEK.

total amount: \$633.06

ving c's vehicle. C stated c was provided a vehicle c was still inconvenienced

1/22/13.....Mileage: 1029.....Days Down: 11* verified by SM

because c was not provided an SUV. TL understood and asked c if c was able to

Created by ZGM346N at 2013-01-24 12:04:30

Created by ZGM346N at 2013-03-15 08:25:41

crr-rc informed c that crr-rc will send an internal message to rcas-sup to giv

c states what about the c's veh, dealer called c today.

le as c does not want to go through this again.

old by the dealer.

rcas-gm submitting check request in the amount of \$633.06 only

1. C/S driving & veh would not accelerate. C pulled over & restarted vehicle.

c does not understand why the transmission & radiator are both being replaced.

Created by ZGM346N at 2013-02-13 14:28:24

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CAR ID: CA2485721

e c a call back.

rcas-gm called c at 2:01 pm est at [REDACTED] & left vmx asking c to call Rcas-gm updated account with c's email address, rcas sent VSC attachment to C rcas states if dealer called to advise the veh was done then c needs to take r voice these concerns to the dlr or RCAS as NNA may have been able to assist i what if the transmission fails again - c wants to return veh if this happens. C has put a lot of money into this vehicle & c & c's wife are both very upset c hung up.

Engine turned over but veh would not move - Veh towed in. Fluid all over veh. ental back & get c's veh otherwise if c's veh is done & c does not go get the n getting c into a vehicle that suits c's needs? C stated no. TL understood an rcas advised c that SHOULD this happen again that c may call rcas & request th rcas at 800-343-6913 ext 458139 & to reference case #10485721 rcas-gm called dealer at 215-943-6200 & spoke to sa-Joe to get c's current mil & will close case again in the hopes the C does get the VSC documents in the m ail.

crr-rc wasnt able to gave the case number, extension number and crr's name. d advised c that while TL cannot guarantee additional assistance, TL will revi eage of 1,110 rcas thanked SA-Joe for this information e repurchase again at that time.

Found transmission cooler line popped off of radiator. Called Techline for re veh, dealer will charge the c for rental.

when calling

with this concern.

commendation of what was found. Techline recommended replacing Transmission, R

Created by ZGM346N at 2013-02-13 14:38:45

Created by ZGM346N at 2013-03-15 08:26:06

crr-rc leaving the case open.

C's life is miserable due to wife being so upset

C STATES THE C IS NOT PAYING ONE CENT FOR THE RENTAL

ew c's request and follow up with c on 2/6/13 at the latest. C stated c just w

rcas-gm called c at 2:03 pm est at [REDACTED] & left same vmx as on day #

rcas would go through same process as before with RHR request.

*** ¿Added after the case is closed.¿ ***

adiator & new line.

ants TL to know that if c is not provided with a monthly payment in addition t

C not satisfied.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 488

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

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PAGE: 489

REQUESTED BY: lattad

CAR ID: CA2485721

Created by ZVF176N at 2013-02-07 15:27:58

c wants answers as to why this happened.

follow up to call c on 1/25/13

Rcas advised c this is between the dealer & the c & that rcas will see what rc

rcas-gm submitted VSC & ECW request

as can find as far as any component coverage & call c by end of week.

Created by ZAG177N at 2013-01-31 10:20:54

Created by ZGM346N at 2013-01-24 12:06:19

C wants to speak to c's wife before making a decision.

follow up to check on status of check request to 2/15/13

o the gold preferred vsc c will still be equally upset. TL understood. Call en

Rcas-gm called C at [REDACTED] @ 10:16 am est & spoke to C to advise that rc

rcas-gm explained RHR process & advised that rcas will call c in 5 -10 busines

TL-VF left a vmx on c number [REDACTED] at 5:24 est. requesting callback. TL t

as sent copy of VSC attachment via email address on file.

** Based upon the RHR provided and a good faith review of Cb

Created by ZGM346N at 2013-02-04 14:58:17

Created by ZGM346N at 2013-02-15 06:26:28

ded mutually.

o follow up on 2/8/13.

rcas-gm sent email at 2:05 pm est to SM-RS asking for info on veh concern

rcas understands.

s days or sooner once rcas has an answer for the c.

Created by ZRS178N at 2013-01-24 13:30:36

C states that if c does not hear from rcas in 5 - 10 days the c will move forw

C thanked rcas for this & asked if rcas would send same email to C at

c will call rcas back with answer.

rcas-gm called c at [REDACTED] & spoke to wife [REDACTED] that authorized rcas-g

rcas-gm called dealer at 4:55 pm est & left vmx for SM-RS advising the c is be

s not in a position to offer a repurchase of this vehicle, as the vehicle has

TL-VF left a vmx on c number [REDACTED] at 5:26 est. TL requested a callback a

TL-VF to review case with FOS-RC.

ard in other ways.

Created by ZAG177N at 2013-02-06 08:01:54

CRR-SR received call from C requesting ext 458139

ing difficult with rcas & is refusing to pick up c's veh from dealers until c

m to issue reimbursment check in husband [REDACTED] name.

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CAR ID: CA2485721

nd informed c that TL will follow up between 8a-12p on 2/8/13.
not been subject to an unreasonable number of repair attempts for any warranta
rcas-gm setting follow up to call c if c has not called in yet - to 2/8/13
Schoene1120@yahoo.com
Arbs-ag rec'd email from FOS-RC of C's request for Security + Gold Preferred,
ble concerns. NNA will continue to honor the terms and conditions of all appl
Created by ZBL178N at 2013-02-07 15:41:59
Created by ZGM346N at 2013-02-04 09:21:09
CRR-SR verified case, case owner, ext and account info as correct
has settled this with Nissan (rcas)
rcas advised c that c will hear from rcas somewhere in 5-10 business days.
rcas agreed.
rcas thanked C & ended call
\$0 deductible. Arbs agrees to C's request.
c called in for follow up.
Created by ZGM346N at 2013-02-15 13:12:20
CRR-SR warm transferred c to ext and left c to leave a vmx for agent
icable warranties.**
rcas advised C that should C not get the VSC info in the mail by Friday 3/22/1
rcas advised SM that rcas told the c that should c not return the rental veh t
rcas apologized for c's concern with veh & states that Nissan does not intend
rcas-gm rcvd vmx from c asking rcas to put everything in writing.
3 to please call rcas back & then rcas may request another copy be sent to C.
Arbs-ag placed call to GSM- Bob Sidenberger, Arbs left vmx requesting a call
Arbs-ag recommends offer for 84mo/120,000 mile Gold Preferred Security + with
Created by ZGM346N at 2013-01-25 05:59:02
c updated phone numbers and inquired about the updates on the case. crr-lb inf
c wants to understand what is covered under the ECW is this just the powertrai
for this concern to happen & rcas & NNA will do best to assist c with concern.
o dealers then c will be charged for the rental.
rcas-gm called c at 3:03 pm est at [REDACTED] & spoke to c to advise the c's
\$0 deductible.
back
check was issued & c will receive within 2-4 weeks & the ECW has been process
Created by ZGM346N at 2013-01-25 08:04:01
C understood & thanked Rcas for assisting
n covered?

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CAR ID: CA2485721

ormed c that TL will follow up 2/8/13 between 8am-12pm.

rcas asked SM to call or email if SM wants more info

rcas-gm rcvd vmx from c returning rcas call.

Arbs-ag notified FOS-RC and RL VF of recommendation.

Created by ZAG177N at 2013-01-31 14:32:06

Created by ZSS176N at 2013-02-04 15:16:31

c understood and will wait for the callback.

c wants to know why is the ECW for 7 yrs 100,000 miles and not 8 years

ed & c will be receiving a letter in the mail about this & c needs to keep thi

rcas-gm case review:

work # [REDACTED]

Arbs-ag rec'd call back from GSM-Bob Sidenberger. Trade Assist figures are to

cell # [REDACTED]

Created by null at 2013-02-06 11:08:20

crr-lb offered further assistance. c declined. crr-lb gave name,case and exten

crr-ss received a call from c to follow up case.

c wants to make sure rcas & c are in agreement to the c's montly payment on th

s letter with c's manual or warranty info as this is c's proof of Extended cov

TECHLINE CASE #10489303 OPENED 1/24/2013

Created by ZIT999N at 2013-01-25 07:36:40

crr-ss updated c information.

erage to the Powertrain.

e vehicle

NER file update... GM-BS called to advise c is very displeased with ECW offer

o far apart.

sion number. crr-lb exiting the case.

VEH HAS OPEN RECALL

and asked if NNA could offer more; FOS-RC shared with GM that NNA has already

c had talked w/ rcs- gm several times.

Created by ZAG177N at 2013-01-31 14:38:26

Created by ZUO176N at 2013-02-08 08:57:03

crr-it received a call from c asking for RCAS-GM. crr-it verified no contact i

C states that TL-VF advised c that as soon as the ECW was entered into the sys

PC197 Safety Open 2013 - Pathfinder TCM Reprogramming ECM REPORGRAM 1/11/2013

please send info to c at [REDACTED]

SPECIAL REMARKS:

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REQUESTED BY: lattad

CAR ID: CA2485721

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/15/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: WILLIAM	LANGUAGE:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 497

REQUESTED BY: lattad

CAR ID: CA2485721

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

NAME: SCHOENEMANN,WILLIAM

VIN: 5N1AR2MM2DC602823

MAKE: N

IN SCV DATE

MODEL LINE PTH

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		2965 Pennsylvania					

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DATE: 01/11/13

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 499

REQUESTED BY: lattad

CAR ID: CA2485721

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: SCHOENEMANN,WILLIAM

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2965

STATE: PA

DEALER NAME: PERUZZI NISSAN

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 501

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2490258
STREET: [REDACTED]	VIN: 5N1AR2MM1DC [REDACTED]	
CITY: TUCKAHOE	YR/MDL: 2013.0 PTH	MILEAGE: 000700
ST/ZIP: NY [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 292	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3897 CENTRAL AVENUE NISSAN INC
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 3897 CENTRAL AVENUE NISSAN INC
	REGION: 26	DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000700	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: CENTRAL AVENUE NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/24/13	XFER/RSPNSBLTY: 26 01 N
CONTACT (S):	OLLOWUP DATE: 02/05/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/05/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	YP PARTS AVAILABILITY (BACKORDER)

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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PAGE: 502

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 503

REQUESTED BY: lattad

CAR ID: CA2490258

C. A. R. COMMENTS

city : eastchester

Created by ZBB175N at 2013-01-25 06:20:02

Created by ZMD345N at 2013-01-24 08:21:32

crr-ja advised c that crr-ja wil lescalate c's case to c's supervisor and will crr-ma exiting the case.

CRR-MC transferred call.

Service Dept. Review

Created by ZBL178N at 2013-01-31 12:49:44

Created by ZDM345N at 2013-01-28 07:32:08

get a cal lback in 4-8 business hours, c said c wants to be transferr to the rcas-bsb received case from the fom-EW: **** STP ****

Service Dept. Review

twitter :

c called in to follow up on the case.

CRR-DM received a call from c regarding an update for c's case.

part name: transmission

Service Dept. Review

state : NY

supervisor ext now

c requested to be transferred to rcas.

CRR-DM asked if any of c's contact info changed since c's last call, c stated

crr-ja advised c that crr-ja cant transfer c to supervisor extension until c g

part number: 310CM3WX0CRE

Service Dept. Review

zip : 10709

c is complaining that c is not getting any call backs until now.

csc order number: 20317704

ets a call back to the rcas supervisor

no. C stated that c wanted to talk to rcas supervisor. c stated that c wanted

owner : true

Service Dept. Review

c asked for the name of the supervisor, crr-ja provided first name of tl-vf

crr-lb verified that there are no changes on contact information. crr-lb offer

csc order date: 01/23/2013

make : Nissan

Service Dept. Review

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DATE: 01/11/13

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2490258

the actual veh to be replaced. crr stated that c's case is being handled by rc
as and the new request c have is being reviewed. c wanted to know when the req
crr-ja informed c that crr-ja will send an internal message to tl-vf and will
ed further assistance. c declined. crr-lb gave name,case and extension number.

out of service date: 01/23/2013

source : NissanContactUs

crr-lb exiting the case.

dealer name: CENTRAL AVE NISSAN

just note c's request to get an immediate call back

uest was being reviewed, crr stated that all the request c made had been revie

vin : 5n1ar2mm1dc [REDACTED]

c asked if crr-ja can send an im to rcas-bb, crr-ja said yes to both

Created by ZGY176N at 2013-01-31 13:14:29

dealer code: 3897

dealerstate : NY

wed (replacement of veh) but the reivew have not started yet but it will still

be in the process of being reviewed. c do not want to believe it, c hang up.

c asked to be transferr to rcas-bb

crr-gy received a follow up call from c's dlr Mr Mark Brennan, calling in beha

dealer contact: pm-Mike

dealername : central ave nissan

comments : i have a new (700 miles) pathfinder that is out of service with a b

Created by ZBB175N at 2013-01-25 06:38:04

crr-dm leaving case.

crr-ja advised c that if rcas is unavailable c's call will be routed to vmx, c

lf of c and will be referred to as c at this point. c provided case number.

can just leave c's call back number, name, case number and message crr-ja pro

Created by ZGY176N at 2013-01-28 09:37:36

crr-gy verified if any of c's contact information changed since the last time

rcas-bsb emailed the NNA CA PARTS COORDINATOR: to see if the parts coordinator

urnt transmission. I received no call at all from nissan. This is a new car an

can locate the part

c called in, c said none.

crr-gy received a follow up call from C. C provided case number

d i DO NOT want it. please return my call ASAP

vided name, extension and case number

Created by ZBB175N at 2013-01-25 06:38:57

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REQUESTED BY: lattad**

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Created by ZMA999N at 2013-01-31 16:28:35

crr-gy verified if any of C's contact information changed since the last time
crr-ja exiting case

c stated that veh owner have been contacting NNA CA and haven't received any c
all back since.

C called in, C said none.

Created by ZDM345N at 2013-01-25 11:46:29

crr-ma created a task for RCAS-VF for notification on c's follow up email.

rcas-bsb set a task for SRD to review the case

Created by ZKD176N at 2013-01-25 06:50:51

CRR-DM received a call from c regarding an update for c's case.

crr-gy informed c that case has been escalated to the RCAS-SUP and informed c
crr-ma exiting the case.

c said that c is requesting to speak to somebody since nobody took the chance

Created by ZVF176N at 2013-01-31 16:52:44

CRR-DM asked if any of c's contact info changed since c's last call, c stated
of calling veh owner back despite of numerous calls.

SRD-KD in review of case for STP template and part number documented correctly
to wait for a call from the RCAS-SUP.

c stated that c was already informed and had waited more than 4-8 business hou

c stated that veh owner was informed that case was escalated to RCAS-SUP but h
in case.

no. C stated that c wanted to talk to rcas supervisor. crr stated that the sup

TL-VF to review the case with CSM. C has been contacted 1/31/13. TL changing f
aven't received any call back from RCAS-SUP.

Created by ZBB175N at 2013-01-25 08:16:37

ervisor will call c in 4-8 business hrs. c wanted to talk to someone now. crr
ollow up to 2/1/13 to ensure c concerns are addressed.

rs.

Created by ZVF176N at 2013-02-01 06:58:18

crr-gy informed c that crr-gy can send internal message to RCAS-SUP that c cal

crr-gy informed c that crr-gy will be sending an internal message to RCAS-SUP,

rcas-bsb received email from the NNA CA PARTS COORDINATOR: stating that the pa

stated that the supervisor of rcas do not have a EXT# available. crr stated th

at crr cano only send an email to the supervisor. c is very upset for not gett

c declined and stated that c would like to speak to RCAS-SUP.

led in and asked for c's best phone number, c provided [REDACTED]

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REQUESTED BY: lattad

CAR ID: CA2490258

rt coordinator is trying to have the parts pulled from production
TL-VF spoke with SM-Sterling at servicing dlr at 8:50a est. TL was advised tha
c asked to speak to crr-gy supervisor.
Created by ZBB175N at 2013-01-25 08:20:27
c stated that c have been waiting for a call.
ing a callback from RCAS. c wanted to get connected to RCAS ext#. crr transfer
t c's vehicle is ready and will be picked up by c today 2/1/13. TL thanked. Ca
crr-gy informed c that case is being handled by a Regional specialist who is f
crr-gy informed c that case was escalated last friday and it ususally takes 4-
ll ended mutually.
rcas-bsb made out bound call to c home [REDACTED] 10:18am:
red c to the VMX of rcas.
8 business hours for c to receive a call.
Created by ZVF176N at 2013-02-01 10:53:49
crr-dm leaving case.
left vmx: rcas received the c case: regarding the veh concern: transmission an
rom the Regional Office and a higher department from NNA CA. crr-gy informed c
Created by ZRS178N at 2013-01-25 14:48:02
c said that is not getting anywhere and hung up.
d if the c could contact the rcas back at ext 458170
that crr-gy will go and check on how to further assist c and asked c to be pl
TL-VF spoke with c on c number (914) 484-3555 at 12:49 est. TL apologized to t
ace on hold, c agreed.
crr-gy wasn't able to offer further assistance.
CRR-SR received call from C stating C is waiting to hear from someone on this
he c. TL reviewed the case with c. TL confirmed that c is aware that the vehic
rcas-bsb set the follow up date for 01/30/13
concern. C stated C wants this veh out of C's life 700 miles and needing a new
Created by ZME538N at 2013-01-25 09:05:05
crr-gy wasn't able to provide name, extension and case number.
crr-gy went back to c and informed c that crr-gy's supervisor is engaged on a
le will be repaired and ready for pickup today 2/1. TL advised c that NNA woul
call.
crr-gy sent internal message to TL-VF.
crr-me C called in to speak with rcas=bb As C just missed the call. Asked C if
d like to follow up with c after the vehicle is picked up to ensure there are
transmission stranding wife on the highway is the reason.

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TIME: 10:09:25 AM

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PAGE: 511

REQUESTED BY: lattad

CAR ID: CA2490258

crr-gy exiting case.

c stated that c will call Regional.

C wants someone to start the process fro nissan to buy this veh back from C no additional concerns. C thanked. TL provided c with TL name, ext, and case n

vmx offered would like to leave msg C declined. Verified no changes on the a ccount. Tried ext twice. Sent msg to rcas-bb C would like rcas-bb to contact

Created by ZYL176N at 2013-01-28 11:50:30

crr-gy offered further assistance, C declined.

matter is veh is fixed or not. C was informed transmission is on backorder al umber. TL verified c's address for 84 month/120k mile gold preferred. Call end ASAP about the issue.

crr-gy gave name, extension and case number.

crr-rc received a call from c requesting for an update on case 10490258

ed mutually. TL changing follow up to 2/4/13.

so which makes matter worse.

Created by ZRD000N at 2013-01-25 09:17:14

Created by ZVF176N at 2013-02-04 10:01:46

crr-gy sent internal message to TL-VF.

crr-rc asked c if any of c's info changed since the last time c called, c stat

CRR-SR informed C case would be updated and documented with this call. case ha

c called in and asked to speak to rcas-bsb.

crr-gy exiting case.

ed none.

s been escalated to a TL as requested and a task is sent to TL and RCAS BB for TL-VF spoke with c on c number (914) 484-3555 at 11:58 est. TL asked c if c w

as able to pick the vehicle up and if everything was working as it should. C s

Created by KCM540R at 2013-01-31 13:31:42

crr-rc informed c that c's case was already escalated to rcas-sup and and info

crr-rd verified c's contact information.

follow up.

Created by ZMA999N at 2013-01-25 16:08:09

crr-rd called rcas-bsb extension but reached vmx.

CSM-CA received call from EM-Mark Brennan from Central Ave Nissan. EM-MB state

rmed c that rcas-sup set a follow up call to c by 1/30

tated c has the vehicle back and everything is working as it should at this po

c insisted to speak today from rcas team.

crr-ma documenting email received under case # 10490287 related to this case:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 512

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 513

REQUESTED BY: lattad

CAR ID: CA2490258

crr-rc informed c that crr-rc will send an internal message to rcas-sup to give
d that C had not received a phone call from CA since file was open and felt ig
int. C stated the vehicle jumped while going into reverse but c will keep an e

crr-rd apologized but since rcas-bsb is not available, crr-rd can send interna
e c a call back. c understood.

nored. EM-MB told CSM-CA that veh was repaired but C would not pick it up unti
ye on it to see if c believes there is an issue. TL understood. TL advised c t
crr-rc offered further assistance, c declined.

firstname : Robert

hat should c have additional concerns, c should return to the dlr for further
l he felt the situation was resolved. CSM-CA assured EM-MB that CSM-CA would
l message to rcas-bsb to provide a call back to c within the day.

crr-rc gave the case number, extension number and crr's name.

c upset and hunged up the call.

diagnosis. C understood. TL advised c that c's 84 month 120k gold preferred wi

lastname : Giuliano

personally handle the concern.

crr-rc leaving the case open.

crr-rd exiting from the case

CSM-CA called C at number listed. CSM-CA listed to C rant about veh repair and
email : robertgiuliano@aol.com

ll be processed. C understood. TL offered additional assistance. C declined. C

all ended mutually.

Created by ZCM176N at 2013-01-28 13:01:23

Created by ZJO178N at 2013-01-25 09:29:35

C requested a new vehicle. CSM-CA explained that C's veh was repaired and unl
homephone : [REDACTED]

address1 : 334 marbledale road

Created by ZVF176N at 2013-02-05 12:19:07

crr-jc received a call regarding case 10490258.

ess veh qualified for state LL there was no way to replace it. CSM-CA assured
RCAS-CM received a call from c stating wants to speak with: someone in English

address2 :

crr-jc verified no change on c's contact information from last call.

C that veh was properly repaired and NNA stood behind the veh and the repair.

Rcas-CM asked c if any contact information such as address or phone #'s have

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 514

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 515

REQUESTED BY: lattad

CAR ID: CA2490258

TL-VF reviewed case with CSM who advised vsc has been processed and c has been changed, c stated: no

city : eastchester

crr-jc verified that c received the vmx left by rcas-bsb.

C was very upset that C never got a call from NNA-Consumer Affairs and felt th notified and will contact NNA for additional assistance if needed. TL closing at C was getting treated terribly. CSM-CA told C that the treatment was inexcuse case.

c said c wanted to speak to somebody to resolve c's concern.

RCAS-CM transfer call to the English dept.

twitter :

crr-jc advised c that rcas-bsb was the one handling c's case.

RCAS-CM exiting case.

sable and apologized.

state : NY

Created by ZBM777N at 2013-01-28 13:05:17

crr-jc advised c to leave voicemail message if representative handling

CSM-CA offered C a Gold Preferred ESC plan for 84 months/120,000 miles. C accept

zip : 10709

CRR-BM received a call from c and c was transferred to CA by the representative

owner : true

pted. CSM-CA also offered a DTS visit to confirm that the veh was repaired and the case is not available. internal message will also be sent for follow-up.

answer any questions C might have about the vehicle. C was very appreciative

crr-jc offered further assistance, c declined.

e and c stated that c wants a representative that was speaking in english. CRR

make : Nissan

because C's wife was very nervous about taking the veh back.

-BM advised to c that the case was already escalated to the supervisor of the

crr-jc provided name, case no. and ext. no.

source : NissanContactUs

Created by ZMA999N at 2013-01-31 16:27:32

crr-jc exiting the case.

RCAS and CRR-BM will be sending an internal message to the supervisor and c hu

vin : 5n1ar2mm1dc602604

Created by ZJA177N at 2013-01-25 09:45:12

crr-ma documenting c's follow up email received under case # 10537387:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 516

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 517

REQUESTED BY: lattad

CAR ID: CA2490258

dealerstate :

nged up.

CRR-BM exiting the file.

crr-ja received a follow up call from c stating that c wantst o speak to c's r

dealersname : central ave nissan

*

comments : i recently purchased a 2013 pathfinder (3weeks) 700miles on it and

Created by ZCM177N at 2013-01-30 14:12:29

epresentative

crr-ja confirmed with c that c already called in earlier

CRR-MC received a call from Sterling Mckenzie

firstname : Robert

the transmission burned out and radiator needs to be replaced. I purchased a n

crr-ja told c that crr-ja will transfer c's call to rcas-bb, c said c said rca

C's Dlr who is now referred to as C

ew to have no problems. This car is defective> I want this pathfinder replaced

lastname : Giuliano

CRR-MC received call from c following up on the case.

email : [REDACTED]

[REDACTED]

s-bb is not returning c's call

[REDACTED]

CRR-MC advised c that c's case handel by Rcas

c said c wants to speak to someone now

homephone [REDACTED]

address1 : 334 marbledale road

Created by ZMA999N at 2013-01-25 16:26:14

crr-ja explained to c that rcas-bb is handling c's case, c said c wantst o spe

CRR-MC offered further assistance, c declined.

address2 :

ak to someone higher now

crr-ma created a task for RCAS-VF for notification of c's email received.

CRR-MC provided name, ext and case number.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 518

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 519

REQUESTED BY: lattad

CAR ID: CA2490258

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCAV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 310CM3WX0CRE

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/05/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 520

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 521

REQUESTED BY: lattad

CAR ID: CA2490258

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3897 New York					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 522

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 523

REQUESTED BY: lattad

CAR ID: CA2490258

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3897

STATE: NY

DEALER NAME: CENTRAL AVENUE NISSAN I

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 524

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 525

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2490287
STREET: [REDACTED] **VIN:** 5N1AR2MM1DC [REDACTED]
CITY: TUCKAHOE **YR/MDL:** 2013.0 PTH **MILEAGE:** 000000
ST/ZIP: NY [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 47 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3897 CENTRAL AVENUE NISSAN INC
DLR PH: 914 961 3900 **DENY:** 0 **RESP DLR:** 3897 CENTRAL AVENUE NISSAN INC
REGION: 26 **DIST: SL/SV/PT:** 01 01 31

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 01/24/13
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/24/13 **XFER/RSPNSBLTY:** 26 01 N
CONTACT (S): **FOLLOWUP DATE:** 02/05/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/05/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN WA PREMATURE WEAR/FAILURE

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 526

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 527

CAR ID: CA2490287

C. A. R. COMMENTS

Created by null at 2013-01-24 08:27:29

Created by ZMA999N at 2013-01-25 16:04:19

firstname : [REDACTED]

lastname [REDACTED]

email [REDACTED]

homephone : [REDACTED]

address1 : [REDACTED]

address2 :

city : eastchester

twitter :

state : NY

zip [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 5n1ar2mm1dc [REDACTED]

dealerstate :

dealersname : central ave nissan

comments : i recently purchased a 2013 pathfinder (3weeks) 700miles on it and the transmission burned out and radiator needs to be replaced. I purchased a new to have no problems. This car is defective> I want this pathfinder replaced

[REDACTED]
[REDACTED]

Created by ZMA999N at 2013-01-25 16:19:54

*****E-mail case logged*****

related case found: case # 10490258.

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

Method of contact: E-mail

crr-ma checked for open recalls/campaigns/upgrades found:

2013 - Pathfinder TCM Reprogramming

E-mail addressed to [REDACTED]

Method of contact: E-mail

Summary: crr-ma responded to c's email with an edited "RCAS HANDLED CASES" template.

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 528

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 529

REQUESTED BY: lattad

CAR ID: CA2490287

crr-ma forwarded the case to responsible RCAS agent.
crr-ma created a task for RCAS-VF for notification.
crr-ma also documented c's follow up email in case # 10490258.
crr-ma exiting case.

Created by ZMA999N at 2013-01-25 16:20:12
case moved

Created by ZVF176N at 2013-02-01 10:54:55
TL-VF changing follow up date to 2/4/13. C's concerns are being addressed in case number 10490258.

Created by ZVF176N at 2013-02-05 12:30:14
TL-VF closing case as c concerns were addressed in case 10490258.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 530

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 531

REQUESTED BY: lattad

CAR ID: CA2490287

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/05/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: ROBERT

LANGUAGE:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 533

REQUESTED BY: lattad

CAR ID: CA2490287

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3897 New York					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 534

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 535

REQUESTED BY: lattad

CAR ID: CA2490287

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3897

STATE: NY

DEALER NAME: CENTRAL AVENUE NISSAN I

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 537

REQUESTED BY: lattad

NAME [REDACTED] **SC:** NONE **CAR ID:** CA2490765
STREET: [REDACTED] **VIN:** 5N1AR2MN5DC [REDACTED]
CITY: DEER PARK **YR/MDL:** 2013.0 PTH **MILEAGE:** 006243
ST/ZIP: TX [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 6,624 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3531 MCDAVID NISSAN
DLR PH: 713 941 0600 **DENY:** 0 **RESP DLR:** 3531 MCDAVID NISSAN
REGION: 32 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 006243 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: MCDAVID NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/24/13 **XFER/RSPNSBLTY:** 32 02 N
CONTACT (S): **FOLLOWUP DATE:** 03/04/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/28/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 207500 PATHFINDER
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
OF NNA., INC. ISSUES 227000 GEN. POWERTRAIN COMPONENT
AZ NISSAN PRODUCT INQUIRIES WA PREMATURE WEAR/FAILURE
BF NSN DEALER SERVICE DEPT. ZH CRITICISM
BG POWERTRAIN ZP FLUID LEAK

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 539

CAR ID: CA2490765

C. A. R. COMMENTS

at once c makes the 2nd month payment & sends in docs, rcas will re-open the c

Created by ZAC175N at 2013-01-25 15:16:20

Created by ZJN999N at 2013-01-24 09:38:18

E IS WARRANTED AT THIS TIME. ARBS SUGGEST ECW-POWERTRAIN. ARBS SENT E-MAIL TO

he first day c drove off the lot, the engine needed to be replaced. C states c

her wrrnties besides what rcas offered

rcas-ac submitted VSC request

Service Dept. Review

was submit for 2 mnthly payments. C inquired about the VSC that was provided,

ase to submit check request. C agreed to close case until the docs came in. C

Created by ZAC175N at 2013-02-06 11:57:16

Created by ZAC175N at 2013-02-12 10:07:54

declines any VSC because c new veh should not need a VSC. rcas advised c if N

rcas-ac rcvd email from SM BC @ Mcdavid Nissan who said this is the second tim

rcas advised c that VSC is for maintnance & c will receive something in the m

RCAS ADVISING OF RESPONSE TO RHR REVIEW. ARBS ASKED RCAS TO FOLLOW UP WITH AR

Service Dept. Review

ail within 30 days after being processed (processed on 2/14).. C thanked rcas

BS WHILE WORKING FILE AND BEFORE CLOSING.

e c came in for transmission issues.SM does not currently know what is wrong b

ended call mutually, closing case

NA cann't replace the veh, rcas will try to find alternate solutions, C underst

rcas-ac called the c @ 12 06 pm est on 2816781951 & left vmx

rcas-ac rcvd email from CSM BB who said the only other thing that will be offe

Service Dept. Review

Created by ZVS932N at 2013-02-04 09:54:12

***C was offered reimbursement (c has not been reimb. yet). C was also offered

ecause SM has not gotten more info from the tech but c is acting as if c just

for the info. Rcas advised that rcas waiting on check approval. rcas will foll

ood. rcas advised c that rcas will collect more info from the dlr & follow up

rcas-ac noting VSC has not been processed,.

red is the gold plan for 45k miles. The CSM is not in favor of providing the c

Service Dept. Review

Arbs notes vehicle repairs should be finished today and ready for pick up. RC

a VSC & it has been processed. C has been having issues with a brand new veh,

ow up by 3/4/2013

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 540

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 541

REQUESTED BY: lattad

CAR ID: CA2490765

Service Dept. Review

Setting for 2/15/2013

wants out of the veh. SM sent in the RO & rcas attached it to the case.

with a "top of the line" warranty as c is requesting .

with c by 2/1/2013, C agreed & ended the call mutually. Exiting the case.

ARBS denied to repurchase the veh*

AS to update c. Arbs notes if vehicle not returned to c by 2/16/13 to advise a

Created by ZAC175N at 2013-01-25 15:21:27

Created by ZAC175N at 2013-01-29 09:21:27

Created by ZAC175N at 2013-02-06 12:07:08

Created by ZAC175N at 2013-02-28 07:56:32

Created by ZMP176N at 2013-02-12 10:43:40

Service Dept. Review

Created by ZAC175N at 2013-02-14 13:29:22

crr-mp received a follow up call from c.

rbs.

rcas-ac called the c @ 5 19 pm est on [REDACTED] & was advised that rcas h

rcas-ac noting check got approved right after talking to c on the phone

rcas-ac rcvd email from SM BC who said veh should be finished with the Cs vehi

rcas-ac sent email to CSM BB @ 11 20 am est requesting call back to discuss th

Service Dept. Review

as the wrong #

cle this afternoon barring any unforeseen challenges and the test drive goes w

Created by ZAC175N at 2013-02-04 14:09:21

Created by ZAC175N at 2013-02-28 07:59:27

c stating c wants to reach rcas-ac

e case

Service Dept. Review

VSC has been processed

Created by ZAC175N at 2013-01-29 09:23:59

crr-mp verified if any of c's contact

ell. SM will update c this afternoon as to the status

rcas-ac called CSM BB & spoke to CSM who said if c already has a VSC for svc t

rcas-ac called the c @ 3 25 pm est on [REDACTED] spoke to the c

rcas-ac called the c @ 5 20 pm est on [REDACTED] & left vmx

rcas-ac called the c @ 9 56 am est on [REDACTED] & spoke to the c. rcas advise

Service Dept. Review

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 542

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 543

CAR ID: CA2490765

Created by ZAC175N at 2013-02-07 13:20:26

d c that check was approved. rcas advised c that c will be receiving it in the
hen rcas can offer a maintenance plan..

information changed since the last time

rcas-ac advised c that the VSC was processed . C said ok & c said c picked up

rcas-ac called the c @ 5 22 pm est on [REDACTED] & the # invalid, rcas rec

rcas-ac sent email to FOM DG & SM BC advising that the c declined the offer of

Service Dept. Review

c called in, c said none

eiving error mssg

mail. C thanked rcas for the c assistance. c was informed of receiving a C su

rcas-ac called the c @ 3 38 pm est on [REDACTED] & spoke to the c. rcas reiter

rcas-ac failed to notate previous about the reimbursement on veh payment, C ag

Service Dept. Review

the veh. C asked if cs husband sent in docs? rcas advised c no , rcas has not

the VSC for now. rcas requested all RO's from SM BC for rcas to be able to su

ated the concern & apologized . rcas advised c that rcas looked into the conce

bmit the RHR

crr-mp advised c that crr-mp will be

rcas-ac setting for 1/28/2013

received anything. C said c has not paid the second month yet for reimbursemen

reed to send docs to rcas

rvey, C agreed to provide feedback, Closing case

Service Dept. Review

***2013 Pathfinder issues with transmission cooler line blowing off prematurel

Created by ZAC175N at 2013-01-25 15:32:39

Created by ZAC175N at 2013-01-29 09:32:44

Created by ZAC175N at 2013-02-07 13:20:56

rn & NNA is not able to repurchase the veh. C said c is not paying for a veh t

transferring c to agent's extention

t. rcas advised c that rcas can wait for c to send the docs. rcas advised c th

at once c makes the 2nd month payment & sends in docs, rcas will re-open the c

hat c does not feel comfortable driving. rcas advised c that NNA can only offe

number and if routed to vmx, c can

rcas-ac called CSM BB @ 11 32 am est & explained all the issues to the CSM. CS

rcas-ac called the c @ 3 18 pm est on [REDACTED] & left vmx

rcas-ac rcvd email from FOM DG who said Techline advised tech to install new t

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REQUESTED BY: lattad

CAR ID: CA2490765

y. Customer was offered 2 monthly payments & a VSC, Closing case as everything
ase to submit check request. C agreed to close case until the docs came in. C
has been processed***

leaveB message and at the same time

M is aware of the major issue but is not quite sure if NNA will replace the ve
rans, Radiator and hoses. FOM will offer a Gold Perf Sec+ 100k/ 84month if cu
r a SECURITY PLUS VSC & 2 monthly payments. C agreed to provide the silver 45k
rcas-ac called the c @ 3 19 pm est on [REDACTED] & left vmx

Created by ZEC111N at 2013-03-04 09:52:27

crr-mp will be sending internal message

ended call mutually, closing case

h, CSM states that if the c does not want to accept the VSC, then CSM is willi
miles maintnence wrnty since c cannot have the VSC that CSM offered due to c
rcas-ac sent email to SM BC asking if veh was repaired.

stomer doesn't have a policy but if c already has a VSC, FOM will reimburse on

*** ;Added after the case is closed. ; ***

already having an aftermarket VSC with the dlr. C was ok with this ,but then

***C was offered reimbursement (c has not been reimb. yet). C was also offered
e month payment.

ng to add 2 monthly payment reimbursments to that for all cs trouble. rcas tha
rcas-ac setting for 2/11/2013

to inform agent that c called in, c agreed.

a VSC & it has been processed. C has been having issues with a brand new veh,

Created by ZAC175N at 2013-01-28 09:44:51

Created by ZRR999N at 2013-02-07 13:26:13

crr-ec received a follow up call from c. c asked to be transferred to rcas, c

crr-mp offered further assistance, c

nked CSM BB & ended the call mutually. Exiting case

rcas started explaining the reimbursement process for 2 mnthly payments & c su

ARBS denied to repurchase the veh*

Created by ZAC175N at 2013-01-30 13:27:41

CRR-RM received a call from c

ddenly got upset. C states c already paid one month but c is not going to pay
declined.

rcas-ac called the c @ 11 45 am est on [REDACTED] & left vmx

unable to provide case number

another month & be reimbursed, c wants rcas to pay cs lienholder directly. rca

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REQUESTED BY: lattad

CAR ID: CA2490765

Created by ZAC175N at 2013-02-26 14:54:46

crr-ec verified if any of c's contact information changed since the
crr-mp gave name, extension and case number.

CRR-RM asked c if there are any changes on cb

rcas-ac sent another email requesting docs for RHR

rcas-ac setting for 1/29/2013 for last contact attempt

*** Added after the case is closed. ***

Created by ZRS178N at 2013-01-28 10:16:51

Crr-mp leaving case open

C stated c wanted to speak with RCAS-ac

last time c called in, c said none.

rcas-ac called SM BC @ McDavid Nissan & left vmx requesting RO's

s apologized & is explaining to the c for the 5th time that there is no way rc

as can do this because rcas does not have \$ to just give the lienholder, rcas

Created by ZAC175N at 2013-01-31 08:40:45

Created by ZAC175N at 2013-02-12 14:16:11

crr-ec c offered assistance before transferring

CRR-RM offered to transfer the call to RCAS-ac ext and advised c that if CRR r

CRR-SR received call from C's wife stating c received vmx but due to working C

rcas-ac rcvd vmx from c

cannot accept any call and informed wife to call

crr-ec c stated wants to check on the status of c check

eachd vmx CRR will transfer the call to RCAS ext to leave a message and CRR-R

has to reimburse c . C said cs husband is not going to go with this. C said c

rcas-ac rcvd docs from the dlr for RHR

rcas-ac rcvd vmx from c requesting c/b

rcas-ac re-opening the case because c wanted to be reimbursed the one month pa

Created by ZAC175N at 2013-01-31 13:49:56

crr-ec provided the information as appearing of v case comments and adv c that

M will be sending an internal message to RCAS for a callback

rcas-ac called c back & left vmx

Wife stated best number to call is to speak to wife on t

will have cs lienholder deal with rcas.rcas advised c that even if lienholder

ymment now. C needs to know where to send the docs

c can receive the check for about 2-4 weeks from 3/1/2013

contacts rcas, there is no way to pay the lienholder can get paid directly by

C understood.

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REQUESTED BY: lattad

CAR ID: CA2490765

his case.

rcas-ac called the c @ 3 48 pm est on [REDACTED] & spoke to the c

rcas-ac leaving follow up the same

rcas-ac setting for 2/27/2013 to contact the c

Created by ZJB185N at 2013-02-12 14:20:50

Created by ZYL176N at 2013-02-26 15:13:23

crr-questioned why c has to

CRR-RM offered further assistance, c decline

CRR-SR update phone number is account and verified case, case owner and ext and

NNA. C wants to know when veh will be repaired, rcas advised c it should be fi

rcas-ac advised c that the docs were received today for RHR.

crr-ec c questioned

crr-jb recieved call and verified info

crr-rc received a call from c requesting for an update on case 10490765

CRR-RM offered name, case and extension number

rcas-ac advised c that the information will be forwarded

warm tranferred c to ext and left c to leave a vmx fro agent

xed today (per SM). C understood & said c is not going for this offer & will h

ave rcas husband call rcas, c is upset & ended the call, rcas closing case, pe

Created by ZAC175N at 2013-01-28 13:48:42

crr-ec offered further assistance, c declined.

crr-jb tranferred to vmx

crr-rc asked c if any of c's info changed since the last time c called, c stat

CRR-RM exiting the case

to the Arbitration so a decision can be made on replacing the veh.

Created by ZDM333N at 2013-02-07 14:19:53

crr-ec gave name, extension and case number.

crr-jb exiting case

C understood & agreed to follow up by 2/5/2013

ed none. c stated that c wanted to know the fax # of rcas-ac. c stated that c

nding cs call back as c refused the assistance for now

rcas-ac rcvd vmx from cs wife Amanda requesting call back

Created by ZAC175N at 2013-01-28 13:50:48

Created by ZAC175N at 2013-01-31 14:43:12

Created by ZBM777N at 2013-02-12 15:07:08

CRR-DM received a call from c (Amanda) stating that c wants to be transferred

crr-ec transferred the call to rcas- vmx.

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2490765

RHR denial, CSM made offer, c declined for now, closing case*

wanted to send the docs to rcas-ac but c doent have a fax #. crr-rc gave rcas-ac fax # at [REDACTED]

Created by ZRO176N at 2013-02-06 07:38:23

CRR-BM received a call from c asking if c can be transferred to the ext. 45816

crr-ec sent internal message to rcas-

rcas-ac called the c @ 3 50 pm est on [REDACTED] & left vmx

RHR has been submitted

to RCAS-AC. CRR-DM was able to pull up the file and informed c that the follow

1

Created by ZDR123N at 2013-01-31 15:40:21

crr-ec exiting case.

crr-rc informed c that rcas-ac set a follow up call to c's case tomorrow 2/27

crr-ro received a call from c requesting to be transferred to the extension nu

rcas-ac leaving follow up the same

-up date on c's case 02/11/13. CRR-DM transferred c's call to RCAS-AC. CRR-DM

and informed c that c will receive a call from rcas-ac tomorrow before the bus

Created by ZRD000N at 2013-01-29 08:32:15

CRR-BM verified if any of c's contact info changed.

crr-ec wasn't able to offer further assistance.

DRTS-DR recb

informed c that if in case c's call will be transferred to vmx, CRR-DM will se

mber

c asked for the case, c was not able to provide case number. crr-ro verified a

Created by ZDR123N at 2013-01-31 15:40:21

crr-ec wasn't able to provide name, extension and case number.

c said no.

c's wife called in and asked for the case updates.

iness day end. c understood.

nd an internal message to RCAS to give c a call back. C understood

CRR-BM transferred c to rcas-ac ext. number and CRR-BM will send an internal m

CRR-DM asked c if has any of c's contact information changed, c said none.

crr-ec closing case.

crr-rc informed c that crr-rc will send an internal message to rcas-ac to give

crr-rd verified c's contact information.

ddress and crr-ro asked c if any of c's info changed since the last time c cal

DRTS-DR recb

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2490765

c a call back as c dont want to be transfer to rcas-ac ext

Created by ZEC111N at 2013-03-04 09:57:45

Created by ZVS932N at 2013-02-01 10:15:25

CRR-DM offered further assistance, c declined.

crr-rd provided c with rcas-ac extension and called but reached vmx.

essage to rcas-ac.

led, c stated none.

*** Added after the case is closed. ***

Arbs sent e-mail to RCAS-AC asking to please complete the RHR with the latest

c asked to be transferred to rcas extension. crr-ro advised c of the rcas deci

CRR-BM offered further assistance, c declined.

CRR-DM provided c with name, case number, and ext number.

crr-rc offered further assistance, c declined.

crr-rd transferred c to rcas-ac vmx and sent internal message to rcas-ac telli

CRR-BM gave name and ext number.

CRR-DM exiting case

crr-ec noting that ec has provided c of her existing case number

crr-rc gave the case number, extension number and crr's name.

ng that c's wife called in today.

RO information and advise.

sion, rcas looked into the concern & NNA is not able to repurchase the veh. c

Created by ZAC175N at 2013-02-01 11:26:57

Created by ZAC175N at 2013-02-07 14:27:37

CRR-BM exiting the file.

crr-ec c upon c questioned why c has to wait that long

crr-rc leaving the case open.

crr-rd asked for further assistance, c declined.

still insisted to be transferred to rcas-ac.

Created by ZAC175N at 2013-02-26 15:17:05

Created by ZJB185N at 2013-02-12 14:20:50

crr-ec c hanged up the phone

crr-rd provided c with ca file number, crr name and extension.

crr-ro transferred c to rcas-ac. advised c to leave a msg, best phone number to

rcas-ac rcvd email from both CRR's requesting to call c back

rcas-ac resubmitted RHR to ARBS VS

Created by ZAC175N at 2013-02-07 14:29:30

Created by ZVS932N at 2013-02-01 12:24:22

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2490765

crr-ec has not given any further closing remarks.

crr-jb recieved call and verified info

crr-rd exiting from the case

rcas-ac rcvd docs from c & attached to the case

reach c at and case number, if routed to vmx

Created by ZAC175N at 2013-01-29 09:05:26

Created by ZAC175N at 2013-02-26 15:17:05

crr-jb transfered to vmx

crr-ro informed c that crr-ro will send an internal message to rcas- to give c

rcas-ac rcvd vmx from c

Vehicle history:

12/10/2012 - 12/14/12

a call back.

Created by ZAC175N at 2013-02-07 14:29:39

crr-jb exiting case

rcas-ac rcvd 2 vmxs from c providing phone # [REDACTED]

rcas-ac rcvd docs from c & attached to the case

Created by ZAC175N at 2013-01-29 09:20:35

Created by ZAC175N at 2013-02-27 10:23:57

Created by ZBM777N at 2013-02-12 15:07:08

crr-ro offered further assistance, c said no.

rcas-ac rcvd vmx from c

Trans Fluid Leak****Dealer states trans cooler hose at radiator came loose, re

Created by ZAC175N at 2013-02-07 14:35:56

CRR-BM received a call from c asking if c can be transferred to the ext. 45816

crr-ro provided name,case,extension number to c. crr-ro exiting case.

installed hose with clamps, refill trans fluid and test drove

rcas-ac called the c @ 11 05 am est on [REDACTED] & spoke to the c

rcas-ac called the c @ 12 23 pm est on [REDACTED] & left vmx

1

1/24/13 - Open

Created by ZAC175N at 2013-02-06 07:44:03

rcas-ac called the c @ 12 24 pm est on [REDACTED] & left vmx

rcas-ac called the cs wife back @ 4 29 pm est on [REDACTED] who will be refer

rcas-ac reiterated the concern & apologized. rcas advised c that rcas is aware

CRR-BM verified if any of c's contact info changed.

ed to as c. rcas advised c that rcas talked to cs husband . rcas advised c tha

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2490765

implementing 1/3 plan, Setting for 3/4/2013

of the concerns c is having with the brand new veh. rcas advised c that the t

rcas-ac rcvd vmx from c requesting to call cs husband @ [REDACTED]

Veh is jerking****Dealer replacing radiator, transmission & hoses

Created by ZAC175N at 2013-02-06 10:57:19

Created by ZAC175N at 2013-02-27 15:40:33

c said no.

echs instructed the dlr to replace the radiator & transmission & hoses. C is a

Found trans cooler hose at radiator came loose, reinstalled hose with clamps,

t that rcas can provide a better maintnence plan but cannot extend it for long

CRR-BM transferred c to rcas-ac ext. number and CRR-BM will send an internal m

er, c said cs husband will be ok with that. rcas asked the c when will docs be

*****Goodwill Reimbursement Per CSM BB*****

rcas-ac called cs husband Allen back @ 12 45 pm est . who will be referred to

refill trans fluid and test drove

ware of this but said c should not have these issues with a brand new veh. C s

aid c bought another car from this dlr & never had any issues like this. rcas

as c. rcas spoke to the c . C wants to know what NNA plans to do about it. rca

Dir: Mcdavid issues

Dlr replacing radiator, transmission & hoses

essage to rcas-ac.

sent for reimb, c said c will have to get a statement from the bank because t

Created by ZVS932N at 2013-02-04 08:34:52

CRR-BM offered further assistance, c declined.

empathized with the c. rcas offered c the gold preffered VSC due to all cs tro

he c does not want want to send an actual bank account statement. rcas provide

Issue: Premature failuire on parts in new veh

s advised c that rcas talked to cs wife & advised cs wife that NNA cannot repu

Arbs sent e-mail to RCAS asking for status of part ETA and if CSC.

CRR-BM gave name and ext number.

d fax #. C asked when veh going to be repaired? rcas advised c that SM BC sent

Lienholder: Capitol One Bank

rchase the veh but rcas wanted to provide a NNA VSC but cs wife declined it be

ubles, C said c will not accept this right now because c & cs husband are furi

an email yesterday advising veh should be done yesterday, c said it is not. r

cause cs wife said c already has one. C said c does not have a maintnence plan

Created by ZAC175N at 2013-02-04 08:58:11

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2490765

CRR-BM exiting the file.

Monthly Payment Amount: \$748.21 (2xs)

ous about the issues on the veh. C said c just wants to have a new veh because

cas apologized but this is the info given to rcas by SM. C understood & agreed

c paid for a new veh, not for a veh with issues . C wants to have the veh rep

Created by ZAC175N at 2013-02-14 13:29:22

rcas-ac noting that SM BC & RCAS have responded to all ARBS' request.

Reimbursement Amount: \$1496.42

though. rcas advised c that rcas has already offered c a maintnence plan for

*****Goodwill Reimbursement*****

laced. rcas advised c that rcas can go through with the RHR process but it is

rcas-ac rcvd email from SM BC who said veh should be done by tommorow as all t

to follow up by 2/12/2013

up to 45k miles but if c is seeking additional assistance, rcas will have to l

VSC has been processed

Created by ZAC175N at 2013-02-08 08:39:19

Created by ZAC175N at 2013-02-27 15:41:50

he parts arrived to the dlr today

not guarenteed that veh will be replaced. rcas asked the c what c would like f

ook into it. C understood, c said if NNA is not buying c a new care then NNA n

rcas-ac called the c @ 3 25 pm est on 2816781951 & spoke to the c

Created by ZVS932N at 2013-02-04 09:52:11

needs to give c the top of the line wrnty for maintnence. rcas advised c that

rcas-ac advised c that the VSC was processed . C said ok & c said c picked up

rcas-ac rcvd email from SM BC who said veh repairs are completed & c picked up

rcas-ac submitted check request

rom NNA if NNA cannot replace the veh?> C said c is not settling for less righ

ARBS-VS NOTES BASED ON THE RHR PROVIDED AND A GOOD FAITH REVIEW OF THE C CONCE

Created by ZAC175N at 2013-02-28 07:56:14

rcas cannot guarentee anything. C understood & agreed to follow up by 2/8/2013

the veh. C asked if cs husband sent in docs? rcas advised c no , rcas has not

the veh,. C does have to come back though because the veh was not completely

t now but if that is the case, then rcas has to talk to cs husband to see if c

Created by ZAC175N at 2013-02-06 11:03:02

detailed due to a communication error

rcas-ac rcvd call from c. C states c wants to know if rcas received the docs f

received anything. C said c has not paid the second month yet for reimbursemen

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2490765

RNS, IT DOESN'T APPEAR THAT THE VEHICLE HAS HAD AN UNREASONABLE NUMBER OF REPA

s husband would be willing to accept any offers. C said veh has been @ the dlr

Created by ZAC175N at 2013-02-08 08:41:25

for 17 days due to the issue. C just bought the veh last month. C also said t

IRS. ARBS NOTE THAT NSN HAS HONORED OUR WARRANTY. ARB DOESN't

or reimbursement. rcas advised c that docs were received & reimbursement check

rcas-ac sent email to FOM DG & CSM BB asking if rcas is able to provide any ot

t. rcas advised c that rcas can wait for c to send the docs. rcas advised c th

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCBR

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/28/13

MICROFILM:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 562

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 563

REQUESTED BY: lattad

CAR ID: CA2490765

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 564

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 565

REQUESTED BY: lattad

CAR ID: CA2490765

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN5DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3531 Texas					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 566

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 567

REQUESTED BY: lattad

CAR ID: CA2490765

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3531

STATE: TX

DEALER NAME: MCDAVID NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 568

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 569

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2497414
STREET: [REDACTED] **VIN:** 5N1AR2MM4DC [REDACTED]
CITY: BORDENTOWN **YR/MDL:** 2013.0 PTH **MILEAGE:** 001800
ST/ZIP: NJ [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 2,412 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2372 CHERRY HILL NISSAN, INC.
DLR PH: 856 667 8300 **DENY:** 0 **RESP DLR:** 2372 CHERRY HILL NISSAN, INC.
REGION: 26 **DIST: SL/SV/PT:** 06 06 36

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001800 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/25/13 **XFER/RSPNSBLTY:** 26 06 N
CONTACT (S): **OLLOWUP DATE:** 02/27/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/27/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENTEN
OC NISSAN DEALER ISSUES 207500 PATHFINDER
OF NNA., INC. ISSUES 221500 SALES PERSONNEL (NISSAN)
AF ENGINE ELECTRICAL VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES WA PREMATURE WEAR/FAILURE
BE NSN DEALER SALES DEPT. WL RUDE/DISOURTEOUS
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 570

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 571

CAR ID: CA2497414

C. A. R. COMMENTS

Created by ZBB176N at 2013-02-27 07:26:16

Created by ZKD253N at 2013-01-25 09:12:09

Created by ZKD253N at 2013-01-25 09:54:26

Rcas-bb contacted dlr at 4:11 pm est at [REDACTED] Left vmx for SM-Dave to Service Dept. Review

that Rcas-bb was inquiring about a 200.00 tow reimbursement by the dlr. Left call concerning c. Setting follow up to 01/29. contact info.

CRR-KDR received a call from C saying c had just purchased a brand new veh and Rcas-bb contacted c at 9:21 am est at 908-415-6555. C stated c received the c Service Dept. Review

Created by ZBB176N at 2013-01-29 09:17:44

Created by ZBB176N at 2013-02-12 15:42:19

had a major issue on the engine. C stated one time when c was traveling with heck from the dlr yesterday and also received the ECW letter. C is good to go Service Dept. Review

c's wife and an infant in the veh, c just notice that the veh have problem, an

. Rcas-bb advised c to contact Rcas-bb if c has any questions or concerns. C

Rcas-bb contacted c at 5:24 pm est at [REDACTED]. Rcas-bb advised c that Rc

Rcas-bb contacted dlr at 11:13 am est at [REDACTED] Left DCSM-Kathy a vmx

Service Dept. Review

as-bb has a call into the dlr for info on the check for towing. C stated if t d suddenly the veh stops at the highway.C mentioned that c should not be exper for a call back. Rcas-bb needs the ro's for a RHR. Rcas-bb setting follow up

Service Dept. Review

thanked Rcas-bb.

he check is not on its way, to let the dlr know c would like to come and pick iencing this problem since c purchased a brand new veh which c mentioned is wo Service Dept. Review

Summary: C was seeking reimbursement for tow for an engine repair. Dlr reimb to 01/31.

Created by ZBB176N at 2013-01-30 12:50:06

it up. Rcas-bb verified c's mailing address for the ECW-Powertrain. C asked rth \$40,000.C call the dlrsh and ask for roadside assistance and was provided Service Dept. Review

ursed the tow. NNA offered c an ECW-PT for peace of mind and c received the l

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 572

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 573

CAR ID: CA2497414

by the dlrshp but suddenly when the highway police mentioned to c that roadsid
etter fro the ECW. C is fine.
how it worked and Rcas-bb advised c it is the current powertrain warranty exte
Rcas-bb received a call from SM-Dave from Cherry Hill. C is holding loaner ho
Service Dept. Review
e assistance is not accepted in the area where the veh stpos and needed to cal
nded to 7 years or 100K miles. C asked about Quality Guard and VSC. Rcas-bb
Service Dept. Review
stage. SM is getting veh back as c's veh is repaired. Rcas-bb advised SM-Dav
e that c wants NNA to take back veh. Rcas-bb had contacted DCSM-Kathy for ro'
l another towing which is in the vicinity where the veh stops, c mentioned tha
Service Dept. Review
stated c would need to contact the dlr as NNA does not sell VSC's. Rcas-bb ad
Service Dept. Review
s. SM-Dave to send all ro's for the RHR.
t since the situation is an emergency and there is an infant on the veh, c pai
vised the ECW is a goodwill offer. C understood.
Created by ZBB176N at 2013-01-31 14:50:38
Created by ZBB176N at 2013-02-12 15:46:34
d for the bills and thingking that c will deal with the bill at the dlrshp aft
Service Dept. Review
er the service was provided at that time.
Rcas-bb setting follow up to 02/02/13 to process RHR.
Rcas-bb setting follow up to 02/14.
C mentioned also when c called the dlrshp and ask to be transferred to SM and
Created by ZBB176N at 2013-01-31 15:02:57
Created by ZBB176N at 2013-02-13 06:26:26
Rcas-bb contacted c at 4:50 pm est at [REDACTED]. C is holding it against t
Rcas-bb received a vmx from c on 02/12 but had called c at 5:24 pm est.
suddenly c was routed to a sales person, c mentioned c was not treated proper
Created by ZBB176N at 2013-02-14 11:44:24
he dlrshp that c has to return the veh Sat. C does not want to take the veh.
ly because c was directly transferred to SM's vmx whithout asking c what could
posibly help that dlrshp could provide.
Rcas-bb advised c the dlr would not advise c to pick up veh if it was unsafe.
Rcas-bb contacted SM-Dave at 1:43 pm est at 856-667-8300. Left vmx for SM to
At this point, c just mentioned also and wanted to return the veh back to the

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 574

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 575

CAR ID: CA2497414

call.

C stated the dlr should c a veh that had a safety defect and this is an unus

Created by ZBB176N at 2013-02-14 14:36:19

dlrshp and have exact brand new veh because c thinks that veh was a lemon and

ual case...There should be a rule about owning a veh 30 days and it breaks dow

c also mentioned that c do not have trust on the veh since veh have major prob

n. C stated it is possible it could happen again. C states the returning of

Rca-bb contacted dlr at 4:22 pm est at 856-667-8300. DCSM-Kathy stated there

is no tow bill attached to ro. DCSM-Kathy will discuss with SM-Dave. C is ex

lem at early stage.

the veh looks bad for the dlrshp and NNA. C stated the decision could impact

CRR-KDR verified and updated C's information.

c's ability to keep the veh and for future purchases. C purchases a veh every

pecting dlr to pay a 200.00 tow bill. Rcas-bb setting follow up to 01/28.

4 years.

Created by ZBB176N at 2013-02-18 07:46:17

CRR-KDR advised c that veh has an open recall and informed c on the recall det

ails PATHFINDER ECM REPR.

Rcas-bb contacted dlr at 9:42 am est at 856-667-8300. Left vmx for DCSM-Kathy

Rcas-bb will contact c for an update to case by Tues 02/05/13.

Created by ZBB176N at 2013-02-02 10:37:08

CRR-KDR advised c to take the veh to any nissan dlrshp to have the recall perf

to call about the 200.00 tow reimbursement.

Created by ZBB176N at 2013-02-18 13:33:42

ormed.

Rcas-bb setting follow up to Tues 02/05 to update c.

Created by ZBB176N at 2013-02-02 12:57:38

CRR-KDR gave dlrshp information to c.

Rcas-bb contacted c at 3:29 pm est at [REDACTED] Rcas-bb advised c the ECW

CRR-KDR asked if c wants to be transferred to the dlr, c said yes

Rcas-bb submitted RHR and notified FOS/FOM.

was processed and c should receive the letter via US postal service. Rcas-bb

Created by ZDR123N at 2013-02-04 12:30:20

CRR-KDR informed C that RCAS will call by the end of next business day to revi

inquired about the tow invoice. C stated c gave it to Michael Patrick who ma

de a copy and returned the original to c. Rcas-bb will contact sales dept.

DRTS-DR recb

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 576

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 577

CAR ID: CA2497414

ew and solve the issue.

Created by ZAM175N at 2013-02-05 15:12:52

Created by ZBB176N at 2013-02-18 15:34:12

C stated will wait for the call morning since c is travelling.

ARBS-AM: Review of the provided information shows the vehicle has been in one CRR-KDR offered further assistance. C said "No"

Rcas-bb contacted Michael Patrick at 2:26 pm est at [REDACTED] Rcas-bb left CRR-KDR gave name, extension and case number.

t a vmx for a call back concerning c and the 200.00 tow slip. Rcas-bb setting time follows:

1/25/13 at 1961 miles towed in for died on highway - dealer found trans cooler CRR-KDR leaving case Open.

follow up to 02/20.

Created by ZBB176N at 2013-02-20 09:26:51

Created by ZKD253N at 2013-01-25 09:54:55

line came off fitting to bottom of radiator, dealer installed 2 new spring clamps to resolve.

Rcas-bb contacted Michael Patrick at 11:22 am est at 856-667-8300. Left vmx to vehicle concern

Created by ZAM175N at 2013-02-05 15:14:25

Created by ZBB176N at 2013-01-28 14:09:16

hat Rcas-bb is calling on behalf of c and concerning the tow c was to be reimb

ARBS-AM: After careful evaluation, Nissan will not be able to offer repurchase

Rcas-bb contacted c at 3:39 pm est at [REDACTED]. C stated the veh is at the used. Rcas-bb left contact info for a call back.

Created by ZBB176N at 2013-02-20 13:41:55

e dlrshp. C stated a transmission line disconnected due to a faulty clamp. C or replacement as there have not been an unreasonable number of service attempts or days out of service. ~ ARBS recommends offering an ECW for the transmission Rcas-bb received a call from DCSM-Kathy and SM-Dave. The tow bill appeared. was advised this is a known problem. C is currently in Salt Lake City traveling all week and the loaner is at the airport. C stated c was advised the transmission Rcas-bb advised c stated the salesman Michael Patrick was to take care of the transmission to promote customer enthusiasm.

Created by ZBB176N at 2013-02-05 15:34:09

ow will be covered. C is upset that a 40K veh broke down with the wife and a tow. SM-Dave stated the repair was warranty and the dlr will submit the tow t

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 578

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 579

CAR ID: CA2497414

9 month baby in the veh in 10 degree weather. C states this is unacceptable. o warranty so dlr gets paid. Rcas-bb advised c wants to come and pick up the Rcas-bb contacted c at 5:26 pm est at [REDACTED] Rcas-bb contacted c at 90 8-866-1010 at 5:27 pm est. Rcas-bb advised c of the ARBS denial. Rcas-bb dis check when ready. DCSM-Kathy stated ok.

C traded in a RGE with 115K miles because c was concerned about reliability t Created by ZBB176N at 2013-02-20 13:46:59

cussed the possibility of an ECW for power train. C would be happy with that. hough the veh never stranded c. C thought c had roadside assistance and calle d the dlrshp. C asked to speak to a sales manager and was sent directly to vm Rcas-bb contacted c at 3:41 pm est at [REDACTED]. C stated Michael Patrick Setting follow up to 02/07.

called c and c faxed another copy of the tow invoice. Michael Patrick is to m Rcas-bb will do a goodwill review and contact c by 02/11/13.

x. C called back and asked for a live person. C was a advised a sales was go all the check.

Created by ZBB176N at 2013-02-07 07:17:45

ing on. C stated a salesmgr on the phone and accused c of threatening him and

Created by ZBB176N at 2013-02-20 14:07:51

hung up on c. C was finally spoke to the salesman that sold c the veh who go Rcas-bb emailed FOS-RC for approval of a ECW for power train.

Created by ZBB176N at 2013-02-11 07:21:42

Rcas-bb contacted dlr at 4:05 pm est at 856-667-8300. Rcas-bb left DCSM-Kathy t c a loaner. C is upset that c does not know who accused c of threatening a a vmx that the c sent a copy of the tow invoice to Michael Patrick and Rcas-b nd kept hanging up on c. C is upset that salesperson is still employed. C st Rcas-bb received approval from FOS-RC for the ECW for the powertrain.

ated this is the first time c has purchased a second veh from the same brand.

b does not want c to be reimbursed 2x. Rcas-bb left contact info for DCSM-Kat

Created by ZBB176N at 2013-02-11 07:26:22

C is upset on how the situation was handled initially and in the general stat hy to call.

Rca-bb received a vmx for c on 02/08 and returned call at 9:21 pm est at 908-4 15-6555. Rcas-bb needs to verify the mailing address for ECW letter. C state

Created by ZBB176N at 2013-02-20 14:08:29

e of the veh. C does not trust the veh. C wants the veh swapped out for a la d c has not received the check for the tow from the dlr which is over 200.00.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 580

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 581

REQUESTED BY: lattad

CAR ID: CA2497414

Rcas-bb setting follow up to 02/22/13.

ter production . C does not want the veh and let Nissan take it back to use a

Created by ZBB176N at 2013-02-22 10:11:24

Rcas-bb will follow up with the dlr about the tow reimbursement.

s a research veh. Rcas-bb advised per c's request a RHR will be done and can

Created by ZBB176N at 2013-02-11 09:57:59

Rcas-bb contacted c at 12:07 pm est at [REDACTED]. Left vmx that Rcas-bb wa

take up to 10 business days. C stated c is not taking the veh and is keeping

Rcas-bb setting follow up to 02/13.

s checking if the dlr contacted c. Rcas-bb contacted c at 12:08 pm est at 908

the loaner. Rcas-bb advised c that the loaner was between c and the dlr.

-866-1010. Left vmx that Rcas-bb was checking id c had heard from the dlr. R

Created by ZBB176N at 2013-02-12 06:58:49

Rcas-bb will contact c by Thu 01/31/03.

cas-bb setting follow up to 02/27/13.

Created by ZBB176N at 2013-01-28 14:14:56

Rcas-bb contacted dlr at 8:52 am est at 856-667-8300. Left vmx for DCSM-Kathy

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 582

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 583

REQUESTED BY: lattad

CAR ID: CA2497414

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/27/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: ERIC

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 584

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 585

REQUESTED BY: lattad

CAR ID: CA2497414

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		2372 New Jersey					

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 586

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 587

REQUESTED BY: lattad

CAR ID: CA2497414

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2372

STATE: NJ

DEALER NAME: CHERRY HILL NISSAN, INC.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 588

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 589

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2497504
STREET: [REDACTED] **VIN:** 5N1AR2MM2DC [REDACTED]
CITY: NEW HYDE PARK **YR/MDL:** 2013.0 PTH **MILEAGE:** 000600
ST/ZIP: NY [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 245 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5036 NISSAN OF GARDEN CITY
DLR PH: 516 483 4400 **DENY:** 0 **RESP DLR:** 5036 NISSAN OF GARDEN CITY
REGION: 26 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000600 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NISSAN OF GARDEN CITY
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/25/13 **XFER/RSPNSBLTY:** 26 02 N
CONTACT (S): **FOLLOWUP DATE:** 03/12/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/07/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 230500 TRANSMISSION SHIFTER
BG POWERTRAIN ZB BROKEN/CRACKED

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 590

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 591

REQUESTED BY: lattad

CAR ID: CA2497504

C. A. R. COMMENTS

Created by ZBM777N at 2013-01-25 09:25:48

Created by ZBM777N at 2013-01-25 09:32:57

ehicle reversed instead. - repair Pending.

hat the next step is to get the vehicle fixed, c understood. RCAS advised that

le today, once available rcas will follow up with c, c understood and thanked

Service Dept. Review

Created by ZAG177N at 2013-03-01 13:02:20

CRR-BM received a call from c and c stated that c just lease a veh 3 weeks ago

rcas. C stated that c has the bank statement for the payment of the monthly ca

rcas will submit information to try to expedite the transmission that is on b

Service Dept. Review

ack order, c understood. RCAS advised that rcas will follow up with c within 2

and the veh died and needs to be towed to the NISSAN OF GARDEN CITY yesterday

Arbs-ag placed call to SM. Veh has been repaired and C has been informed to p

r payment and will fax to rcas.

Service Dept. Review

-3 business days. C thanked rcas for the follow up.

Created by ZMM176N at 2013-02-22 08:51:58

. C stated that the transmission blew up and the dlrshp told to c that it will

ick veh up today 3/1/13. Hose broke away from the cooler. Veh down 3 days.

Service Dept. Review

Created by ZAG177N at 2013-03-01 13:05:43

Created by ZMM176N at 2013-01-30 14:58:23

RCAS-MVM followed up with the Assistant Service Manager-Allie. RCAS was advise

Service Dept. Review

take 1 month before the dlrshp could repair the veh. The dlrshp diagnosed the

** Based upon the RHR provided and a good faith review of Cb

d that the vehicle will be ready today and c will be contacted by the dealersh

RCAS-MVM followed up with teh customer on [REDACTED], rcas noting that a voc

Service Dept. Review

veh and the diagnosis was transmission needs to be replace and the veh was di

agnosed this morning. The name of the SA who assisting c was Kevin and the rep

icemail was left. RCAS waiting on the part information from the dealership.

ip later today.

Service Dept. Review

s not in a position to offer a repurchase of this vehicle, as the vehicle has

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 593

REQUESTED BY: lattad

CAR ID: CA2497504

air was covered under warranty. C stated that c will not have a veh for a mont
Created by ZMM176N at 2013-02-01 17:13:18
Created by ZMM176N at 2013-02-22 09:10:50
not been subject to an unreasonable number of repair attempts for any warranta
Service Dept. Review
ble concerns. NNA will continue to honor the terms and conditions of all appl
h and the bills will be due within 7 days and c dont want to pay for the veh b
RCAS-MVM followed up with the customer on c's work #, c thanked rcas for the 2
RCAS-MVM in review of the case. RCAS waiting on part information to process th
Service Dept. Review
ecause it was defective.
e STP request. RCAS setting follow up for 2/4.
icable warranties.**
nd call. RCAS confirmed that the fax has been received and advised of the stat
Service Dept. Review
Arbs-ag notes veh is a lease. Arbs recommends reimbursement of one month leas
Created by ZMM176N at 2013-02-04 13:25:56
CRR-BM offered further assistance, c declined.
Service Dept. Review
us of the vehicle, c understood and is very pleased. RCAS advised that the dea
CRR-BM provided c with name, file number, and ext number.
e payment for C inconvenience.
lership will contact c once the vehicle is ready, c understood. RCAS setting f
RCAS-MVM received the part information and the order information. RCAS noting
Service Dept. Review
Created by ZMM176N at 2013-03-04 09:16:15
**CRR-BM forwarding file to rcas.
ollow up for 2/26, pending further information, to process reimbursement.
that rcas has been advised by FOM-KH to submit an STP, once all the informatio
Created by ZBM777N at 2013-01-25 09:39:39
Created by ZMM176N at 2013-02-26 15:33:40
n has been received for the parts. RCAS sending information to SRD to review t
RCAS-MVM followed up with the Assistant Service Mgr, rcas was advised that the
****created last sentence on error****
customer picked up on 3/1. RCAS will follow up with c.
he case.
RCAS-MVM followed up with the customer on the listed home phone #, rcas noting

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 594

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 595

REQUESTED BY: lattad

CAR ID: CA2497504

Created by ZMM176N at 2013-03-05 09:36:25

CRR-BM closing the case.

that a voicemail was left.

Created by ZBM777N at 2013-01-25 09:40:56

Created by ZMM176N at 2013-02-27 06:59:45

Part Name: Transmission

RCAS-MVM received information back from Arbs, that NNA is not repurchasing the CRR-BM made an outbound call to c because the case cant be forwarded to the RC

Part Number: 310CM-3WXOCRE

RCAS-MVM received a voicemail from the customer, rcas followed up with the cus vehicle.

AS because c dont have the VIN of the veh. C stated that c will be calling CRR Dealer Name and Code (where parts were ordered)

tomor on [REDACTED]. C stated that the vehicle was picked up on 2/22, worke -BM again to give the VIN of the veh.

d fine until 2/25, the vehicle was towed to the dealership on 2/27. The vehicl

Nissan Of Garden City 5036

RCAS-MVM followed up with the customer on [REDACTED] Ext 26, c thanked rcas CRR-BM closing the case.

e was down for a month at the dealership, now its back at Nissan of Garden Cit for the follow up call. RCAS advised that NNA is not in a position to repurcha

Region Code: 26

Created by ZIT999N at 2013-01-25 12:36:22

CSC Order Number: 20345365

se the vehicle, c understood. RCAS advised that NNA is going to up the offer t y. The customer stated in the past 10 years they have never had a problem with a Nissan Vehicle, now it's 2 months old and has spend more time in the shop t crr-it received a call from c calling back for the VIN. c stated that c's been

CSC Order Date: 1/25/2013

o 2 months on the reimbursement for the monthly payments, c accepted. C stated hen with the customer. The customer wants the car swapped out for a brand new

Out-of-Service Date: 1/24/2013

that so far the vehicle is running just fine. RCAS advised that rcas needs a trying to get in touch with crr-bm but c's always getting vmx or the call is a 2013. RCAS advised that rcas will keep the customer updated.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 597

REQUESTED BY: lattad

CAR ID: CA2497504

copy of ownership, c understood and stated would send to rcas. Once rcas receives always disconnecting. crr-it took ownership and asked for the VIN. crr-it verified Reason for STP Part is on Backorder

Created by ZKD176N at 2013-02-04 13:31:34

Created by ZMM176N at 2013-02-27 14:29:32

advised c's concern and informed c that according to the notes the vehicle needs transfer the fax, rcas will process the reimbursement. RCAS noting that RCAS has talked with FOM-KH about the decision from Arbs, FOM has approved the 2 months. RCAS-MVM received all invoices from the dealership. RCAS waiting on the open SRD-KD in review of case for STP template and part number documented correctly give the 1st payment on the vehicle. c agreed. crr-it thanked c and advised c that in case.

invoice with the current concern, the vehicle was towed to the dealership last night. RCAS waiting on registration.

case will be forwarded already to RCAS and RCAS will contact c before the end

Created by ZMM176N at 2013-02-08 13:02:08

Created by ZMM176N at 2013-03-07 12:29:46

night. RCAS was advised by the Assistant Service Mgr that the vehicle was being diagnosed.

of the next business day. c understood.

RCAS-MVM received all documents for the customer regarding the customer's monthly payment. RCAS-MVM waiting on further information regarding the parts, RCAS noting that

crr-it offered further assistance. c declined

currently information hasn't been received at this time.

monthly payment. After review of the documents, RCAS called NMAC and talked with N

Created by ZMM176N at 2013-02-13 13:07:47

crr-it provided name, case number and ext number

NMAC Rep Tracy S and confirmed the customer's monthly payment is \$525.90. The c

RCAS_MVM followed up with the customer on the work # and a voicemail was left.

crr-it leaving case open

Follow up set for 3/1

RCAS-MVM followed up with the Assistant Service Manager at Nissan of Garden City. Customer has made a total of 4 payments with NMAC and RCAS-MVM is reimbursing the

Created by ZMM176N at 2013-01-28 13:00:30

Created by ZMM176N at 2013-02-28 13:08:38

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 599

REQUESTED BY: lattad

CAR ID: CA2497504

he customer for 2 payments approved by FOM-KH due to c's concerns with the bra
y. RCAS was advised and received email confirmation that the part should be ar
nd new vehicle.

RCAS-MVM followed up with the ASM-Allie. RCAS was advised that the transmissio
RCAS-MVM received the open invoice from the dealership. RCAS updated RHR and s
riving within 3 business days.

ending to NNA DRTS for review.

n needs to be replaced, as well as the radiator and the hoses. The Service dep

artment contacted tech line, tech line stated that when the cooler hose comes

Following are the details of the reimbursement:

RCAS-MVM followed up with the customer on [REDACTED] unable to leave voicema
il, box full. RCAS followed up with c on [REDACTED], c thanked rcas for the

Name of the Dirshp: NMAC

off the trans and radiator need to be replace. RCAS was advised that the part
RCAS-MVM noting that the initial repair the vehicle was at the dealership for
23 days. The part was on back order and an STP was completed at the request of
Date of invoice:

follow up call. RCAS advised that after speaking with the dealership, that the
is on back order, ASM will obtain the part information and will send to RCAS.
2/4 and 3/4.

FOM-KH. RCAS noting that The SM-Alex and ASM-Allie Confirmed the vehicle bein
Once Received, RCAS will submit a Back Order Resolution.

part should be arriving within the next few days, c understood. RCAS inquired
about the lease statement as promised to the customer. C stated that they jus
Created by ZGY176N at 2013-01-28 13:13:57

g at the dealership for 23 days.

Part Name / Number

2 Monthly Payments

Created by ZMM176N at 2013-02-28 13:21:27

crr-gy received a follow up call from C. C provided case number

t made the payment and that c is waiting for the information from the bank, rc
Amount:

as understood. RCAS advised that rcas will follow up with the customer on 2/19
crr-gy verified if any of C's contact information changed since the last time

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 600

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 601

REQUESTED BY: lattad

CAR ID: CA2497504

RCAS-MVM followed up with the customer on [REDACTED] c thanked rcas for the \$525.90

C called in, C said none.

, c understood and thanked rcas.

follow up call. RCAS-MVM advised that the request for repurchase is currently

Created by ZMM176N at 2013-02-19 10:31:31

crr-gy advised C that case have been forwarded to RCAS and a Regional speciali

Total Amount: \$1051.80

under review further, c understood. C stated that c is going to mail the next

payment out here within the next couple of days. C wanted to know about the 1

RCAS-MVM followed up with the Assistant Service Mgr ,RCAS was advised that the

RCAS-MVM submitting 2 monthly payment reimbursement due to the transmission be

st is handling case at the moment.

crr-gy also advised C that crr-gy will be sending an internal message to rcas-

ing replaced twice on the brand new vehicle.

month that was promised, rcas advised that rcas is waiting for the report to

parts department is waiting on further information. RCAS will be advised once

be reviewed, c understood and stated no problem.

Created by ZMM176N at 2013-03-07 12:43:37

mvm that C called in, C acknowledged.

the information is available.

Created by ZDR123N at 2013-02-28 13:55:22

Created by ZMM176N at 2013-02-19 15:23:50

crr-gy offered further assistance, C declined.

RCAS-MVM received confirmation that the customer's check was approved. RCAS ca

crr-gy gave name, extension and case number.

***DRTS-SW received the RHR. The RHR was assigned to ARBS-AG for review.

lled c back to advise on 212-629-0570 Ext 26. C thanked rcas for the follow up

RCAS-MVM received information back from the Dealership that the part was delay

call. RCAS advised of the check was approved, c appreciated the assistance. C

Created by ZAG177N at 2013-02-28 16:34:44

crr-gy sent internal message to rcas-mvm.

ed a few days because of the snow storm. RCAS was advised that the transmissio

Arbs-ag rev'd RHR and case comments. Arbs notes the following repairs:

crr-gy exiting case.

n should arrive by the end of the week.

stated that so far the vehicle is running just fine. RCAS closing case.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 602

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 603

REQUESTED BY: lattad

CAR ID: CA2497504

01/24/2013....Mileage: 841.....Days Down: 23
Created by ZMM176N at 2013-01-28 13:38:28

1.C/S smoke and burning smell occurred and vehicle will not drive please ck a RCAS-MVM followed up with the customer on [REDACTED], rcas noting that a voi RCAS-MVM received a voicemail from the customer. RCAS called c back, c thanke cemail was left for the customer to call rcas back. RCAS setting follow up for d rcas for the follow up call. C stated that c is quite concerned about the ve nd advised. - 1. Vehicle towed in. Tech inspected and found oil cooler hose fr 2/22.

hicle, but is understanding of the repairs, RCAS apoligzed to c about the issu om radiator disconnected, causing transmission to be defected. Removed and rep Created by ZMM176N at 2013-02-22 06:45:52

es, c accepted. C stated at this point c wants the vehicle repaired and wants laced transmission Assy. All ok at this time.

2. . C/S rear video is in-op please check and advised - no problem found. RCAS-MVM received a call back from the customer. RCAS advised that after speak to know what NNA RCAS can do. RCAS advised first that NNA RCAS will reimburse

02/26/2013....Mileage: 999....Days Down: OPEN
ing with the dealership on 2/19, that the part has been delayed due to the sno the customer the 1st month's payment of \$525, approved by FOM-KH, c thanked rc 1.C states vehicle was at a stop light and when customer took off in drive, v as. After c makes the payment c will send rcas the information. RCAS advised t w storm, c understood. RCAS advised that further information should be availab

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 604

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 605

REQUESTED BY: lattad

CAR ID: CA2497504

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 310CM-3WXOCR

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/07/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 606

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 607

REQUESTED BY: lattad

CAR ID: CA2497504

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM2DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5036 New York					

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 609

REQUESTED BY: lattad

CAR ID: CA2497504

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5036

STATE: NY

DEALER NAME: NISSAN OF GARDEN CITY

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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PAGE: 610

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 611

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2511020
STREET: [REDACTED]	VIN: 5N1AR2MM2DC [REDACTED]	
CITY: MEDINA	YR/MDL: 2013.0 PTH	MILEAGE: 002773
ST/ZIP: OH [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 2,912	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5032 KEN GANLEY NISSAN, INC.
DLR PH: 330 721 0500	DENY: 0	RESP DLR: 5032 KEN GANLEY NISSAN, INC.
	REGION: 24	DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 002773	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/28/13	XFER/RSPNSBLTY: 24 11 N
CONTACT (S):	OLLOWUP DATE: 03/07/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/07/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN	WA PREMATURE WEAR/FAILURE
	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 612

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 613

REQUESTED BY: lattad

CAR ID: CA2511020

C. A. R. COMMENTS

ach FOM 2/22 & will call c thereafter.

Created by null at 2013-01-30 10:45:06

Created by ZUO176N at 2013-01-28 12:12:19

fo the veh.

ither.

l, c agreed.

Rcas-at thanked c & ended call mutually.

Service Dept. Review

Rcas-at advised c that rcas-at can't guarantee that the part will not fail as

Rcas-at sending email to FOM-TB & ARBS-PH & setting follow up for 2/13.

Rcas-at thanked c & ended call mutually.

Rcas-at understood & advised SM that rcas-at was advised that the parts should

Service Dept. Review

SM-Matt agreed & ended call mutually.

Verified Concern, found oil cooler line had come off. Spoke with Techline about

=====

a veh is a machine & is subject to failures over time.

begin to ship this week & advised SM that rcas-at will follow up on update.

Created by ZAT111N at 2013-02-13 08:58:22

Rcas-at setting follow up for 2/22 & exiting case.

Service Dept. Review

t issue, techline recommends to replace oil cooler line,radiator and CVT trans

Created by ZVA178N at 2013-02-22 08:14:03

C stated that the same part is being put on the veh & c is concerned about the

**** GOODWILL REIMBURSEMENT****

mission. All parts VOR'd on 1/28/13. CVT is backordered and was upgraded to CS

Rcas-at sending email to tech-jh to inquire on c's technical questions.

Service Dept. Review

SM-Matt agreed & stated that if anything comes sooner, SM-Matt will update the

case.

C on 1/29/13. Part number for CVT is 310CM-3WX0ERE, CSC# 22345385. Contacted F

Created by ZAT111N at 2013-02-13 09:17:10

crrl-av recieved call from c wanting to speak to RCAS-AT or SRCAS-AF as case h

safety of c's family. C asked who can c speak to that c can gather full detai

Service Dept. Review

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 614

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 615

REQUESTED BY: lattad

CAR ID: CA2511020

as gone on too long for c.

Is regarding c's questions. C stated that c wanted a name & number.

NAME OF FINANCE CO:NMAC

OM on 1/28/13 about case. Sent E-mail with CSC# to FOM for possible STP upgrad

Rcas-at agreed & ended call mutually.

Rcas-at rec'd email from TECH-JH asking for a call.

Service Dept. Review

====

crrl-av tried both numbers to no avail and stated will send email to both agen

e. Part is backordered, expected release april 2013.

INVOICE DATE:1/26/13

Rcas-at advised c that there was no one other than rcas-at who could handle c'

Service Dept. Review

C IS ELIGIBLE FOR (2) VEH PAYMENT REIMB ONLY

Created by ZJB185N at 2013-01-30 13:31:14

Rcas-at called TECH-JH & 11:04 am est on [REDACTED].

Rcas-at rec'd a vmx from c.

s concerns. Rcas-at explained that no one within CA can provide c with any pro

Service Dept. Review

ts asking for call back

====

c accepted and call ended mutually

crr-jb recieved call from dlr customer loyalty spezialist requesting info on ca

prietary info.

Rcas-at spoke to TECH-JH regarding c.

Service Dept. Review

VEH PAYMENT:\$541.57 (2) =1083.14

crrl-av exiting case

C stated that is a lie & c wants to speak to someone else.

Rcas-at called c @ 3:30 pm est on home # [REDACTED].

se

Service Dept. Review

TECH-JH stated that the question that c has about the trans being new, tech st

TOTAL:\$1083.14

ated that it is new but there is no way to give any safety features as there w

Created by ZJB185N at 2013-02-22 14:37:35

crr-jb transfered to rcas vmx

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 616

REQUESTED BY: lattad

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

CAR ID: CA2511020

Rcas-at advised c that was not possible as there was no one else & rcas-at is
Rcas-at left c a vmx with rcas-at contact info.

RCAS-AT SUBMITTING CHECK REQUEST.

Service Dept. Review

crr-jb exiting case

crr-jb recieved call and verified info

eren't necessarily any "safety" functions that TECH could give aside from safe

**** GOODWILL REIMBURSEMENT****

over the set dlr.

Rcas-at called c on mobile # [REDACTED].

Service Dept. Review

C asked who is over rcas-at.

Created by ZAT111N at 2013-01-31 15:01:23

c request rcas agent

mode. TECH stated that a lot of info that c is asking is proprietary info & e

Rcas-at left c a vmx with rcas-at contact info.

Rcas-at setting follow up for 2/28 to call dlr.

Service Dept. Review

Created by ZAT111N at 2013-02-28 11:05:36

crr-jb transfered to vmx

Rcas-at advised rcas-at TL.

Rcas-at rec'd a vmx from dlr specialist.

Rcas-at setting follow up for 2/13 & exiting case.

Service Dept. Review

ven tech is not given that. TECH stated that the trans in the PTH has a sturdi

====

Created by ZAT111N at 2013-02-12 14:32:06

crr-jb exiting case

C stated that was whom c wanted to speak to. C asked for a name & number.

er CVT belt design. Tech stated that it is similar design but it does not have

Rcas-at called svc dlr @ 1:00 pm est on [REDACTED]

Service Dept. Review

Created by ZAT111N at 2013-02-22 15:15:22

Rcas-at advised c TL-S(no last name given) & provided ext 457241.

Rcas-at called svc dlr @ 4:57 pm est on [REDACTED].

Rcas-at rec'd a call from c & c's husband on a 3-way call.

Rcas-at spoke to SM-Matt regarding c.

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2511020

the same internal components. Tech-JH stated that the reason c's trans failed C agreed & stated that rcas-at advised c of compensation. Rcas-at delivered RHR denial but advised c that rcas-at was looking into compe Rcas-at left a message for CSL-Angela & requested service. Rcas-at rec'd approval from FOM-TB for a veh payment & a 5 yr/100,000 mile Gol SM-Matt stated that the drl can't find anything wrong with it & there are no co so early in the veh life was not technically the trans itself. Tech-JH explai des stored in the veh either. d preferred VSC. ned that subsequent damage caused the trans to fail. TECH-JH stated that the c nsation for c for the inconvenience. Rcas-at advised c that rcas-at first conc Rcas-at advised c that c could expect such as an ECW, VSC, VEH payment, etc. Rcas-at spoke to SA-Shaun & asked for all of c's RO's be faxed to rcas-at. ===== C asked for specifics. ern though is having the veh repaired & returned to c. ooler hoses that go from the radiator to the trans to cool the trans fluid cam Rcas-at understood & thanked SM & ended call mutually. SA-Shaun agreed & ended call mutually. C stated that c was advised by the dlr that this would take a long time & c wa e unattached & all the fluid leaked out leading to internal damage causing the Rcas-at called c @ 4:59 pm est on home # [REDACTED] Rcas-at explained to c that there were no specifics but advised c that after v Rcas-at setting follow up for 2/4 pending docs. Rcas-at setting follow up for 3/1 & exiting case. Created by ZAT111N at 2013-02-04 14:23:37 Created by ZAT111N at 2013-03-01 14:47:26 eh repairs are complete rcas-at & c will discuss compensation. Rcas-at spoke to c & advised c that rcas-at was advised that the veh repairs w s advised that the part was not even released yet. trans to fail. TECH-JH stated that the cause of failure itself was due to the clamps not being on tight enough & TECH stated that TECH was not sure if this C stated to have TL call c. ere complete & NNA wanted offer c a veh payment & 60 mo/100,000 miles. Rcas-at advised c that rcas-at was advised that the part should be sent from t Rcas-at called c @ 4:43 pm est on home # [REDACTED]. Rcas-at rec'd c's RO's & attached to case.

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2511020

==

C asked how does this effect the policy that c bought when c bought the veh.
he supplier sometime this week.
Rcas-at spoke to c & advised c that rcas-at processed c's reimb & c should rec
Rcas-at understood & ended call mutually.
was a design flaw or if there was error at the veh manufacturer.
C asked if it will be at the dlr this week.
eive within 2-4 weeks, c agreed.
Rcas-at asked c what kind of policy does c have.
Rcas-at beginning RHR & setting follow up for 2/6.
Rcas-at sending case to TL-SO & setting follow up for 2/13.
Rcas-at understood & thanked TECH-JH & ended call mutually.
Created by ZAT111N at 2013-02-06 14:55:44
Created by ZAT111N at 2013-02-13 14:52:35
Created by ZAT111N at 2013-02-13 15:35:53
C stated that c paid about \$550 for the policy & it is term care select.
Rcas-at advised c that once it ships from the supplier, it takes about 3-5 day
Rcas-at advised c that rcas-at did touch base with the dri & the dlr was unabl
Correction, follow up for 2/14.
e to find any issues.
Rcas-at advised c that was not a Nissan policy & should not effect it any.
Rcas-at completed RHR & attached to case.
Rcas-at has not yet had a response from ARBS-PH.
s for the dlr to receive the part, c understood.
C agreed & stated that the dlr clarified that it was the way that c's daughter
C asked what type of compensation was c to be getting.
Created by ZAF123N at 2013-02-14 14:39:02
C stated that c paid for this policy for nothing.
Rcas-at sending email to request an update.
Rcas-at sending to DRTS for ARBS assignment & setting follow up for 2/12.
Created by ZAT111N at 2013-02-13 15:35:04
Created by ZDR123N at 2013-02-06 16:33:05
Rcas-at advised c that c may be able to cancel, c agreed.
Rcas-at advised c that rcas-at was not fully aware but rcas-at gave c an idea
sat in the seat.
Srcas-AF reviewed supervisor escalation and called c at 4:37pm est at # [REDACTED]
[REDACTED], and # [REDACTED].

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REQUESTED BY: lattad

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CAR ID: CA2511020

DRTS-DR recb

of what c could expect such as an ECW, VSC, VEH payment, etc.

Rcas-at advised c that it taked 5-10 business days to process the policy & c c

Rcas-at called c @ 4:56 pm est on home # [REDACTED].

Rcas-at understood & advised c that rcas-at will follow up 3/6 regarding c's V an send invoice to rcas-at by fax, c agreed.

Created by ZPH999N at 2013-02-08 11:18:51

C stated that c feels that this will be drawn out & c stated that there is not no answer. srcas-af left vmx and will follow up with c on 2/18/2013.

Rcas-at spoke to c & c's husband & advised c that rcas-at contacted tech assis SC.

ARBS has reviewed service history and notes that C's veh has been down 12 days

C agreed & ended call mutually.

C asked if c was being reimb a veh payment or 2.

Created by ZAF123N at 2013-02-18 14:17:02

hing but time being wasted.

tance & discovered that that it the trans is new but not of a new design & the for CVT replacement.

Rcas-at advised c one.

RCas-at apologized to c & advised c that rcas-at is trying to assits c as much

Rcas-at setting follow up for 3/6 & exiitng case.

re is no way to give any safety features as there weren't necessarily any "saf

Srcas-AF followed up with c at 4:15pm est at # [REDACTED]

as possible but advised c that rcas-at was trying to obtain the part for c's

Created by ZGT345N at 2013-03-06 15:51:28

C stated that c wanted to be reimb for 2 as c stated that c bought the veh to ety" functions that tech could give aside from safe mode. Rcas-at advised c t no answer. srcas-af left vmx and will follow up with c on 2/19/2013.

ARBS confirmed with STP Coordinator-DC that 31020-3WX0E parts are sending next

Created by ZAF123N at 2013-02-19 09:46:40

hat a lot of info that c is asking is proprietary info & even tech is not give have the amneties that c has & c stated that in this loaner, c did not have th

Rcas-gt called C on [REDACTED] at 5:50pm est veh.

at & this was a big inconvenience for c.

C asked if the replacement trans was of the same design as the one that was ju

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REQUESTED BY: lattad

CAR ID: CA2511020

n that. Rcas-at advised c that the trans in the PTH has a sturdier CVT belt de
Rcas-gt left vmx requesting a callback to Rcas-At. Rcas left contact informati
Srcas-AF sent follow up Email to customer.

week.

Created by ZAF123N at 2013-02-19 14:26:34

Created by ZPH999N at 2013-02-11 07:41:32

on and the case number.

Rcas-at understood & advised c that rcas-at will inquire for c & follow up 2/2
sign which allows it to pull a greater tow capacity that the maxima is not abl
st taken out.

6, c agreed.

ARBS notes that at this time NNA is not in the position to offer repurchase/re
e. Rcas-at also advised c that it is similar design but it does not have the s
Rcas-at advised c that rcas-at did not know the answer to that but rcas-at cou
Setting follow up for 3/7

Srcas-AF followed up with c at 4:25pm est at # [REDACTED].

===

ame internal components. Rcas-at advised c that the reason c's trans failed so
ld find out for c.

no answer. srcas-af left vmx and will send case back to rcas-at to close case
placement as the vehicle has not been subject to an unreasonable amount of war
Rcas-at advised c to send POO just in case, c agreed.

C asked who could c speak to within NNA that would have that answer.

Created by ZAT111N at 2013-03-07 09:02:13

early in the veh life was not technically the trans itself. Rcas-at explained
ranty repairs.

Rcas-at thanked c & ended call mutually.

until c calls back.

Created by ZAT111N at 2013-02-19 14:34:59

Rcas-at advised c that the dlr may know but there was no one internally that c
Rcas-at called c @ 10:59 am est on home # [REDACTED].

Rcas-at sending emial to FOM-TB, submitting VSC, & setting follow up for 2/26.
that per tech assistance, subsequent damage caused the trans to fail. Rcas-at
541.57

advised c that the cooler hoses that go from the radiator to the trans to coo

ARBS recommends RCAS informing C that NNA will be offering C compensation and

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**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

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CAR ID: CA2511020

ould advise c but rcas-at would find out.

Rcas-at not closing case as rcas-at has to check the status of the part.

Rcas-at spoke to c & advised c that c's VSC has been processed & c should rece

=====

C disagreed & stated that the dlr has washed its hands of the whole ordeal & c

Created by ZAT111N at 2013-02-26 13:08:50

Extended Component Warranty after repairs are complete. ARBS recommends 2 mont
ive policy info within 30 days.

I the trans fluid came unattached & all the fluid leaked out leading to intern
al damage causing the trans to fail. Rcas-at advised c that the cause of failu

C agreed.

hly payments and Powertrain ECW be offered for c's inconvenience. ARBS request

Rcas-at called svc dlr @ 4:31 pm est on [REDACTED].

Rcas-at rec'd c's docs & attached to case.

was looking to NNA for answers. C stated that rcas-at did not help c at all.

=====

Rcas-at apologized that c felt that way.

Rcas-at spoke to SA-Harold regarding c.

Rcas-at thanked c & ended call mutually.

re itself was due to the clamps not being on tight enough & there was no way t

s that if there is no part update by the end of this week (Feb 11-15), please

C stated that there were a lot of other things that c could have done to help
notify ARBS for further review.

o tell for sure if this was a design flaw or if there was error at the veh man

Rcas-at rec'd approval from FOM-Tb for 2 veh payments c/o CSM-JS.

SA-Harold stated that the part arrived yesterday & the veh should be ready by

****SUMMARY****

=====

c but c stated that c gave NNA the benifit of the doubt to think NNA would ass

C called NNA seeking veh replacement as c had to have the trans replaced early

Created by ZAT111N at 2013-02-12 06:21:11

tomorrow.

ufacturer.

C understood & stated that the safety questions relates to the clamp & c state
in the veh life. C's request was denied however, NNA reimb c 2 veh payments &
ist.

Rcas-at acknowledges arbs decision.

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2511020

Rcas-at agreed & asked if c had been notified.

Rcas-at called c @ 2:50 pm est on home # [REDACTED]

d that it sounds like NNA does not know if the clamp failed for what reason & issued c a VSC for the inconvenience. Rcas-at closing case.

Rcas-at apologized to c & asked c what c wanted rcas-at to find out for c.

Rcas-at sending email to CSM-JS to inquire on GW.

Rcas-at spoke to c & advised c that rcas-at did receive c's docs & c was appro SA stated not yet.

Created by ZPT176N at 2013-02-12 10:58:41

c stated that c does not know if manufacture defect would be a human error or

C stated that c wanted to know the following: If the transmission is of a new

Rcas-at agreed & ended call mutually.

ved for 2 veh payments reimb. Rcas-at advised c that rcas-at will submit check

=====

Crr-nt received a call from c asking to speak with rcas-at

design & if so, what is new about this trans, what is different about it that

& follow up 2/28. C agreed.

not which leads c to conclude that nothing about the trans or the clamps are d

Crr-nt verified that no info has changed

C stated when c went to pick up the veh, later, c smelled a toxic plastic smel

ifferent. C stated that the trans failed due to lack of coolant. C asked is th

Rcas-at sending email to ARBS & CSM to inquire on GW.

would ensure c's family's safety, c stated that c would like c's compensation

Created by ZAT111N at 2013-02-19 14:36:33

Crr-nt advised c that if crr-nt will reach rcas-at's voicemail crr-nt will sen

e clamp the same one that the veh came with in the first place or is it a rede

explained in greater detail, c also wants to know if the trans that was used i

l & c went back & c stated that the dlr had the veh all day saturday. C stated

d internal message for follow up

n the veh with the CVT issues that had the warranty ext is the same that is in

Rcas-at setting follow up for 2/21.

sign.

that when the trans was taken out, the fluid leaked all over the inner body o

Created by ZAT111N at 2013-02-21 15:29:43

crr-nt asked for further assistance but c declined

f the veh. C stated that the dlr put 63 miles on c's veh & c stated that the d

Rcas-at advised c that the clamp is the same but the dlr will be taking extra

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CUSTOMER ASSISTANCE REQUEST

PAGE: 631

REQUESTED BY: lattad

CAR ID: CA2511020

the veh now, c wanted to know if the transmission is the same used in the MAX
crr-nt provided name, case number and extension number

& if it will pull c's tow capacity, C also wanted to know why the trans faile

lr also did brake work. C stated that its going back for an airbag issue. C st

Rcas-at called svc dlr @ 5:21 pm est on [REDACTED].

steps to ensure the clamp does not come off again.

ated that the passenger airbag light is on & the light was not on when c's dau

crr-nt exiting the case.

C stated if it does come off again will c have to be arguing w/ dlr & NNA.

d, what is the predominant reason that the trans failed so early in the veh li

Rcas-at spoke to SM-Matt & inquired on the status of c's veh.

Created by ZAT111N at 2013-02-12 13:33:39

fe, & lastly, c wanted to know what is the criteria that decision is made. C s

ghter was sitting in the front & the light was on. C stated that the veh is go

Rcas-at advised c that NNA will stand behind the product.

SM-Matt stated that the veh is ready & c has been called. SM stated that

C stated that rcas-at advised c that the clamp is the same & rcas-at advised

GM called c & c does not want to pick up the veh until c speaks to rcas-at.

ing in Thursday for this.

Rcas-at called svc dlr @ 3:27 pm est on [REDACTED].

tated that c wanted answers soon.

c that there is no way to tell what caused the clamp to fail. Rcas-at agreed.

Rcas-at advised c that rcas-at will try & obtain the info for c & follow up 2/

Rcas-at apologized & advised c since c will be taking the veh in 2/28, rcas-at

Rcas-at spoke to SM-Matt regarding c.

Rcas-at understood & advised that c wants to discuss compensation & rcas-at ha

13, c agreed.

C asked what is the guarantee that the clamp will not fail again for the life

SM-Matt stated that the part has not arrived & there is no release paperwork e

s yet to hear back from FOM. Rcas-at advised that rcas-at shoudl be able to re

will follow up 3/1 to allow rcas-at the opportunity to contact the dlr as wel

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CUSTOMER ASSISTANCE REQUEST

PAGE: 633

REQUESTED BY: lattad

CAR ID: CA2511020

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: SNFA
CALLBACK: 0		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/07/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: KATHLEEN	LANGUAGE:

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 635

REQUESTED BY: lattad

CAR ID: CA2511020

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM2DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5032 Ohio					

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 637

REQUESTED BY: lattad

CAR ID: CA2511020

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5032

STATE: OH

DEALER NAME: KEN GANLEY NISSAN, INC.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2521721
STREET: [REDACTED]	VIN: 5N1AR2MM1DC [REDACTED]	
CITY: WEXFORD	YR/MDL: 2013.0 PTH	MILEAGE: 001439
ST/ZIP: PA [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 108	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 09095 WRIGHT AUTOMOTIVE GROUP
DLR PH: 724 935 4646	DENY: 0	RESP DLR: 09095 WRIGHT AUTOMOTIVE GROU
	REGION: 24	DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 01/28/13	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 001439	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: WRIGHT NISSAN AUTOMOTIVE G		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/30/13	XFER/RSPNSBLTY: 24 03 N
CONTACT (S):	OLLOWUP DATE: 02/06/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/06/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	YI OOW GOODWILL ASSISTANCE REQUEST

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 640

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 641

REQUESTED BY: lattad

CAR ID: CA2521721

C. A. R. COMMENTS

Created by ZRO176N at 2013-01-30 07:49:07

Created by ZRO176N at 2013-01-30 08:00:34

related case 10518169.

received a call from c, stating that c was driving, transmission fluid leaked out, had to call police had it towed to breunner nissan va, chris-sa, dlr fix t he transmission clamp, after dlr said it was fix c said that that whole veh is jumping and shaking, c said that veh is bought brand new 011613, took veh in wright nissan automotive group, was assisted by sa-allen, dlr said that dlr wi ll not provide a loaner veh, dlr said that c will be testing the veh to give c a diagnosis, c is very upset. c gave case number.

crr-ro asked c if any of c's info changed since the last time c called, c stat ed none.

crr-ro apologized for inconvenience.

c wants to talk to someone about veh, c said c's veh is brand new and yet dlr can provide a loaner veh.

crr-ro advised that crr can escalate concern to rcas however c needs to provid e nna a diagnosis, cost of repair and the name of the person who will assist c for the veh concern at an authorized nissan dlr. c understood but still upset cause veh is brand new and yet giving problem to c.

crr-ro advised c that crr will provide a one time courtesy for the c's rental veh for a maximum of \$70. advised c to send RO and POP to process a reimbursem ent for c. provided fax number, c understood.

crr-ro offered further assistance, c said no.

crr-ro provided name,case,extension number to c.

Created by ZRO176N at 2013-01-31 15:57:36

called c to ff up on the docs for the reimbursement on the rental veh for maxi mum of \$70 for c butr was routed to vmx and left a msg. setting ff up on 02041 3

Created by ZRO176N at 2013-02-04 16:26:22

called c to ff up on the docs for the reimbursement on the rental veh for maxi mum of \$70 for c butr was routed to vmx and left a msg. setting ff up on 02061 3

Created by ZRO176N at 2013-02-06 07:18:26

crr-ro called c was informed that dlr will take care of the rental. c said tha t c dont need crr-ro to be involved as of the moment. crr-ro asked permission form c that c will be closing case. call ended mutually.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 642

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 643

REQUESTED BY: lattad

CAR ID: CA2521721

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/06/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 644

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 645

REQUESTED BY: lattad

CAR ID: CA2521721

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		9095 Pennsylvania					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 646

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 647

REQUESTED BY: lattad

CAR ID: CA2521721

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 09095

STATE: PA

DEALER NAME: WRIGHT AUTOMOTIVE GRO

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 648

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 649

REQUESTED BY: lattad

NAME: [REDACTED]	SC: MULTI CONTRACT	CAR ID: CA2535331
STREET: [REDACTED]	VIN: 5N1AR2MM8DC [REDACTED]	
CITY: RIVERWOODS	YR/MDL: 2013.0 PTH	MILEAGE: 000450
ST/ZIP: IL [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: 0	PAID: 1,824	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 2676 ROSEN NISSAN, INC.
DLR PH: 414 282 9300	DENY: 0	RESP DLR: 2676 ROSEN NISSAN, INC.
	REGION: 24	DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000450	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 01/31/13	XFER/RSPNSBLTY: 24 04 N
CONTACT (S):	OLLOWUP DATE: 02/18/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/22/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	ZP FLUID LEAK
BG POWERTRAIN	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 650

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 651

REQUESTED BY: lattad

CAR ID: CA2535331

C. A. R. COMMENTS

Created by ZKC345N at 2013-01-31 09:02:30

Created by ZKC345N at 2013-01-31 09:15:22

ery state is different and some donb

placement veh to C.

Service Dept. Review

Also, when I submit the check, is that going to be enough proof for you that y

CRR-KC received an inbound call from the c stating that the veh is at the dlr

Service Dept. Review

ARBS contacted C. ARBS offered C replacement. C stated that C leases with NMAC

ou can put the Rosenb

Service Dept. Review

shp that the veh was leased from. The c stated that the veh was leased on the

7th of January. The c's wife was driving down the highway and the veh suffered

. C asked about C's previous payments that C has made without veh. ARBS stated

Created by ZPH999N at 2013-02-12 13:37:04

Service Dept. Review

ARBS notes that taxes need to be included in original purchase price estimate

Service Dept. Review

that ARBS would look into that. ARBS stated that ARBS would get more details

transmission failure because the transmission lines burst and the veh was not

about veh replacement.

drive able and the c's wife was stuck on the road. The veh was then towed to

Service Dept. Review

which makes estimate to be \$44,701.24:

ARBS sent replacement agreement to dlr:

Created by ZPH999N at 2013-02-06 11:10:05

Service Dept. Review

the nearest Nissan which was Muller Nissan. The c spoke with that dlr shp on 1

/21/13 about the veh and the veh was towed to Rosen Nissan and the c's wife wa

ARBS Received email from C:

(+) New Vehicle Invoice:\$41,237.00

Service Dept. Review

Peter see below from Jeff Rosen. He seems to think we will take delivery of th

(+) Services Fee\$195.00

s provided a minivan from Rosen Nissan. The c learned it would be a huge repai

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 652

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 653

REQUESTED BY: lattad

CAR ID: CA2535331

e new vehicle sooner then the time frame we discussed yesterday. I hope he is
r. The radiator and the transmission have to be replaced. The c is not happy b
(+) Security Contract\$249.00
correct.

ecause the veh only had 450 miles on it. The c saw on line that other people h
(+) Title Fee\$120.00

ave had this happen in the 2013 Pathfinder.

(+) Tax \$2900.24

ARBS contacted Owner-Jeff Rosen. Jeff Rosen will get sales information for C's
The c was told by Rosen Nissan that they were going to replace the veh and the
(=) Total NNA Pays to Dealer:\$44,701.24

Created by ZPH999N at 2013-02-13 15:25:43

lease is through a company Lease Line. Rosen is putting the c into another br
new vehicle and send to ARBS.

and new Pathfinder.

ARBS transmitting Morley case 199172 via FedEx 794748254263

ARBS sent C email:

Created by ZPH999N at 2013-02-22 14:02:09

The crr explained to the c that the crr was not able to help with the exchange
ARBS notes that this Morley case has been approved and C is already in new veh

of the veh's . The c was provided the case number and the crr's contact info.

. ARBS is closing case at this time as no further assistance is needed at this

Closing the case no further action needed.

The date that Jeff Rosen was referring to was a scheduled date that Nissan wou

Created by ZHL167N at 2013-01-31 15:20:00

ld render a decision about your case (whether we would offer replacement or no
time.

rcas-lah placed outbound call to dlrshp 1/30/13 and spoke with sm-tom. sm stat
t). Until today, Mr. Rosen was not under the impression that Nissan was offeri
es that c has been having issues with 2013 pathfinder and wants out of veh. sm
ng a replacement on your vehicle, so he hopefully would not give you a guarant
Summary:

C's veh went down due to cooler line coming off of transmission. ARBS reviewed

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 654

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 655

CAR ID: CA2535331

eed exchange date. Now that we have decided and I have spoken to him, he will states that CSM, GM,DOM are involved at this time assisting c. sm is requesti and offered veh replacement.

be assisting us in the replacement of your vehicle. Even though Nissan is repl ng rcas begin the process of repurchase request.

acing the vehicle and the complete process can take 3 weeks, Rosen Nissan will rcas-lah asked that all open/closed ro's be sent to rcas fax 615-267-7690.

rcas-lah thanked sm and ended call mutually.

work to accommodate you with the vehicle earlier than the date the process is

complete. I have asked him for the paperwork on the new vehicle so I can begi n the work. I will keep you updated as we go.

rcas-lah sent email to CSM-JS, DOM-JM and FOM-KA to advise of c's request for

Created by ZPH999N at 2013-02-07 11:04:09

nna to repurchase veh.

ARBS received sales docs from Jeff Rosen for new vehicle.

Created by ZHL167N at 2013-01-31 15:21:39

rcas-lah received faxed docs from sm 1/31/13 and attached to case.

ARBS sending replacement agreement to C:

Created by ZHL167N at 2013-01-31 15:22:59

Hey Mr. Jacobson,

rcas-lah notating sm states that cooler lines came off radiator while in IL. c

Here is the replacement agreement for the new vehicle. Please review and when towed veh to Muller Nissan in Highland Park. C contacted Rosen Nissan and spo ke with GM/Owner and Rosen GM had veh towed to Rosen Nissan for repair.

you are ready please sign the last page and send all papers back to me.

Created by ZHL167N at 2013-01-31 15:23:23

Created by ZPH999N at 2013-02-08 09:24:42

ARBS received email from c with replacement agreement:

rcas-lah notating that c's veh has been down for 11 days

Created by ZHL167N at 2013-01-31 15:45:16

Peter, given your comments below and because I don't want to hold this up for even one extra day I have attached the signed paperwork. Please let me know if

rcas-lah completed rhr 1/31/13

Created by ZDR123N at 2013-01-31 15:45:34

you need anything else.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 656

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 657

REQUESTED BY: lattad

CAR ID: CA2535331

DRTS-DR recb

Thanks for taking control of this now I feel like we are making real progress.

Created by ZHL167N at 2013-02-04 08:02:05

ARBS left vmx with jeff rosen to confirm sales numbers 847-514-8055

rcas-lah received email from DOM-JM requesting for update on case. rcas advise

Created by ZPH999N at 2013-02-08 09:26:59

d that case is being reviewed by ARBS at this date 2/4/13

ARBS sent email to NMAC-AF advising of SOC:

Created by ZPH999N at 2013-02-04 09:53:55

ARBS contacted dlr and spoke with SM. SM states that transmission arrived but

Current vehicle: 5N1AR2MM8DC [REDACTED]

dlr is still waiting for cooler lines with 2/8 ETA.

New Vehicle: 5N1AR2MM2DC [REDACTED]

Created by ZPH999N at 2013-02-08 09:50:36

ARBS notes that veh has been down since 1/21 with a current ETA of 2/8. The C

ARBS sent replacement agreement to dlr:

has only owned the veh since 1/7/13. ARBS is taking over the case.

(+) New Vehicle Invoice:\$41,237.00

(+) Services Fee\$195.00

ARBS left C vmx.

(+) Security Contract\$249.00

Created by ZPH999N at 2013-02-05 15:27:46

(+) Title Fee\$120.00

ARBS spoke with C. C stated that C absolutely does not want to return to veh b

(=) Total NNA Pays to Dealer:\$41,801.00

Created by ZPH999N at 2013-02-08 15:13:29

ecause C is traumatized from experience with veh. C states that C was driving and could have been in very dangerous accident due to experience. C stated tha

ARBS sent replacement info to NMAC-AF for SOC.

Created by ZPH999N at 2013-02-12 10:41:24

t C wants NNA to do something about this because C will not return to veh. ARB

ARBS contacted Jeff Rosen about c veh:

S stated that ARBS will be reviewing case.

Created by ZPH999N at 2013-02-06 07:07:53

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 658

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 659

REQUESTED BY: lattad

CAR ID: CA2535331

Hey Jeff,

Any word? My voicemail is down so if you left me a message I wouldnb
ARBS notes that since veh has been down for 16 days for transmission replaceme
nt and vehicle is still down waiting for back-ordered parts, NNA will offer re
there is doubt on the tax then we should probably pay it. I just know that ev

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 04/11/13	07/22/13	CHECK REQUESTED: Y
3RD PRY: NI	PART#:		CHECK ISSUED: Y
BYBACK ST: S	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		
CLOSE: Y	CLOSE DATE: 02/22/13	MICROFILM:	
RESP CAA:	OLM:	DOM:	
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 660

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 661

REQUESTED BY: lattad

CAR ID: CA2535331

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 662

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 663

REQUESTED BY: lattad

CAR ID: CA2535331

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM8DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	RCCL06196219	2676 Illinois	1/7/2013	04/07/16	0039000	02/13/13	01/01/01
2	RCNF07353677	2676 Illinois	7/13/2013	01/07/20	0100000	01/01/01	01/01/01

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 664

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 665

REQUESTED BY: lattad

CAR ID: CA2535331

CURRENT SERVICE CONTRACT

CONTRACT: RCCL06196219

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: L

DEDUCTABLE: 100

EFFECTIVE: 1/7/2013

EXPIRES: 04/07/16 **MILES:** 0039000

CANCEL: 02/13/13 **MILES:** 0039000

TRANSFER: 01/01/01

TRANSACTION: 04/11/13

PRINTED: 01/19/13

DEALER NO: 2676 **STATE:** WI

DEALER NAME: ROSEN NISSAN, INC.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 666

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 667

REQUESTED BY: lattad

CAR ID: CA2535331

CURRENT SERVICE CONTRACT

CONTRACT: RCNF07353677

OWNER NAME: J [REDACTED]

PLAN TYPE: C

PLAN TERM: F

DEDUCTABLE: 0

EFFECTIVE: 7/13/2013

EXPIRES: 01/07/20 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 07/22/13

PRINTED: 07/27/13

DEALER NO: 2676 **STATE:** WI

DEALER NAME: ROSEN NISSAN, INC.

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 668

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 669

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2600838
STREET: [REDACTED] **VIN:** 5N1AR2MM4DC [REDACTED]
CITY: MAPLE GROVE **YR/MDL:** 2013.0 PTH **MILEAGE:** 000600
ST/ZIP: MN [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: 0 **PAID:** 1,736 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 868 **SVC DLR:** 3196 WAYZATA NISSAN, LLC
DLR PH: 952 475 3939 **DENY:** 0 **RESP DLR:** 3196 WAYZATA NISSAN, LLC
REGION: 24 **DIST: SL/SV/PT:** 05 05 35

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000600 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: WAYZATA NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/05/13 **XFER/RSPNSBLTY:** 24 05 N
CONTACT (S): **FOLLOWUP DATE:** 03/08/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/08/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
OF NNA., INC. ISSUES	207500 PATHFINDER
AE ENGINE COOLING SYSTEM	WA PREMATURE WEAR/FAILURE
AZ NISSAN PRODUCT INQUIRIES	YP PARTS AVAILABILITY (BACKORDER)
BG POWERTRAIN	ZB BROKEN/CRACKED
	ZH CRITICISM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 670

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 671

REQUESTED BY: lattad

CAR ID: CA2600838

C. A. R. COMMENTS

Created by ZIT999N at 2013-02-05 11:58:34

Created by ZIT999N at 2013-02-05 12:47:00

d what is time limit for part to arrive or something else to happen. C stated
Parts Dept. Review

Rcas - sdo inquired into status of c's vehicle repair.

will get back to c on 2/13/13 with any further update

crr-it received a call from c regarding the veh. c stated that c is really unh

c wants veh fixed soon or c wants refund of c's money from purchase.

c was ok with this

Parts Dept. Review

SA - Steve stated part was received, vehicle was repaired, c picked up vehicle

appy with the nna. c stated that the veh broke down yesterday and c was inform

Parts Dept. Review

rcas-mw setting follow up for 2/13/13

TL understood c's frustration and advised that there is no set time limit on p
yesterday.

arts B/O resolution but assured c again that every measure was being taken to

Created by ZKS345N at 2013-02-13 16:47:59

ed that the veh has a failed recall on the transmission and the dlr would have

Parts Dept. Review

Rcas - sdo thanked for assistance.

Created by ZSO999N at 2013-02-26 15:29:06

get info and part. TL advised that NNA would not be able to assist nor offer

Parts Dept. Review

rcas-ks received email from fom requesting case# for a stp. nmpps still shows n

to order the part for c and the part will be on backordered and the the dlr m

ight be able to get the part for 2 weeks or more. c stated that c is on a rent

o eta

Parts Dept. Review

Rcas - sdo set follow-up date for 2/27/2013 for Rcas - ks to follow-up with c

refund on c's veh purchase. TL advised that sales dept is strictly dlrshp.

al right now and c wants the veh back. c stated that the issue is not acceptab

if vehicle concerns were resolved.

Parts Dept. Review

rcas-ks tried contacting c on day and alter# got vmx. left message that includ

TL also advised that TL doubted very much that c would simply be refunded c's

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 673

REQUESTED BY: lattad

CAR ID: CA2600838

Created by ZKS345N at 2013-02-27 10:34:13

ed case# phone# name and ext follow up 2/18/13

le and c wants the situation to be resolved right away. crr-it asked for the f

Parts Dept. Review

sales price as veh has been owned, driven, and depreciated already.

C became a little upset because c wants c's veh back and working. TL understo

Created by ZKS345N at 2013-02-14 13:21:45

ollowing:

rcas-ks called c on # [REDACTED] at 12:30pm. rcas-ks asked how vehicle is pe

od and advised that CA dept feels very similar frustration as customer's resol

Part Name: CVT

rcas-ks received a vmx from c requesting a call back on # [REDACTED]

rforming since repairs. c said vehicle has been fine so far, rcas-ks said that

Part Number: N/A

rcas-ks contacted c on # [REDACTED] rcas-ks tried to explain to c that ther

ution is top priority.

was good to hear. rcas-ks offered further assistance, c said c was without a

C inquired what could be done for c because c has been so inconvenienced and f

e unfortunately was no eta for c's part yet but rcas-ks was trying to gather t

Order Number:N/A

vehicle for 3 weeks and the xm radio is only offered for so long. c said c was

Dealer Name and Code: WAYZATA NISSAN, LLC CODE:3196

hat info. c said that c has been told that over and over. c said c spent \$4000

kind of busy and c could get c's thought s together but could call rcas-ks in

rustrated. TL advised that some form of compensation could certainly be explo

0 on a vehicle that c drove for 2 weeks and no one has no idea when c is getti

a couple days. rcas-ks said that was fine and set a follow up for 3/4/13. c s

red but no offer could be made until veh is repaired. C understood.

Region Code: REGION 24

aid that would be fine.

Location of the vehicle: WAYZATA NISSAN, LLC

ng the vehicle back.c said c cant believe nissan can resolve this issue or doe

TL inquired if c had any further questions/concerns. C stated not currently;

c also stated that c has better feeling about situation now. C stated c under

Can the vehicle be driven? If not, why? : NO

Created by ZKS345N at 2013-03-04 12:43:21

snt have a back up plan for a issue like this. c said c paid cash for the veh

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PAGE: 674

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 675

REQUESTED BY: lattad

CAR ID: CA2600838

icle. c said c started looking in Nov 12 and finally purchased the vehicle in
rcas-ks tried contacting c on cell# [REDACTED] at 2:40pm got vmx. left messa
stands better and sees that RCAS-KS is doing best to help resolve concern. TL
The date the vehicle became inoperable : FEBRUARY 4, 2013

crr-it ask the following:

ge that included case# phone# name and ext follow up 3/7/13

jan 13. c said then c didnt get the vehicle for a week after c bought it due t
thanked c for understanding.

Created by ZKS345N at 2013-03-07 10:18:21

Is the part needed due to a warrantable failure? Or....

o a paint repair on the fender.c said c is starting to think this vehicle was n
TL advised that answers to c's questions would be researched and RCAS-KS would
contact c to update. C agreed.

Is the part needed due to an accident?: Warrantable Failure

rcas-ks tried contacting c on day and alter# at 12:17pm got vmx. left message
t meant for c. c said c wants to know what nissan is going to do for c. c said
crr-it apologized to C and informed C that case will be forwarded to RCAS and
that included case# phone# name and ext. follow up 3/8/13

this is not exceptable for a brand new vehicle.c said and then to have the tr
TL inquired if follow up Tues 2/19/2013 is agreeable; c stated yes. C also re
ans fail on a new vehicle is something else. c said nissan is lucky c wasnt dr
Created by ZKS345N at 2013-03-08 13:22:57

quested to be contacted after 12 noon. TL advised that case would be noted wi
RCAS will give C an update by the end of the next business day. C understood.
crr-it asked for further assistance, C declined

iving when it failed . c said c is tired of no answers c wants a plan of actio

rcas-ks tried contacting c on day and alter# at 3:20pm got vmx. left message t
th c's request.

crr-it provided case number, CRR's name and EXT#.

hat included case# phone# name and ext. rcas-ks sent c a email also
n and wants a sup to call c back. c wants to know when part is arriving and if
TL thanked c for c's business and c's continued patience. C thanked TL for ca
crr-it forwarding case to RCAS.

it doesnt c will be given another vehicle. c said c wants something in writin
lling and requested TL pass thanks to RCAS-KS as well. C ended call.

rcas-ks closing case

Created by ZSO176N at 2013-02-16 19:43:48

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 677

CAR ID: CA2600838

crr-it leaving the case open.

g and no more of c hearing a broken record that no one know when part is comin
summary: c had to have a rad and cvt replaced on c's new 2013 pathfinder. c wa
Created by ZKS345N at 2013-02-06 13:02:29

g.rcas-ks apologized to c and informed c that everything that could be done on
*****NOTE: C is requesting contact after 12:00 noon on Tues 2/19/2013.

s stating c had lost most of c's xm radio trial. c was going to speak with rca
rcas-ks contacted ss-chris and was informed that c does need a cvt. sa said th
rcas-ks part has been done but rcas-ks would put the request for a sup call b
s-ks further on the issue but rcas-ks was unable to contact c
TL-SO setting follow up for RCAS-KS to contact Tech Line regarding c's questio
ack. c said c knows its not rcas-ks fault and c is sorry that rcas-ks had to h
e cvt cooler hose came off. techline was called and it was recommended to repl
ns about CVT design and to contact dlr to inquire about paperwork to give to c
ace the rad and cvt. cvt is on back order with no eta available. rcas-ks thank
ear c upset but enough is enough. rcas-ks again apologized and told c that c w
showing order status.

Created by ZKS345N at 2013-02-18 12:53:29

ed sa for the info

ould hear from a sup by the end of the business day 2/15/13.

Created by ZSO176N at 2013-02-16 19:42:11

rcas-ks contacted techline and was informed that engineering is constantly wor
rcas-ks tried contacting c on day# at 3:00pm got vmx left message that include
d case# phone# name and ext. follow up 2/8/13

king to improve nissan parts. to say the transmission has been updated techlin

TL-SO contacted c at [REDACTED] at 5:30pm EST on 2/15/2013.

e did not have that info. techline did say that the cvt cooler hose that fell

rcas-ks sent email to nna parts coordinator requesting a eta

TL apologized that c is experiencing delays with parts arrival and understood

Created by ZKS345N at 2013-02-06 13:09:32

c's frustration with lack of info.

of the vehicle is a separate component from the cvt. rcas-ks thanked techline

1.Part Name: cvt

C stated c wants to know why someone can't give c a timeline. C stated c has
for the info

2).Part#: 310cm-3wx0ere

been without veh for a week and a half already.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 678

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 679

REQUESTED BY: lattad

CAR ID: CA2600838

Created by ZKS345N at 2013-02-19 13:24:06

3).Order#:22380335

rcas-ks checked nmps and there is still no eta available.

TL advised c that RCAS-KS has been doing everything possible to obtain ETA on

4).Dealers name and code: Wayzata Nissan #3196

part. TL advised that unfortunately, no ETA has become available yet.

rcas-ks called dealership to verify part did not arrive

5).Region: 24

C inquired what is process of obtaining part. TL advised that c's part has be

rcas-ks re sent request to nna parts coordinator requesting a eta

6).Location of the vehicle: Wayzata Nissan / 952-475-3939 / Service manager: G

Created by ZKS345N at 2013-02-19 14:42:46

en escalated to highest priority. TL advised that veh is off the road and NNA

ary

has issued STP on part. TL advised what STP means and assured c that as soon

rcas-ks received email from nna parts coordinator stating that eta is on or ab

7).Can vehicle be driven: no customer is in a loaner. Vehicle is awaiting a cv

as any info is avail to NNA, c will have info as well.

out 2/23/13

C stated c paid cash for veh and is very upset that c has not had use of c's v

rcas-ks contacted c on cell# at 4:15pm and informed c that eta is for 2/23/13

t. And also needs a radiator replaced

8).Date vehicle be inop: 2/5/13

and should arrive to the dealership around 2/27/13. c said that was good and t

eh. C stated c has good relationship with dlr and has purchased several vehs

9).Is part needed due to warrantable failure or accident: warrantable failure

from dlr.

hen rcas-ks informed c the info that techline provided rcas-ks about engineeri

Created by ZKS345N at 2013-02-06 13:21:09

C stated c had several questions. TL advised c to ask and TL would find answe

ng is constantly working to improve nissan products and the part that failed o

n c's vehicle was the cvt cooler hose not the cvt itself. also rcas-ks informe

rcas-ks received email from nna parts coordinator requesting a stp be complete

rs if TL did not know immediately. C thanked TL.

C stated c would like to know if CVT being ordered/installed will be different

d.

d c that rcas-ks spoke with sa steve and sa was going to email the cvt order t

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 680

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 681

REQUESTED BY: lattad

CAR ID: CA2600838

from trans that failed. C stated dlr had mentioned if part was not redesigne
o c. c said that steve is great and c had already received the paperwork. c sa
rcas-ks sent email to fom-dc requesting a stp
Created by ZKS345N at 2013-02-06 13:24:59

d, then trans could fail again for same reasons. C stated c was lucky that c
id c feels things are moving in a good direction and c thanked rcas-ks for the
info and assistance. rcas-ks told c that c was very welcome and that rcas-ks
Rcas-ks spoke with srd-je on stp**

was not actually driving when trans failed. TL agreed.

Created by ZMW176N at 2013-02-08 13:36:54

TL advised that while TL was not certain, TL felt that trans is different than
would touch base with dealership on 2/26/13 and follow up for c 2/27/13. c sai
d wed the 27th was good.

previous trans. TL advised that RCAS-KS would contact Tech Line to inquire o
rcas-mw called c on [REDACTED] on 2/8/13 at 3:30 pm est

Created by ZKD176N at 2013-02-25 09:30:34

n c's behalf.

rcas-mw spoke with c and advised that rcas-ks is working on case and attemptin
C stated c's next question was if c could request copy of paperwork showing ST
g to get ETA for the part and would need to contact c on 2/13/13 to advise of
SRD-KD in review of case for days to close no further assistance required from
any updates.

P and that c's part was actually ordered. TL advised that NNA cannot provide
SRD at this time.

c advised that c is frustrated that the part is not available and that no one

Created by ZSO999N at 2013-02-26 15:28:08

c with STP papers but dlr should be able to provide c hard copy of parts order
can provide c with a resolution to this concern.

Rcas - sdo called WAYZATA NISSAN 2/26/2013 @ 5:24pm est. on 952-475-3939. Spok

. TL advised that RCAS-KS would contact dlr to request.

C stated c's next question was regarding NNA's policy for B/O part. C inquire
e with SA - Steve.

rcas-mw apologized to c and advised again that rcas-ks is working on case and

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 682

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 683

REQUESTED BY: lattad

CAR ID: CA2600838

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#: 310CM3WX0ERE	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/08/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: NANCY	LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 684

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 685

REQUESTED BY: lattad

CAR ID: CA2600838

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3196 Minnesota					

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 687

REQUESTED BY: lattad

CAR ID: CA2600838

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3196

STATE: MN

DEALER NAME: WAYZATA NISSAN, LLC

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 689

REQUESTED BY: lattad

NAME: [REDACTED]	SC: MULTI CONTRACT	CAR ID: CA2602561
STREET: [REDACTED]	VIN: 5N1AR2MM6DC [REDACTED]	
CITY: BLAINE	YR/MDL: 2013.0 PTH	MILEAGE: 002000
ST/ZIP: MN [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 0	PAID: 8,880	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5215 COON RAPIDS NISSAN
DLR PH: 763 205 7710	DENY: 0	RESP DLR: 5215 COON RAPIDS NISSAN
	REGION: 24	DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 002000	# NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: INDEPENDENT		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 02/05/13	XFER/RSPNSBLTY: 24 05 N
CONTACT (S):	OLLOWUP DATE: 04/03/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 04/22/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	207500 PATHFINDER
OF NNA., INC. ISSUES	302500 CONTINUOUSLY VARIABLE TRANSMI
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION
BG POWERTRAIN	WA PREMATURE WEAR/FAILURE
	YP PARTS AVAILABILITY (BACKORDER)

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 691

REQUESTED BY: lattad

CAR ID: CA2602561

C. A. R. COMMENTS

ARBS contacted Chuck. Chuck stated that C's were still in the process of selec

Created by ZJN999N at 2013-02-05 16:00:31

Created by ZJN999N at 2013-02-05 16:04:21

part. arbs suggested a stp be completed.

rcas-ks contacted c on day# at 10:25am and was informed that c is not happy. c

Sales Tax 2120.63

Service Dept. Review

c's husband (Steve Oh) called, referred as c.

Document Fee 75.00

rcas-ks sent email to fom-dc request a stp.

said c's wife was driving the vehicle on the highway, vehicle started to smok

Service Dept. Review

ting veh's. Chuck wanted to know what comparable veh's would be. ARBS clarifie

c stated that transmission is bad and delaer ordered the part for c, which par

d that C would be responsible for upgrades towards SL model if that is what C

e. c said c's wife could see black smoke from the back of the vehicle. wife ti

rcas-ks contacted c on day# at 5:20pm and informed c that unfortunately nissan

Service Dept. Review

Total License and Fees 430.75

Maintenance Contract 219

red to get off at a exit ramp vehicle died half way up the ramp. c said wife w

Service Dept. Review

t will arrive on Friday, c is r equesting to have a new veh from nissan

wanted. Chuck stated that C is trying to negotiate.

will not repurchase or trade c's vehicle. c said c is really concerned about

Created by ZPH999N at 2013-03-20 08:47:02

crr-ja advised there is a recall, c said athe dlr informed about the recall

further issues with the trans after c gets it back. rcas-ks apologized but inf

ill no longer drive the vehicle wife is scared. c said vehicle was just picked

Service Contract 1,013

Service Dept. Review

crr-ja understood

ormed c that rcas-ks would continue to work with the dealership to get c's veh

Service Dept. Review

Total: \$36,503.38

up 2 days ago from having the cvt replaced and less then 100 miles this happe

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 693

CAR ID: CA2602561

vehicle concern

Created by ZPH999N at 2013-03-20 08:50:00

Created by ZPH999N at 2013-03-21 14:08:04

Crr-ja advised will escalate the file to RCAS for a review and c will be repaired. c said c was told cvt would be in around feb 18th. c asked if tns. rcas-ks apologized for what c and wife have experienced. c said c no longer Service Dept. Review

ARBS received call from David Larson, sales manager. David stated that vehicle ARBS received email from C:

here was a ext trans warranty c could get just to reassure c. rcas-ks told c that r wants the vehicle c wants a new one or c's money back. c said c know the station Service Dept. Review

ve a call by the end of the end of next buss day. C understood.

Crr-ja asked for further assistance. C declined.

hat after the vehicle is repaired rcas-ks can def look into a ext warranty. rcas-ks If you are not in the position to assist in upgrading your vehicle, who has more Service Dept. Review

t C was looking at has been sold. David stated that only vehicle available was vehicle lemon law. rcas-ks again apologized and informed c that rcas-ks would call rcas-ks told c that rcas-ks couldnt guarantee anything but it was something rcas-ks Crr-ja provided to c name, ext # and file number rcas-ks re control so I can talk to?

Service Dept. Review

that does not have accessories, but accessories can be added. ARBS stated that the dealership and get info on this issue and send info back to the appropriate

dept for possible repurchase. c said ok. follow up 3/6/13

-ks could def check into. c said that would be great. follow up for c is 2/19/

Leave file open-transferred file to rcas.

Service Dept. Review

t if vehicle will be comparable after added accessories (tow package, floor mats) 13 to see if part arrived. case follow up 2/15/13 to check nmps and with the dealership ARBS Responded to C:

Created by ZKS345N at 2013-02-06 10:41:18

rcas-ks spoke with sa chris at coon rapids and was informed that the vehicle then Service Dept. Review

then ARBS would agree to pay for accessories.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 694

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 695

REQUESTED BY: lattad

CAR ID: CA2602561

dealership

Ms. Oh,

trans cooler line popped off and leaked all the trans fluid from the vehicle. sa
rcas-ks contacted sa chris at coon rapids and was informed that c's transmissi
Service Dept. Review

ARBS received email from Daniel Frick with mock buyers order

Created by ZKS345N at 2013-02-15 08:38:06

on has failed. sa said techline was called due to there were a couple codes st
said line will be replaced and system will be flushed. sa also said that the
Service Dept. Review

This is the position of Nissan North America. Feel free to contact me if you w

ant to speak further about the matter. At this point, I need to know if we are
cooler line was never touched during the cvt replacement so this is a new conc
ored, techline had tech check fluid levels and then determined trans would nee
rcas-ks spoke with sa randy in the parts dept and part has not arrived.

Service Dept. Review

ARBS sent replacement agreement to c via email:

d replaced. sa said there was a recall for the tcm that was never performed so
ern. rcas-ks requested open ro for rhr, sa said sa would email to rcas-ks
going through with this agreement or not. Without your confirmation, I cannot
rcas-ks checked nmms and system does not show a eta.

Service Dept. Review

Created by ZKS345N at 2013-03-04 09:56:37

go any further in this process and we will be further delayed and prevented f

Ms. Oh,

rcas-ks sent email to nna parts coordinator requesting a eta

sa didnt know if that had anything to do with it. sa said techline said to re

Service Dept. Review

follow up with c is set for 2/19/13

Here is the replacement agreement. After you have reviewed, please sign and re
place trans and then perform the tcm reprogram. sa said transmission should be
rcas-ks sent email to fom-dc and csm-js to let both know of c's new issue with
rom putting you into a new vehicle.

Service Dept. Review

Created by ZKS345N at 2013-02-19 08:37:40

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 696

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 697

REQUESTED BY: lattad

CAR ID: CA2602561

Created by ZPH999N at 2013-03-21 15:15:26

in friday. rcas-ks requested open ro to be faxed to rcas-ks. sa said sa would the vehicle

turn all 5 pages. I will also need a copy of your title.

ARBS notes that [REDACTED] to add a maintenance contract (\$219) and s

Created by ZPH999N at 2013-03-21 11:47:18

fax it right over.

rcas-ks sent rhr request to appropriate dept

rcas-ks spoke with sa chris ar coon rapids nissan and was informed that sa spo

ARBS received replacement agreement from C on email:

Created by ZPH999N at 2013-03-04 10:37:46

ervice contract (\$1,013) to the purchase price of the vehicle which is why the

ke with nissan parts this morning and part is coming from nashville and should

rcas-ks tried contacting c on day# at 12:37pm rcas-ks spoke with c's husband w

ARBS notes the service history of veh:

arrive to the dealership in 3-4 days. sa said sa had already called c with up

check reflects the amount \$36,503.38.

ho will now be refered to as c. c said vehicle was bought in nov 2012 and only

My family would love to upgrade to SL instead of SV if we could as we discusse

Created by ZPH999N at 2013-03-22 08:45:48

date. rcas-ks thanked sa for the info

d before, but \$2,900 for the MSRP difference for upgrading is over our budget,

has a couple thousand miles on it and already needs a new trans. c said c is

Veh was down 26 days for transmission replacement. Veh left dlr and 2 days lat

and \$2,500 was the max. we can spend for upgrading. When we purchased our pat

ARBS notes that C is the titled owner of veh and no longer has loan through NM

concerned about the vehicle longevity and would like nissan to replace the veh

er veh was not moving and smoking due to cooler line blowing off transmission.

rcas-ks tried calling c on day and alter# at 10:35 am got vmx. left message th

AC.

at included case# phone# name and ext. follow up 2/25/13

finder, we paid \$32,000 and the replacing one is \$30,999 now when I checked o

icle. rcas-ks told c that a rhr could be done but rcas-ks could not guarentee

Veh is now down once again and potentially needs new transmission.

a repurchase or trade. c said ok

Created by ZKD176N at 2013-02-25 09:32:47

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 699

CAR ID: CA2602561

Created by ZPH999N at 2013-03-22 12:33:23

nline.

ARBS is taking over case.

ARBS notes that [REDACTED] Case 200082 was opened.

follow up for case awaiting docs 2/8/13 and for c 2/12/13

SRD-KD in review of case for days to close no further assistance required from

With 2 unexpected transmission failures, we wasted lots of time and money (ext

Created by ZKS345N at 2013-02-08 07:34:03

Created by ZVS932N at 2013-03-26 10:09:58

ra charge for day care & time off from work) without counting emotional distre

SRD at this time.

ARBS left C vmx.

Arbs waiting return of check to forward to Morley for further handling of SOC.

Created by ZSO999N at 2013-02-25 13:16:58

rcas-ks contacted sa gary at coon rapids nissan at 9:30am. rcas-ks requested a

sses. I spent lots of time on the street including HWY in a cold winter for wa

copy of c's open ro for rhr.sa said sa would try to fax it over and if that d

Created by VRD551N at 2013-03-27 14:07:27

Created by ZPH999N at 2013-03-11 08:56:11

iting towing truck twice, inconvenience by using 3 different rental cars & ret

Rcas - sdo assisting Rcas - ks with case 2/25/2013.

ARBS contacted C. C stated that the veh is still down at dlr. ARBS offered veh

ARBS notes Morley docs sent via 799376941701. ARBS is exiting file.

Created by ZSO999N at 2013-02-25 13:21:31

idnt work sa would have service writer scan it and email it. rcas-ks thanked s

urns, wasting my carb

a for the assistance

Created by ZVS932N at 2013-04-01 09:00:50

ition, one of the reasons why I bought a new car in November was for the winte

Rcas - sdo called COON RAPIDS NISSAN 2/25/2013 @ 3:16pm est. on [REDACTED].

replacement or repurchase to c. ARBS expressed that there was some usage appl

Arbs notes Old vehicle Retail with NMAC, acct# [REDACTED] paid off 1/7/

Created by ZKS345N at 2013-02-08 08:40:07

ied in the case of refund. C asked how C would be compensated for lost time. A

r safety. However, I wasnb

Spoke with SA - Gary.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 700

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 701

CAR ID: CA2602561

13 by c and NMAC sent title to c 1/23/13, per NMAC-PO. Arbs informed Kara at h of Feb.) of the coldest and the most snowy month of the year because of the RBS stated that NNA is only replacing or repurchasing veh.

rcas-ks sent email to csm and fom-dc letting both know of c's request for a re Rcas - sdo inquired if c's part has been received and if vehicle is repaired. 2 transmission failures.

Created by ZPH999N at 2013-03-11 14:38:00

Morley that c old vehicle was paid off. purchase/trade. rhr being completed

SA - Gary stated that Transmission was received 2/22/2013, vehicle is in prog ARBS received call from C. C requested that NNA offer upgraded pathfinder in r

Created by ZDR123N at 2013-02-08 09:43:26

Created by ZVS932N at 2013-04-22 14:54:14

I hope you reconsider about the situations I had to face unnecessarily, and ho ress of being repaired, should be available within next couple days.

Arbs closing case as vehicle has been surrendered per Morley.

***DRTS-SW received the RHR. The RHR was assigned to ARBS-PH for review. eplacement. ARBS stated that NNA will only replace C's veh with comparable veh pefully you are able to offer me a better deal for upgrading so I can overcome Rcas - sdo thanked for assistance.

Created by ZPH999N at 2013-02-12 08:12:39

Created by ZSO999N at 2013-02-25 13:26:52

. C requested VSC or maintenance contract. ARBS offered 6 year/75,000 miles VS the bad experiences and for the fresh new start with better options.

ARBS reviewing RHR and notes the following:

C along with 1 year maintenance contract if c chose veh replacement. C asked i If you still cannot offer me a better deal for upgrading, and go ahead to take Rcas - sdo called c 2/25/2013 @ 3:20pm est on Mobile [REDACTED], to give u f C got veh refund and purchased another pathfinder would arbs still make offe my attached agreement. However, lb

pdate on part and repair. Spoke with c's [REDACTED] Steve, will refer to as c for Veh went down because of Transmission concerns. New Transmission was ordered a case.

nd was supposed to be delivered by 1/8/13. At this time if the veh is still do om you in the very near future! Thanks!

r. ARBS stated that ARBS would still offer VSC and maintenance contract. C sta Rcas - sdo advised call may be recorded for training and quality assurance pur

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 702

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 703

REQUESTED BY: lattad

CAR ID: CA2602561

Sincerely,

ted that C would consider.

wn the veh has been down for 10 days.

Created by ZPH999N at 2013-03-12 11:28:44

Eunah Oh

poses.

ARBS received call from C. C stated that C is interested in the replacement of Based upon the review NNA is not in the position to offer a replacement veh at Rcas - sdo advised that Transmission was received at dealership, vehicle is cu ARBS responded to C:

fer. C asked if C could pay for upgraded veh. ARBS agreed that C could.

rrently being repaired, should be completed in next couple days.

this time. If veh remains down for another week or transmission needs further

C stated c received a follow-up call from dealership 2/22/2013.

Mrs. Oh,

repair then please notify ARBS for further review.

ARBS contacted dlr and spoke with sales manager- Dan. ARBS explained process. Despite the fact that we understand the inconvenience you have been put through Rcas - sdo advised that Rcas - ks will follow-up with c after repair 2/27/2013

ARBS recommends offering C Powertrain ECW and 2 monthly payments for inconveni Dan stated that Dan would be in touch with C.

h with the recent purchase of your Pathfinder, we are not in the position to a

Created by ZPH999N at 2013-03-15 10:11:54

Created by ZSO999N at 2013-02-25 13:27:59

ence. This is ARBS recommendation and RCAS should use judgment to effectively assist in upgrading your vehicle. Along with the new vehicle, we have offered a

ARBS Received call from sales manager, Dan Frick. Dan stated that Dan has loca maintenance contract and an extended service contract to compensate you for y

Rcas - sdo set follow-up date for Rcas - ks to follow-up with c on repair 2/27

retain C.

/2013.

Created by ZKS345N at 2013-02-12 10:16:08

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 704

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 705

REQUESTED BY: lattad

CAR ID: CA2602561

our inconvenience.

ted 2 vehicles and wants to send them to ARBS for ARBS review.

Created by ZKS345N at 2013-02-27 09:29:46

Created by ZSW999N at 2013-03-15 10:48:19

I will start the replacement process so we can complete this as soon as possib

rcas-ks spoke with sa gary and was informed that dealership is still waiting o

DRTS-SFW attached vehicle's invoice.

le and get you into your new vehicle.

n cvt.sa said fom-dc is aware of the issue.

rcas-ks sent email to csm-js and fom-dc asking about arbs recommendation for a

Created by ZPH999N at 2013-03-18 15:25:17

Created by ZPH999N at 2013-03-21 11:58:03

ecw and reim of vehicle payment for c's inconvenience

part# 310cm-3wx0ere

ARBS is submitting check request in the amount of \$36,503.38 for dealership fo

ARBS received email from Dan Frick with 2 veh invoices. ARBS informed Dan Fric

Created by ZKS345N at 2013-02-27 11:01:57

order#22386456

k that one of the veh's was comparable and the other one was an upgrade the cu

order date:2/5/13

rcas-ks received email from fom and csm both approving to offer c a ecw and re

r vehicle replacement:

Cash Price 31701.00

im vehicle payment

part name: cvt

stomer would be responsible for.

Accessories 1424.00

Created by ZKS345N at 2013-02-12 15:27:52

rcas-ks tried contacting c on day and alter# at 1:01pm got vmx left message o

ARBS received vmx from Chuck Eck (763)205-7738.

n cell# that included case# phone# name and ext follow up 3/1/13

rcas-ks checked nmpps and seen that there is no eta for c's part. rcas-ks sent

Rebate (500.00)

Created by ZKS345N at 2013-03-01 08:43:59

Created by ZPH999N at 2013-03-18 15:32:52

email to arbs-ph letting arbs know that their was no eta yet available for c's

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 706

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 707

REQUESTED BY: lattad

CAR ID: CA2602561

Transit Excise 20.00

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIR

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 08/31/13 09/20/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/22/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 708

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 709

REQUESTED BY: lattad

CAR ID: CA2602561

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM6DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	PLNL90200082	5215 Minnesota	8/27/2013	08/27/14	0056992	01/01/01	01/01/01
2	RCCD06160674	5215 Minnesota	8/27/2013	11/29/18	0075000	01/01/01	01/01/01

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 710

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 711

REQUESTED BY: lattad

CAR ID: CA2602561

CURRENT SERVICE CONTRACT

CONTRACT: PLNL90200082

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 8/27/2013

EXPIRES: 08/27/14

MILES: 0056992

CANCEL: 01/01/01

MILES: 0056992

TRANSFER: 01/01/01

TRANSACTION: 09/20/13

PRINTED: 09/20/13

DEALER NO: 5215

STATE: MN

DEALER NAME: COON RAPIDS NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 713

REQUESTED BY: lattad

CAR ID: CA2602561

CURRENT SERVICE CONTRACT

CONTRACT: RCCD06160674

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 8/27/2013

EXPIRES: 11/29/18

MILES: 0075000

CANCEL: 01/01/01

MILES: 0075000

TRANSFER: 01/01/01

TRANSACTION: 08/31/13

PRINTED:

DEALER NO: 5215

STATE: MN

DEALER NAME: COON RAPIDS NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 714

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 715

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2604966
STREET: [REDACTED]	VIN: 5N1AR2MM1DC [REDACTED]	
CITY: OCEAN CITY	YR/MDL: 2013.0 PTH	MILEAGE: 000000
ST/ZIP: NJ [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 999 999 9999	PAID: 3,660	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 08075 ADMIRAL NISSAN, INC.
DLR PH: 609 646 1104	DENY: 0	RESP DLR: 08075 ADMIRAL NISSAN, INC.
	REGION: 26	DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# NISSAN/INFINITI VEHICLES: 8
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 02/06/13	XFER/RSPNSBLTY: 26 05 N
CONTACT (S):	OLLOWUP DATE: 03/20/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/13/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	WA PREMATURE WEAR/FAILURE
BG POWERTRAIN	YP PARTS AVAILABILITY (BACKORDER)

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 716

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 717

CAR ID: CA2604966

C. A. R. COMMENTS

Created by ZKJ111N at 2013-02-06 07:24:03

Created by ZKJ111N at 2013-02-06 07:24:21

Created by ZKJ111N at 2013-02-19 14:09:54

ed two payment reimbursements.

ncern and owner loyalty, NNA to offer two monthly payment reimbursements inste

rcas-kj sent request to SM-AJ to determine if part had potentially arrived.

ad of one*****

check was approved, c was advised to please allow 2 to 4 weeks for delivery.

Created by ZKD176N at 2013-02-26 07:29:26

rcas-kj received STP case request from FOM-SC

rcas-kj sent request to SM-AJ to determine if part has arrived

Created by ZKJ111N at 2013-02-06 07:28:42

Created by ZKJ111N at 2013-02-19 14:14:07

Created by ZKJ111N at 2013-03-05 12:50:10

rcas-kj closing case

SRD-KD in review of case for days to close no further assistance required from

Part Name: REMAN TRANS

*****rcas-kj received approval from FOS-RC due to current radiator co

rcas-kj sent notification to CSM-CA and FOS-RC of back ordered part, and to re

SRD at this time

Created by ZKJ111N at 2013-02-28 10:10:55

ncern and owner loyalty, NNA to offer two monthly payment reimbursements inste

Part Number: 310CM-3WX0ERE

quest if any further action is needed.

ad of one*****

Created by ZKJ111N at 2013-02-19 14:14:36

Dealer Name and Code (where parts were ordered): Admiral 8075

rcas-kj received info from SM-AJ that the part had arrived and the veh was rep
aired on 2/25/13.

Created by ZKJ111N at 2013-03-12 07:04:05

rcas-kj setting follow up for 2/22/13

Region Code: 26

Created by ZKJ111N at 2013-02-28 10:11:39

CSC Order Number: 20372110

rcas-kj made outbound call to c on [REDACTED] and spoke with c and asked i

rcas-kj noting no response from PC and resending request

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 718

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 719

REQUESTED BY: lattad

CAR ID: CA2604966

Created by ZKJ111N at 2013-02-19 14:16:05

CSC Order Date: 2/4/2013

f c's veh has been repaired for the radiator concern?

Summary:

c stated yes it has.

Out-of-Service Date: 2/4/2013

rcas-kj noting error, rcas-kj not sending request to PC pending dlr response i

rcas-kj received STP request from FOM, part arrived, veh was repaired.

Created by ZKJ111N at 2013-02-06 07:29:48

f part has arrived or not

rcas-kj asked if c has received c's payment statement yet?

rcas-kj closing case

c advised c has not.

Created by ZKJ111N at 2013-02-18 07:06:49

Created by ZKJ111N at 2013-03-01 06:19:38

rcas-kj sent request to FOM-SC to determine reason for STP

*** ¿Added after the case is closed.¿ ***

Created by ZKJ111N at 2013-02-06 07:31:00

rcas-kj advised NNA had reviewed c's case again with the new concern and NNA w

rcas-kj noting rcas does not have email access currently, rcas-kj setting foll

ould like to offer 2 veh payments reimbursement for c's experience.

ow up for 2/19/13 to check for response from PC and resend request if needed a

rcas-kj received approval from FOS-RC for one month's payment reimbursement fo

rcas-kj sent case# to FOM-SC

Created by ZKJ111N at 2013-02-06 07:31:44

c thanked rcas and accepted.

r c

s well as forward the concern to FOS-RC and CSM-CA

Created by ZKJ111N at 2013-02-19 14:09:54

Created by ZKJ111N at 2013-03-01 06:21:26

rcas-kj advised c of follow up for 3/20/13.

rcas-kj set task for SRD review

Created by ZKD176N at 2013-02-06 07:33:20

c understood.

rcas-kj made outbound call to c on [REDACTED] and spoke with a lady who advise

rcas-kj sent request to SM-AJ to determine if part has arrived

Created by ZKJ111N at 2013-02-19 14:14:07

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 720

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 721

REQUESTED BY: lattad

CAR ID: CA2604966

d that person does not work there.

rcas-kj thanked c, call ended mutually

SRD-KD in review of case for STP template and part number documented correctly

Created by ZKJ111N at 2013-03-12 07:04:05

in case.

rcas-kj sent notification to CSM-CA and FOS-RC of back ordered part, and to re

rcas-kj thanked the lady, and call ended mutually

Created by ZKJ111N at 2013-02-06 07:33:40

Created by ZKJ111N at 2013-03-01 06:24:24

quest if any further action is needed.

rcas-kj made outbound call to c on [REDACTED] and spoke with c and asked i

Created by ZKJ111N at 2013-02-19 14:14:36

f c's veh has been repaired for the radiator concern?

rcas-kj made outbound call to c on [REDACTED] and reached vmx.

rcas-kj setting follow up for 2/13/13 per SOP 7.16

Created by ZKJ111N at 2013-02-06 07:34:09

c stated yes it has.

rcas-kj left a vmx providing 800-343-6913, ext 457232, and case# 10604966 gene

rcas-kj setting follow up for 2/22/13

FOM-SC advised that the veh is inoperable

rated from c's veh's recent parts availability concerns.

rcas-kj asked if c has received c's payment statement yet?

rcas-kj noting no response from PC and resending request

c advised c has not.

Created by null at 2013-02-06 08:57:25

Created by ZKJ111N at 2013-02-19 14:16:05

rcas-kj requested a callback at c's earliest convenience, as NNA would like to offer further assistance.

rcas-kj advised NNA had reviewed c's case again with the new concern and NNA w

rcas-kj noting error, rcas-kj not sending request to PC pending dlr response i

Vehicle towed in late Friday night 2/1/13; vehicle was checked on Saturday 2/2

/13; verified transmission failure. Shop foreman confirmed on Monday 2/4/13 th

Created by ZKJ111N at 2013-03-01 06:30:09

f part has arrived or not

ould like to offer 2 veh payments reimbursement for c's experience.

Created by ZKJ111N at 2013-02-20 05:57:56

c thanked rcas and accepted.

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 723

CAR ID: CA2604966

e transmission cooler line blew off and leaked all fluid out. Confirmed transm

rcas-kj setting follow up for 3/4/13

Created by ZKJ111N at 2013-03-01 06:30:09

ission has internal damage. Transmission was VOR'd and customer cared on 2/4/1

rcas-kj advised c of follow up for 3/20/13.

rcas-kj received response from SM-AJ that the transmission has not arrived.

3. STP form was submitted to FOM on 2/6/13. Client is asking for rental assist

Created by ZKJ111N at 2013-02-20 06:06:42

c understood.

rcas-kj setting follow up for 3/4/13

ance which has been approved by FOM. AJ 2/6/13

Created by ZKJ111N at 2013-03-05 07:54:06

rcas-kj sent parts coordinator form to PC

rcas-kj thanked c, call ended mutually

Created by ZKJ111N at 2013-02-20 06:33:15

Created by ZKJ111N at 2013-03-13 09:46:51

Created by ZSO999N at 2013-02-13 14:56:38

rcas-kj made outbound call to c on [REDACTED] and spoke with c and advis

ed of NNA's offer to reimburse c for one month's payment reimbursement for c's

rcas-kj received payment statement and attached to case

rcas-kj received response from PC that part should arrive on or around 2/21/13

Rcas - sdo assisting with case 2/13/2013.

Created by ZKJ111N at 2013-03-13 09:49:01

Created by ZSO999N at 2013-02-13 15:04:14

inconvenience.

c accepted and advised c has owned Pathfinders for the past 12 years and this

**** GOODWILL REIMBURSEMENT****

rcas-kj forwarded that info to SM-AJ.

Rcas - sdo called ADMIRAL NISSAN 2/13/2013 to follow-up if part was received,

@ 4:57pm est. on [REDACTED] Spoke with Parts Department.

is c's wife's veh and c's wife and c love the veh's and all the new features,

rcas-kj exiting case

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

Created by ZGM346N at 2013-02-22 16:02:04

c stated c loves NNA products and with all of the new features, c realizes tha

NAME OF DEALERSHIP: ADMIRAL NISSAN

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CUSTOMER ASSISTANCE REQUEST

PAGE: 724

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 725

REQUESTED BY: lattad

CAR ID: CA2604966

Rcas - sdo inquired if part has been received.

INVOICE DATE: 03/04/2013

Parts Department stated that part was not received.

rcas-gm called dealer at 5:59 pm est at 609-646-1104 & got no answer from part t there are going to be problems with the veh as the veh is a new design.

Created by ZSO999N at 2013-02-13 15:04:59

c stated c has to bring the veh back for a radiator replacement now, but c has

PAYMENT: \$437.35 + \$437.35

s dept.

been buying NNA products for 12 years and understands.

rcas-gm setting follow up to call parts dept again on 2/27/13

Rcas - sdo set follow-up for 2/14/2013 for Rcas -kj to sent email to parts coo

TOTAL: \$874.70

Created by ZKJ111N at 2013-02-26 07:07:32

RCAS-KJ SUBMITTING CHECK REQUEST.

rcas-kj thanked c for c's loyalty and apologized for the inconvenience.

rdinator.

Created by ZKS000N at 2013-02-14 14:14:44

**** GOODWILL REIMBURSEMENT****

rcas-kj provided fax# 615.984.5240 and c advised c would send in the payment s

rcas-kj received request from FOS-RC for any updates on case.

Created by ZKJ111N at 2013-03-13 09:54:47

rcas-kj advised of ETA from PC of 2/27/13 approx.

Rcas-kls emailing PC for info on STP. Advised to email info to Rcas-kj

tatement once c receives.

Created by ZSO999N at 2013-02-13 14:56:38

rcas-kj made outbound call to c on [REDACTED] and advised rcas received c

rcas-kj sent request to SM-AJ to determine if part had potentially arrived.

rcas-kj understood and thanked c, call ended mutually

Created by ZKD176N at 2013-02-26 07:29:26

Created by ZKJ111N at 2013-03-05 07:54:41

Rcas - sdo assisting with case 2/13/2013.

's docs and submitted check request and for c to please allow 2 to 4 weeks for

Created by ZSO999N at 2013-02-13 15:04:14

delivery of check.

rcas-kj sent email to FOS-RC and advised of c's veh having a current concern w

SRD-KD in review of case for days to close no further assistance required from

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 727

REQUESTED BY: lattad

CAR ID: CA2604966

c understood.

with the radiator.

Rcas - sdo called ADMIRAL NISSAN 2/13/2013 to follow-up if part was received, SRD at this time

@ 4:57pm est. on [REDACTED]. Spoke with Parts Department.

Created by ZKJ111N at 2013-02-20 06:06:42

Created by ZKJ111N at 2013-03-05 07:55:35

c stated c really appreciates NNA and all the help c has gotten from the dlr to NNA CA to rcas and that c loves NNA and feels that the products are quality rcas-kj sent parts coordinator form to PC

rcas-kj verified:

Rcas - sdo inquired if part has been received.

Created by ZKJ111N at 2013-02-20 06:33:15

JN8DR09Y42W [REDACTED] 2002 NISSAN PATHFINDER

Parts Department stated that part was not received.

products.

5N1AR18W35C [REDACTED] 2005 NISSAN Pathfinder

Created by ZSO999N at 2013-02-13 15:04:59

rcas-kj received response from PC that part should arrive on or around 2/21/13

rcas-kj thanked c, and thanked c for c's loyalty. rcas advised if c has future

.

1N4AL11E16C [REDACTED] 2006 NISSAN Altima

questions or concerns to please feel free to contact NNA CA.

Rcas - sdo set follow-up for 2/14/2013 for Rcas -kj to sent email to parts coo

1N4BL21E18N [REDACTED] 2008 NISSAN Altima

c understood.

rcas-kj forwarded that info to SM-AJ.

rdinator.

5N1AR18B78C [REDACTED] 2008 Nissan Pathfinder

call ended mutually

Created by ZKJ111N at 2013-02-18 07:05:24

rcas-kj exiting case

Created by ZGM346N at 2013-02-22 16:02:04

Created by ZKJ111N at 2013-03-13 10:18:08

JN8AS5MV7CW [REDACTED] 2012 Nissan Rogue

rcas-kj made outbound call to dlr on [REDACTED] and spoke with PA-Kirk who advised that the part still has not arrived.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 729

REQUESTED BY: lattad

CAR ID: CA2604966

JN8AS5MV3CW [REDACTED] 2012 Nissan Rogue
rcas-gm called dealer at 5:59 pm est at 609-646-1104 & got no answer from part
Summary:

5N1AR2MM1DC [REDACTED] 2013 NISSAN PATHFINDER
c called in to report concerns with c's 2013 pathfinder as trans failed and th
rcas-kj understood and thanked PA-Kirk, call ended mutually
s dept.

Created by ZKJ111N at 2013-02-18 07:06:49

Created by ZKJ111N at 2013-03-05 07:57:18

en part was on back order.

rcas-gm setting follow up to call parts dept again on 2/27/13

Created by ZKJ111N at 2013-02-26 07:07:32

part was received and veh repaired and FOS-RC authorized one month payment rei

rcas-kj noting rcas does not have email access currently, rcas-kj setting foll

rcas-kj setting follow up for 3/12/13 to determine if docs were received

Created by ZKJ111N at 2013-03-05 12:50:10

mbursement, when rcas called to advise c, c stated that the radiator failed.

ow up for 2/19/13 to check for response from PC and resend request if needed a

rcas-kj received request from FOS-RC for any updates on case.

c's veh was repaired and due to the cocerns and owner loyalty, FOS-RC authoriz

rcas-kj advised of ETA from PC of 2/27/13 approx.

*****rcas-kj received approval from FOS-RC due to current radiator co

s well as forward the concern to FOS-RC and CSM-CA

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCAV

CALLBACK: 0

DATE: 00/00/00

USERID:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 731

REQUESTED BY: lattad

CAR ID: CA2604966

REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#: 310CM-3WX0ER	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/13/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 732

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 733

REQUESTED BY: lattad

CAR ID: CA2604966

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		08075 New Jersey					

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2604966

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 08075

STATE: NJ

DEALER NAME: ADMIRAL NISSAN, INC.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 737

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2631575
STREET: [REDACTED] **VIN:** 5N1AR2MM0DC [REDACTED]
CITY: MACUNGIE **YR/MDL:** 2013.0 PTH **MILEAGE:** 002000
ST/ZIP: PA [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 1,440 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5138 KELLY NISSAN
DLR PH: 610 258 8600 **DENY:** 0 **RESP DLR:** 5138 KELLY NISSAN
REGION: 26 **DIST: SL/SV/PT:** 08 08 38

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 002000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/11/13 **XFER/RSPNSBLTY:** 26 08 N
CONTACT (S): **FOLLOWUP DATE:** 03/27/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/25/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	207500 PATHFINDER
OF NNA., INC. ISSUES	302500 CONTINUOUSLY VARIABLE TRANSMI
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY
BG POWERTRAIN	

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 739

REQUESTED BY: lattad

CAR ID: CA2631575

C. A. R. COMMENTS

Created by ZRR999N at 2013-02-11 11:07:24

Created by ZRR999N at 2013-02-11 11:24:08

rcas-gm called c at 12:14 pm est at [REDACTED] & left same vmx as on other rcas-gm closing case

Service Dept. Review

Created by ZGM346N at 2013-02-27 07:53:13

CRR-RM received a call from c

#'s

Service Dept. Review

CASE SUMMARY:

c stated that c's veh hose connects with the radiator and transmission blow of follow up to call c again on 2/15/13

Service Dept. Review

C CALLED DUE TO TRANSMISSION CONCERN.

Created by ZGM346N at 2013-02-15 08:58:54

f and c stated that cause c's veh transmission dry.

Service Dept. Review

c stated that c is also disappointed about to c's veh.

rcas-gm called c at 10:51 am est at [REDACTED] & left vmx asking c to call r

Service Dept. Review

VEH WAS NEW & ONLY AT 2,000 MILES WHEN TRANSMISSION HOSE CAME OFF & CAUSED NEE cas at 800-343-6913 ext 458139

c stated that c spoke with service adviser- Larry and service manager- john mi DED REPAIRS.

Service Dept. Review

ller.

rcas-gm called c at 10:55 am est at [REDACTED] & left same vmx as on day #

Service Dept. Review

VEH WAS REPAIRED UNDER WARRANTY.

c stated that c's veh issue was already been fixed but c is asking if there wi

C WAS OFFERED A ECW ON POWERTRAIN & ONE MONTH VEH PAYMENT REIMBURSEMENT

rcas-gm called c at 10:57 am est at [REDACTED] & left same vmx as on day#

Service Dept. Review

Created by ZGM346N at 2013-03-14 05:59:03

follow up to call c again on 2/18/13

ll any assistance of warranty extension in regards to the issue if will happen

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 741

REQUESTED BY: lattad

CAR ID: CA2631575

Service Dept. Review

Created by ZGM346N at 2013-02-18 09:57:23

ed the transmission fluid dried off again.

Rcas-gm rcvd vmx from C stating C has not rcvd any paperwork yet & C thought r

cas stated the paperwork would arrive in 7 business days.

c stated that c wanted to know if nna will stand by it's products.

rcas-gm called c at 11:43 am est at [REDACTED] & was advised c was not home,

call back # [REDACTED]

c stated that c's veh hose that connects the transmission was already been rep

rcas will call at c's other numbers

aired.

Created by ZGM346N at 2013-03-14 07:53:41

rcas-gm called c at 11:44 am est at [REDACTED] (c's cell #) & left vmx askin

c stated that c's veh is known issue on the transmission.

g c to call rcas at 800-343-6913 ext 458139

Rcas-gm sent email at 9:50 am est to DRT-JL advising of C call and that the EC

CRR-RM advised c that CRR-RM will forward c's concern to RCAS and expect a c

rcas-gm called c at 11:46 am est at [REDACTED] & spoke to c to offer c the

W was processed on 2/20/13 but C has not rcvd yet.

all in the end of the next business day.

ECW on c's transmission for the concern c experienced.

rcas asked DTS-JL to please provide update

Created by ZGM346N at 2013-03-14 14:51:06

CRR-RM transfer the case to RCAS.

rcas states NNA wants to give c some piece of mind by extending the warranty o

CRR-RM offered further assistance, c decline

n c's transmission.

Rcas-gm called C at 4:46 pm est at [REDACTED] & left vmx advising rcas got C

C accepted rcas offer.

CRR-RM offered name, case and extension number

's vmx & that the ECW was processed on 2/20/13 & can take up to 30 days.

C may still receive. rcas asked C to call to confirm address & rcas will reque

CRR-RM exiting the case

rcas advised c that NNA would also like to reimburse the c for one month veh p

ayment as goodwill for c's time veh was down.

Created by ZBB175N at 2013-02-12 14:49:19

st another ECW letter be sent out.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 743

REQUESTED BY: lattad

CAR ID: CA2631575

C accepted & thanked rcas for this.

rcas advised that rcas sent to

rcas-bsb (ASSISTING RCAS-GM WITH THE CASE) rcas made out bound call to c home/

2381 DUBONNET DR

mobile [REDACTED] @ 4:48pm:

*****rcas-gm verified c's address*****

2381 DUBONNET DR

c states that the veh is completely repaired and everything is fine... c state

MACUNGIE, PA 18062 8858

MACUNGIE, PA 18062 8858

s this is what happened: the c purchased a 2013 Pathfinder- and the c was one USA

of the unlucky ones that the transmission hose blew off & all the transmission rcas left contact info

USA

fluid dried up & the c was driving around and did not know what had happened.

follow up to 3/20/13

*****system is correct*****

..

Created by ZGM346N at 2013-03-20 10:23:51

rcas asked for current mileage, c states 2,300 miles currently

c states the dlr did test the veh after the repair and no codes came up- but t

Rcas-gm called C at 12:21 pm est at [REDACTED] & left vmx asking if C has re

rcas thanked c for this info.

ceived the ECW letter.

he dlr informed the c to contact Nissan to see if Nissan would be willing to o

rcas provided c with rcas fax # & c will send proof of payment to rcas-gm

ffer the c a 7yr/100,000 miles warranty on the transmission

rcas asked for call back to 800-343-6913 ext 458139

rcas-gm setting follow up to 2/20/13 to make sure c's fax has arrived.

follow up to call c again on 3/22/13

rcas-gm will follow up with c on Friday 2/22/13 with case update

rcas informed the c that the rcas will contact the dlr to gather further infor

Created by ZGM346N at 2013-02-20 06:18:46

Created by ZGM346N at 2013-03-22 12:11:39

mation and the rcas will look into 7yr/100,000 mile

Rcas-gm called C at 2:08 pm est at [REDACTED] & spoke to C that states C ha

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 744

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 745

CAR ID: CA2631575

Rcas-gm rcvd c's payment info & attached to case
warranty extension on the transmission and the RCAS-GM will contact the c back
by the end of business 02/15/13
Created by ZGM346N at 2013-02-20 06:32:37
s not rcvd the ECW letter yet.
c thanked the rcas and the call ended mutually
rcas-gm submitting check request to reimburse c for one month payment on vehic
rcas states that rcas will request the letter be resent and verified C's addre
le per FOS-RC for veh time down & c inconvenience of repairs with new vehicle.
rcas-bsb set the follow up date for 02/13/13 (CONTACT THE DLR)

ss as

2381 DUBONNET DR

Created by ZGM346N at 2013-02-13 09:40:11

Rcas-gm verified c's contact, address & vehicle info

MACUNGIE, PA 18062 8858

SRH-4780100 OIL COOLER HOSE FW 2/4/2013 GREGORY BENDER

the following are the details of the reimbursement:

Created by ZGM346N at 2013-02-13 09:45:29

Name of Lien holder: NMAC

Rcas advised C that if C does not rcv the letter in 3 weeks to call rcas back.

C thanked rcas for calling

monthly payment: \$571.80

rcas-gm called dealer at 11:41 am est at [REDACTED] & left vmx for

Created by ZGM346N at 2013-03-22 12:15:27

SM-JM asking for call back re:c's concern of wanting extd warranty on transmis

total amount: \$571.80

Rcas-gm sent email to DTS-JL advising that rcas spoke to C today & C has not r

rcas-gm submitting check request in the amount of \$571.80 only

sion.

Created by ZGM346N at 2013-02-20 06:39:20

received the ECW letter yet.

rcas asked for copy of repair order to be faxed to rcas at 615-9845141

follow up to 2/14/13 to make sure fax arrives or SM calls back with info

rcas-gm called c at 8:36 am est at [REDACTED] & spoke to c to advise that

rcas verified address & asked DTS-JL to re-issue letter to C.

Created by ZGM346N at 2013-02-13 10:54:14

rcas-gm setting follow up to check for re-issuance of letter to 3/27/13

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 746

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 747

CAR ID: CA2631575

rcas rcvd c's fax & rcas has submitted check request in the amount of \$571.80
Created by ZGM346N at 2013-03-25 06:33:18
rcas-gm rcvd fax & attached to case
rcas will call c in one week, 2/27/13 with update on check & ECW
C understood & thanked rcas for calling
Rcas-gm rcvd email from DRT-JL stating the letter was going out to C in the ma
rcas-gm sent email at 12:53 pm est to FOS-RC requesting ECW on transmission fo
Created by ZGM346N at 2013-02-20 06:39:59
il on 3/22/13
r the c.
Created by ZGM346N at 2013-02-13 12:06:59
Rcas-gm closing case
rcas-gm submitted request for ECW & is setting follow up to 2/27/13 to check s
rcas-gm rcvd email from FOS-RC stating Yes, to offer the ECW & to offer reimbu
tatus of ECW & call c with update
Created by ZGM346N at 2013-02-27 07:51:16
rsment of one month veh payment as additional goodwill
Created by ZGM346N at 2013-02-14 10:07:58
rcas-gm called c at 9:46 am est at [REDACTED] & left vmx that reimbursemen
In Service Date 12/3/2012
t check was issued & c will receive within 2-4 weeks.
C's ECW letter has been issued & c will receive within 30 days, rcas reminded
ECW on Power Train will expire 12/3/2019 or 100,000 miles
c to keep this letter with veh as if service is needed the c will need to pres
which ever comes first
Created by ZGM346N at 2013-02-14 10:16:43
ent letter to dealer.
rcas advised c to call rcas if has any questions or concerns
rcas-gm called c at 12:12 pm est at [REDACTED] & left vmx asking c to call
rcas at 800-343-6913 ext 458139 re:case
rcas thanked c for choosing Nissan
rcas-gm called c at 12:13 pm est at [REDACTED] & left same vmx as on cell #
rcas-gm called c at 9:49 am est at [REDACTED] & left same vmx as on day#

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 748

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 749

REQUESTED BY: lattad

CAR ID: CA2631575

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCBR
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/25/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 750

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 751

REQUESTED BY: lattad

CAR ID: CA2631575

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM0DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5138 Pennsylvania					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 752

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 753

REQUESTED BY: lattad

CAR ID: CA2631575

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5138

STATE: PA

DEALER NAME: KELLY NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 754

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 755

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2642624
STREET: [REDACTED]	VIN: 5N1AR2MN0DC [REDACTED]	
CITY: OAKDALE	YR/MDL: 2013.0 PTH	MILEAGE: 000000
ST/ZIP: LA [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 999 999 9999	PAID: 244	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3868 NISSAN OF LAKE CHARLES
DLR PH: 337 439 9955	DENY: 0	RESP DLR: 3868 NISSAN OF LAKE CHARLES
	REGION: 32	DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 02/13/13	XFER/RSPNSBLTY: 32 07 N
CONTACT (S):	OLLOWUP DATE: 03/08/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/07/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	229500 TRANSAXLE
BG POWERTRAIN	YP PARTS AVAILABILITY (BACKORDER)
	YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 756

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 757

REQUESTED BY: lattad

CAR ID: CA2642624

C. A. R. COMMENTS

Created by ZPT176N at 2013-02-15 16:41:05

Created by ZTD176N at 2013-02-13 07:16:31

Parts Dept. Review

Rcas also informed c that rcas will follow up with c on 3/5/13

Crr-nt received a call from cb

Parts Dept. Review

Rcas setting follow up date for 3/4/13 to contact dlrshp.

Created by ZMB175N at 2013-02-28 14:36:10

C stated that c wants to complain about the veh

Parts Dept. Review

C said that veh broke down when veh is 2 and a half weeks old.

Parts Dept. Review

Rcas-MLB contacted fom who stated that fom and sm would like to provide c with a gold preferred service credit but does not know how this would be processed

C said that veh was towed at dlr and c was advised that the nipple on the hose

Parts Dept. Review

and would like rcas to find out.

of the transmission does not fit properly as a result the hose over heated.

Parts Dept. Review

Created by ZMB175N at 2013-03-01 15:23:46

C said parts was already ordered but c dlr does not know when the part will be

Parts Dept. Review

available

Parts Dept. Review

Rcas-MLB spoke to tl-SO in regards to fom's request and was informed that this

C added that c does not want the veh anymore

is not possible.

Parts Dept. Review

Created by ZMB175N at 2013-03-01 15:26:08

C said c was worried that issue might occur again when veh is already oow.

C was asking if NNA can provide c an extended warranty

Rcas-MLB setting follow up date for 3/5/13 to follow up with dlrshp.

Created by ZMB175N at 2013-03-05 11:21:55

Crr-nt advised c that case was already created for cb

ability of the part.

Rcas-MLB attempted to contact Jessica to have ros faxed to rcas but Jan in ser

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 758

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 759

REQUESTED BY: lattad

CAR ID: CA2642624

Crr-nt advised c that crr-nt can not give guarantee for assistance.
vice stated that Jessica is at lunch. Rcas asked to speak to a sa, Jan offered
Crr-nt advised c that case will be forwarded to rcas for further review and c w
rcas to speak to sa-Shane, rcas agreed.

Created by ZMB175N at 2013-03-05 11:30:04

ill receive call back before the end of the next business day. C understood

*****continued*****

crr-nt asked for further assistance but c declined
crr-nt provided name, case number and extension number
Rcas spoke to sa-Shane who stated that c has been assisted by sa-carla so rcas
crr-nt exiting the case.

will have to speak to sa-Carla and offered to put rcas on hold for sa-Carla,

Created by ZMB175N at 2013-02-20 14:33:52

rcas agreed but after being on hold call was disconnected.

Created by ZMB175N at 2013-03-05 11:38:56

Rcas-MLB contacted c at 4:30 est on phone # [REDACTED]. c stated that c is frus
Rcas-MLB contacted c at 1:35 est on phone # [REDACTED]. C stated that c's veh w
trated with c's veh. c stated that c's veh has been at the dirshp for 14 days
and c just does not want c's veh anymore. Rcas apologized to c for this experi
as repaired on Friday and c no longer would like a repurchase because c realiz
ence and explained to c that rcas will process c's request for a repurchase wh
es that request is not very realistic but c would like to request an extended
ich may take up to 10 days and then rcas will contact c once a decision is mad
warranty on c's veh. Rcas asked c what repair did c have, c stated the transmi
e, c understood.

ssion and radiator had to be replaced due to the hose connecting the two was n

Created by ZSO999N at 2013-02-22 15:35:07

of the correct size. Rcas informed c that rcas will review c's case and contac

Rcas - sdo assisting Rcas - mlb with case 2/22/2013.

t c back no later than 3/11/13, c understood.

Created by ZMB175N at 2013-03-07 14:12:10

Created by ZSO999N at 2013-02-22 15:37:33

Rcas-MLB emailed csm requesting to provide c with an extended warranty.

Rcas - sdo reviewed Host - NMPS - CI90:

Created by ZMB175N at 2013-03-07 14:38:43

Part is not showing.

Created by ZSO999N at 2013-02-22 15:50:37

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 760

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 761

REQUESTED BY: lattad

CAR ID: CA2642624

Rcas received an email from csm stating that csm will approve reimbursement of a month car payment but not an extended warranty.

Rcas - sdo called NISSAN OF LAKE CHARLES 2/22/2013 @ 5:38pm est. on [REDACTED]

55. Spoke with SA, transferred to SM - Jason.

Created by ZMB175N at 2013-03-07 14:47:34

Rcas-MLB contacted c at 4:43 est on phone [REDACTED] to inform c that unfortu

Rcas - sdo advised that c is requesting a repurchase, inquired if RO's can be nately Nissan cannot provide c with an extended warranty but would like to off sent to Rcas -mlb.

er c a month car payment reimbursement, c accepted. Rcas requested that fc fax SM - Jason stated c is upset, stated that STP was request of FOM and received c's car payment to [REDACTED] c stated that c has payment automatically wi feedback,nothing else can be done, stated that c has been waiting two weeks. Part was not received.

thdrawn from c's bank account so rcas advised c to contact who c finances veh

Rcas - sdo gave Rcas - mlb's fax# 615) 984-5015 to sent RO's for repurchase.

through to have a statement mailed to c, c agreed. Rcas will close case until c faxes docs to rcas.

SM - Jason stated would fax over.

Created by ZMB175N at 2013-03-20 07:25:08

Created by ZSO999N at 2013-02-22 15:51:10

*** ;Added after the case is closed.; ***

Rcas - sdo set follow-up date for 2/25/2013 to review case

Created by ZMB175N at 2013-02-25 13:23:54

Rcas-MLb received a vmx from c requesting a call back a [REDACTED]. C state

d that c finances through Nissan so c would like for rcas to obtain the statem

Rcas-MLB setting follow up date for 2-26-13 to contact dlrs to request ros aga ent.

in.

Created by ZMB175N at 2013-02-26 14:05:44

Created by ZMB175N at 2013-03-20 07:29:22

*** ;Added after the case is closed.; ***

Rcas-MLb contacted Jessica in service to request ros be faxed to 615-984-5015,

Jessica stated ros will be faxed today.

Rcas-MLB contacted c at 9:27 est on phone [REDACTED]. C stated that c already

contacted NMAC and the statement will be faxed to c and then c will fax state

Created by ZMB175N at 2013-02-28 12:15:35

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 762

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 763

REQUESTED BY: lattad

CAR ID: CA2642624

ment to rcas. Rcas informed c that once rcas processes reimbursement rcas will rcas-MLB contacted jessica in service who stated that the ro is still open so contact c, c understood and thanked rcas.

jessica is unable to print ro to be able to fax ro. Jessica stated c's veh is still being repaired.

Created by ZMB175N at 2013-02-28 12:19:48

Rcas-MLB attempted to contact c at 2:18 est on phone [REDACTED] but was prompted to vmx so rcas left a vmx informing c that rcas is unable to submit a repurchase request until veh is repaired so that the dlrshp can fax the ro to rcas.

Created by ZMB175N at 2013-02-28 12:23:54

*****continued*****

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCAV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#: 3102M3WX0BRE	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 764

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 765

REQUESTED BY: lattad

CAR ID: CA2642624

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/07/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: RHON

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 766

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 767

REQUESTED BY: lattad

CAR ID: CA2642624

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN0DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3868 Louisiana					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 768

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 769

REQUESTED BY: lattad

CAR ID: CA2642624

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3868

STATE: LA

DEALER NAME: NISSAN OF LAKE CHARLES

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 770

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 771

REQUESTED BY: lattad

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LOWELL
ST/ZIP: MA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 978 746 2500

VCAN:
PAID:
SUSP:
DENY:

SC: ONE CONTRACT **CAR ID:** CA2673416
VIN: 5N1AR2MM3DC [REDACTED]
YR/MDL: 2013.0 PTH **MILEAGE:** 002327
IN SVC DATE
RTL DLR: NI NI
SVC DLR: 5374 AUTOFAIR NISSAN/TEWKSBURY
RESP DLR: 5374 AUTOFAIR NISSAN/TEWKSBUR
REGION: 26 **DIST: SL/SV/PT:** 10 10 40

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 002327 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/19/13 **XFER/RSPNSBLTY:** 26 10 N
CONTACT (S): **OLLOWUP DATE:** 04/10/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/10/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN WA PREMATURE WEAR/FAILURE
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 772

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 773

REQUESTED BY: lattad

CAR ID: CA2673416

C. A. R. COMMENTS

allowed into 03/19/13 C agree and understood. Rcas thanked c call ended mutual Arbs left vmx for Joel.

Created by ZCM176N at 2013-02-19 07:55:23

Created by ZCM176N at 2013-02-19 08:00:56

Created by ZJP177N at 2013-03-19 11:10:35

Created by ZMW176N at 2013-02-21 15:08:50

e. NNA will continue to honor the terms and conditions of all applicable warra her call. C stated that just need to verify if docs were received.

Service Dept. Review

Arbs received vmx from SM/David Barry.

Created by ZJP179N at 2013-04-03 13:17:25

ly

nties. Rcas advise c that Rcas is waiting for approval for a reimb of 1 veh pa rcas-mw spoke with sm and was advised that ETA on the part is 2/26.

RCAS-SS confirmed c that 3 pages doc was received and c stated that just want

Service Dept. Review

Veh is wife [REDACTED] polanco

Arbs received vmx from c.

Created by PKA298N at 2013-03-15 10:40:05

Created by ZAM176N at 2013-02-22 07:48:04

CRR-JP received a call from c stating wants to speak with RCAS-CM

RCAS-CM verified Cb

Service Dept. Review

to add that mileage of the veh is 2,327.

yment and ECW on trans.***

ail, Servicing DLR and Mileage of VEH.

Arbs-ASM reviewed RHR:

Created by ZJP179N at 2013-03-20 10:21:39

CRR-JP asked c if any contact information such as address or phone #'s have ch

C stated don't want anything wand Nissan to repurchased or change veh. Rcas ag

DRTS-KR recb

RCAS-SS informed c that information will be provided to agent and if agent nee

Service Dept. Review

2/15/13- open Mileage: 2,063

anged, c stated no

Created by ZJP177N at 2013-03-18 09:25:11

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 774

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 775

REQUESTED BY: lattad

CAR ID: CA2673416

CRR-JP received a call from c stating wants to speak with RCAS-CM
ds further information, agent will give a call back to c, c understood and the
RCAS-CM check for any open Recalls/Campaigns Found: none
ree and apologized to c.

Service Dept. Review

Arbs received RHR for review.

CRR-JP asked c if any contact information such as address or phone #'s have ch

CRR-JP asked c to hold on the line from 1 to 2 min while CRR-JP verified if RC
C/S veh won't start - trans ordered

nked for assistance.

RCAS-CM offered further assistance: C declined.

RCAS-CM received a call from C stating the following: just purchased 2013 Niss

Service Dept. Review

anged, c stated no

an Pathfinder on Dec 12 and at this time veh is at the dlrship having a new tr

Arbs notes trans ETA on 2/26.

AS-CM is available, c accepted.

Created by ZJP177N at 2013-03-18 09:30:42

RCAS-CM provided c with case #, RCAS-CM'S Name, extension #.

RCAS-SS provided c with rcas name and ext#.

Service Dept. Review

ansmission put on it. C want it to know if Nissan can exchange veh for another

Arbs taking over file.

Created by ZAM176N at 2013-02-22 07:48:38

CRR-JP came back to c & thanked c for hold time.

CRR-JP explained that RCAS-CM was out to lunch and would leave RCAS-CM message

RCAS-CM setting follow up for 03/19/13

RCAS-SS exit case.

Service Dept. Review

***At this time, NNA is not in a position to offer a repurchase of this vehicl

Created by ZCM176N at 2013-03-05 09:29:14

Created by ZJP177N at 2013-03-18 09:41:51

Created by ZJP177N at 2013-03-21 12:54:29

CRR-JP warmed transferred RCAS-CM

one. Rcas advised c that Rcas will need vin # to further assistance. C unders

Service Dept. Review

to call c back 3-20-13

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 777

REQUESTED BY: lattad

CAR ID: CA2673416

Arbs notes service history.

Arbs received registration.

CRR-JP provided c with Name, Case and EXT #.

e, as the vehicle has not been subject to an unreasonable number of repair att

Rcas call KELLY NISSAN OF WOBURN @ 9787462500. Rcas spoke with receptionist an

Service Dept. Review

tood and agree. RCAS-CM offered further assistance: C declined.

2/15-3/2/13 2063 miles

Created by PKA298N at 2013-03-21 13:57:39

CRR-JP exiting case.

d ask for all c copy of RO. Receptionist understood. Receptionist ask Rcas f

empts for any warrantable concerns that would substantially impair this vehicl

RCAS-CM provided c with case #, RCAS-CM'S Name, extension #.

Service Dept. Review

**Coolant system failed while driving, but the resrvois still has some coolant

Created by ZCM176N at 2013-04-03 13:22:46

Created by ZKM179N at 2013-03-20 12:14:41

Drts-KR cld dlr 5370 @ 3:53, spoke to Finance/ Brian, requesting copy of sale

e. NNA will continue to honor the terms and conditions of all applicable warra

or a call back #. Rcas provide Receptionist with 1800-343-6913 Ext # 457370 a

RCAS-CM-closing case.

Service Dept. Review

CRR-KM received a call from c stating wants to speak with Rcas-CM

nd fax # 615.984.5496. Receptionist stated will call back Rcas as soon as inf

nties. Arbs would recommend reimb of 1 veh pymnt and ECW on trans.***

on it. C had veh towed to dlr****Transmission fluid leak see line 2

Pending for c to call back

Rcas-CM received transfer from CRR-JP

s docs for this vin. Finance/ Brian agreed. Gave fax # & name.

Service Dept. Review

Created by PKA298N at 2013-03-22 06:29:04

Created by ZCM176N at 2013-02-19 08:06:05

Created by ZCM176N at 2013-02-22 08:00:09

CRR-KM asked c if any contact information such as address or phone #'s have ch

ormation. Rcas thanked receptionist call ended mutually.

Rcas spoke with [REDACTED] who ask Rcas to let ARBS know to send doc ASAP due

Service Dept. Review

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 779

REQUESTED BY: lattad

CAR ID: CA2673416

Veh will start but will not shift into any other gear, but veh can shift into
anged, c stated no

Created by ZCM176N at 2013-02-19 08:00:56

Drts-KR rec'd sales agreement from dlr 5370 on 3/21/13.

neutral. Engine concern***Dlr Internal failure, veriified will not move in any

Rcas-CM adding comment. Rcas will not close case Rcas will set up follow up fo

Rcas-CM send decision to CSM-CA for ECM approval and remb 1 monthly payment

that c don't want to make next car payment. Rcas agree and advised c that Rca

Created by ZCM176N at 2013-02-27 07:08:11

Created by ZJP177N at 2013-03-22 11:47:00

CRR-KM asked c to hold on the line from 1 to 2 min while CRR-KM verified if Rc

gear retrieved codes P1775, P2813, P0776, P0965 lifted and found the cooler h

r 02/21/13.

s send and internal message to ARBS JP

Veh is wife [REDACTED]

as-CM is available, c accepted.

C didn't know wife phone # or vin # and name c information wasn't found.

Created by ZCM176N at 2013-04-03 13:25:00

Down payment \$5000.00

ose to rad had come off re-secured and filled with fluid..road tested about 6

Rcas-CM resend Email to CSM CA for ECM approval and remb 1 monthly payment

RCAS-CM verified Cb

Additional Payments (8 x \$544.97)\$4359.76

ail, Servicing DLR and Mileage of VEH.

Created by ZCM176N at 2013-02-20 07:28:20

Created by ZKM179N at 2013-03-04 11:06:14

CRR-KM came back to c & thanked c for hold time.

miles and found that the trans would start chattering at around 30 mph interna

Rcas-Adding comment: Rcas offer further assistance. C decline. C thanked Rcas

call ended mutually

CRR-KM explained that RCAS-CM is on the line and will provide further assistan

CRR-KM received a call from c stating wants to speak with Rcas-CM

Less Usage (2327 miles/100,000)\$29250.00 \$680.64

I failure trans cause by being run out of fluid. Replaced transmissison unit.

RCAS-CM check for any open Recalls/Campaigns Found: none

Rcas-CM received call from c husband [REDACTED] who's Rcas ill refer as C

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 780

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 781

CAR ID: CA2673416

ce.

Created by ZJP177N at 2013-04-03 13:31:53

CRR-KM asked c if any contact information such as address or phone #'s have ch
Less Rebate\$500.00

Performed recall PC197

RCAS-CM received a call from C stating the following: just purchased 2013 Niss
3/5/13-currently opened

anged, c stated no

an Pathfinder on Dec 12 and at this time veh is at the dlrship having a new tr
Arbs replied to RCAS-CM requesting c sign the document and send back to arbs.
C call in to provide Rcas with veh vin #. C Rcas advised c previous note c wa
CRR-KM offered further assistance: C declined.

Total Refund to Ms. Britodepolanco\$8179.12

ansmission put on it. C want it to know if Nissan can exchange veh for another

Created by ZJP177N at 2013-04-03 14:45:15

CRR-KM asked c to hold on the line from 1 to 2 min while CRR-KM verified if Rc
CRR-KM provided c with Name, Case and EXT #.

C/S engine concern that veh will start, but will not shift into any gear, but
nt send exchange of the veh due that the transmission already been replace and
Payoff Amount to NMAC\$23,202.42

ARbs received call from Joel and arbs discussed the breakdown of numbers from
as-CM is available, c accepted.

Created by ZCM176N at 2013-03-22 13:09:45

CRR-KM exiting case.

one. Rcas advised c that Rcas will need vin # to further assistance. C unders
vehicle can shift into neutral. Veh is leaking fluid and is not drivable. Veh
veh just have 1,000 miles. Rcas advised c that review will take up to 10 busi

Created by ZCM176N at 2013-03-20 12:19:48

CRR-KM came back to c & thanked c for hold time.

failed yesterday 3/4/13. C had veh towed... **Dir Called techline and they wa
ness day. Rcas advised c is no guarantee that Nissan will exchange veh but cas
NMAC. Arbs advised arbs would review with NMAC and call c back.

Rcas received email from ARBS JP requesting for Rcas to call c and verify mail
tood and agree. RCAS-CM offered further assistance: C declined.

Created by ZJP177N at 2013-04-04 08:53:36

CRR-KM explained that RCAS-CM is in the line and will provide further assistan
e will be reviewed. Rcas advised c that c will received a call back by 03/06/1

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 783

REQUESTED BY: lattad

CAR ID: CA2673416

ing address.

nt us to replace radiator, transmission line & transmissison. Veh should be dow

RCAS-CM provided c with case #, RCAS-CM'S Name, extension #.

Rcas-CM received call from c incurring when c will received a call back. Rcas

3 C understood. RCAS-CM offered further assistance: C declined.

advised c ARBS JP is handling c case at this moment. Rcas advised c that Rcas

Arbs received update from AF/NMAC advising c made 3 separate payments in the a

ce.

n approx 7 days order parts 3/6/13.

Rcas call c mobile # [REDACTED] Rcas spoke with C husband [REDACTED] who v

RCAS-CM-closing case.

Created by PKA298N at 2013-03-18 10:16:57

CRR-KM provided c with Name, Case and EXT #.

erify c address. Rcas thanked c. Call ended mutually

mount of \$2000 each.

Pending for c to call back

RCAS-CM provided c with case #, RCAS-CM'S Name, extension #.

will send a task to ARBS requesting and Spanish agent. C understood. Rcas adv

Created by ZCM176N at 2013-03-05 09:25:37

Created by ZJP177N at 2013-03-25 06:27:49

Created by ZJP177N at 2013-04-04 09:01:59

CRR-KM exiting case.

Drts-KR rec'd task from Arbs-JP, requesting to confirm days out of service for

ised case has a follow up for today 03/20/13. C agree and understood. Rcas off

RCAS-CM setting follow up for 03/06/13

Arbs contacted Joel and advised arbs has updated the settlement offer to the c

Arbs mailed settlement offer to c via FedEx 799354745762

Created by ZCM176N at 2013-02-20 07:35:20

Created by ZCM176N at 2013-03-04 12:24:10

er c further assistance. C decline call ended mutually

Rcas-CM received call from c stating c pick up veh on 03/02/13 and today veh v

ro #3232, cld dlr 5374 @ 12:05, spoke to S/M David who advds veh was down 16

Created by ZJP177N at 2013-03-20 12:30:52

Created by ZKM179N at 2013-03-27 08:41:06

days for repairs (trans on backorder, trans failed when rec'd, dlr re-ordered

eh didn't change gear again c stated that c don't want veh any more. Rcas adv

orrect amount after speaking with NMAC.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 785

REQUESTED BY: lattad

CAR ID: CA2673416

Rcas call KELLY NISSAN OF WOBURN @ 9787462500. Rcas spoke with Kim and ask for

Rcas received transfer from CRR-KM

again). C was in a RENTAL the entire time. S/M David advsd there is 1 more ro

all c copy of RO. Kim understood. Kim ask Rcas for a call back #. Rcas provid

Arbs advised arbs would email the settlement offer. Joel agreed.

Arbs contacted c [REDACTED] and c requested to speak to a spanish speaking ag

CRR-KM received a call from c stating wants to speak with RCAS-CM

ised c that Rcas as a decision on the case

Rcas advised c that Rcas still waiting for a response in c case. C understood.

***At this time, NNA is not in a position to offer a repurchase of this vehicl

Created by ZJP177N at 2013-04-04 09:11:03

CRR-KM asked c if any contact information such as address or phone #'s have ch

e Kim with 1800-343-6913 Ext # 457370. Kim stated will call back Rcas as soon

ent. Arbs advised arbs would look into c request and have someone call c back

& is faxing now. This is for the final trans, radiator & hose repaired on veh

Rcas advised c that Rcas will contact c no latest than 06/07/13 C agree. Rcas

anged, c stated no

Arbs submitted new settlement offer via email [REDACTED]

as information. Rcas thanked Kim call ended mutually.

e, as the vehicle has not been subject to an unreasonable number of repair att

. Gave fax # & name.

offer any other assistance. C decline call ended mutually

Created by ZCM176N at 2013-03-20 13:16:43

Created by ZJA177N at 2013-02-20 07:43:32

Created by ZJO176N at 2013-03-05 07:02:30

Created by ZJP177N at 2013-03-18 10:30:04

CRR-KM asked c to hold on the line from 1 to 2 min while CRR-KM verified if RC

Down payment \$5000.00

empts for any warrantable concerns that would substantially impair this vehicl

3 payments in the amount of \$2000 each \$6000.00

AS-CM is available, c accepted.

crr-ja received a call from kim of AUTOFAIR NISSAN OF TEWKSBURY asking for hte

e. NNA will continue to honor the terms and conditions of all applicable warra

Rcas-CM assist translating the conversation between ARBS and C.

RCAS-JO received a call from c (owners husband) stating wants to speak with: R

RHR

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 786

REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 787

CAR ID: CA2673416

CAS- CM

Created by ZJP177N at 2013-03-19 07:46:51

CRR-KM came back to c & thanked c for hold time.

Less Usage (2327 miles/100,000)\$29250.00 \$680.64

nties. Rcas advise c that Rcas is waiting for approval for a reimb of 1 veh pa

Rcas advised c that all information ARBS requested c can send it to Rcas or to

RO number

ARBS. C stated prefer to send doc to Rcas. Rcas agree and provide c with Rcas

Arbs left vmx for c [REDACTED].

crr-ja said the said number is not in the notes advising kim that crr-ja will

CRR-KM explained that RCAS-CM is on the line and will provide further assistan

Less Rebate \$500.00

Rcas-JO asked c if any contact information such as address or phone #'s have c

ymment and ECW on trans.***

ce.

Created by ZCM176N at 2013-03-19 08:59:10

C stated don't want anything wand Nissan to repurchased or change veh. Rcas ag

Fax # 615-984-5496

hanged, c stated: all remains the same.

just sent and internal message to rcas-cm

Total Refund to [REDACTED] \$ \$9819.36

Created by ZJP177N at 2013-03-20 13:18:40

crr-ja asked for kims number, kim said 9787462500

CRR-KM offered further assistance: C declined.

Payoff Amount to NMAC \$23,202.42

Rcas-CM call c mobile # [REDACTED] Rcas advised c that ARBS is trying to

RCAS-JO was advised by c that veh is not functioning properly with the same co

ree and apologized to c.

Arbs contacted c with the assistance RCAS-CM. C stated c has the vehicle back

contact c and advised that ARBS is trying to contact C. Rcas try to transfer

Created by ZJP177N at 2013-04-05 09:24:59

crr-ja asked if kim still wants to be transferred, kim said no as long as the

CRR-KM provided c with Name, Case and EXT #.

ncern.

RCAS-CM offered further assistance: C declined.

and is afraid to drive the vehicle. Arbs advised NNA is in the postion to repu

call but ARBS wasn't available at the moment Rcas left VMX to ARBS requesting

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 789

REQUESTED BY: lattad

CAR ID: CA2673416

CRR-KM exiting case.

message get s to rcas-cm

RCAS-CM provided c with case #, RCAS-CM'S Name, extension #.

RCAS-JO understood.

Transmission

a call back to c. Rcas send a ask to ARBS advising c will like to speak with a

Created by ZCM176N at 2013-03-27 08:46:34

Created by ZJP177N at 2013-04-05 09:37:30

crr-ja asked for further assistance, kim declined

C states wants a call back from RCAS-CM. RCAS-JO understood & advised c that r

RCAS-CM setting follow up for 03/19/13

rchase the vehicle. Arbs requested repurchase docs. C agreed and will provide

Arbs submitted check request in the amount of \$9819.36 payable to c.

cas-jo will send a task & c will receive a call back today. C understood.

Created by ZCM176N at 2013-03-06 09:55:37

crr-ja provided name, extension and case number

nd Spanish speaking rep. Rcas came back to c apologized for the hold. Rcas adv

Rcas-CM received transfer from CRR-KM

the necessary documents for the repurchase. C will send the docs to RCAS-CM an

Arbs submitted check request in the amount of \$23242.47 payable to lien holder

crr-ja exiting case

d forwarded the docs to ARBS-JP.

ised c that a message was send to ARBS and that Rcas send and task requesting

RCAS-JO offered further assistance , c declined.

Rcas send email to CSM advised that c want another RHR

Rcas spoke with c husband MR. Polanco who's Rcas refer as c.

.

and Spanish agent. C understood and agree. Rcas ask for a further assistance.

C inquire haven't received doc. Rcas advised c that doc was send on 03/25/13 v

Created by ZAC177N at 2013-03-21 07:51:54

Created by ZCM176N at 2013-02-20 09:03:37

Created by ZCM176N at 2013-03-06 10:01:58

RCAS-JO provided c with RCAS-JO'S name & extension.

Arbs notes 27 days oos for a no shift concern.

c calling to speak w/ RCAS rep who is handling case

C decline call ended mutually.

ia FedEx 799354745762. Rcas advised c to allowed more time to received doc. Rc

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 791

REQUESTED BY: lattad

CAR ID: CA2673416

Rcas-CM call AUTOFAIR NISSAN OF TEWKSBURY @ 9787462500 Rcas left message with Rcas-CM received call from SM David who stated just have 1 open RO part is on RCAS-JO exiting case.

as advised c tat Rcas will send a task to ARBS JP in reference. C understood.

Created by ZJP177N at 2013-03-19 11:10:35

Created by ZJP177N at 2013-04-09 12:52:35

Created by ZJY000N at 2013-03-05 09:02:42

crr-ac verified case number and account

Kim requesting c copy of RO Rcas provide Rcas name, EXT, case # and phone #. K order. Rcas understood. Rcas advised SM just can send it @ [REDACTED] Rcas

Arbs received check in the amount of \$9819.36 payable to c.

Arbs received vmx from SM/David Barry.

crr-ac advised c that i will try to reach the extension of and

C thanked Rcas. Rcas offered further assistance. C decline. call ended mutuall

im stated will give message to SM Rcas thanked Kim call ended mutually

RCAS-JDS received a call from c stating wants to speak with: RCAS-CM

thanked SM call ended mutually

Arbs received check in the amount of \$23,242.47 payable to lien holder.

Arbs received vmx from c.

Created by ZCM176N at 2013-02-20 09:45:35

Created by ZCM176N at 2013-03-06 10:41:57

if i reach voicemail c will be transferred to voicemail and leave a message c

Rcas-JDS asked c if any contact information such as address or phone #'s have

y

agreed also advised c i will send an internal message to RCAS rep

changed, c stated: no

Created by ZJP177N at 2013-03-19 07:46:51

Created by ZJP177N at 2013-04-03 07:53:46

Created by ZJP177N at 2013-04-09 13:33:55

Rcas-CM received RO

Rcas-CM received vmx from SM David @ 10:52 am PST.

Arbs left vmx for c [REDACTED].

Arbs received call from Joel c's cousin who speaks English. C stated the amoun

Arbs sent Morley FedEx 799476760038

Created by ZJS111N at 2013-02-20 16:35:40

crr-ac offered further assistance

Rcas-CM call AUTOFAIR NISSAN OF TEWKSBURY @ 9787462500. Rcas provide SM with F

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 793

REQUESTED BY: lattad

CAR ID: CA2673416

RCAS-JDS warm transferred call

ax # [REDACTED]. SM stated that tech line was involve and request SM to chan
c declined

Created by ZCM176N at 2013-03-19 08:59:10

Created by ZJP177N at 2013-04-10 07:06:18

RCAS-JDS provided c with RCAS-JDS'S name & extension.

rcas-js assisting rcas-cm

t paid to NMAC is incorrect. C stated c paid a payment of \$2000 on
1/24, 2/20, and 3/21/2013.

Arbs sent email to c advising info has been turned over to Morley.

crr-ac transfered call

ge trans, hose and transmission on the veh. Rcas advised SM to make sure all d

Rcas-CM call c mobile # [REDACTED]. Rcas advised c that ARBS is trying to

RCAS-JDS exiting case.

rcas-js completed and attached RHR

Arbs closing file.

Arbs sent email to AF/NMAC who confirmed the two payments in the amount of \$20

contact c and advised that ARBS is trying to contact C. Rcas try to transfer

Created by ZCM176N at 2013-02-21 06:30:37

Created by ZCM176N at 2013-03-05 09:25:37

Created by ZSS345N at 2013-03-21 08:02:14

agnostic are on the Ro . Rcas thanked SM for assistance. Call ended mutually.

00 on 2/20 and 3/21/13, but the payment on 1/24 per customer request the payme

call but ARBS wasn't available at the moment Rcas left VMX to ARBS requesting

Created by ZCM176N at 2013-03-07 07:34:03

Rcas-CM received call from c stating c pick up veh on 03/02/13 and today veh v

Rcas-CM submitted RHR

RCAS-SS received call from Domingo, that will be refer as c asking for RCAS-CM

a call back to c. Rcas send a ask to ARBS advising c will like to speak with a

Created by ZDR123N at 2013-02-21 06:36:48

eh didn't change gear again c stated that c don't want veh any more. Rcas adv

nt was reversed on 1/24/13 and reapplied \$1455.03 (principal) and \$544.97.

Rcas submitted RHR

Created by ZCM176N at 2013-03-15 10:05:03

Created by ZJP177N at 2013-04-03 09:21:12

***DRTS-SW received the RHR. The RHR was assigned to ARBS-ASM for review.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 794

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 795

REQUESTED BY: lattad

CAR ID: CA2673416

ised c that Rcas as a decision on the case
nd Spanish speaking rep. Rcas came back to c apologized for the hold. Rcas adv
RCAS-SS asked if contact information had changed, c stated no.

Arbs left vmx for [REDACTED] ph [REDACTED].

***At this time, NNA is not in a position to offer a repurchase of this vehicl

Created by ZAM176N at 2013-02-21 14:58:07

ised c that a message was send to ARBS and that Rcas send and task requesting

Rcas-CM received call from c inquire status do that veh still at the dlrship a

RCAS-SS asked c permission to place call on hold for 1 minute to verify if age

and Spanish agent. C understood and agree. Rcas ask for a further assistance.

Arbs-ASM submitted email to RCAS-CM to inquire if STP submitted and ETA on tra

Created by ZJP177N at 2013-04-03 12:46:56

e, as the vehicle has not been subject to an unreasonable number of repair att

nd c don't want veh any more. Rcas apologized to c for the inconvenience Rcas

nt is available, c agreed.

advised c that Rcas still don't have a decision on the case Rcas advised c to

Arbs received vmx from Joel.

C decline call ended mutually.

empts for any warrantable concerns that would substantially impair this vehicl

ns.

RCAS-SS thanked c for waiting period and informed c that agent is busy in anot

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: NP

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 796

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 797

REQUESTED BY: lattad

CAR ID: CA2673416

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 05/29/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/10/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: SANDRA

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 798

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 799

REQUESTED BY: lattad

CAR ID: CA2673416

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED] **VIN:** 5N1AR2MM3DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	374 Massachusetts	12/12/2012	12/12/18	0100000	04/06/13	01/01/01

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 800

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 801

REQUESTED BY: lattad

CAR ID: CA2673416

CURRENT SERVICE CONTRACT

CONTRACT: RCNE06379240

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 0

EFFECTIVE: 12/12/2012

EXPIRES: 12/12/18 **MILES:** 0100000

CANCEL: 04/06/13 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 05/29/13

PRINTED: 12/15/12

DEALER NO: 5374 **STATE:** MA

DEALER NAME: AUTOFAIR NISSAN/TEWKSB

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 802

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 803

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2709683
STREET: [REDACTED]	VIN: 5N1AR2MN1DC [REDACTED]	
CITY: BAKERSFIELD	YR/MDL: 2013.0 PTH	MILEAGE: 000000
ST/ZIP: CA [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 642	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3810 NISSAN OF BAKERSFIELD
DLR PH: 661 835 8600	DENY: 0	RESP DLR: 3810 NISSAN OF BAKERSFIELD
	REGION: 44	DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 02/20/13	XFER/RSPNSBLTY: 44 02 N
CONTACT (S):	OLLOWUP DATE: 03/06/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/06/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126000 OIL COOLER
AE ENGINE COOLING SYSTEM	YP PARTS AVAILABILITY (BACKORDER)
	YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 804

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 805

REQUESTED BY: lattad

CAR ID: CA2709683

C. A. R. COMMENTS

Created by ZMB111N at 2013-02-20 13:30:59

Created by ZYL176N at 2013-02-25 11:22:06

Parts Dept. Review

RCAS-AGC advised c that RCAS-AGC is not in a position to answer c's question a

crr-rc received a call from c's husband [REDACTED], who will now be refe

Parts Dept. Review

t this time.

Parts Dept. Review

RCAS-AGC advised c that there are many reasons as to why a component may be on

red to as c. c stated that c had a prob on the veh. c stated that c's veh is

backorder.

in 2 weeks right now. c stated that dlr informed c that c had a prob on the tr

Parts Dept. Review

ans cooler and its start leaking and informed c that the part need to be repla

RCAS-AGC advised c that RCAS-AGC would follow up with c on 2/28/2013 in regard

ced.

s to c's concern.

crr-rc informed c that theres is an ongoing case regarding the prob that c had

RCAS-AGC asked c if c has any other concerns that RCAS-AGC can address, c term

and informe c that srcas will call c on Wednesday 02/27 to give a resolution

inated call.

Created by ZMB111N at 2013-02-28 10:42:38

on c's veh. c understood.

c stated that c's veh is in NISSAN OF BAKERSFIELD right now.

SRCAS-MPB received update from NNA Parts-DC advising that part shipped to the

crr-rc informed c that crr-rc will send an internal message to srcas-mb to giv

dlr via FedEx on 27-Feb. NNA Parts provided FedEx Tracking number 7948 5370 95

09.

e c a call back.

Created by ZAC436N at 2013-02-28 12:47:15

crr-rc offered further assistance, c declined.

crr-rc gave the case number, extension number and crr's name.

RCAS-AGC noting NMPS shows part as allocated to dlrshp.

crr-rc leaving the case open.

RCAS-AGC sent email to SM-Ryan requesting verification if part has arrived at

Created by ZAC436N at 2013-02-26 11:31:23

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 806

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 807

REQUESTED BY: lattad

CAR ID: CA2709683

dlrshp.

Created by ZAC436N at 2013-02-28 14:33:11

RCAS-AGC contacted PM-Jeremy at Nissan of Bakersfield to confirm the following information:

RCAS-AGC received email from SM-Ryan.

Part Name: Oil Cooler

SM confirmed part has arrived at dlrshp.

Created by ZAC436N at 2013-02-28 14:45:30

Part Number: 216063KA1A

Order Number: 14408071

RCAS-AGC called c on [REDACTED] at 16:33 EST.

Dealer Name and Code: Nissan of Bakersfield/ 3810

RCAS-AGC left vmx with name, extension, and case number.

RCAS-AGC setting follow up for 3/1/2013.

Region Code:44

Created by ZAC436N at 2013-02-28 15:07:34

Location of the vehicle: at dlrshp

Can the vehicle be driven? If not, why? Inoperable due to concern

RCAS-AGC received call from c.

RCAS-AGC advised c that dlrshp has confirmed part is received.

The date the vehicle became inoperable: 2/11/2013

Part needed due to warrantable concern.

RCAS-AGC advised of follow up date on 3/4/2013.

C understood. Call ended mutually.

PM confirms part has not arrived at this time.

Call ended mutually.

Created by ZAC436N at 2013-03-04 11:41:29

RCAS-AGC called c on [REDACTED] at 13:38 EST.

RCAS-AGC left vmx with name, extension, and case number.

RCAS-AGC noting ETA in NMPS of 2/29/2013.

Created by ZKD176N at 2013-02-26 11:35:23

RCAS-AGC stated in vmx that RCAS-AGC is checking on the status of c's concern.

RCAS-AGC setting follow up for 3/6/2013.

SRD-KD in review of case for STP template and part number documented correctly

Created by ZAC436N at 2013-03-06 09:14:04

in case,

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 808

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 809

REQUESTED BY: lattad

CAR ID: CA2709683

Created by ZAC436N at 2013-02-26 12:48:27

RCAS-AGC called c on [REDACTED] at 11:10 EST.

RCAS-AGC asked c about the status of c's veh.

RCAS-AGC noting ETA is not 2/29/2013 and is 3/1/2013 as 2/29/2013 is not a val

C states the veh is repaired and c has no current concerns at this time.

id date.

Call ended mutually.

RCAS-AGC called c on [REDACTED] at 14:44 EST.

RCAS-AGC closing case.

RCAS-AGC left vmx with name, extension, and case number.

SUMMARY: C contacted CA as a result of a parts backorder. RCAS-AGC worked with

dlrshp and NNA Parts to resolve c's concern. C confirms the veh has been repa

RCAS-AGC called c on [REDACTED] at 14:46 EST.

ired and no other assistance is needed at this time.

RCAS-AGC left message requesting callback.

RCAS-AGC provided name and extension.

Call ended mutually.

RCAS-AGC setting follow up for 2/28/2013.

Created by ZAC436N at 2013-02-26 15:02:26

RCAS-AGC received vmx from c requesting callback on [REDACTED].

RCAS-AGC called c on [REDACTED] at 16:52 EST.

RCAS-AGC asked c how can NNA best assist c with c's veh at this time.

C states that c's part has been on backorder for 17 days and c wants veh fixed

RCAS-AGC advised c that part's current ETA is 3/1/2013.

C asked if c's part has been found or made at this time.

RCAS-AGC advised c that RCAS-AGC is not in a position to provide this informat

ion, and all RCAS-AGC can advise c at this time is that the information on han

d shows an ETA of 3/1/2013.

RCAS-AGC advised c that this date is only an estimate and RCAS-AGC will keep c

informed of the status.

C asked why part is on backorder.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 810

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 811

REQUESTED BY: lattad

CAR ID: CA2709683

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: PRAV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 21606-3KA1A

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/06/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 812

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 813

REQUESTED BY: lattad

CAR ID: CA2709683

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3810 California					

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 814

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 815

REQUESTED BY: lattad

CAR ID: CA2709683

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3810

STATE: CA

DEALER NAME: NISSAN OF BAKERSFIELD

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 816

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 817

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2719479
STREET: [REDACTED] **VIN:** 5N1AR2MM4DC [REDACTED]
CITY: MOUNT LAUREL **YR/MDL:** 2013.0 PTH **MILEAGE:** 000000
ST/ZIP: NJ [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: 0 **PAID:** 3,488 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2323 CLASSIC CARS NISSAN INC
DLR PH: 609 267 2886 **DENY:** 0 **RESP DLR:** 2323 CLASSIC CARS NISSAN INC
REGION: 26 **DIST: SL/SV/PT:** 06 06 36

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/22/13 **XFER/RSPNSBLTY:** 26 06 N
CONTACT (S): **FOLLOWUP DATE:** 05/03/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 05/03/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 126500 RADIATOR
AE ENGINE COOLING SYSTEM YX POOR OR IMPROPER OPERATION
BG POWERTRAIN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 818

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 819

CAR ID: CA2719479

C. A. R. COMMENTS

/22.

Concern: 1. PDI

Created by ZUO176N at 2013-02-22 07:55:57

Created by ZUO176N at 2013-02-22 07:57:23

-LF informed the c that once the info has been received NNA will re-review the Manalapan, NJ 07726 732 446-1900

nting a loaner veh with bluetooth as it is not known how long the veh will be

Rcas-bb setting follow up to 04/04/13.

Service Dept. Review

view. ARBS-LF thanked the c and neded the call.

Action Taken: 1. PDI

case. ARBS-LF thanked the c and ended the call.

Created by ZBB176N at 2013-03-19 09:52:24

Created by ZDR123N at 2013-04-02 13:46:40

Created by ZLF050N at 2013-04-04 07:43:16

crr-hd received a call from c

down. C stated the veh was purchased from Woodbury. C stated the veh broke d

Service Dept. Review

ARBS-LF case 10934476 was opened for an email that the c sent to NNA stating:

Created by ZBB176N at 2013-04-24 07:45:41

c stated that c is having issues on the veh for the transmission

DRTS-DR recb

Open 2-21-13 Closed 2-27-13 Miles 3,129 RO 451049

own and was towed to Classic Cars in Mt Holly. C is asking NNA to exchange th

Rcas-bb received letter and attached to the case.

Service Dept. Review

Concern: 1.C/S tech erratic no power heavy trans fluid leak no gears.

Created by ZBB176N at 2013-03-19 09:55:18

Created by ZDT877N at 2013-04-03 08:21:06

c stated that the veh broke down

e veh. C feels the veh has been compromised and is a safety issue. C's husba

Rcas-bb received a vmx from Dona on 04/24/13 requesting Rcas-bb to call [REDACTED]

Sent: Tue, Mar 19, 2013 11:03 am

Service Dept. Review

2. C states the rear hatch creaks top movement opening.

6-1900. Rcas-bb sending email to ARBS-LF.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 820

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 821

REQUESTED BY: lattad

CAR ID: CA2719479

ARBS-DT reviewed with DRTS-AH and confirmed IIR had been submitted. ARBS-DT no
c disconnected as crr-hd trying to get info on the vin
nd puts on 35K miles a year. C traded in a MUR that was prefect that is why
Rcas-bb contacted c at 11:52 am est at [REDACTED] Left vmx for c that Rcas
Service Dept. Review

Subject: FW: Case # 107194479

3. LOF

-bb received the letter for review and will contact c by Fri 03/22/13. Rcas-b
Bill,

Created by ZBB176N at 2013-04-24 09:46:35

c went with Nissan again. Rcas-bb will do a goodwill review and present c's r
Service Dept. Review

tes RHR should not have been submitted. Update provided to RCAS.

vrr-hd was unable to give crr name and ext number

4. Multipoint inspection

Attached is a copy of correspondence sent to Nissan Consumer Affairs last week
b will review letter Thu 03/21/13.

Created by ZMA999N at 2013-04-03 08:25:30

crr-hd closing the case

request to ARBS. C hopes NNA has integrity and takes back this veh with known
Rcas-bb was speaking to the SM-Ken at Classic Cars Nissan about another case.
Service Dept. Review

5. Supply rental veh

. As you might imagine, Dona and I have spoken with many both in and outside of

Created by ZBB176N at 2013-03-21 15:12:32

Created by ZSS176N at 2013-02-22 17:23:30

crr-ma noting related case email received in case # 10934476.

issue of the transmission. Rcas-bb to contact dlr Thu 02/28/13.

Service Dept. Review

SM-Ken inquired about [REDACTED] who wants to bring the veh to the dlr. Also

Action Taken: 1. Cause: Leak/techline.

crr-ma attached documents from case # 10934476 to case # 10719479.

Rcas-bb contacted c's husband at [REDACTED] at 4:58. Left vmx for c to call

Rcas-bb to contact c Fri 03/01/13.

Service Dept. Review

she has sent video and photos of the tailgate in action making noises that c
the industry. We recently purchased a Honda Accord for my employee and I just

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 822

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 823

CAR ID: CA2719479

veh was purchased at Woodbury Nissan

2. Tech found cooler line clamp failed-complete loss of fluid. Replaced CVT r
an be heard. [REDACTED] stated DTS-Mike Wetherill worked on it. She advised
Created by ZBB176N at 2013-02-28 07:20:13

crr-ma created a task for ARBS-LF for notification.

Date of Purchase:01/25/13

. Rcas-bb contacted c at 4:59 pm est at [REDACTED]. C asked to be called a
Service Dept. Review

took deliver on a pre-ownedInfiniti M37X.

02/21/13,c's veh was towed to Classic Nissan due to transmission issues.

ad assy and cooler lines per techline. Performed CVT reprogramming via techli
crr-ma exiting the case.

I was surprised to hear folks tell me thatmy dealer should be assisting us in

Rcas-bb contacted dlr at 9:15 am est at [REDACTED]. Rcas-bb asked for all t
Service Dept. Review

SM that she had contacted NHTSA and wants compensated for time off work and me

t 732-446-1900. Rcas-bb contacted c at 5:01 pm est at [REDACTED]. Rcas-bb
Created by ZLF050N at 2013-04-04 07:38:29

dical expenses.

discussed letter with c. C needs to have the bumper looked at and documented.

he ro's on the veh. Dlr is sending the ro to 615-967-3228. Rcas-bb was advis

>Loner veh was provided to c by Classic Nissan

ne. Detailed exterior of veh and performed undercarriage wash some odor from

our effort to resolve this issue withNissan. The last I heard from you was on

Service Dept. Review

burn off will be present.

c is expecting a more comparable veh with Bluetooth not a versa

Created by ZBB176N at 2013-04-24 09:47:07

C stated the tail gate concern has been documented and airbag light should b

Despite their good intentions and professional service, the localdealership wa

ed the veh was down from the 21st to the 27th. C picked up veh.

Service Dept. Review

the day my Pathfinder was disabled.

3. LOF

Created by ZBB176N at 2013-02-28 07:50:40

c thinks that something is seriously wrong with this brand-new

e documented. C stated c has had the repairs at Classic Nissan. Rcas-bb aske

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REQUESTED BY: lattad**

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CAR ID: CA2719479

I would ask that you share this with management.

Rcas-bb send email to ARBS-LF.

Service Dept. Review

s unable to provide me with a loaner that would meet my daily needs. As the doc
2013 Nissan pathfinder which is a manufacturer's defect.

4. Completed

Created by ZBB176N at 2013-04-24 14:58:20

d c what c wanted NNA to do. C stated c's wife expressed NNA replace the veh.
Rcas-bb submitted RHR and setting follow up with c to Fri 03/01/13.

Regards,

umented service record reflects, I was inconvenienced from the 21st to the 27th
c is one of Nissan's loyal c's who is planning to buy another Nissan

Created by ZDR123N at 2013-02-28 09:06:21

Created by ZLF050N at 2013-04-05 07:53:02

Rcas-bb advised c that a RHR was submitted to ARBS and was declined. Rcas-b
Rcas-bb contacted c at 4:53 pm est at [REDACTED]. There was no [REDACTED] in the
[REDACTED], AIC, HCRI-R

while the transmission and radiator were being replaced. I took this opportunity

ARBS-LF called the c at 2:21pm cst on 4-4-13

b advised c that with these new concerns Rcas-bb can add on to the RHR and res
Criterion Claim Service, Inc

directory. Rcas-bb contacted c at 4:55 pm est at [REDACTED] Left vmx for

***DRTS-SW received the RHR. The RHR was assigned to ARBS-DT for review.

ty to have the vehicle serviced and to address one minor issue with the back ga
veh for daughter and son in the near future.

225 Gordons Corner Rd Suite 1-E

ARBS-LF went over the IIR questions with the c and ARBS-LF thanked the c and e
c doesn't expect the veh worth \$40,000.00 to be working like this.

Created by ZDT877N at 2013-02-28 11:27:41

c that Rcas-bb was returning c's call.

te. After picking up the vehicle and operating the gate for the 1st time it ope

ubmit with the new information. C understood. C will get the bumped looked a

ARBS-DT in review of case and RHR and notes customer has requested replacement

Created by ZLF050N at 2013-04-26 09:04:57

crr-ss advised c that file will be transferred to rcas for review.

Manalapan, NJ 07726 Ph 732 446-1900 Fax 732 446-5262

nded the call.

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ned and then proceeded to close over my head! I knew it would stop upon resistance next week. Rcas-bb will have SM-Ken send the ro's for these current concerns. ARBS-LF received a call from the c at 9:58am cst on 4-26-13 but would my 83 year old dad? I had to return to the dealership where it was Created by ZLF050N at 2013-04-08 08:14:21 crr-ss advised c to expect a call within the next business day.

Dear Nissan North America,

due to transmission related concern. ARBS-DT notes the following repair history and will await c to get bumper issue documented. C thanked Rcas-bb. Setting ARBS-LF submitted a DTS request for the IIR inspection.

ARBS-LF the c wanted to know if the emails had been received for NNA's review c understood.

follow up to Tues 03/26.

On January 25, 2013 I took delivery of a 2013 Pathfinder from Woodbury Nissan, reprogrammed. A minor detail but an inconvenience nonetheless and the noise theory:

02/21/13 - 3,129 miles - Customer stated transmission erratic with no power. C and ARBS-LF stated that the email have been received. The c also asked if ARBS at prompted my request for the gate to be adjusted had returned. The service technician
Created by ZBB176N at 2013-03-26 08:44:40

Created by ZLF050N at 2013-04-09 08:03:56

crr-ss offered further assistance, c declined.

Woodbury NJ. Despite being over 30 minutes from my home I returned to this dealership. ARBS-LF received an email from DTS-MW stating that the DTS can meet with the customer who had replaced the transmission and radiator accommodated me without an appointment. crr-ss provided name, ext and file number.

dealership because of my very positive past experience.

-LF is going to review the case for the original claim to have the bumper replaced. Rcas-bb contacted dlr at 10:25 am est at [REDACTED] SM-Ken faxing ro for the customer also complained of fluid leak - Dlr replaced CVT due to failed cooler. As a part of the above transaction I traded in a 2009 Nissan Murano with 136,263 miles. crr-ss leaving file open, transferring response to rcas

the airbag concern. SM-Ken stated there is not repair for a tailgate concern on line clamp (7 days out of service).

appointment. He explained what he had done to attempt a small adjustment of the tailgate for the customer for the inspection on 4-15-13.

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ailgate. He suggested a service bulletin was coming out and to wait to have it

ARBS-DT notes no further repair history.

Created by ZLF050N at 2013-04-09 08:06:30

Created by ZSS176N at 2013-02-22 17:41:15

miles!

or the bumper.

mission died. ARBS-LF stated that NNA will also review the case for the bumper

ARBS-LF called the c at 9:04pm cst on 4-9-13

Created by ZBB176N at 2013-03-26 15:55:25

Created by ZDT877N at 2013-02-28 11:30:41

Please note Classic Nissan's address:

r. ARBS-LF thanked the c and ended the call.

resolved.

Thatb

1513 Route 38 Mount Holly, NJ 08060

ARBS-DT notes (1) transmission repair resulting in (7) days out of service. AR

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line

Created by ZBB176N at 2013-04-26 09:31:27

ience with the Murano I felt confident, safe and secure that I would have a sim

I have to tell you that when you spend close to \$42,000 on a vehicle that squeaks

Rcas-bb contacted c at 5:44 pm est at 856-722-0349. Rcas-bb advised c that the

ARBS-LF left the direct line number and ended the call

BS-DT notes NNA is not in the position to offer a vehicle replacement at this

Created by ZUO176N at 2013-02-22 07:57:23

e dlr is sending the ro's over. Rcas-bb advised there are concerns with the f

ilar experience with the long awaited and newly designed Pathfinder.

ks, it is not very comforting.

Rcas-bb received a call from c stating c sent an email and has had no response

fax system and some faxes are not getting through. C wondered if c would get a

Created by ZLF050N at 2013-04-09 14:17:15

crr-hd received a call from c

My wife [REDACTED] disgusted by what had transpired was assisting me by contacting N

On Thursday February 21, 2013 at approximately 7:30 am, after dropping off my t

. Secondly, c wants to know the status of the bumper situation. Rcas-bb advi

time. ARBS-DT recommended RCAS offer (1) vehicle payment as a one time goodwill

ARBS-LF received a call back from the c at 3:13pm on 4-9-13

c stated that c is having issues on the vehicle for the transmission

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issan, NHTSA and the New Jersey Department of Consumer Affairs. Stated simply
I gesture. RCAS follow up requested.

sed c that Rcas-bb will discuss the bumper concen with ARBS-LF and contact c.
wo teenagers and a neighborb

written response to c's letter or verbal from Rcas-bb. Rcas-bb will forward
and without warning lost acceleration. The engine revved but the vehicle came t
ARBS-LF informed the c that NNA would like to inspect the vehicle on 4-15-13 a
Created by ZBB176N at 2013-02-28 12:12:39

c stated that the veh broke down

Rcas-bb emailed ARBS-LF about the bumper situation and if Rcas-bb should open
she wanted this car taken back or replaced. We were concerned that the vehicle
the letter and management will decide if a letter will be sent as all correspo
another case for the bumper concern.

c disconnected as crr-hd trying to get info on the vin
ndence goes through the legal department.

nd the c stated that the c can meet with the DTS at 12:00pm and ARBS-LF stated
o an abrupt stop at the head of the intersection at Church and main in Southamp
Rcas-bb contacted c at 2:04 pm est at [REDACTED]. Rcas-bb gave the ARBS den
was now compromised and potentially unsafe. With respect to the diminution in
ial. Rcas-bb did not offer goodwill. C is devastated and this will probably
Rcas-bb forwarding letter to FOS-RC with c's request for a written response.
Rcas-bb received an email from ARBS-LF advising ARBS-LF will take care of the
that would be fine. ARBS-LF thanked the c and ended the call.

the vehicles value, we were led to believe that was not an issue, however upon
ton, NJ. I had no idea what had happened and was pretty concerned given my posi
vrr-hd was unable to give crr name and ext number

be the last experience with Nissan. C states this is a safety issue. NNA is
concern.

Created by ZBB176N at 2013-03-26 16:00:20

Created by ZLF050N at 2013-04-12 09:35:18

crr-hd closing the case

running a Car Facts Report we feel otherwise and this in our view constitutes c
tion in traffic during rushhour. I tuned off the ignition thinking that perhap
a large company. C wants to go to someone else and Rcas-bb advised this is NE
ARBS-LF called the dealer at 10:32am cst on 4-12-13

Created by ZLF050N at 2013-04-30 15:41:58

Created by ZSS176N at 2013-02-22 17:23:30

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REQUESTED BY: lattad

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consumer fraud. While the attached report reflects no difference in the price of Rcas-bb setting follow up to 04/01/13.

As it was a computer issue, as the cars behind me began to use their horns, not ARBS-LF called the c at 4:41pm cst on 4-30-13

ARBS-LF left the SM-Ken a message about the inspection on 4-15-13 at 12pm. Created by ZSD999N at 2013-04-02 11:25:41

realizing that I was in a vehicle that was completely disabled. A driver pulled R. Rcas-bb advised c to consult the Warranty Information Booklet. C asked if the vehicle, you cannot convince me nor assure me that upon sale or trade that veh was purchased at Woodbury Nissan

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line c can call Rcas-bb with questions and Rcas-bb stated yes. C thanked cas-bb. Created by ZLF050N at 2013-04-17 12:33:55

Crr-sd received call from c, verified all information has not changed from the Date of Purchase:01/25/13

factor will not work to my detriment. Dona discussed this issue specifically w up on my righthand side and advised me that the vehicle had spilled a large amount of fluid onto the roadway. On 02/21/13, c's veh was towed to Classic Nissan due to transmission issues.

ARBS-LF called the c at 1:33pm cst on 4-17-13

ARBS-LF left the direct line number and ended the call

with [REDACTED]. My conversations with the local dealership were admittedly less direct last time c called.

amount of fluid onto the roadway. At this point there was a considerable odor in the air.

Summary: C asked the veh to be exchanged. ARBS denied the exchange.

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line

Created by ZBB176N at 2013-03-01 08:20:56

Created by ZLF050N at 2013-05-03 12:51:33

C want to be transferred to RCAS-bb.

and smoke. This added to my sense of alarm for my personal safety and potentially

>Loner veh was provided to c by Classic Nissan

direct. I don't

*** Added after the case is closed. ***

ARBS-LF called the c at 1:50pm cst on 5-3-13

ARBS-LF left the direct line number and ended the call

c is expecting a more comparable veh with Bluetooth not a versa

Crr-sd advised c of transfer but if rcas-bb does not answer, crr-sd asked c if

Report. Candidly we discussed this situation with two local Nissan dealers and

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REQUESTED BY: lattad

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those in close proximity to the vehicle. I put on my hazards and began waiving
ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line
c is willing to leave a message on rcas-bb's voicemail. c agreed.
Created by ZLF050N at 2013-04-22 10:47:26
c thinks that something is seriously wrong with this brand-new
impatient morning commuters around my vehicle. Despite having purchased Nissan
Rcas-bb received a vmx from c's husband and returned call at 10:07 am est at 8
with two non Nissan dealers during a search for a new company car for my emplo
2013 Nissan pathfinder which is a manufacturer's defect.
56-722-0349. Left vmx for c's husband to call. Rcas-bb contacted c at 10:08
ARBS-LF called the c at 11:46am cst on 4-22-13
ARBS-LF left the direct line number and ended the call
Crr-sd provided ext ph for rcas-bb as 458103.
s Security +Plus Gold Preferred Extended Protection Plan, I realized I needed t
yee. Their responses were relatively consistent and ranged from b
am est at [REDACTED] C wanted an email address and mailing address. C sta
ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line
c is one of Nissan's loyal c's who is planning to buy another Nissan
Created by ZLF050N at 2013-05-03 16:21:52
Crr-sd offered further assistance. c declined, c satisfied.
db
o get out of that intersection as soon as possible.
ARBS-LF called the c at 5:04pm cst on 5-3-13
ARBS-LF left the direct line number and ended the call
Crr-sd provided c with case number, name and extension number.
n the condition of anonymity.
ted because c broke down the police pushed c and damaged the bumper and c stat
This community is serviced by the New Jersey State Police. I contacted them via
veh for daughter and son in the near future.
911 and within about 10-15 minutes I was pushed safely to the shoulder of the
ARBS-LF went over the IIR again with the customer and ARBS-LF stated that at t
c doesn't expect the veh worth \$40,000.00 to be working like this.
Created by ZLF050N at 2013-04-23 09:10:32
Crr-sd transferred c to rcas-bb VMX.
ed the transmission fluid leaked on the road and damaged the road surface.
To make matters worse, on Sunday 3/10/13 the passenger airbag and sensor light
ARBS-LF received a call back from the c and the c's husband [REDACTED] at 9:54am c

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REQUESTED BY: lattad

CAR ID: CA2719479

Created by ZBB176N at 2013-03-19 09:45:48

Crr-sd sent internal message to rcas-bb and exiting case.

crr-ss advised c that file will be transferred to rcas for review.

his time NNA is unable to assist with the medical bills, repurchase or replace roadway. In the process, I later realized upon picking the vehicle up after com was on while Dona was sitting in the passenger seat with her seatbelt fastened

Created by ZBB176N at 2013-04-02 12:26:53

crr-ss advised c to expect a call within the next business day.

ment of the vehicle. ARBS-LF stated that NNA has also sent out the denial lett plete replacement of the transmission and radiator, that there were minor scrap

Rcas-bb received a vms from c and returned call at 11:39 am est at [REDACTED] st on 4-23-13

. This poses another safety concern notwithstanding the inconvenience. Finally,

8. C stated c emailed a letter 03/11. Rcas-bb has not received it. C is fax

ARBS-LF went over the IIR with the customer and ARBS-LF stated that NNA has re c understood.

er that the c requested. The c stated that the c feels that NNA is not trying es on the bumper as a result. The Nissan Dealership that performed the now docu

Rcas-bb contacted c at 1:54 pm est at [REDACTED]. C stated that the tailgate the local service rep cautioned that I might smell some residual burning off o crr-ss offered further assistance, c declined.

e came down on Fri at Costco but c dodged it. Then on Sat c was loading groce f the transmission fluid that sprayed all over the undercarriage. This was not

ing a copy of the letter to [REDACTED]. Rcas-bb setting follow up to Fri 03 mented repairs could not help me with this aspect of my damages and I was instr to assist the customer and the c stated that the c feels that the c vehicle ne viewed the case and found that there is no defect with the rear hatch and at t /22.

crr-ss provided name, ext and file number.

eds to be repurchased due to all the concerns. The c asked if NNA reviewed the his time NNA is unable to assist with the repurchase or replacement of the veh immediately apparent but has become so.

ries from Shop Rite in Mt Laurel, and C stated the tailgate came down and hit ucted to discuss it with your consumer affairs rep Beverly. Since all of our co

As an Executive General Adjuster I come face to face with a dozen or more new p c in the head knocking c to the ground. C immediately contacted the Woodbury

Created by ZBB176N at 2013-03-19 09:52:24

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crr-ss leaving file open, transferring resp to rcas
icle. The c asked if NNA is going to do anything about the bodily injury and A
nversations were preceded by the disclosure that they would be recorded, I am s
video and could hear the concern in the video. ARBS-LF stated that NNA has re
and Classic Cars dlrshp and reported the incident. C spoke to a manager at Wo
Created by ZAT111N at 2013-02-25 06:26:16
eople on a weekly basis. When asked about my new Nissan, I can assure you my co
RBS-LF stated that NNA is unable to assist with any claim for bodily injury. T
Rcas-bb received letter and attached to the case.
ure you can confirm that she was not very receptive to this aspect of my damage
viewed the video and could not hear any abnormal noise. ARBS-LF stated that if
Created by ZBB176N at 2013-03-19 09:55:18
he c stated that the vehicle is still having concerns and the c stated that th
mments are not positive. Conversely, I took the same opportunity when asked abo
odbury but does not remember the name. C spoke to receptionist at Classic Car
Rcas-at called svc dlr @ 8:21 am est on [REDACTED]
s. I also expressed my sense of moral obligation to the locality whose macadam
the c feels there is a concern the c can take the vehicle to the dealer for a
e c has video on the concern and the c stated that the c wants to send over th
n inspection for any warrantable concerns. The c stated that the dealer does n
Rcas-at spoke to SM-Matt regarding c.
Rcas-bb contacted c at 11:52 am est at [REDACTED]. Left vmx for c that Rcas
roadway was damaged as a result of the transmission fluid spilling out from the
s and SM-Ken the next day. C stated c went to the doctors on Mon and has a co
ut my Murano, to express my complete satisfaction with that vehicle.
-bb received the letter for review and will contact c by Fri 03/22/13. Rcas-b
crank case, for lack of a better description of the CVT. I was given an email
e video and email. ARBS-LF stated that once the video is received NNA will re-
I look forward to and anticipate that the company will respond more favorably t
ncussion and will be out of work for the week. C stated depending on how c fe
ot want to look at the rear hatch because of the IIR and the DTS inspection. A
SM-Matt stated that this veh was not in SM history.
and physical address for this correspondence and for locality to address their
b will review letter Thu 03/21/13.
els c may also be out of work next week. Rcas-bb advised c that an agent from
o our genuine concerns as outlined herein.
RBS-LF stated that NNA can contact the dealer to inform the dealer that the II

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Rcas-at understood & ended call mutually.

review the case. The c stated that the c would also like the denial in writing and ARBS-LF stated that NNA will look into what can be sent and contact the c ARBS will contact c in 1-2 days. Rcas-bb stated if c does not hear from some concerns.

Created by ZBB176N at 2013-03-19 09:45:48

Rcas-at noting that c visits a Classic Nissan in NJ not OH.

Respectfully,

R has been completed and the dealer can inspect the vehicle. The c stated that about a denial letter once the new info has been reviewed. The c stated that

Created by ZLF050N at 2013-04-04 08:15:54

one in 2 days to contact Rcas-bb. Rcas-bb completed the IIR and Rcas-bt review

Rcas-bb received a vms from c and returned call at 11:39 am est at [REDACTED]

Rcas sending case to proper rcas & exiting case.

Steven M Fasano, AIC, HCRI-R

the c feels that NNA does not care about the customer and the c stated that t

8. C stated c emailed a letter 03/11. Rcas-bb has not received it. C is fax

ARBS-LF notes the dealer service records:

Created by ZBB176N at 2013-02-25 11:38:49

Criterion Claim Service, Inc

he c will just have to contact an attorney to get the results that the c wants

the c feels that the c will have to get an attorney to get anything done and A

wed.

225 Gordons Corner Rd Ste 1-e

. ARBS-LF stated that is well within the c's rights and c thank NNA for the re

Created by ZBB176N at 2013-04-02 12:27:39

ing a copy of the letter to [REDACTED] Rcas-bb setting follow up to Fri 03

Open 12-26-12 Closed 12-26-12 Miles 17 RO 232030

RBS-LF stated that it is well within the c's rights to retain a attorney. ARBS

Rcas-bb contacted c at 1:20 pm est at [REDACTED]. C clarified that c was wa

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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REQUESTED BY: lattad

CAR ID: CA2719479

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 01/29/13	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 05/03/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 844

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 845

REQUESTED BY: lattad

CAR ID: CA2719479

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	RCC430615057	2323 New Jersey	1/25/2013	01/25/17	0120000	01/01/01	01/01/01

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 846

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 847

REQUESTED BY: lattad

CAR ID: CA2719479

CURRENT SERVICE CONTRACT

CONTRACT: RCC430615057

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: 4

DEDUCTABLE: 100

EFFECTIVE: 1/25/2013

EXPIRES: 01/25/17 **MILES:** 0120000

CANCEL: 01/01/01 **MILES:** 0120000

TRANSFER: 01/01/01

TRANSACTION: 01/29/13

PRINTED: 02/02/13

DEALER NO: 2323 **STATE:** NJ

DEALER NAME: CLASSIC CARS NISSAN INC

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 848

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 849

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2722009
STREET: [REDACTED] **VIN:** 5N1AR2MN3DC [REDACTED]
CITY: HOUSTON **YR/MDL:** 2013.0 PTH **MILEAGE:** 000361
ST/ZIP: TX 77062 **VCAN:** N **IN SVC DATE:** 02/08/13
DAY PH: [REDACTED] **PAID:** 860 **RTL DLR:** NI NI
EVE PH: 999 999 9999 **SUSP:** 0 **SVC DLR:** 3986 CLEAR LAKE NISSAN
DLR PH: 281 557 5300 **DENY:** 0 **RESP DLR:** 3986 CLEAR LAKE NISSAN
REGION: 32 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000361 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/22/13 **XFER/RSPNSBLTY:** 32 02 N
CONTACT (S): **FOLLOWUP DATE:** 03/06/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/04/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	126500 RADIATOR
OC NISSAN DEALER ISSUES	222500 SERVICE PERSONNEL (NISSAN)
OF NNA., INC. ISSUES	227000 GEN. POWERTRAIN COMPONENT
AE ENGINE COOLING SYSTEM	WA PREMATURE WEAR/FAILURE
BF NSN DEALER SERVICE DEPT.	WT UNABLE DIAGNOSE/DUPLICATE
BG POWERTRAIN	ZQ GENERAL COMPLIMENT
BT DEPARTMENT PERSONNEL	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 851

CAR ID: CA2722009

C. A. R. COMMENTS

Created by ZBL178N at 2013-02-22 14:18:10

Created by ZBL178N at 2013-02-22 14:22:55

rcas-ac called to advise FOM of only 100k mile plan available for 72mnths, FOM Service Dept. Review

c called in and requested to file a complaint in regards to a veh concern. c s said this would be ok

Service Dept. Review

Created by ZAC175N at 2013-03-01 08:38:40

Service Dept. Review

tated that c have the veh for only 2wks. and the veh just died out on the road leaving c and c's child stranded. c was very frustrated and stated that this rcas-ac noting VSC is in progress

Service Dept. Review

Created by ZAC175N at 2013-03-01 08:41:27

leaves a very sour taste on the mouth. c have the veh towed the dir and was to ld that there's nothing wrong with the veh. c spoke with SM Perry and was advi rcas-ac called the c @ 10 39 am est on [REDACTED] & spoke to the c. rcas advis ed c that the VSC has not been processed & it is still in progress. rcas advis ed to call NNA to get assistance. crr-lb advised that the case will be forwar ded to RCAS for review and a specialist will give c a callback before the end ed c that rcas will call c once completed. C understood & agreed to follow up of the next business day. crr-lb offered further assistance. c declined. crr-l on 3/6/2013

b gave name,case and extension number. crr-lb forwarding the case to RCAS.

Created by ZAC175N at 2013-03-04 12:45:10

Created by ZBL178N at 2013-02-22 14:22:55

VSC has been processed

c called in and requested to file a complaint in regards to a veh concern. c s rcas-ac called the c @ 2 41 pm est on [REDACTED] & spoke to the c. rcas advise d c that VSC has been processed & c will receive something in the mail within tated that c have the veh for only 2wks. and the veh just died out on the road 30 days w/information on the VSC. rcas provided c with the policy # but advise leaving c and c's child stranded. c was very frustrated and stated that this d c that c may not have to use this warranty for a while because c is still wi leaves a very sour taste on the mouth. c have the veh towed the dir and was to ld that there's nothing wrong with the veh. c spoke with SM Perry and was advi

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 852

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 853

REQUESTED BY: lattad

CAR ID: CA2722009

thin factory warranty. C states c has been very please with how this whole thing was resolved with rcas. rcas advised of the survey, C will provide feedback sed to call NNA to get assistance. crr-lb advised that the case will be forward . C is happy with CA. Closing case

ded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb
***Trans cooler hose failed prematurely, C was initially very unhappy but was b gave name,case and extension number. crr-lb forwarding the case to RCAS. offered a VSC & C is very satisfied with NNA CA, Closing case as nomore assistance is needed**

Created by ZAC175N at 2013-02-25 13:34:52

rcas-ac called CLEARLAKE NISSAN @ 3 31 pm est & spoke to SM PS. SM PS states that the transmission cooler line came off. Veh has 300 miles on it. C was very upset about this. The dlr also showed c how everything was repaired so c wouldnt be so upset. SM said the veh stopped moving in traffic which is an inconvenience. rcas thanked SM PS & ended the call mutually.

Created by ZAC175N at 2013-02-25 14:25:05

rcas-ac called the c @ 4 23 pm est on [REDACTED] & left vmx
rcas-ac called the c @ 4 24 pm est on [REDACTED] & left vmx
rcas-ac noting that rcas changed the mileage in the case to 300 since SM said the veh had this mileage now @ the time of repair
rcas-ac setting for 2/26/2013

Created by ZAC175N at 2013-02-26 09:45:32

rcas-ac called the c @ 11 38 am est on 8323414541 & spoke to the c. rcas reiterated the concern & apologized. C said the veh is back now, C is very nervous to drive this veh because c is worried. C said it has 450 miles & stranded c with 350 miles. C said the dlr was good about handling it but c is worried because cs husband travels & c is by cs self. C said if this happened a few minutes earlier, something would have happened. C said c does not have towing assistance or anything..C wants to be reassured that nsn will take care of the c if this happens again. C wants to know cs options because c does not know what c is seeking from NNA> rcas advised c that rcas will look into the concern to see if NNA can offer anything to the c for the inconvenience & premature failure of the part. rcas empathized with c about the concerns. C was provided contact info & agreed to follow up by 3/1/2013

Created by ZAC175N at 2013-02-27 11:14:01

rcas-ac called FOM DG @ 1 14 pm est & spoke to FOM. FOM said FOM would be in f

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 854

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 855

REQUESTED BY: lattad

CAR ID: CA2722009

avor of giving c the 72 mnth/84k miles VSC for all cs troubles with a brand ne
w veh. rcas thanked FOM & ended the call

Created by ZAC175N at 2013-02-27 11:20:14

rcas-ac called the c @ 1 15 pm est on [REDACTED] & spoke to the c. rcas advise
d c that rcas looked into the concern & rcas is able to provide the gold preff
ered VSC. rcas explained to the c that this wrnty covers towing for the cover
ed repairs & also a certain amount of rental for covered repairs. rcas advised
that the term would be 72mnths/84k miles & c will be receiving some informati
on in the mail about the wrnty. C said this defenetly makes c feel much bette
r knowing that c will have towing assistance. C thanked rcas so much for being
able to do this. rcas verified address with the c & advised of the same follo
w up

Created by ZAC175N at 2013-02-27 11:21:56

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 856

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 857

REQUESTED BY: lattad

CAR ID: CA2722009

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/04/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 858

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 859

REQUESTED BY: lattad

CAR ID: CA2722009

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN3DC [REDACTED]

IN SCV DATE 02/08/13

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3986 Texas					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 860

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 861

REQUESTED BY: lattad

CAR ID: CA2722009

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3986

STATE: TX

DEALER NAME: CLEAR LAKE NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 862

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 863

REQUESTED BY: lattad

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SEWELL
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 856 629 1900

VCAN:
PAID:
SUSP:
DENY:

SC: NONE **CAR ID:** CA2724967
VIN: 5N1AR2MM4DC [REDACTED]
YR/MDL: 2013.0 PTH **MILEAGE:** 000000
IN SVC DATE
RTL DLR: NI NI
SVC DLR: 3042 NISSAN OF TURNERSVILLE
RESP DLR: 3042 NISSAN OF TURNERSVILLE
REGION: 26 **DIST: SL/SV/PT:** 06 06 36

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/23/13 **XFER/RSPNSBLTY:** 26 06 N
CONTACT (S): **FOLLOWUP DATE:** 03/14/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/25/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	WA PREMATURE WEAR/FAILURE
BG POWERTRAIN	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 864

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 865

CAR ID: CA2724967

C. A. R. COMMENTS

Created by null at 2013-02-23 10:06:52

Created by null at 2013-02-27 09:12:48

Created by ZBB176N at 2013-03-12 16:29:16

Service Dept. Review

Rcas-bb contacted c at 6:20 pm est at [REDACTED]. Rcas-bb left vmx that the

Service Dept. Review

Vehicle done, seems to be a repeatitive issue with 2013's. Transmission line i
ECW and check have been processed and c should receive the ECW and check in 2
s blowing off while driving as the clamps aren't holding. When driven, a new t

Service Dept. Review

-4 weeks. If c does not received ECW or the check in 4 weeks contact Rcas-bb.

ransmission and radiator are required for replacement. This is our 3rd one. Cu

Service Dept. Review

Service Dept. Review

stomer may be looking for a payment or something. Tech line was involved.

Summary: C had transmission line is blowing off while driving as the clamps
aren't holding. When driven, a new transmission and radiator are required for

Created by ZBB176N at 2013-02-28 13:37:41

Service Dept. Review

Rcas-bb contacted c at 3:30 pm est at [REDACTED] C's husband took the call
replacement. FOS-RC gave c an ECW-PT and 1 months veh payment.

and is referred to as c. C stated that c had the veh back and seems ok. Dlr

took care of the issue. C stated the concern was with the veh. Rcas-bb than

ked c for the feedback. C stated c understood things break. C thanked Rcas-b

b for the call.

Created by ZBB176N at 2013-02-28 13:48:38

Rcas-bb discussed case with TL-VF and goodwill was recommended. Rcas-bb noted

c has a 1 year maintenance plan. Rcas-bb emailed FOS-RC for goodwill advise.

Rcas-bb setting follow up to 03/04.

Created by ZBB176N at 2013-03-04 12:31:19

Rcas-bb received an email from FOS-RC stating to offer a an ECW-PT and reimbur
sement 1 months veh payment.

Created by ZBB176N at 2013-03-04 12:33:46

Rcas-bb contacted c at 2:28 pm est at [REDACTED]. Left vmx for c to call ab

out an update to case. Rcas-bb contacted c at 2:31 pm est at [REDACTED]. L

eft vmx for c to call about an update to case. Rcas-bb to offer c goodwill pe

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 866

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 867

CAR ID: CA2724967

r FOS-RC. Rcas-bb setting follow up to 03/07/13.

Created by ZBB176N at 2013-03-07 13:30:58

Rcas-bb contacted c at 3:22 pm est at [REDACTED]. Rcas-bb spoke to David the husband and will be referred to as c. Rcas-bb advised c that NNA would like to offer an ECW-PT which extends to warranty to 7 years or 100K miles and Rcas-bb can offer to reimburse c for a monthly payment. Rcas-bb advised c to take the wife to dinner on Nissan. C was happy. C will fax or email a copy of the statement for the monthly payment. C thanked Rcas-bb. Rcas-bb setting follow up to 03/11.

Created by ZKD176N at 2013-03-07 13:43:56

SRD-KD in review of case for days to close no further assistance required from SRD at this time. RCAS to submit for ECW for PT and 1 month car payment once C sends in docs.

Created by ZBB176N at 2013-03-11 14:43:59

Rcas-bb contacted c at 4:37 pm est at [REDACTED]. Rcas-bb advised Rcas-bb did not receive the doc for the 1 months payment. Rcas-bb overfed address. C is faxing the doc as the emailed copy did not get to Rcas-bb.

Rcas-bb received the fax and attached to the case.

Created by ZBB176N at 2013-03-11 14:45:26

Rcas-bb setting follow up to 03/12.

Created by ZBB176N at 2013-03-12 06:29:58

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF THE DLRSH: NMAC

MILEAGE:

DATE OF INVOICE:

PART NAME/NUMBER: monthly payment

PART AMOUNT:

LABOR AMOUNT:

SHOP SUPPLIES:

SUBTOTAL:

TAX AMOUNT:

TOTAL AMOUNT: 397.01

Rcas-bb submitting check request.

Created by ZBB176N at 2013-03-12 06:35:12

Rcas-bb contacted c at 8:31 am est at [REDACTED]. Rcas-bb left vmx that the doc was received and check will be made payable to c not the bank. Rcas-bb left vmx stating this is a reimbursement not a payment. Rcas-bb setting follow

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 868

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 869

REQUESTED BY: lattad

CAR ID: CA2724967

up to 03/14.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCFA
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/25/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: BETH	LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 870

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 871

REQUESTED BY: lattad

CAR ID: CA2724967

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3042 New Jersey					

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 872

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 873

REQUESTED BY: lattad

CAR ID: CA2724967

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3042

STATE: NJ

DEALER NAME: NISSAN OF TURNERSVILLE

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 874

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 875

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2744997
STREET: [REDACTED] **VIN:** 5N1AR2MM4DC [REDACTED]
CITY: PITTSBURGH **YR/MDL:** 2013.0 PTH **MILEAGE:** 002500
ST/ZIP: PA [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 1,660 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2551 STAR CHEV-NISSAN-VOLVO
DLR PH: 724 834 6100 **DENY:** 0 **RESP DLR:** 2551 STAR CHEV-NISSAN-VOLVO
REGION: 24 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 002500 **# NISSAN/INFINITI VEHICLES:** 4
VEHICLE MAINTAINED BY: STAR CHEVROLET-NISSAN-VOLV
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/27/13 **XFER/RSPNSBLTY:** 24 03 N
CONTACT (S): **FOLLOWUP DATE:** 03/19/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/19/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN WA PREMATURE WEAR/FAILURE

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 876

REQUESTED BY: lattad

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 877

REQUESTED BY: lattad

CAR ID: CA2744997

C. A. R. COMMENTS

Created by ZDM333N at 2013-02-27 12:27:07

Created by ZDM333N at 2013-02-27 12:57:50

e set for 3/1/13

nsmission fluid level as per Nissan techline and with their assistance perform rcas-lah advised c's conversation of trading out veh with dlrshp. Tom states b (+) Reg Fee\$63.50

Service Dept. Review

Created by ZHL167N at 2013-03-01 07:47:30

Created by ZHL167N at 2013-03-04 16:15:34

CRR-DM received a call from a dlr (STAR CHEVROLET-NISSAN-VOLVO/GEN. MANAGER-TO e advised by GM that c could exchange collateral or re-do lease and start over ed a cvt re-calibration. Road tested veh and shudder improved but still may ha

Service Dept. Review

(+) Tire Tax & Other Fee\$15.00

and unwind the lease veh has currently.

NY ACOSTA) calling in behalf of c stating that c is requesting for a buy back rcas-lah received faxed ro's from cochran nissan 3/4/13. rcas attached docs to rcas-lah received vmx from c returning rcas call on 3/1/13. c states c can be

Service Dept. Review

(=) Total NNA Pays to Dealer:\$41961.50

ve slight shudder at certain times. Veh is road worthy a this point but Nissan case

Created by ZJP177N at 2013-03-18 06:16:21

for the veh. GM told CRR-DM that GM already consulted Service Director about c is working on a counter measure to lessen shudder.

reached at [REDACTED].

Service Dept. Review

Tom states that c has been a loyal c to dlrshp out of the 7 veh's purchased 4

Arbs received signed agreement.

being nissan.

Created by ZHL167N at 2013-03-05 05:42:52

Created by ZJP177N at 2013-03-08 07:32:23

Service Dept. Review

's request and was advised to call nna directly for further assistance. GM tol

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 879

CAR ID: CA2744997

Arbs notes missing R.O> 467455 not listed on RHR, but in CPIA

Created by ZJP177N at 2013-03-18 07:05:06

d CRR-DM that the transmission of c's veh was replaced 2nd week of feb. 2012.
rcas-lah completed and submitted rhr to ARBS 3/5/13. changing follow up date 3
rcas-lah received faxed docs from star nissan 3/1/13 and attached to case.

Service Dept. Review

Tom states that c had veh for about 10 days when the transmission blew and sat

12/20-1/16/13

/8/13

Arbs notes o 50 days out of service and 3 repair attempts for a transmission i
at Cochran Nissan for 45 days waiting for part to be repair.

GM said that c recently brought back the veh to the dlr because of transmissio

Service Dept. Review

Created by ZAC177N at 2013-03-05 12:10:33

Dlr found that the trans cooler line attached to radiator come loose

n problem again. GM stated c's veh underwent a diagnosis and unfortunately nna
rcas-lah placed outbound call to c 3/1/13@ [REDACTED] and spoke with c. rcas
ssue.

Tom states that after veh was returned to c within a week of the new transmiss

Created by ZJP177N at 2013-03-18 07:22:16

dlr rep calling to know what is that status of the case

does not have a specific resolution on how to fix the transmission problem on
ion c began experiencing shuddering while passing other veh's and losing speed
**Radiator replaced.

reviewed case with c.

Arbs submitted check request in the amount \$41961.50 payable to the dealer.

Created by ZJP177N at 2013-03-08 07:33:15

crr-ac informed rep that i cannot disclose information to avoid misinformation
c states that transmission was replaced at Cochran Nissan. c states that one w
c's veh. CRR-DM told GM that c's concern will be escalated to RCAS and c will
Arbs taking over file.

be receiving a call from RCAS before the end of the next business day. GM und

Created by ZJP177N at 2013-03-18 14:49:11

crr-ac suggested to rep that i will transfer his call to RCAS rep
week after the repair was completed the transmission failed again.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 880

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 881

REQUESTED BY: lattad

CAR ID: CA2744997

Tom states that techline advised that c should drive veh for another 800 miles

Created by PKA298N at 2013-03-08 08:32:28

C states taking veh back to selling dlrshp Star Chevrolet Nissan and spoke wit
dlr rep understood

erstood.

. Tom does not feel comfortable nor does the c feel comfortable with that as v

Vehicle Concern

Created by ZJP177N at 2013-03-19 14:51:56

crr-ac received a call from c

CRR-DM offered further assistance, GM declined.

Drts-KR cld dlr 3948 @ 10:23, need to request missing ro #467455 & clarify da

eh shudders and c has a family of 5 and does not feel safe to continue to driv

h GM Tony Acosta and owner Tom Delany. C states that dlrshp is planning on swa

Arbs received check# [REDACTED] payable to dealer

crr-ac c states c wants to speak w/ RCAS rep

CRR-DM provided GM with name, case number, and ext number.

e.

pping veh's with c and putting c in a new nissan from dlrshp and dlrshp to tak

ys down, spoke to S/A Josh who advsd will fax ro needed & the veh was down 26

Created by ZJP177N at 2013-03-19 14:55:25

crr-ac advised c that i will try to reach the extension of and

CRR-DM forwarding file to rcas.

days for repairs (parts on backorder) & C was in a RENTAL the entire time. For

e c's veh.

Tom states NNA should step in and take back this veh or dlrshp will have to do

Arbs mailed check to dealer via FedEx# 799317868717.

CRR-DM exiting case.

C states that dlrshp has this plan set up and is waiting to hear back from NNA

if i reach voicemail dlr rep will be transferred to voicemail and leave a mess

ro #468558 - veh was down 24 days (part on backorder) & C was in RENTAL the e

something to assist the c.

age dlr rep agreed also advised dlr rep i will send an internal message to RCA

confirming that this is ok to do.

Created by ZHL167N at 2013-02-28 11:37:11

Created by ZJP177N at 2013-03-19 14:55:48

ntire time. Gave fax # & name.

rcas-lah thanked Tom for the information and call was transferred back to serv

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 882

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 883

CAR ID: CA2744997

Arbs closing file.

Created by PKA298N at 2013-03-08 08:40:49

ice.

rcas-lah apologized for c's experience. advised processing repurchase request.

rcas-lah placed outbound call to dlrshp 2/28/13 and spoke with sm-tim. rcas re

S rep

advised contacting dlrshp and speaking with Tom Delany. c understood.

Created by ZJP177N at 2013-03-19 14:51:56

crr-ac offered further assistance

Drts-KR obtained & attached Factory Invoice.

rcas-lah spoke with sm-tim and requested ro's to be re-faxed as the first copy

viewed case with sm.

Arbs received check# 0141436346 payable to dealer

Created by PKA298N at 2013-03-08 09:02:48

dlr rep declined

rcas-lah advised process may take up to 10 days. c understood.

sm states that techline has been contacted. sm states veh is ready for c to pi

was dark.

ck up. sm states that techline is reviewing counter measures to lessen shudder

Created by ZJP177N at 2013-03-19 14:55:25

crr-ac transfered call

Drts-KR rec'd missing ro from dlr 3948 & updated RHR.

rcas-lah advised following up with c on 3/4/13.

rcas-lah ended call mutually.

Arbs mailed check to dealer via FedEx# 799317868717.

Created by ZDR123N at 2013-03-05 12:20:38

Created by ZET176N at 2013-03-11 09:10:48

ing of veh. sm states that veh is operable and running properly for road.

rcas-lah thanked c and ended call mutually.

Created by ZHL167N at 2013-03-01 07:48:21

Created by ZJP177N at 2013-03-19 14:55:48

crr-et received call from Sales Manager Tonio STAR CHEVROLET-NISSAN-VOLVO. Sm-

***DRTS-SW received the RHR. The RHR was assigned to ARBS-JP for review.

rcas-lah advised c may be seeking a repurchase request. rcas seeking sm to fax

rcas-lah received docs and attached to case from star nissan 3/1/13

any open/closed ro's of veh to rcas @ [REDACTED]

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 884

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 885

REQUESTED BY: lattad

CAR ID: CA2744997

Arbs closing file.

Created by ZHL167N at 2013-03-01 15:23:35

Created by ZHL167N at 2013-03-05 15:35:28

rcas-lah received email notification from CSM-JS that case needs to be reviewed. Tonio asked for updates on the case. crr-et informed c that Arbs is already handled by ARBS.

Handling the case. Sm-Tonio would like to be transferred. crr-et understood and rcas-lah emailed sa-zach at cochran nissan to fax any opened/closed ro's on c's case. rcas-lah received internal message that c had contacted rcas and is requesting assistance. rcas-lah thanked sm and ended call mutually.

Created by ZHL167N at 2013-02-28 11:49:20

Created by ZHL167N at 2013-03-01 07:59:51

informed c that if vmx is reached c can leave a message then crr-et will send an return call 3/5/13

s veh 3/1/13

Created by ZHL167N at 2013-03-04 16:11:31

internal message to Arbs and inform that c called in. c agreed and thanked crr-et. rcas-lah placed outbound call to c 2/28/13@[REDACTED] and left vmx. provided message. rcas-lah placed outbound call to c 3/5/13@[REDACTED] and spoke with c. rcas-lah placed outbound call to Cochran Nissan 3/1/13 and requested all RO's information. advised follow up date from service dept. Rcas spoke with sa-zach. rcas provided fax number. rcas-lah received re-faxed docs from star nissan 3/4/13. rcas attached to case.

crr-et reviewed case with c.

.

crr-et offered further assistance, c declined.

c states that c did not contact rcas this day. c states that a nissan engineer is set for 3/1/13

contacted c this week to discuss c's veh and issues.

Created by ZHL167N at 2013-03-01 07:47:30

Created by ZHL167N at 2013-03-01 08:32:36

Created by ZHL167N at 2013-03-04 16:15:34

crr-et provided name, ext.

crr-et exiting case.

rcas-lah apologized for the call and advised that follow up is still set for 3/1/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 886

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 887

REQUESTED BY: lattad

CAR ID: CA2744997

rcas-lah placed outbound call to dlrshp 3/1/13 and spoke with owner [REDACTED]
rcas-lah received faxed ro's from cochran nissan 3/4/13. rcas attached docs to
rcas-lah received vmx from c returning rcas call on 3/1/13. c states c can be
/8/13. c understood.

case

Created by ZJP177N at 2013-03-11 09:43:24

reached at [REDACTED].

y. rcas reviewed case with Tom.

Arbs left vmx for Tony/Sales Manager.

Created by ZDM333N at 2013-02-27 12:57:50

rcas-lah advised c's conversation of trading out veh with dlrshp. Tom states b

rcas-lah thanked c and ended call mutually.

Created by ZHL167N at 2013-03-07 07:55:13

Created by ZJP177N at 2013-03-11 10:31:03

CRR-DM received a call from a dlr (STAR CHEVROLET-NISSAN-VOLVO/GEN. MANAGER-TO

e advised by GM that c could exchange collateral or re-do lease and start over

rcas-lah received faxed docs from star nissan 3/1/13 and attached to case.

and unwind the lease veh has currently.

Arbs received vmx from Tony.Sales person.

NY ACOSTA) calling in behalf of c stating that c is requesting for a buy back

rcas-lah received vmx from Tony Acosta from Star Chevrolet Nissan requesting a

Created by ZJP177N at 2013-03-11 10:33:00

for the veh. GM told CRR-DM that GM already consulted Service Director about c

rcas-lah placed outbound call to c 3/1/13@[REDACTED] and spoke with c. rcas

return call on case 3/7/13.

Tom states that c has been a loyal c to dlrshp out of the 7 veh's purchased 4

Arbs left vmx for Tony Acosta./Sales

being nissan.

rcas-lah placed outbound call to dlrshp 3/7/13 and was advised that Tony was o

reviewed case with c.

's request and was advised to call nna directly for further assistance. GM tol

Created by ZJP177N at 2013-03-11 11:10:28

c states that transmission was replaced at Cochran Nissan. c states that one w

d CRR-DM that the transmission of c's veh was replaced 2nd week of feb. 2012.

ff this day. rcas left vmx. advised Tony that rcas has spoken with c this week

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 889

CAR ID: CA2744997

Tom states that c had veh for about 10 days when the transmission blew and sat Arbs received vmx from Steve Cassely/FOM.

at Cochran Nissan for 45 days waiting for part to be repair.

week after the repair was completed the transmission failed again.

GM said that c recently brought back the veh to the dlr because of transmissio regarding the repurchase request and how long the process takes. advised Tony

Created by ZJP177N at 2013-03-11 11:12:27

C states taking veh back to selling dlrshp Star Chevrolet Nissan and spoke wit n problem again. GM stated c's veh underwent a diagnosis and unfortunately nna that once a decision is made on c's request the c will be notified as well as

Tom states that after veh was returned to c within a week of the new transmiss Arbs left vmx for SC/FOM.

does not have a specific resolution on how to fix the transmission problem on h GM Tony Acosta and owner Tom Delany. C states that dlrshp is planning on swa ion c began experiencing shuddering while passing other veh's and losing speed the dlrshp.

Created by ZJP177N at 2013-03-08 06:35:50

Created by ZJP177N at 2013-03-11 12:59:36

c's veh. CRR-DM told GM that c's concern will be escalated to RCAS and c will pping veh's with c and putting c in a new nissan from dlrshp and dlrshp to tak Arbs contacted Tony/Sales and discussed the SOC. Arbs requested new buyer's or Arbs received RHR for review.

be receiving a call from RCAS before the end of the next business day. GM und e c's veh.

Tom states that techline advised that c should drive veh for another 800 miles

Created by ZJP177N at 2013-03-08 06:50:04

C states that dlrshp has this plan set up and is waiting to hear back from NNA der and new invoice. SM agreed to send it over.

erstood.

. Tom does not feel comfortable nor does the c feel comfortable with that as v

Arbs notes service history.

confirming that this is ok to do.

Created by ZJP177N at 2013-03-12 06:51:51

CRR-DM offered further assistance, GM declined.

eh shudders and c has a family of 5 and does not feel safe to continue to driv

1/16-2/8/13 1442 miles

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CUSTOMER ASSISTANCE REQUEST

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CUSTOMER ASSISTANCE REQUEST

PAGE: 891

REQUESTED BY: lattad

CAR ID: CA2744997

Arbs receive new b.o. and inv.

CRR-DM provided GM with name, case number, and ext number.

e.

rcas-lah apologized for c's experience. advised processing repurchase request.

advised contacting dlrshp and speaking with Tom Delany. c understood.

Arbs emailed SM/TD requesting copy of registration.

CRR-DM forwarding file to rcas.

C/S to inspect for cvt trans slipping. Internal failure to cvt trans unit.

Tom states NNA should step in and take back this veh or dlrshp will have to do

Created by ZJP177N at 2013-03-12 07:46:02

CRR-DM exiting case.

**Dir 1517 previous failure the tranny unit and performed testing and found th

rcas-lah advised process may take up to 10 days. c understood.

something to assist the c.

Arbs received loan info from AF/NMAC.

at the other line was not able to secure properly which could cause transmissi

Created by ZHL167N at 2013-02-28 11:37:11

rcas-lah advised following up with c on 3/4/13.

rcas-lah thanked Tom for the information and call was transferred back to serv

25006715057

ice.

on failure. Replaced all of the spring clamps with new screw type clamps and t

rcas-lah placed outbound call to dlrshp 2/28/13 and spoke with sm-tim. rcas re

rcas-lah thanked c and ended call mutually.

Created by ZHL167N at 2013-03-01 07:48:21

est drove for several miles and over night to verify the repair and found that

Payoff amount \$39723.90 good to 3/31/13

rcas-lah spoke with sm-tim and requested ro's to be re-faxed as the first copy

viewed case with sm.

4 payments received

rcas-lah received email notification from CSM-JS that case needs to be reviewe

sm states that techline has been contacted. sm states veh is ready for c to pi

the tranny unit and cooler lines now operate as designed.

was dark.

2/25-2/28/13 2497 miles

ck up. sm states that techline is reviewing counter measures to lessen shudder

d by ARBS.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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CUSTOMER ASSISTANCE REQUEST

PAGE: 893

REQUESTED BY: lattad

CAR ID: CA2744997

Payment amount \$637.00
rcas-lah ended call mutually.

Created by ZHL167N at 2013-03-01 07:59:51
C/S while driving and going to accelerate the veh feels like gas/ccar skips. A
ing of veh. sm states that veh is operable and running properly for road.
Yes to SOC b

Created by ZJP177N at 2013-03-12 08:06:14
lmost as if the tires are spinning. When it does accelerate it feels like it s
rcas-lah advised c may be seeking a repurchase request. rcas seeking sm to fax
rcas-lah placed outbound call to Cochran Nissan 3/1/13 and requested all RO's
rcas-lah received docs and attached to case from star nissan 3/1/13
any open/closed ro's of veh to rcas @ [REDACTED]
Arbs sent email to Tony/SM advising SOC approved.

Created by ZHL167N at 2013-03-01 15:23:35
from service dept. Rcas spoke with sa-zach. rcas provided fax number.
tutters. Also when going up a gradual hill or grade it feels like there is no

Created by ZJP177N at 2013-03-12 09:59:53
power and sometimes when accelerating it feels like the truck is shaking.
rcas-lah emailed sa-zach at cochran nissan to fax any opened/closed ro's on c'
rcas-lah thanked sm and ended call mutually.
Arbs notes NNA and dealer agreement for the replacment/SOC

Created by ZHL167N at 2013-02-28 11:49:20

Created by ZHL167N at 2013-03-01 08:32:36

**Dir test drove and confirmed shuddering when slowing down and then accelerat
s veh 3/1/13

Created by ZHL167N at 2013-03-04 16:11:31
ing. Not noticed when coming to a complete stop. No DTS's in any system. No re
(+) New Vehicle Invoice:\$41754.00
rcas-lah placed outbound call to c 2/28/13@[REDACTED] and left vmx. provid
rcas-lah placed outbound call to dirshp 3/1/13 and spoke with owner Tom Delane
(+) Doc Fee\$129.00

ed name, case number, contact information, date of call. advised follow up dat
program shown available. Tranny fluid clean and slight over full. Adjusted tra
rcas-lah received re-faxed docs from star nissan 3/4/13. rcas attached to case
y. rcas reviewed case with Tom.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 894

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 895

REQUESTED BY: lattad

CAR ID: CA2744997

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: NP
CALLBACK: 0		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST: A	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/19/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 896

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 897

REQUESTED BY: lattad

CAR ID: CA2744997

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		2551 Pennsylvania					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 898

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 899

REQUESTED BY: lattad

CAR ID: CA2744997

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2551

STATE: PA

DEALER NAME: STAR CHEV-NISSAN-VOLVO

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CUSTOMER ASSISTANCE REQUEST

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 901

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2751037
STREET: [REDACTED] **VIN:** 5N1AR2MM7DC [REDACTED]
CITY: DORCHESTER **YR/MDL:** 2013.0 PTH **MILEAGE:** 000900
ST/ZIP: MA [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 0 **PAID:** 2,259 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3410 QUIRK NISSAN, INC.
DLR PH: 617 472 6700 **DENY:** 0 **RESP DLR:** 3410 QUIRK NISSAN, INC.
REGION: 26 **DIST: SL/SV/PT:** 10 10 40

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000900 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/28/13 **XFER/RSPNSBLTY:** 26 10 N
CONTACT (S): **FOLLOWUP DATE:** 04/10/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/10/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN WA PREMATURE WEAR/FAILURE
YX POOR OR IMPROPER OPERATION
ZP FLUID LEAK

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CUSTOMER ASSISTANCE REQUEST

PAGE: 902

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 903

REQUESTED BY: lattad

CAR ID: CA2751037

C. A. R. COMMENTS

Created by ZRR999N at 2013-02-28 12:01:51

Created by ZRR999N at 2013-02-28 12:12:48

Created by ZSA345N at 2013-03-27 15:43:33

No repair orders are over 7 days at this time. I will attach a copy of the cur

Service Dept. Review

why NNA would let C drive off the lot knowing that there was this concern. RC

AS-SC said that this is not a recall and there was no way for NNA to know the

CRR-RM received a call from c.

rent repair order

Service Dept. Review

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

Created by ZSA345N at 2013-03-06 15:05:13

c stated that c's veh is part of the recall and c stated that c's veh broke do

NAME OF THE LIENHOLDER: NMAC

Service Dept. Review

veh would have the concern ahead of time. C asked what about this VSC. RCAS-SC

ACCOUNT# [REDACTED]

advised this is the most comprehensive VSC that NNA offers and after the basi

RCAS-SC called SM- Jerry at QUIRK NISSAN

Service Dept. Review

wn and c stated that c's veh has issue with transmission which is a known issu

c warranty expires, C would only pay \$100 for repairs covered under the warran

e.

PAYMENT AMOUNT:\$376.74

Service Dept. Review

SM said that the transmission is on order and due to arrive tomorrow. SM said

c stated that c was advised by the dlr to have c's veh repair but the reason w

part #31020 3WX0E and radiator and hoses and clamps were also on order and due

RCAS-SC SUBMITTING CHECK REQUEST FOR \$376.74 PER FOS

Service Dept. Review

ty. C said that C already paid for this. RCAS-SC advised that there is no VSC

attached to this VIN in the system. C said that C will have to check into this

Created by ZSA345N at 2013-03-27 15:47:24

hy c called in is due to c thinks that c is no longer safe with the veh and c

in tomorrow. SM said that this is the only time the veh has been into the dlr

Service Dept. Review

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 905

REQUESTED BY: lattad

CAR ID: CA2751037

does not want the veh anymore.

. RCAS-SC asked if C wanted to accept this offer. C said that C will accept th
RCAS-SC noting that street address was too long for the MSGR to be included an
Service Dept. Review

shp.

Created by ZSA345N at 2013-03-06 15:18:07

c stated that the last time c brought the veh to the dlrshp just today

d go check request to go through

e monthly payment, but will check with the dlrshp regarding the coverage that

Service Dept. Review

Created by ZSA345N at 2013-03-27 15:49:43

c stated that c was assisted by service adviser- David grainfield.

C thought C already purchased. RCAS-SC understood. RCAS-SC advised that C woul

RCAS-SC called C at [REDACTED] and spoke with C and advised that RCAS-SC has
Service Dept. Review

c stated that c almost had accident.

d need to fax the veh statement to RCAS-SC to process and asked C to verify th

RCAS-SC called C at [REDACTED] and left message on vmx advising that the veh

received the information that RCAS-SC needs and C's request is still in review

Service Dept. Review

crr-rm advised c that crr-rm will forward c's concerned to RCAS and expect a c

e spelling of C's name and C's address. C verified C's information and took RC

. RCAS-SC advised that RCAS-SC spoke with SM and verified that the transmissio

Service Dept. Review

statement was received and check request submitted and will followup on 4/2. R

all in the end of the next business day.

AS-SC's fax number 615-984-5138. RCAS-SC advised that RCAS-SC will process onc

CAS-SC left RCAS-SC's contact information.

n, radiator and hoses were on order and due in tomorrow for the dlrshp to work

crr-rm transfer the case to RCAS.

e received and will followup again on 3/19 to advise of the status and for C t

on the veh. RCAS-SC advised that NNA will still review C's request in the mea

RCAS-SC resetting followup for 4/2

Created by ZSA345N at 2013-04-02 14:17:23

CRR-RM offered further assistance, c decline

ntime and RCAS-SC will followup with C again on 3/11, but cannot promise that

o advise if C would like to proceed with the VSC at that time. C agreed.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 906

REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 907

CAR ID: CA2751037

CRR-RM offered name, case and extension number

RCAS-SC called C at # [REDACTED] and spoke with C and advised that the check re

RCAS-SC resetting followup for 3/19

there will be an update at that time. C asked how long the process takes. RCAS

Created by ZKD176N at 2013-03-19 06:10:28

CRR-RM exiting the case

quest and the VSC is still in process and was just delayed due to the end of t

-SC advised that the process can take up to 10 business days, but RCAS-SC will

continue to followup to advise if there is an update yet or not. C agreed and

Created by ZRR999N at 2013-02-28 12:12:48

he month and the holiday. RCAS-SC advised that RCAS-SC will followup again on

SRD-KD in review of case for days to close no further assistance required from

4/5. C agreed and call was ended mutually.

CRR-RM received a call from c.

said that C will wait for the call and call was ended mutually.

SRD at this time.

Created by ZSA345N at 2013-03-19 12:08:53

c stated that c's veh is part of the recall and c stated that c's veh broke do

RCAS-SC resetting followup for 3/11

RCAS-SC resetting followup for 4/5

Created by ZDR123N at 2013-03-06 15:53:46

Created by ZSA345N at 2013-04-05 08:58:49

RCAS-SC called C at #6173310071 and spoke with C and advised that RCAS-SC has

wn and c stated that c's veh has issue with transmission which is a known issu

DRTS-DR recb

e.

not yet received C's veh statement. C said that C hadn't faxed it yet and aske

RCAS-SC called C at [REDACTED] and spoke with C and advised that the check wa

Created by VCA449N at 2013-03-07 07:48:15

c stated that c was advised by the dlr to have c's veh repair but the reason w

d for the fax number again. RCAS-SC provided C [REDACTED] C understood. C a

s approved and the VSC is still pending. RCAS-SC apologized and advised that t

ARBS-CA received RHR

he VSC should be processed the first part of next week and RCAS-SC will call C

hy c called in is due to c thinks that c is no longer safe with the veh and c

sked about the VSC and how that would work. RCAS-SC said that if C wanted to t

02/28/13 1288 miles

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CUSTOMER ASSISTANCE REQUEST

PAGE: 908

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 909

CAR ID: CA2751037

again by 4/10 at the latest. RCAS-SC advised that C will receive the check when I make this, RCAS-SC would just submit the request and C will receive some information. C does not want the vehicle anymore.

within the next 30 days. RCAS-SC advised that the VSC is for 72 months or more. C stated that the last time C brought the vehicle to the dealership just today.

--C states vehicle will not drive

within 2-4 weeks. C understood. RCAS-SC advised that if C has any further concerns,

C stated that C was assisted by service adviser- David Grainfield.

---Dlr in the process of replacing transmission

and C called RCAS-SC. C agreed and call was ended mutually.

for 75,000 miles, whichever comes first. C said okay and C would like to take an

8 days down as of 3/7/13

C stated that C almost had an accident.

RCAS-SC resetting followup for 4/10

in favor of this. RCAS-SC said that RCAS-SC will go ahead and submit this now.

Created by VCA449N at 2013-03-07 07:54:12

Created by ZSA345N at 2013-04-10 09:28:05

CRR-RM advised C that CRR-RM will forward C's concerns to RCAS and expect a call

and will process the check once the vehicle statement is received. C asked if the call

will be all in the end of the next business day.

***ARBS-CA reviewed file. After careful evaluation, NNA will not be able to

check if the check would go to NMAC or C. RCAS-SC advised that C will continue to make payments.

RCAS-SC called C at [REDACTED] and spoke with C and advised that the VSC

CRR-RM transfer the case to RCAS.

offer repurchase at this time as there have not been an unreasonable number of

payments has been processed and C will receive something in the mail within the next 30

days and C will be the one receiving the check. C understood. RCAS-SC provided

CRR-RM offered further assistance, C declined.

C with RCAS-SC's contact number and call was ended mutually.

days. RCAS-SC advised that as RCAS-SC advised C last week, the check was already

repair attempts for any warrantable concerns

already processed and C should have received the check soon. C said that C already received the check.

CRR-RM offered name, case and extension number

NNA will continue to honor the terms and conditions of all applicable warranties.

RCAS-SC resetting followup for 3/21

Created by ZSA345N at 2013-03-19 12:12:34

CRR-RM exiting the case

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 910

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 911

CAR ID: CA2751037

ies

. RCAS-SC said that this was great. RCAS-SC asked if C had any further questio

Created by VCA449N at 2013-03-07 07:54:45

Created by ZSA345N at 2013-03-01 07:02:03

ns or concerns. C said no. RCAS-SC advised that if anything further comes up t

RCAS-SC correct, RCAS-SC advised C of followup on 3/22, not 3/21

ARBS-CA would suggest as goodwill, one monthly payment and service contract co

Created by ZKD176N at 2013-03-19 06:10:28

o call RCAS-SC and asked if C has the number. C said that C does and thanked R

RCAS-SC sharing the case with SM and FOM for more information

CAS-SC and call was ended mutually.

ntract

RCAS-SC requesting SM to fax or attach all invoices and timestamps for those i

SRD-KD in review of case for days to close no further assistance required from

Created by ZSA345N at 2013-03-11 12:05:45

Created by ZSA345N at 2013-04-10 09:36:03

nvoices open 7 days or more

SRD at this time.

Created by ZSA345N at 2013-03-01 07:03:39

Created by ZSA345N at 2013-03-19 12:08:53

RCAS-SC forwarded ARBS suggestion and RHR for FOS review.

RCAS-SC SUMMARY:

C called in due to a concern with the transmission and requested a buyback of

Created by ZSA345N at 2013-03-11 12:08:07

RCAS-SC called C at #6173310071 and spoke with C and advised that RCAS-SC has

RCAS-SC emailing FOM, FOS, and CSM to advise of C's request

Created by ZSA345N at 2013-03-01 16:06:12

not yet received C's veh statement. C said that C hadn't faxed it yet and aske

RCAS-SC called C at # [REDACTED] and left message on vmx advising that C's

the veh. RCAS-SC shared the case with SM, FOM and CSM and requested SM to fax

case is still being reviewed and RCAS-SC will followup again on 3/14. RCAS-SC

d for the fax number again. RCAS-SC provided C [REDACTED]. C understood. C a

or attach all ROs to the case. RCAS-SC called C and advised that the informati

RCAS-SC called C at # [REDACTED] and spoke with C and advised that RCAS-SC

is looking into C's request. RCAS-SC advised that RCAS-SC is waiting on more i

left RCAS-SC's contact number.

on has been requested and will reviewed and process typically takes up to 10 b

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 913

CAR ID: CA2751037

sked about the VSC and how that would work. RCAS-SC said that if C wanted to take this, RCAS-SC would just submit the request and C will receive some information from the dlrshp and advised that once RCAS-SC receives the invoices RCAS-SC sharing the case with SM for current status.

usiness days. C understood. SM noted that the veh has only been in the one tim
ation within the next 30 days. RCAS-SC advised that the VSC is for 72 months o
e, and the parts were due to come in the next day and SM attached the invoice.
from the dlrshp, the process will take approximately 10 business days for the
RCAS-SC resetting followup for 3/14

Created by null at 2013-03-12 06:07:47

r 75,000 miles, whichever comes first. C said okay and C would like to take ad
RCAS-SC submitted RHR. ARBS reviewed and denied repurchase or replacement of
review. RCAS-SC advised that NNA takes the request seriously, but RCAS-SC can
No new repair orders created since last attachment was added. The vehicle tran
not promise that NNA will be able to do this or not, but will certainly review
the veh and suggested to offer a monthly payment reimbursement and a VSC. RCAS
vantage of this. RCAS-SC said that RCAS-SC will go ahead and submit this now a
nd will process the check once the veh statement is received. C asked if the c
-SC forwarded ARBS suggestion to FOS for review. FOS approved ARBS suggestion
mission is now complete, however veh was sent to body shop yesterday to repai
the request. C understood. C said that the tech told C that there is a manufa
and advised to offer one month veh payment and a gold preferred \$100 deductibl
cturing problem with the veh that NNA knows about this and that NNA knew about
heck would go to NMAC or C. RCAS-SC advised that C will continue to make payme
r rear bumper. Rear bumper was damaged when veh broke down and state troopers
e for 72 months/75,000 miles. RCAS-SC called C and advised that NNA is not in a
had to push veh off highway.

nts and C will be the one receiving the check. C understood. RCAS-SC provided
this in December and C purchased the veh in January. C said that C is disappo

Created by ZSA345N at 2013-03-14 12:16:23

C with RCAS-SC's contact number and call was ended mutually.

inted that NNA allowed the veh to be sold to C and C had a State Trooper to he
position to repurchase/replace the veh at this time, but would like to reimbu
lp push C's veh off the highway and C doesn't want this veh back. RCAS-SC said
RCAS-SC received email from FOS advising that FOS approves ARBS suggestion and
RCAS-SC resetting followup for 3/21

rse C for a month's veh payment and offered the gold preferred for 72 months/7

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CUSTOMER ASSISTANCE REQUEST

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CUSTOMER ASSISTANCE REQUEST

PAGE: 915

REQUESTED BY: lattad

CAR ID: CA2751037

5,000 miles with a \$100 deductible. C accepted. RCAS-SC asked C to verify C's advised to offer one month veh payment and a gold preferred \$100 deductible
Created by ZSA345N at 2013-03-19 12:12:34

that RCAS-SC certainly understands C's concern and NNA will certainly look in for 72 months/75,000 miles.

information and to fax a copy of the veh statement. C verified and agreed. RC

RCAS-SC correct, RCAS-SC advised C of followup on 3/22, not 3/21

to this, but cannot promise that this will be done. C understood. RCAS-SC prov

AS-SC received veh statement and submitted check request and VSC request. RCAS

Created by ZSA345N at 2013-03-14 12:34:39

Created by ZSA345N at 2013-03-22 12:42:14

ided C with RCAS-SC's contact number and advised that RCAS-SC will continue to

followup every few business days to advise of the status if there is an updat

RCAS-SC called C at # [REDACTED] and left message on vmx advising that RCAS

RCAS-SC called C at # [REDACTED] and spoke with C and advised that NNA is not i

-SC called C and advised once check was approved and VSC processed. C understo

e or not and will followup again on 3/6. C understood and call was ended mutua

n a position to repurchase or replace the veh at this time. RCAS-SC advised th

od.

-SC has not yet received C's veh payment statement and if C would fax the stat

at although NNA will not repurchase or replace the veh, RCAS-SC would like to

ement to RCAS-SC at [REDACTED] and if any questions to call RCAS-SC at RCAS

lly.

RCAS-SC closing the case.

offer reimbursement for a month's veh payment, and also a Gold Preferred VSC w

RCAS-SC resetting followup for 3/6

-SC's contact number.

Created by null at 2013-03-02 05:50:24

ith a \$100 deductible for 72 months/75,000 miles. C said that C wants to know

RCAS-SC resetting followup to 3/27

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CUSTOMER ASSISTANCE REQUEST

PAGE: 917

REQUESTED BY: lattad

CAR ID: CA2751037

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SNSH
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 04/09/13	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 04/10/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: LISSELOTT	LANGUAGE:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 919

REQUESTED BY: lattad

CAR ID: CA2751037

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM7DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	RCCD00006069	410 Massachusetts	3/26/2013	01/07/19	0075000	01/01/01	01/01/01

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 921

REQUESTED BY: lattad

CAR ID: CA2751037

CURRENT SERVICE CONTRACT

CONTRACT: RCCD00006069

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 3/26/2013

EXPIRES: 01/07/19

MILES: 0075000

CANCEL: 01/01/01

MILES: 0075000

TRANSFER: 01/01/01

TRANSACTION: 04/09/13

PRINTED: 04/13/13

DEALER NO: 3410

STATE: MA

DEALER NAME: QUIRK NISSAN, INC.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 922

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 923

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2789057
STREET: [REDACTED] **VIN:** 5N1AR2MM6DC [REDACTED]
CITY: CAMILLUS **YR/MDL:** 2013.0 PTH **MILEAGE:** 001500
ST/ZIP: NY [REDACTED] **VCAN:** Y **IN SVC DATE:** 01/27/13
DAY PH: [REDACTED] **PAID:** 3,468 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5360 FUCCILLO NISSAN
DLR PH: 315 944 3200 **DENY:** 0 **RESP DLR:** 5360 FUCCILLO NISSAN
REGION: 26 **DIST: SL/SV/PT:** 07 07 37

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 03/07/13
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001500 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: FUCCILLO NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/07/13 **XFER/RSPNSBLTY:** 26 07 N
CONTACT (S): **FOLLOWUP DATE:** 04/12/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/12/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN VF NON-WARRANTY ITEM GOODWILL ASSIS
WA PREMATURE WEAR/FAILURE
YX POOR OR IMPROPER OPERATION

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 924

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 925

REQUESTED BY: lattad

CAR ID: CA2789057

C. A. R. COMMENTS

adiator in the vehicle, but it is still not ready.

Created by null at 2013-03-07 16:05:59

Created by ZRA999N at 2013-03-08 09:04:25

eived an update on the case: regarding the pmnt reimb & b/o part: transmissio

RCAS-SC resetting followup for 4/8

received the c case: regarding the veh concern and if the c could contact the

Service Dept. Review

adiator in the vehicle, but it is still not ready.

Created by ZRA999N at 2013-03-08 09:04:25

Created by ZSA345N at 2013-04-09 11:58:16

n & if the could contact the rcas back at ext 458170

rcas back at ext 458170

Service Dept. Review

firstname : Jeff

rcas-bsb set the follow up date for 03/14/13

rcas-bsb the follow up date is set for 03/19/13

RCAS-SC called C at # [REDACTED] and left message on vmx advising that the docs

Service Dept. Review

This has gone on too long, I just need this problem fixed. We were not even o

Created by ZBB175N at 2013-03-14 08:29:08

Created by ZBB175N at 2013-03-14 14:47:51

firstname : Jeff

Service Dept. Review

This has gone on too long, I just need this problem fixed. We were not even o

were received and will be submitted and will followup again on 4/12.

Created by ZSA345N at 2013-04-09 12:00:36

ffered a loaner vehicle. The dealership may be working to fix the problem, bu

lastname : Goodelle

rcas-bsb received in bound call from the c at 4:20pm: rcas informed the c that

rcas-bsb received vmx from the c @ 5:19pm: requesting a call back to [REDACTED]

Service Dept. Review

8 mobile (Mr)

ffered a loaner vehicle. The dealership may be working to fix the problem, bu

lastname [REDACTED]

NNA is in the position to reimb the c for 2 months pmnts- c thanked the rcas-

RCAS-SC received email from SM saying that the veh was repaired on 3/20

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 926

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 927

CAR ID: CA2789057

Service Dept. Review

Created by ZSA345N at 2013-04-09 12:06:00

email [REDACTED]

- rcas informed the c that the rcas would need a copy of the pmnt coupon or st
rcas made out bound call to c mobile [REDACTED] @ 10:11am: rcas informed the
Service Dept. Review

t enough is enough. I am paying \$575 per month for this new vehicle to sit in
c that the rcas was returning the c call

email : [REDACTED].com

mnt, pop; and since the check is over \$1,000.00 poo--

Service Dept. Review

t enough is enough. I am paying \$575 per month for this new vehicle to sit in

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

homephone : [REDACTED]

NAME OF THE LIENHOLDER: NMAC

rcas gave the c the rcas fax: 615-984-5004...

rcas informed the c that the call is being recorded- c states that is fine

Service Dept. Review

the shop for 15 days and counting. Please call me or email me with a solutio

ACCOUNT#: [REDACTED]

c states on 2/21/13: the c wife was driving the veh (highway) the veh was smok

homephone : [REDACTED]

rcas verified the customer address:

Service Dept. Review

the shop for 15 days and counting. Please call me or email me with a solutio

5119 PRAIRIEVIEW DR

address1 : 5119 Prairieview Drive

ing and would not go out of drive, and the veh was towed to the dlr #5360...

n, maybe another vehicle, since this current one in not very reliable.

PAYMENT AMOUNT: \$576.88

address1 : [REDACTED]

CAMILLUS, NY [REDACTED]

c states the next day- 5 miles down the road from the dlr #5360 the veh starte

n, maybe another vehicle, since this current one in not very reliable.

TOTAL REIMBURSEMENT AMOUNT:\$1153.76

address2 :

Created by ZRA999N at 2013-03-08 09:10:56

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 928

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 929

REQUESTED BY: lattad

CAR ID: CA2789057

d smoking and would not go out of drive - so the c called the dlr and the dlr rcas informed the c that it can take up to 3 business days for the check to be RCAS-SC submitting reimbursement request for 2 months vehicle payment per FOS address2 :

*****Customer e-mail details*****

processed- c states that is fine...

RCAS-BSB already verified C's information per previous notes.

stated that a clamp to the tranny was bad-- c states so the veh was at the dlr city : Camillus

Created by ZSA345N at 2013-04-09 12:07:21

email addressed to :nnaconsumeraffairs@nissan-usa.com

for a couple of days...

rcas also informed the c that the eta date for the part to arrive at the dlr i

city : Camillus

c was called by the dlr and was informed: that the radiator/trany needs to be

Method of contact: e- mail

RCAS-SC resetting followup for 4/12

s 3/28/13- rcas informed the c that the dlr & Nissan are doing everything to l

Created by ZSA345N at 2013-04-12 12:16:58

ocate the part before 3/28/13...

open recalls/service campaigns:0

replaced and 16 days later the c still has not heard from the dealer, so the c

twitter :

alled the owned of dlr #5360- and the owner informed the c that the 1st tranny

rcas also asked the c if the c was provided a loaner veh from the dealer, and

RCAS-SC called C at # [REDACTED] and left message on vmx that the check was ap

*****response details*****

twitter :

email addressed to : jgoodelle@yahoo.com

proved and C will receive within 2-4 weeks. RCAS-SC left RCAS-SC's contact num

state : NY

that came in- part was bad and the dlr had to send the part back...

the c states yes, and the c is happy with the loaner

ber.

c states that the dlr told that the part is on back order and the part will no

c thanked the rcas and the call ended mutually

Method of contact: e- mail

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 930

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 931

REQUESTED BY: lattad

CAR ID: CA2789057

state : NY

Created by ZSA345N at 2013-04-12 12:19:44

crr-ra 's resolution: crr-ra left vmx to c; requested to get more information

rcas-bsb the follow up date is set for 03/19/13

t be in until 3/28/13 (will be a total of 36 days the veh has been at the dlr)

zip : 13031

1) rcas informed the c that the rcas will contact the dlr to get an update on about c's concern

Created by ZBB175N at 2013-03-14 14:48:53

RCAS-SC called C at # [REDACTED] and left message on vmx that the check was ap

zip : 13031

crr-ra keeping case open, waiting for c's call / email

owner : true

proved and C will receive within 2-4 weeks. RCAS-SC left RCAS-SC's contact num

rcas-bsb the follow up date is for 3/21/13 (not 3/19/13)

the b/o transmission

2) rcas will research to see if the c request for a 1 month pmnt reimb of \$575 ber.

Created by ZRA999N at 2013-03-08 09:11:08

Created by ZSA345N at 2013-03-21 13:59:44

owner : true

.00

case pending

Created by ZSA345N at 2013-04-12 12:40:54

make : Nissan

RCAS-SC noting that RCAS-BSB is no longer with NNA and RCAS-SC has no access t

Created by ZRA999N at 2013-03-08 12:02:20

c states that the c has been researching on line and has noticed that the c ve

make : Nissan

o RCAS-BSB's email and cannot verify that docs were received.

RCAS-SC SUMMARY:

C emailed NNA regarding the veh being down due to the transmission shortly aft

crr-ra called c

h qualifies for the lemon law- and the c might file a claim, as the c would li

RCAS-SC emailed SM for current status.

source : NissanContactUs

c provided all information c asked

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 932

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 933

REQUESTED BY: lattad

CAR ID: CA2789057

Created by ZSA345N at 2013-03-21 14:02:23

er purchasing the veh and requesting payment reimbursement for the time the ve
ke to be taken out of the veh-- but the c would like to speak to the c wife fi
source : NissanContactUs

crr-ra advised c that an nna representative will call c within two business da
h was down. RCAS-BSB called C and C requested a monthly payment reimbursement
RCAS-SC called C at # [REDACTED] and left message on vmx
rst before the c has rcas pursue with a buy back request and the c will contac
vin : 5N1AR2MM6DC [REDACTED]

Created by ZSA345N at 2013-03-21 14:05:10

due to the veh being down. RCAS-BSB emailed FOS to review. FOS approved 2 mo
t the rcas back

vin : 5N1AR2MM6DC [REDACTED]

ys from receipt of the Case to ask a series of detailed questions; verified #
c thanked the rcas and the call ended mutually

dealerstate :

nths veh payment reimbursement. RCAS-BSB called C and advised that NNA would r
RCAS-SC called C at # [REDACTED] and left message on vmx advising that RCAS-SC
to c ; c agreed

Created by ZBB175N at 2013-03-14 08:41:40

crradvised c of the case #

dealerstate :

eimburse C 2 months veh payments and advised C to send in POO and veh statemen
has taken over the case and will need C to fax the docs that RCAS-BSB asked f
crr-ra informed c that crr sent c an email

dealersname : FUCCILLO NISSAN

or due to RCAS-BSB no longer being with NNA. RCAS-SC provided fax #615-984-513
rcas- bsb made out bound call to dlr #5360 315-944-3200 @ 10:29am:

t and asked C to verify C's information. C verified C's information. RCAS-SC c
8 and RCAS-SC's contact number.

alled C and advised that C's docs were not yet received and asked C to fax doc
c thanked crr

dealersname : FUCCILLO NISSAN

rcas spoke to sm-Gary: sm states the c veh has been down since 2/21/13: 1st tr
ansmission ordered 2/26/13: came in with an internal problem- dlr had to order
comments : I need your assisatance and I would like to bring to Nissan's atten

Created by ZJB185N at 2013-03-11 15:06:33

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 934

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 935

REQUESTED BY: lattad

CAR ID: CA2789057

RCAS-SC resetting followup for 3/26
s to RCAS-SC. C agreed. RCAS-SC received docs and submitted check request and another transmission

called and left a message for C on vmx to advise that the check was approved a comments : I need your assisatance and I would like to bring to Nissan's atten
Created by ZVS777N at 2013-03-26 14:44:58

When the veh started experiencing concerns
2nd transmission ordered 3/8/13 **STP** and should be at the dlr by 03/28/13
nd C will receive within 2-4 weeks.

RCAS-VS made outbound call to c on # [REDACTED] and left VMX with Case#, Phone#
Symptoms:

tion my current situation with my new 2013 Nissan Pathfinder. My wife and I I
2/21/13
, name and ext.

rcas informed the sm that the rcas will follow up with the dlr by 03/21/13
RCAS-SC closing the case.

tion my current situation with my new 2013 Nissan Pathfinder. My wife and I I

eased a 2013 Pathfinder about 1.5 months ago, it currently has about 1,500 mil
Multiple repairs: When, what was done, and where

rcas thanked the sm and the call ended mutually
Created by ZBB175N at 2013-03-14 08:56:35

CVT HOSE REPLACED 2/21/13 VEH TOWED BACK TO DLR 2/22/13
eased a 2013 Pathfinder about 1.5 months ago, it currently has about 1,500 mil
Setting Follow-up date 3/28/13

Created by ZSA345N at 2013-03-28 14:19:27
es and has been a disaster.

rcas-bsb emailed the fos-RC: rcas informed the fos of the c concerns with the
Was the multiple repairs covered under warranty or paid out of pocket
es and has been a disaster.

RCAS-SC noting that RCAS-SC received vehicle invoice and bank statement with a
transmission: the veh broke down on the c wife, while driving down the highway
WARRANTIED

Has c had a diagnostic at an authorized NNA dealership within the last 30 days
(smoking & would not go out of drive 2/20/13). The veh was towed to the deale
This is my wife's car, and the car broke down on the highway 16 days ago and a
withdrawal for the same amount, but no customer information on the statement.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 936

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 937

CAR ID: CA2789057

r, and the c was informed that a clamp for the tranny was bad and needed to be replaced. RCAS-SC noting that RCAS-SC will still need the POO and veh statement.

This is my wife's car, and the car broke down on the highway 16 days ago and a YES

Created by ZSA345N at 2013-03-28 14:23:01

Apparently the connection to the transmission was loose, so the car would not move and needed to be replaced.

Where do you service your vehicle at? (if the dealership how often)

N/A

Apparently the connection to the transmission was loose, so the car would not move. RCAS-SC called C at # [REDACTED] and left message on vmx advising that the docs

The c picked up the veh on 2/21/13 and was about 5 miles down the road, and then the veh started smoking and would not go out of drive again, so the veh was towed

received, RCAS-SC cannot use and will still need a veh statement and POO to be received and began to smoke. The vehicle was towed to Fuccillo Nissan and the car was

Where was the diagnostic performed

at the dealer.

He faxed to 615-984-5138. RCAS-SC left RCAS-SC's contact information.

The vehicle was towed to Fuccillo Nissan and the car was

Which dealership? Date FUCCILLO NISSAN 2/22/13

as picked up by my wife the next day. My wife, with my daughter in the car again

Created by ZSA345N at 2013-03-28 14:25:05

The dealer had to order another tranny (1st order 2/26/13 internal problem had to

Who did c speak with at the dealership? BILLY FUCCILIO JR AND PETE

as picked up by my wife the next day. My wife, with my daughter in the car again

RCAS-SC called C at # [REDACTED] and left message on vmx advising that the

reorder part) 2nd tranny ordered 3/8/13 *STP* and the part should be at the dealer

What was the diagnostic? CVT TRANS AND RAD REPLACE

again, broke down on a minor highway 5 miles from the dealership with the same error

by 03/28/13.

docs received, RCAS-SC cannot use and will still need a veh statement and POO

Is the veh operable? NO

again, broke down on a minor highway 5 miles from the dealership with the same error

*** The c has not had their veh since 2/21/13 and he is asking for a payment reim

bursement to be faxed to 615-984-5138. RCAS-SC left RCAS-SC's contact information.

Where is the vehicle at currently? DLR

for 1 month of \$575.00 ***

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 938

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 939

REQUESTED BY: lattad

CAR ID: CA2789057

How much is the repair? WARRANTIED

RCAS-SC resetting followup for 4/3

xact problem. Vehicle would not move and began to smoke again. The vehicle w

Created by ZSA345N at 2013-04-03 12:36:04

rcas-bsb reset the follow up date for 03/21/13

What is c requesting from NNA? C IS REQUESTING VEH BOUGHT DUE TO C FEELING VEH

xact problem. Vehicle would not move and began to smoke again. The vehicle w

as again towed back to the dealership and it contiues to sit at the dealership

Created by ZBB175N at 2013-03-14 14:31:35

IS A LEMON

RCAS-SC called C at # [REDACTED] and spoke with C's wife and asked for C to cal

=====

as again towed back to the dealership and it contiues to sit at the dealership

I RCAS-SC. C's wife asked if RCAS-SC was still looking for the docs. RCAS-SC s

rcas-bsb received email from the fos-RC: NNA is in the position to offer the c

a 2 months pmnt reimb (\$575.00 2x).. NNA is also in the position to offer the

aid yes. C's wife said that C and C's wife is on vacation in Texas and had tri

and not yet ready to be picked up. We are now at 15 days in the shop, and it

Created by ZJB185N at 2013-03-11 15:07:19

and not yet ready to be picked up. We are now at 15 days in the shop, and it

c a rental veh

C HAS MADE 2 PAYMENTS W/OUT BEING ABLE TO DRIVE VEH

ed to fax before, but the line was busy.C's wife said that C's wife will try t

Created by ZBB175N at 2013-03-12 14:08:10

Created by ZBB175N at 2013-03-14 14:31:44

is still unable to be picked up. They said they put a new transmission and r

o fax the docs again in about a half hour. RCAS-SC agreed and call was ended m

is still unable to be picked up. They said they put a new transmission and r

rcas-bsb made out bound call to c mobile [REDACTED] @ 4:03pm: left vmx: rcas

rcas made out bound call to c mobile [REDACTED] @ 4:24pm: left vmx: rcas rec

utually.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 940

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 941

REQUESTED BY: lattad

CAR ID: CA2789057

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: SNFA
CALLBACK: 0		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00	USERID:
	NEW INFO: 0	DATE: 00/00/00	USERID:
	OTHER: 0	DATE: 00/00/00	USERID:
	COMMENTS ONLY: 0	DATE: 00/00/00	USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 04/12/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 942

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 943

REQUESTED BY: lattad

CAR ID: CA2789057

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM6DC [REDACTED]

IN SCV DATE 01/27/13

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		5360 New York					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 944

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 945

REQUESTED BY: lattad

CAR ID: CA2789057

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5360

STATE: NY

DEALER NAME: FUCCILLO NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 946

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 947

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2796628
STREET: [REDACTED] **VIN:** 5N1AL0MM3DC [REDACTED]
CITY: RENO **YR/MDL:** 2013.0 JX **MILEAGE:** 009000
ST/ZIP: NV [REDACTED] **VCAN:** Y **IN SVC DATE:** 07/14/12
DAY PH: [REDACTED] **PAID:** 693 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 70490 INFINITI OF RENO
DLR PH: 775 229 7100 **DENY:** 0 **RESP DLR:** 70490 INFINITI OF RENO
REGION: 92 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 009000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/09/13 **XFER/RSPNSBLTY:** 92 03 N
CONTACT (S): **FOLLOWUP DATE:** 04/02/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/01/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 948

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 949

CAR ID: CA2796628

C. A. R. COMMENTS

Created by ZNM176N at 2013-03-09 12:59:17

Created by ZNM176N at 2013-03-09 13:09:54

n. SM advised tech-line was advised as well. RCAS-JB thanked for information,

Service Dept. Review

call ended mutually.

"RCAS-NM; 3.9.13

Service Dept. Review

Created by ZBJ176N at 2013-03-15 11:47:06

RCAS-NM Verified Name, address and latest contact number.

Service Dept. Review

RCAS-JB received response from CSM-BL and INF/retailer repairing the vehicle i

RCAS-NM Verified Vehicle Mileage.

Service Dept. Review

n accordance with the our New Vehicle Limited Warranty, with a manufactured tr

RCAS-NM Verified Previous Cases, Found:NONE

Service Dept. Review

ansmission.

RCAS-NM Verified Recalls and Campaigns, Found:NONE

Service Dept. Review

Created by ZBJ176N at 2013-03-21 12:40:18

Cust confirmed best contact # as [REDACTED]

Service Dept. Review

Cust Michael Glick called in about 2013 Infiniti JX35 with VIN#:5n1a10mm [REDACTED]

RCAS-JB contacted customer to advised would like to extend offer:

Service Dept. Review

866

b

Service Dept. Review

b

Cust states vehicle transmission went out at 9k miles, cust took veh to RTLR i

customer states accepts offer and appreciates assistance. RCAS-JB advised will

n Reno, veh has been with RTLR one full week, cust is upset because veh is get

proceed with submitting ECW request. RCAS-JB verified address in system as co

ting a rebuilt transmission inside a new vehicle, cust feels that this will de

rect. customer thanked. RCAS-JB advised once ECW is approved should receive w

vaule the vehicle."

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 950

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 951

REQUESTED BY: lattad

CAR ID: CA2796628

Created by ZBJ176N at 2013-03-11 12:05:17

ithin 30 days. customer thanked and agreed. call ended mutually.

Created by ZBJ176N at 2013-03-22 09:11:55

RCAS-JB contacted retailer to speak with SM on case. SM-Dusty advised has cons
FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: Customer being reimbursed one
ulted with FOM and vehicle has low mileage. SM-Dusty advised customer drove ve
hicle without transmission fluid. SM-Dusty advised remanufactured transmission
monthly vehicle payment as goodwill gesture suggested by CSM-BL, due to custo
mer replacement of transmission. Document attached shows proof of ownership.
will be placed in vehicle. SM-Dusty advised FOM is still looking into custom
er concern, and FOM advised possibly extending warranty on transmission. SM-Du
NAME OF THE DLRSHIP:

MILEAGE:

sty advised FOM stated will get back with SM to advise if new transmission wil

DATE OF INVOICE:

I be put in customer vehicle. RCAS-JB thanked, call ended mutually.

Created by ZBJ176N at 2013-03-11 12:09:22

PART NAME/NUMBER:

PART AMOUNT:

RCAS-JB contacted customer to advise case is still under review. customer stat
es appreciates phone call and will await decision. RCAS-JB thanked and advise

LABOR AMOUNT:

d should have decision on whether transmission that is replaced will be new or

SHOP SUPPLIES:

rebuilt, by EOB Wednesday. customer agreed and thanked. call ended mutually.

SUBTOTAL:

Created by ZBJ176N at 2013-03-13 12:11:57

TAX AMOUNT:

RCAS-JB contacted retailer to speak with SM on case. SM-Dusty advised spoke wi

TOTAL AMOUNT: \$631.50

CRR-XX SUBMITTING CHECK REQUEST: RCAS-JB

th FOM and advised is sticking with remanf. transmission. SM-Dusty also advise
d there is also a part on back order, transmission cooling line, that FOM is t
rying to work on getting to retailer. RCAS-JB thanked for information, call en
ded mutually.

Created by ZBJ176N at 2013-03-13 13:04:50

RCAS-JB contacted customer to advise, at this time, INF will be placing remanf

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 952

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 953

CAR ID: CA2796628

. transmission in customer vehicle. customer states will be contacting an attorney. RCAS-JB advised understood. customer call ended mutually. closing case

Created by ZBJ176N at 2013-03-13 13:11:07

RCAS-JB contacted SM at Infiniti Sacramento to discuss previous repairs caused by accident customer had. SM not available. SA-Rick advised customer accident and repairs are not related to current transmission replacement. RCAS-JB thanked for information. call ended mutually.

Created by ZEC111N at 2013-03-13 13:37:42

crr-ec received a call from c, c stating that c wants to speak to RCAS JB and c is returning the call

crr-ec received a follow up call from c. c provided case number
crr-ec verified if any of c's contact information changed since the last time c called in, c said none.

crr-ec adv c that RCAS JB's vmx, c can leave message and the best number to reach c.

crr-ec added that crr-ec will send an internal message to inform --- that c called in, c agreed.

crr-ec offered further assistance, c declined.

crr-ec gave name, extension and case number.

crr-ec transferred the call to rcas- vmx.

crr-ec sent internal message to rcas-

crr-ec exiting case.

Created by ZBJ176N at 2013-03-14 12:18:51

RCAS-JB contacted SM at retailer to advise on case. SM-Dusty advised vehicle transmission cooler line popped off radiator, and drained fluid off transmission

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 954

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 955

REQUESTED BY: lattad

CAR ID: CA2796628

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/01/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: MICHAEL

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 956

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 957

REQUESTED BY: lattad

CAR ID: CA2796628

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: I

MODEL LINE JX

NAME: [REDACTED]

VIN: 5N1AL0MM3DC [REDACTED]

IN SCV DATE 07/14/12

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		70490 Nevada					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 958

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 959

REQUESTED BY: lattad

CAR ID: CA2796628

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 70490

STATE: NV

DEALER NAME: INFINITI OF RENO

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 960

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 961

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2808214
STREET: [REDACTED]	VIN: 5N1AR2MM6DC [REDACTED]	
CITY: HASKELL	YR/MDL: 2013.0 PTH	MILEAGE: 001905
ST/ZIP: NJ [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 0	PAID: 1,272	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3726 ROUTE 23 NISSAN, L.L.C.
DLR PH: 973 838 0800	DENY: 318	RESP DLR: 3726 ROUTE 23 NISSAN, L.L.C.
	REGION: 26	DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 001905	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 03/12/13	XFER/RSPNSBLTY: 26 09 N
CONTACT (S):	OLLOWUP DATE: 03/27/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/01/01	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	134000 GEN. ENGINE ELECTRIC COMPONEN
AF ENGINE ELECTRICAL	WA PREMATURE WEAR/FAILURE
BG POWERTRAIN	ZR GENERAL INQUIRY

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 962

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 963

REQUESTED BY: lattad

CAR ID: CA2808214

C. A. R. COMMENTS

Created by ZDA177N at 2013-03-12 13:37:40

Created by ZEN176N at 2013-03-13 08:16:17

Created by ZEN176N at 2013-03-21 07:47:49

payment reimbursement and an ECW for the power train.

Service Dept. Review

Created by ZDT877N at 2013-03-26 09:02:09

rcas-ejn received docs from dlr.

rcas-ejn received vmx at 9:53AM from c requesting contact on [REDACTED]

Service Dept. Review

ARBS-DT emailed RCAS-BN requesting case update.

rcas-ejn attaching docs to case.

rcas-ejn contacting c on [REDACTED] at 10:13AM, left vmx including case num

Service Dept. Review

ber, name, and ext. rcas-ejn also advised c that the office hours are Monday-F

Created by ZEN176N at 2013-03-21 08:40:33

Created by ZEN176N at 2013-03-26 13:53:16

Service Dept. Review

rcas-ejn completed RHR

rcas-ejn contacting c on [REDACTED] at 3:46PM, and spoke with c.

riday 8AM-5PM EST. rcas-ejn stated that rcas-ejn will attempt to follow up wit

Service Dept. Review

h c no later than friday (3/15) rcas-ejn requested that if c does call back an

rcas-ejn advised c that the call may be recorded and inquired if c was comfort

rcas-ejn attaching docs to case

Service Dept. Review

able with this. c allowed.

d reach vmx to please leave best time and number to reach c.

rcas-ejn submitting RHR

Service Dept. Review

rcas-ejn advised c that NNA cannot repurchase or replace the veh however NNA w

rcas-ejn contacting c on [REDACTED] at 10:14AM, left vmx including case n

rcas-ejn sending preemptive review to FOS-RC

ould like to offer c one month payment reimbursement and an ECW. c states that

rcas-ejn setting follow up for monday (3/25) pending ARBS response.

umber, name, and ext. rcas-ejn also advised c that the office hours are Monday

Created by ZDR123N at 2013-03-21 10:14:09

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 964

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 965

CAR ID: CA2808214

-Friday 8AM-5PM EST. rcas-ejn stated that rcas-ejn will attempt to follow up w the veh is brand new this has happened twice.

***DRTS-SW received the RHR. The RHR was assigned to ARBS-DT for review.

ith c no later than friday (3/15) rcas-ejn requested that if c does call back rcas-ejn apologized and advised c that the only thing that rcas can offer is t and reach vmx to please leave best time and number to reach c.

Created by ZYL176N at 2013-03-21 12:28:26

he payment and the ECW. c states c wants the veh replaced. c wants to know why

crr-rc received a call from c regarding case 10808214

rcas-ejn setting follow up for friday (3/15) pending contact from c.

Created by ZDG177N at 2013-03-13 08:33:43

crr-rc asked c if any of c's info changed since the last time c called, c stat rcas-ejn explained that the vehicle has not been subject to an unreasonable nu c called in wants to follow up with rcas-ejn

ed none. c stated that c want an update on c's case. crr-rc informe c that rca

mber of repair attempts. c states that this is not a joke. c states that if c

bought a dress and the dress was ripped, c would get refunded for the dress.

crr-dg verified c's info, no changes made from last call

s-ejn will call c on Monday 03/25 to give c an update. c understood.

crr-dg informed c that crr-dg will transfer the call to rcas-ejn

crr-rc transferred c to rcas-ejn vxm. crr-rc informed c that crr-rc will send

rcas-ejn apologized and advised c that NNA is not going to be able to repurcha

an internal message to rcas-ejn to give c a call back.

crr-dg informed c to leave a message if c reaches rcas-ejn voice mail

se the veh. c states that c will have to get a lawyer because this is not accp

B

crr-dg c agreed, no further assistance needed

etable.

crr-dg transferred c to rcas-ejn

crr-rc offered further assistance, c declined.

rcas-ejn explained that NNA can only offer the payment and the ECW. c states c

Created by ZEN176N at 2013-03-13 08:38:40

crr-rc gave the case number, extension number and crr's name.

will not accept this, c will get a lawyer.

crr-rc leaving the case open.

rcas-ejn apologized and thanked c for c's time. call ended mutually.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 966

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 967

REQUESTED BY: lattad

CAR ID: CA2808214

rcas-ejn received transfer call from crr-dg.

Created by ZBL178N at 2013-03-21 12:38:22

rcas-ejn closing case

rcas-ejn inquired further into c's concerns. c states that there is a new prob

c called in for follow up and updates on the case.

lem in the veh. c states that the veh was purchahsed two months ago. c states t

SUMMARY

c requested to be transferred to rcas-ejn.

hat monday (3/11) the veh would not start and the CEL illuminated. c states th

RECEIVED CASE OF C REQUESTING REPURCHASE AS VEH HAS BEEN DOWN FOR RELATED REP

AIRS TWICE (CEL/NO START)

at c took the veh to the dlr. c states that the veh is two months old and ther

c stated that c needs to speak with rcas because the dlr already asked c to ge

e was an issue with the transmission and now there is a new problem with the v

RCAS SUBMITTED RHR

t the veh back. c wanted to know what to do next.

ARBS DECLINED AND RECOMMENDED TWO PAYMENTS

crr-lb verified that there are no changes on contact information. c will leave

eh.

rcas-ejn confirmed that the veh is currently at Rt. 23 Nissan.

RCAS REVIEWED WITH FOS

vmx if rcas is not available.

crr-lb offered further assistance. c declined. crr-lb gave name,case and exten

FOS APPROVED ONE MONTH PAYMENT REIMBURSMENT AND ECW

rcas-ejn inquired into what c is seeking from NNA. c states that c has paid a

lot of money for the veh, but the veh is giving c a lot of problems. c states

RCAS ISSUED DENIAL TO C AND OFFERED PAYMENT AND ECW, C DECLINED

sion number. crr-lb exiting the case.

Created by ZDT877N at 2013-03-21 16:25:46

that c would like the replaced.

ARBS-DT in review of case and RHR and notes customer has requested vehicle rep

rcas-ejn understood and advised c that rcas-ejn cannot promise anything but th

at rcas-ejn can review for this request. rcas-ejn advised c that this process

lacement due to complaints related to a check engine light, no start and the v

can take 10 business and rcas-ejn will follow up with c 3/27. c inquired if NN

ehicle transmission. ARBS-DT notes the following complete repair history:

02/02/13 - 1,267 miles - Customer stated while driving vehicle began to smoke

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 968

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 969

CAR ID: CA2808214

A can change the vehicle.

and leak - Dlr found trans cooler line off. Dlr contacted Techline and replace rcas-ejn advised c that rcas-ejn cannot say one way or the other until the rev d the transmission, transmission cooler lines and radiator (19 days out of ser iew process has been completed. c understood.

rcas-ejn reiterated follow up for 3/27. c understood, call ended mutually. vice).

03/12/13 - 1,905 miles - Customer stated engine revs with no forward gear - DI rcas-ejn keeping follow up to request docs from dlr.

Created by ZEN176N at 2013-03-14 08:49:40

r replaced ECM per Techline (8 days out of service).

ARBS-DT notes no further repair history. ARBS-DT notes complaints appear to be rcas-ejn contacting dlr at 10:42AM to speak with SM-Mark.

rcas-ejn was advised by SM that an ECM was ordered for c. SM states that the E unrelated.

CM is at the dlr. SM states that the RO should be closed today (3/14)

Created by ZDT877N at 2013-03-21 16:27:58

ARBS-DT notes NNA is not in the position to offer a replacement as the vehicle

rcas-ejn understood and requested that c's full history be faxed to rcas-ejn o

has not been subject to an unreasonable number of repair attempts. ARBS-DT re nce the RO gets closed. SM agreed.

commended RCAS offer (2) vehicle payments as a one time goodwill gesture. ARBS rcas-ejn provided fax. SM understood, call ended.

-DT asked RCAS to follow up with ARBS-DT immediately after speaking with custo rcas-ejn changing follow up for monday (3/18) pending docs from dlr.

Created by ZEN176N at 2013-03-18 08:09:23

mer.

Created by ZEN176N at 2013-03-22 06:36:40

rcas-ejn contacting dlr at 10:06AM to speak with SM-Mark.

rcas-ejn reached service dept. vmx.

rcas-ejn received vmx at 8:30AM from c requesting contact on [REDACTED]

rcas-ejn contacting c on [REDACTED] at 8:35AM, left vmx including case numbe

rcas-ejn left vmx requesting SM-Mark contact rcas-ejn.

Created by ZEN176N at 2013-03-18 09:42:37

r, name, and ext. rcas-ejn advised c that rcas-ejn is still working on c's con

cern and that rcas-ejn will follow up with c on wednesday (3/27) as agreed upo

rcas-ejn changing follow up for wednesday (3/20) pending dlr resposne.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 970

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 971

REQUESTED BY: lattad

CAR ID: CA2808214

Created by ZEN176N at 2013-03-20 12:13:24

n previously.

rcas-ejn contacting dlr at 2:10PM to speak with SM-Mark.

rcas-ejn forwarded ARBS response to FOS-RC for further review

Created by ZEN176N at 2013-03-22 06:36:57

rcas-ejn was transferred to vmx.

rcas-ejn left vmx including VIN and requesting that the full RO history be fax

rcas-ejn setting follow up for 3/27 pending FOS response

Created by ZEN176N at 2013-03-22 10:14:05

ed to [REDACTED].

rcas-ejn received response from FOS-RC stating that FOS will offer one monthly

rcas-ejn setting follow up for tomorrow (3/21) pending docs from dlr.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 972

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 973

REQUESTED BY: lattad

CAR ID: CA2808214

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: N

CLOSE DATE: 01/01/01

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: REGINA

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 974

REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 975

REQUESTED BY: lattad

CAR ID: CA2808214

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM6DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3726 New Jersey					

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REQUESTED BY: lattad

CAR ID: CA2808214

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3726

STATE: NJ

DEALER NAME: ROUTE 23 NISSAN, L.L.C.

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2811972
STREET: [REDACTED] **VIN:** 5N1AR2MM1DC [REDACTED]
CITY: JAMESVILLE **YR/MDL:** 2013.0 PTH **MILEAGE:** 000000
ST/ZIP: NY [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 2,292 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5360 FUCCILLO NISSAN
DLR PH: 315 944 3200 **DENY:** 0 **RESP DLR:** 5360 FUCCILLO NISSAN
REGION: 26 **DIST: SL/SV/PT:** 07 07 37

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 03/13/13
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/13/13 **XFER/RSPNSBLTY:** 26 07 N
CONTACT (S): **FOLLOWUP DATE:** 04/23/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/23/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

CAR ID: CA2811972

C. A. R. COMMENTS

amily holiday gathering**

Created by VLR009N at 2013-03-13 08:56:53

Created by VLR009N at 2013-03-13 09:00:33

due to fact that just 10 days after driving off lot, a 'major component failur
e the proper info on it (IE, VIN#, specifying for veh) - Exec notes email sent
Exec thanked Svc for assistance.

Regards,

Service Dept. Review

SM stated that if the DLR ever provides a loaner veh to C, then C is not charg

States that has no ETA - however dlr was billed for part rec'd today (3/13) -

t line at C's earliest convenience

uld like to be placed into a new veh

Bart White

Call ended mutually.

Created by ZEK176N at 2013-04-22 14:15:01

ed for it

e' occurred.

EXEC-EK apologized to c for the ongoing concern and advised c is correct in th

EXEC-EK will follow up tomorrow if had not heard back prior

*** EXECUTIVE TEAM CASE ***

Service Dept. Review

to C req the appropriate info to process ck req.

which normally means part is enroute.

Created by ZAK000N at 2013-03-20 11:09:28

Created by ZAK000N at 2013-03-26 06:14:46

Created by ZEK176N at 2013-04-09 11:45:10

e sense that certainly cush concerns are not anticipated by NNA, especially on

EXEC-Ek recieved c rental reciept via fax and attached to c case

EXEC-EK stated perhaps c is talking about the veh c had to rent Easter morning

Exec TL-LR checked for previous cases and found : None

Exec understood.

Service Dept. Review

States that veh currently has 829 miles

~~~~~

Created by ZEK176N at 2013-04-22 14:19:08

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REQUESTED BY: lattad**

**PAGE:** 983

**CAR ID:** CA2811972

Exec advised could not say that replacement would be granted.

\*\*EXEC-EK notes: C was offered GW on 3/25/13 by EXEC-AN in the amount of 1 mon  
Exec notes recpt of Payment Coupon and Financial Agreement stating VIN and mon  
Exec rec'd vmx from ASM Pete.

Exec TL-LR confirmed customer's address and contact information as well as ema  
Service Dept. Review

States that C is in loaner veh (Rogue) from dlr - however C is unhappy with th  
such a new veh. EXEC-ek stated however with man made machines, these unideal e  
when c veh would not start

Created by ZAK000N at 2013-04-02 12:53:28

Details of the reimbursement:GW reimbursement for rental veh costs c incurred  
Exec advised that Exec would contact C back when decision rendered and would m  
EXEC-EK stated EXEC wil further investigate and will follow up with C to advis  
Exec placing call to dlr - [REDACTED]  
il address.

is because C has 4 children and the Rogue is not big enough - however dlr does  
Service Dept. Review

thly payment amount.

ths payment for \$520 and a Gold Preferred VSC - 96mth/120Kmiles\*\*\*\*

vents do occur seldomly and NNA is sorry for c experience thus far  
e

EXEC-EK inquired to c if the veh is operating as designed at this present time

\*\*EXEC-EK notes no further GW will be offered at this time\*\*

Exec req to speak to ASM Pete

Exec submitting ck req for 1 month veh payment in the amount of \$520.20 for GW

Exec TL-LR checked for open recalls/campaigns and found : None

not have ability to get a larger loaner.

on Easter morning when c veh went down while under warranty and c was unable t  
onitor the progression of repair.

Service Dept. Review

TL AN noting recpt of additional emails from C to VP BT.

ASM states that veh repair completed - left a vmx for C approx 1.5 hrs ago adv  
C agreed.

Created by ZEK176N at 2013-04-09 11:52:10

C stated since c picked up the veh from the DLR yesterday c has not experience

Exec TL-LR received email from VP-BT informing of customer's email.

o travel to family holiday gathering

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REQUESTED BY: lattad

**CAR ID:** CA2811972

Service Dept. Review

SM wished EXEC a good day

States that part # on b/o is: 31020-3WX0E

TL AN noting transferring ownership of case to Exec EK for handling.

to C for customer satisfaction due to transmission failure 10 days after init  
call ended

Created by ZEK176N at 2013-04-02 14:36:37

C thanked Exec.

\*\*\* Customer's email reads:

d further concerns, however c does not feel c has experience the "last of them  
EXEC-EK called c to follow up on VM c left for EXEC at 10am this morning  
ial purchase.

ising that veh is ready to be p/u.

Name of the rental facility:Hertz

States that CSC# is 18549872

"

Created by ZAK000N at 2013-03-26 06:16:29

Created by ZEK176N at 2013-04-19 09:28:25

Date of Invoice:3/31/13- 4/1/13

Dear Mr. "VP-BT":

Exec advised f/u when update avail.

EXEC-EK called c @ [REDACTED] to follow up on c case and discuss c current

EXEC-EK thanked c for patience throughout duration of review and inquired if c

Exec thanked ASM. Advised would look into b/o part and get in touch with ASM w

Exec thanked ASM for update.

Call ended mutually.

condition of veh further

Exec advised would be able to be contacted should C need Exec in the meantime.

EXEC-EK called c @# [REDACTED] to follow up on c case and discuss c rental reim

EXEC-EK informed c EXEC will go ahead an gather further docuementation from DL

Exec noting ck req CR0095971 submitted.

has had any further concerns with the veh since EXEC and C last spoke

hen had update.

On February 27, 2013, my wife and I purchased a brand new 2013 Nissan Pathfind

Part Amount(s):149.45

ASM agreed.

bursement request

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REQUESTED BY: lattad

**CAR ID:** CA2811972

C agreed.

Concession fees:16.62

Created by ZAK000N at 2013-03-20 14:45:55

C stated no c has not

er (vin 5N1AR2MM1DC [REDACTED]) from Fuccillo Nissan in Clay, NY. The Fuccillo de EXEC-EK left vm for c introducing EXEC self and informing EXEC-EK will be taki Exec noting C was notified that ck req would be processed on Apr 1 due to fisc R and notate discussion with C and resubmit for repurchase review alership is a very great and professional organization, and you are blessed to al yr end.

Call ended mutually.

EXEC-ek informed c that after a thorough second repurchase review, NNA will no

EXEC-EK left vm for c to follow up with EXEC on direct line

EXEC-EK stated that as with the first review, EXEC cannot guarantee the outcom

Exec rec'd vmx from C - states that was contacted by dlr to p/u veh.

ng over c case from EXEC-AN

Subtotal:166.06

Created by ZAK000N at 2013-03-13 12:59:36

C states that cannot p/u veh until Friday.

e of the review and can take a few business days to obtain a definitive decisio

EXEC-EK provided c with EXEC's direct line for follow up at c earliest conveni

EXEC-EK will follow up on Monday if had not heard back prior

Exec notes rev'd case with Arbs JR.

Exec setting f/u for 4/1.

have them flying the Nissan flag.

Tax:23.25

t be in the position to honor repurchase request at this time

Created by ZEK176N at 2013-04-22 08:24:18

Created by ZJR177N at 2013-03-19 15:04:25

Created by ZJS999N at 2013-03-27 14:43:56

C states that spoke to C's atty and that C and C's wife have decided to condit  
ence

EXEC-EK stated that with the veh operating as designed at this time, and no fu

Exec notes that host mainframe shows that part was manually released on 3/12 t

n

On March 9th, 2013 (10 days after we drove off the lot), the Pathfinder suffer

Total Reimbursable Amount:189.32

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REQUESTED BY: lattad

**CAR ID:** CA2811972

ARBS reviewed case w/ Exec-AN.

crr-jm received email from c @ case # 10903153

C understood

ed a catastrophic automatic transmission failure. According to Fuccillo, Niss

EXEC-EK called c to follow up on c case and discuss rental reimbursement

EXEC-EK Submitting Check Request:189.32

EXEC-eK will follow up tomorrow if had not heard back prior

ionally accept the veh at this time until C's review has been looked at for re  
o dlr.

rther concerns are present, a repurchase would not be applicable in this cirum

an Corporate wants the old transmission, the vehicle radiator, and associated

ARBS noting c's veh experienced trans concern 10 days after veh delivery. Par

Created by ZEK176N at 2013-04-02 14:52:09

Created by ZEK176N at 2013-04-23 10:45:23

email reads:

EXEC-EK inquired to c if there was someoen in particular at the DLR or at NNA

EXEC-EK stated if c has any questions in the meantime to not hesitate to conta

Exec notes email to PC JP requesting ETA on part - as Exec was unable to locat

q for repurchase.

stance

C states that C will then decide what to do going fwd.

ct EXEC-EK back at direct line, otherwise EXEC will follow up with C no later

Dear Ms. Amber Nutton:

e ETA.

EXEC-EK called c @# [REDACTED] to follow up on c case and advise that EXEC did

EXEC-EK called DLR SM-Brandon to follow up on c case and and advise on current

EXEC-EK stated that although NNA is not anticipating any further concerns with

that c spoke with regarding the reimbursement of c rental

t is in stock, repairs underway. Veh estimated to be down only 13 days.

transmission cooling components removed from the vehicle and shipped to them.

Although, I am glad that Nissan is not simply "putting a Band-Aid" on a bad tr

ARBS does not feel veh has been subjected to unreasonable # of repairs, and wh

Created by ZAK000N at 2013-03-22 09:58:48

Created by ZWC123N at 2013-03-15 12:43:15

C stated that c handed the receipt to DLR Assistant Service Manager-Pete Nysti

c transmission, if c does experience any further issues, to not hesitate to c

I am in another loaner tonight. The car is now requiring a new window motor

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REQUESTED BY: lattad

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**CAR ID:** CA2811972

obtain the rental receipt from ASM-Pete and has processed c check in the amount  
status of c veh

than Friday to provide status update into c case

and relay, which need to be overnighted. Once again, Fuccillo Nissan is  
transmission and replacing it entirely, we are worried that the invasive mechanic  
and Pete advised c that Pete had faxed the information into Verda at NNA  
C thanked EXEC for help and wished EXEC a good day

Exec placing call to C - [REDACTED]

While NNA is not in a position to offer a repurchase at this time, ARBS advising  
contact EXEC back and at that time EXEC can explore the possibility of getting  
SM informed EXEC that SM just stepped into the role of DLR SM last Friday as  
TL-WC retrieved vmx from c requesting a callback from Exec-AN to c's phone # 3  
t of \$189.32 for reimbursement of c rental veh costs incurred on Easter day  
152433365.

a NSN tech specialist involved

call procedures in removing a transmission and replacing it in a brand new car  
EXEC-EK advised c that where the confusion may be as Verda is a CRR at NNA and  
EXEC-EK left vm for c notifying that check has been fully processed and c should  
EXEC-EK stated it was EXEC's pleasure and wished c a great day as well  
Exec left vmx req call back.

the previous SM was let go

jumping through hoops for their Nissan flagship and I applaud their efforts,  
that NNA will certainly uphold veh's warranty.

ARBS recommends an extended warranty for inconvenience and to reestablish c's  
call ended

Created by ZAK000N at 2013-03-25 07:42:21

C understood and thanked EXEC for the call

directs incoming calls to RCAS agents who process the requests, however Verda  
especially Pete and the service team. I was supposed to take my family to a  
Inter office msg sent to Exec-AN.

is more than we bargained for. My father ran an auto repair shop for years, a  
I'd receive check via mail within 1-2 weeks

SM stated that SM is still getting into the loop of everything but advised that

Created by ZAK000N at 2013-03-18 07:15:11

Created by ZEK176N at 2013-04-02 15:34:05

EXEC-EK thanked c for continued patience throughout duration of matter and wish

EXEC-EK thanked c for time and wished a good day

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REQUESTED BY: lattad

**CAR ID:** CA2811972

Exec rec'd vmx from C - req call back.

faith in veh. Also, maybe a monthly payment.

herself does not process the request

lacrosse game this evening (all 6 of us), but that's not going to legally

nd transmissions are not just simply "plug and play" anymore. Our wish is for

t c did contact the DLR on Sunday requesting c veh be towed to the DLR and a l

Created by ZAK000N at 2013-03-19 14:45:35

c stated OK

EXEC-EK recieved call from SM-Brandon to follow up on c case

EXEC-EK stated that EXEC cannot find any record in any previous case under c V

Exec noting ETA for part is approx 3/18.

Exec placing call to C - [REDACTED]

hed c a great rest of the day

Nissan to replace our first new car with another new car with ALL of its ORIG

oaner veh be provided so c can go out of town

work in an Altima. I surely hope this ends this black cloud over my

call ended

Exec asked if C had been able to get veh yet from dlr?

Exec noting vmx from C's husband [REDACTED] ) rec'd 3/18 - 6:39a- requesting c

Exec recd call from C.

INAL parts (that came with the original assembly line production) in working o

IN or account to show where the reimbursement would have been processed and th

Pathfinder, and I hope you are documenting all this as I am. Another 50 mile

SM advised that c veh did come back to the DLR yesterday with the SES light on

SM stated that the DLR then tried to follow up with C for the next 2-3 hours a

all back today - 3/18.

C states no - was OOT still for funeral.

\*\*EXEC-EK closing case\*\*

Exec thanked C for f/u - apologized for the phone tag.

nd did not recieve any response from c

rder in our vehicle.

round trip to the dealer, another two hours wasted in my day. I can't help

SM stated that the DLR did find a code for the eletric throttle control

us EXEC will reach out to ASM-Pete to have Pete forward reciept on over to EXE

but wonder was this car assembled on a Friday two hours before shift's end

C

Created by ZAK000N at 2013-03-18 07:17:46

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REQUESTED BY: lattad

**CAR ID:** CA2811972

Created by ZMD345N at 2013-04-18 09:16:17

Exec advised update from SM - part in - repair should be completed in the next  
Exec understood.

I urge you to work with Fuccillo and remedy this situation, by replacing the e  
SM stated that SM thought SM saw a similar veh to C's be brought back in recen  
SM stated that the DLR then cleared the veh code history and test drove  
crr-md received call from c's husband calling about the case. c stated that c  
day or so.

Exec advised a decision rendered on C's repurchase req.

EXEC-EK stated that once EXEC tracks down receipt and processes reimbursement,

Exec placing call to C's husband (will be referred to as C henceforth) - 315-2

ntire vehicle and with a new one, and not just a transmission. In the world o

SM stated no further issues were present at that time and the veh was released

tly however SM currently does not see any open RO on c veh

when the crew wanted to get out of there. Your company has offered me the

43-3365

back to c yesterday afternoon

Exec advised NNA is not in the position to buyback veh at this time.

Exec advised RHR submitted and will be providing decision to C's repurchase re

EXEC will follow up with c to notify

Extended (96mo 120000 mi) Gold Plus Vehicle Protection Plan, and that is a

f customer satisfaction stories, you would be replacing our nightmare story wi

SM requested time to research c veh status and will follow up with EXEC on dir

was waiting for a phone call from Nna.

crr-md c provided case number and c want to talk to exec-ek for further questi

C understood and stated that would be great and thanked EXEC for the assistanc

ect line shortly

Exec advised C that due to C's frustrations and having to deal with veh concer

EXEC-EK thanked SM for further insight and requested that RO from yestersay be

Exec left vmx req call back.

quest.

th a total win of our confidence in the Nissan label.

very nice offer. I am now, however, concerned that I am going to have to

C agreed.

Created by ZAK000N at 2013-03-18 07:24:05

e

EXEC stated that is no trouble at all and thanked SM for assistance

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REQUESTED BY: lattad

**CAR ID:** CA2811972

faxed over to EXEC to add to c case as c is still actively pursuing a repurchase so new in the life of vehicle - Exec will extend the best VSC available to C. 96 months

utilize this program well too often with this particular vehicle. My time is We have visited the Fuccillo inventory lot and my wife saw two replacement possibilities of c vehicle, and EXEC will need further documentation for review crr-md informed c that there is no direct extension but if c would like to speak with C states that C does not want to get back into vehicle - should get a replacement EXEC-EK provided SM with EXEC direct line

EXEC-EK stated it was EXEC's pleasure and inquired to c how much rental total Exec placing call to dlr - [REDACTED]

hours . 120K miles. - Gold Preferred.

possibilities (lot stock #s 1865 and 1866). Please connect with Fuccillo and sales very valuable, and these hiccups are costing me money. Reliability holds C accepts.

due to fact that just 10 days after driving off lot, a 'major component failure' if we can get this matter resolved most expeditiously.

enormous value, especially when you associate it with one's personal time value.

Exec advised ASM Pete of ETA.

h c crr-md will send internal message for callback

SM stated SM will get it over to EXEC very shortly

SM thanked EXEC and stated would follow up with EXEC shortly

was

ASM states that actually received the transmission late Friday evening (3/15)

Call ended

crr-md offered further assistance c declined

C stated \$181.32

issue occurred.

Exec advised would also like to pay first month vehicle payment for C.

EXEC-EK thanked SM for assistance and wished a good day

Regards,

What are the odds that this happens in a new vehicle? Are such statistics

ASM states tech has already started on repair and is hoping to have completed

available to consumers? How many times in the first month does Nissan

[REDACTED] and [REDACTED]

C accepts.

Created by ZEK176N at 2013-04-02 15:20:49

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**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 999

REQUESTED BY: lattad

**CAR ID:** CA2811972

crr-md provide case name and ext

EXEC-eK thanked C for time and wished c a good day

Exec understood.

SM wished EXEC a great day as well

4297 LaFayette Road

by 3/19 - to be able to QC the veh thereafter.

call ended

crr-md exiting case

C states that is more than C expected - C appreciates Exec offering this to C.

Exec advised could not say that replacement would be granted.

EXEC-EK recieved call from c to follow up on EXEC's vm

require a new car sale to be in the shop before they risk-analyze their

C advised EXEC of expereince c had with veh on Easter Sunday, shortly before I

Created by ZAK000N at 2013-04-18 09:50:02

Created by ZEK176N at 2013-04-22 08:36:31

Exec advised that Exec would contact C back when decision rendered and would m

\*\*EXEC-EK recieved c recent RO and attached to c case\*\*

Exec understood.

Jamesville, NY 13078

options enough to cut bait and buy back the vehicle? Many questions I have,

315-243-3365

and I hope you can understand the growing frustration I have. Please discuss

Created by ZEK176N at 2013-04-02 15:50:28

eaving on a 200 mile road trip to upsate NY to be with C family

Exec apologized that C had to deal with this concern so soon after purchase.

Exec asked COF?

EXEC-EK called DLR ASM-Pete Nystico to follow up on c case and request rental onitor the progression of repair.

TL AN reopening - C is requesting f/u from Exec EK

ASM states internal failure - no known exact cause.

C agreed.

Created by ZAK000N at 2013-03-13 10:10:09

Created by ZEK176N at 2013-04-18 15:40:23

C stated that c had left to go to the drugstore that morning and as soon as c

Exec advised that Exec is sure that C will be happy with the veh and the VSC e

\*\*\*EXEC-EK completed RHR and attached to C case\*\*\*

receipt be refaxed to NNA for EXEC processing

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Nissan Strictly Confidential Restricted

**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,000

REQUESTED BY: lattad



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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,001

REQUESTED BY: lattad

**CAR ID:** CA2811972

this with powers that be, and try to answer my questions for me, please.

C thanked Exec.

EXEC-EK called c to follow up on c call in to NNA

EXEC-EK left vm for ASM-Pete to follow up on EXEC direct line at ASM earliest

\*\*EXEC-EK submitting RHR to ARBS for review of veh repurchase-per c request\*\*

Exec understood.

left c driveway, the veh began sputtering and had zero power

nsures that C is covered if C should need it in the future.

Regards,

Transmission replacement.

[REDACTED]

C agrees.

convenience to discuss c rental reimbursement and obtain rental receipt

Created by ZDR123N at 2013-04-03 09:51:18

C stated that c had to put the veh in reverse and "baby" it back into c driveway

C stated that C is trying to contact a "verda" which is who the DLR stated is

Customer requesting vehicle repurchase/trade.

Exec advised C has requested replacement veh.

Exec advised f/u when update avail.

[REDACTED]

ay

C advised would like an email advising of the gold preferred plan.

Created by ZAK000N at 2013-03-13 12:21:19

\*\*\*DRTS-SW received the RHR. The RHR was assigned to ARBS-JR for review.

Exec advised would be able to be contacted should C need Exec in the meantime.

Exec advising will start process of submitting RHR at this time.

EXEC-EK will follow up later this afternoon if had not heard back prior

reimbursing c for c rental car

\*\*

ASM understood - advised would be kept updated.

C agreed.

Created by ZEK176N at 2013-04-22 14:11:08

Created by ZJR177N at 2013-04-08 15:12:42

C stated that c spoke with the DLR SM-Pete who advised that the rental car rei

C stated that multiple dash warning lights were then illuminated and c veh wou

Exec advised could email C a brochure.

Exec notes that TL WC rec'd ROs for C's veh from Dlr.

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NISSAN MOTOR CORPORATION IN U.S.A

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,002

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 1,003

**CAR ID:** CA2811972

ARBS reviewed case w/ Exec-EK.

Call ended mutually.

crr-jm sent internal message to ET-AN. crr-jm exiting case

Exec advised that C would need to email Exec back with a copy of statement so EXEC-EK called DLR ASM-Pete Nystico to follow up on c case and ask if Pete rec Exec will attach to case.

Id turn over, but it would not start

mbursement was submitted to NNA corporate

alls faxing rental receipt in to NNA

Created by ZAK000N at 2013-04-01 08:11:02

C stated however that C feels the "right hand isn't talking to the left hand"

C stated no current concerns and veh currently driving ok.

C stated that c called the DLR to request a tow and a loaner veh, however the

Exec notes rev'd case with Arbs JR.

Exec notes rev'd case with TL WC - TL advised that C had been contacted and ad

Exec noting starting RHR.

that Exec could issue ck for pymt.

and is unsure where the DLR is at in the process

ARBS noting the following repairs:

ASM-Pete stated that ASM does recall sending in receipt and spoke with CRR-Ver

Created by ZAK000N at 2013-03-18 07:34:19

Created by ZJR177N at 2013-03-19 15:04:25

DLR was opening later that day since it was the holiday

Exec advised C would still need to make pymt - as Exec is unable to do so for

Exec rec'd the following email from C:

vised that NNA would be reviewing concerns on 3/13.

~~~~~

3/9/13 @ 829 miles - veh towed to shop for trans fluid leak - replaced radiato

ARBS reviewed case w/ Exec-AN.

C.

Created by ZAK000N at 2013-03-13 12:24:35

da who advised ASM that once a case was created the information would be forw

EXEC-EK apologized to c for the confusion and delay and advised that when a DL

Exec noting completed RHR.

SM stated that SM could not miss this holiday gathering with C family and thus

aded onto the RCAS for reimbursement

ARBS noting c's veh experienced trans concern 10 days after veh delivery. Par

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,004

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,005

CAR ID: CA2811972

c went and rented a veh from a local rental agency and contacted the DLR the C would rec a ck for the pymt amt.
Exec notes most current RO is incomplete on the attachment in case
Exec noting updated case info to reflect completion date and attached complete
It is Easter Sunday, and I am supposed to drive all six of my family 200 miles
r, cooling hose, and trans - down 15 days
R submits a claim through warranty for reimbursement, that does not come through
4/1/13 @ 1160 miles - SES light on - code found for Electronic Throttle contro
C understood - agreed.
d RHR to case.
EXEC-EK advised that EXEC cannot find any record in this case or a previous ca
Exec placing call to dlr.
EXEC's dept. so unfortunately EXEC does not have any access to track that rei
next day to have the veh inspected
t is in stock, repairs underway. Veh estimated to be down only 13 days.
to Rochester for festivities in the afternoon. The car (mentioned below), is
ARBS does not feel veh has been subjected to unreasonable # of repairs, and wh
C stated that when the DLR looked at the veh they found some codes and ended u
C thanked Exec - advised would email a copy of pdf for statement.
dead in my driveway, engine sputtering, dashboard lit up like a Christmas tre
Exec req to speak to SM.
Exec submitting for review.
I. Checked harness and connectors, cleared codes and test drove, veh ok.
mbursement
se of reimbursement for rental veh for c and thus it may have been lost in tran
ARBS noting 2 repair attempts and a total number of 16 days down. ARBS does n
Created by PKA298N at 2013-03-18 09:16:08
e. One day after Fuccillo Nissan returned the vehicle to me on March 25th, wi
EXEC-Ek stated however that EXEC will reach out to SM to gather status update
Exec left vmx req call back.
Exec thanked C - advised would f/u once VSC and ck req were approved.
ile NNA is not in a position to offer a repurchase at this time, ARBS advising
p clearing them
sit
and ensure that process is moving along and will follow up with c tomorrow to
C agreed.
Created by ZAK000N at 2013-03-13 12:28:28

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,006

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,007

REQUESTED BY: lattad

CAR ID: CA2811972

C stated that the veh was then test driven and all was operating normal at the DRTS-KR recb
EXEC-EK inquired if ASM still had rental receipt
ot feel at this time that veh has been subjected to an unreasonable number of
th a "new transmission" , THE SAME AFTERNOON the passenger front window motor
that NNA will certainly uphold veh's warranty.
and actuator died and had to be replaced. Now this has happened. This is una
ARBS recommends an extended warranty for inconvenience and to reestablish c's
Call ended mutually.
Created by ZAK000N at 2013-03-19 14:45:35
Exec placing call to C - 315-243-3365
further advise
repair attempts or days out of service. NNA is not in a position to offer rep
SM stated yes
t time
cceptable, and needs to be elevated to the highest level of administration. N
Created by ZAK000N at 2013-03-25 07:53:03
C stated that the veh was released back to c yesterday however c is very skept
C thanked EXEC and stated that would be great
EXEC-Ek asked for ASM to fax over to EXEC direct fax line to process for reimb
Exec left vmx req call back.
Exec recd call from C.
faith in veh. Also, maybe a monthly payment.
urchase at this time.
ARBS recommends DTS inspection for any current concerns w/ veh and up to Exec
Created by ZAK000N at 2013-03-13 12:49:02
Created by ZAK000N at 2013-03-20 10:30:15
EXEC-Ek wished c a good evening
Exec submitted request for Gold Preferred VSC - 96mth/120Kmiles - CST00021537
Exec thanked C for f/u - apologized for the phone tag.
ical of the reliability of the veh and C wife is too afraid to even drive the
issan needs to take this vehicle back and replace it with a brand new one. I
ursement
ASM stated it was no trouble and all and would get over to EXEC shortly
Call ended
Created by ZAK000N at 2013-03-25 08:01:53
Exec advised update from SM - part in - repair should be completed in the next

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,008

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,009

CAR ID: CA2811972

Exec placing call to dlr - [REDACTED]

Exec rec'd call from ASM Pete.

to offer some form of goodwill compensation for customer satisfaction, maybe a
understand that one car can come off the line with problems like this, but thi
veh anymore

Created by ZEK176N at 2013-04-19 09:24:54

C stated that c is sure EXEC is aware of the previous transmission replacement
day or so.

EXEC-Ek thanked ASM for assistance and wished a great day

Exec noting email sent to C offering a brochure for the Gold Preferred VSC.

Exec req to speak to ASM Pete

monthly payment.

s is ridiculous. Is your company's confidence in the new Pathfinder such that

States that current RO is open - Transmission failure.

and repurchase review that took place with EXEC-AN and was declined, however

ASM stated it was no trouble and wished EXEC a great day as well

Created by ZEK176N at 2013-04-09 07:44:01

Exec advised RHR submitted and will be providing decision to C's repurchase re

EXEC-EK called SM-Brandon to to follow up on c case and discuss rental veh rei

Exec noting req via email that C send statement for the reimb of 1 month veh p

States that Radiator and Cooling hose were ordered and rec'd - currently waiti

Svc Nancy advised ASM out to lunch.

you expect all to fail this way and therefore you reject my request to replac

Call ended

C is requesting another repurchase review

e this vehicle with a new one? I need to be contacted as soon as your office

Exec asked when would return?

EXEC-EK called c @# [REDACTED] to follow up on c case and discuss RHR decisio

mbursement

ng on Transmission.

quest.

ynt.

C agreed.

Created by ZAK000N at 2013-03-25 13:28:37

C stated that c is well aware that some vehs just "come off the line" in poor

n rendered by NNA

opens Monday morning. My complaints about the window motor problem were UNANS

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,010

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,011

REQUESTED BY: lattad

CAR ID: CA2811972

**pending rental receipt from ASM to be faxed in to reimburse c for rental veh
 SM stated that SM has no idea what c is referring to as no one at DLR has spok
 States that on Friday, 3/8 - was advised on b/o - no part avail in PDC and no
 Svc states just left.
 condition and does not feel that this is an overall reflection of NSN but c wo
 C states that C does not want to get back into veh - should get a replacement
 en with c regarding a rental reimbursement of c veh
 EXEC-EK left vm for c requesting a call back to discuss c case on EXEC's direc
 Exec left msg for ASM and advised would also call back to speak to ASM.
 Exec notes recpt of email from C - however Statement for Veh Pymt does not hav
 part avail in US.
 purchased on Easter Sunday when c veh was down and c was unable to drive to f
 WERED by the Nissan NA offices, which is not acceptable either.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCMV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 04/09/13	CHECK REQUESTED: Y
3RD PRYTY: NI	PART#:	CHECK ISSUED: Y

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,012

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,013

REQUESTED BY: lattad

CAR ID: CA2811972

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/23/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,014

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,015

REQUESTED BY: lattad

CAR ID: CA2811972

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	5360 New York	3/25/2013	02/27/21	0120000	01/01/01	01/01/01

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,016

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,017

REQUESTED BY: lattad

CAR ID: CA2811972

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: 9

DEDUCTABLE: 0

EFFECTIVE: 3/25/2013

EXPIRES: 02/27/21 **MILES:** 0120000

CANCEL: 01/01/01 **MILES:** 0120000

TRANSFER: 01/01/01

TRANSACTION: 04/09/13

PRINTED: 04/13/13

DEALER NO: 5360 **STATE:** NY

DEALER NAME: FUCCILLO NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,018

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,019

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2812455
STREET: [REDACTED] **VIN:** 5N1AR2MN4DC [REDACTED]
CITY: FRISCO **YR/MDL:** 2013.0 PTH **MILEAGE:** 001100
ST/ZIP: TX [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 603 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2497 SAN MARCOS NISSAN
DLR PH: 512 353 5116 **DENY:** 0 **RESP DLR:** 2497 SAN MARCOS NISSAN
REGION: 32 **DIST: SL/SV/PT:** 08 08 38

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001100 **# NISSAN/INFINITI VEHICLES:** 4
VEHICLE MAINTAINED BY: SAN MARCOS NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/13/13 **XFER/RSPNSBLTY:** 32 08 N
CONTACT (S): **FOLLOWUP DATE:** 05/01/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 05/01/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN YP PARTS AVAILABILITY (BACKORDER)

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,020

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,021

REQUESTED BY: lattad

CAR ID: CA2812455

C. A. R. COMMENTS

co TX 75034.

Created by ZAC175N at 2013-03-13 09:54:59

Created by ZAC175N at 2013-03-13 09:57:14

FOR for c CONCERN. ARBS NOTE THAT NSN HAS HONORED OUR WARRANTY. ARB DOESN

n the previous order and Techline advised to send the entire transmission back

Service Dept. Review

and order a new one. PC-JP asked SA-Dwayne to send PC the ROs.

Created by ZJP777N at 2013-04-25 08:09:12

EEL A REPURCHASE IS WARRANTED AT THIS TIME. Arbs asked JP/PC to follow up with

*****PART INFORMATION*****

Service Dept. Review

arbs while working the file. Arbs supports the \$1000 goodwill gesture for cus

Dealer: San Marcos Nissan

PC-JP is requesting a check in the amount of \$1000 payable to C. NNA is using

PC-JP spoke with SA-Unknown at Autonation Nissan asking for the RO to be sent

Service Dept. Review

Dealer Code: 2497

Service Dept. Review

this amount as goodwill for C being without a veh for 40 days due to a transmi

tomer satisfaction.

to PC.

Created by ZJP777N at 2013-04-02 10:20:36

Created by ZJP777N at 2013-04-09 12:26:36

Part Name: CVT

Service Dept. Review

ssion that was on backorder. The check is being sent via FedEx (799609698427).

Created by ZJP777N at 2013-05-01 12:31:12

Part Number: 310CM3WX0DRE

PC-JP rec'd fax containing RO from Autonation Nissan.

PC-JP spoke with SA-Unknown and was advised that SA-Dwayne was at lunch but th

Service Dept. Review

Created by ZJP777N at 2013-04-02 10:47:43

CSC order # : 15549933

e part has not arrived.

PC-JP is closing the case as no further assistance is needed.

Service Dept. Review

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,022

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,023

REQUESTED BY: lattad

CAR ID: CA2812455

Created by ZJP777N at 2013-04-09 12:34:55

PC-JP rec'd fax containing the RO from San Marcos Nissan.

Service Dept. Review

Warranty or accident: Warrantable Repair

Created by ZJP777N at 2013-04-02 12:33:24

PC-JP spoke with PA-Ahn and was advised that FOM-ML advised PA-Ahn that FOM-ML

Service Dept. Review

Veh inoperable @ SAN MARCOS NISSAN/ phone # 5123535116

*****PART INFORMATION*****

PC-JP placed an outbound call to C's home number at 1:30 cst, left C vmx.

Service Dept. Review

would take care of the order. PC-JP advised PA-Ahn that the dlr did not have an open order. PA-Ahn advised PC that PA will contact FOM and then call PC bac

Created by ZAC175N at 2013-03-13 10:03:20

Created by ZJP777N at 2013-04-02 17:02:26

Service Dept. Review

k.

PC-JP rec'd a vmx from C.

rcas-ac sent email to NNA PC requesting an ETA

Service Dept. Review

Created by ZJP777N at 2013-04-03 07:59:22

Created by ZJP777N at 2013-04-09 13:50:28

rcas-ac submitted task to SRD for review

Service Dept. Review

PC-JP placed an outbound call to [REDACTED] at 2:30 cst. PC-JP advised that AR

PC-JP placed an outbound call to C's home number at 8:55 cst. C asked when the

rcas-ac setting follow up for 3/12/2013 per SOP

Bs reviewed the case and it is advised that e repurchase would not be an optio

Created by ZAC175N at 2013-03-13 10:04:58

part will come in. PC-JP advised that the part should be at the dlr any day n

n. PC-JP advised C that the goodwill of \$1000 was still available by NNA. C ad

ow. C asked to be reimbursed for the veh payments that C has made while the ve

rcas-ac received email from FOM ML requested case # for STP

h is inoperable. PC-JP advised C that PC will look into possible goodwill. C a

rcas-ac sent email providing the case #

vised that C was not satisfied with the resolution. PC-JP advised followup of

4/11/13.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,024

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,025

REQUESTED BY: lattad

CAR ID: CA2812455

Created by ZAC175N at 2013-03-13 10:40:04
sked for PC to email C so that C will have PC's email address.
Created by ZJP777N at 2013-04-10 08:58:15
PC-JP sent an email to C asking for C's registration.
rcas-ac rcvd email from NNA PC who states an ETA has been requested
Created by ZKD176N at 2013-03-13 11:37:25
PC-JP sent an email to NMAC-AF asking for C's monthly payment information.
PC-JP spoke with PA-Ahn and was advised that FOM-ML is looking into the issue.
Created by ZJP777N at 2013-04-03 08:56:01
Created by ZJP777N at 2013-04-10 09:32:18
SRD-KD in review of case for STP template and part number documented correctly
in case.
PC-JP rec'd an email from NMAC-AF advising that the monthly payment amount is
PC-JP spoke with PA-Ahn and was advised that the order is being created by STP
\$488.56.
Created by ZKD176N at 2013-03-13 11:37:25
-DC.
Created by ZJP777N at 2013-04-03 09:00:16
Created by ZJP777N at 2013-04-10 09:36:04
SRD-KD in review of case for STP template and part number documented correctly
in case.
PC-JP rec'd an email from C asking for a reimbursement of \$81 for the tow to t
PC-JP sent an email to STP-DC asking if STP-DC created an order.
Created by ZAC175N at 2013-03-16 10:26:55
Created by ZJP777N at 2013-04-10 09:41:19
he dlr.
Created by ZJP777N at 2013-04-03 09:00:59
PC-JP rec'd an email from STP-Dc advising that STP-DC just rec'd the email thi
rcas-ac sent email to NNA PC requesting ETA since it has been requested by PC
PC-JP sent an email to C advising that PC will look into possible goodwill.
& RCAS
s morning and STP-DC will be sending OE part.
Created by ZJP777N at 2013-03-18 05:43:43
Created by ZJP777N at 2013-04-03 09:53:18
Created by ZJP777N at 2013-04-11 09:37:19
PC-JP is taking responsibility of the case.
PC-JP rec'd an email from C asking to be refunded the veh payments now. C also

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,026

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,027

CAR ID: CA2812455

PC-JP rec'd an email from STP-DC advising that the part is on a trailer headed advised that C would like to have the veh replaced.

PC-JP sent an email to STP-DC asking if the order could be moved up the list. to Dallas.

Created by ZJP777N at 2013-04-12 14:05:48

PC-JP rec'd an email from STP-DC advising that the order was moved up the list

PC-JP sent an email to C advising that NNA could goodwill C \$1000 for C being and SPS-JJ is checking to see if parts can be sent from production.

PC-JP placed an outbound call to [REDACTED] at 3:05 cst. PC-JP advised C tha without C's veh due to a backorder part issue.

Created by ZJP777N at 2013-03-20 08:07:33

Created by ZJP777N at 2013-04-03 12:53:31

t the part is in route to the dlr and PC will follow up with C by 4/18/13.

Created by ZJP777N at 2013-04-18 08:28:11

PC-JP is noting that the order was released on 3/19/13 per NMPS.

PC-JP rec'd a vmx from C.

Created by ZJP777N at 2013-03-27 12:35:16

Created by ZJP777N at 2013-04-03 13:40:19

PC-JP is noting that the part was released on 4/11/13.

Created by ZJP777N at 2013-04-18 13:31:28

PC-JP rec'd an email from C asking that the veh be replaced as well as NNA giv

PC-JP spoke with SA-Eric and was advised that the part came in damaged and now ing C \$1000 as goodwill.

PC-JP spoke with SA-Dewayne and was advised that the tech is working on the ve the dlr is waiting for the new part to come in.

Created by ZET176N at 2013-04-01 07:59:45

h now.

PC-JP sent an email to C advising that PC will request that the veh be replace crr-et confirmed that no contact info has changed.

d.

PC-JP placed an outbound call to [REDACTED] at 2:30 cst, left C vmx.

Created by ZJP777N at 2013-04-03 13:59:20

Created by ZJP777N at 2013-04-19 07:17:11

crr-et received call from c. c asked for any update on the concern that c had.

crr-et informed c that case was escalated to specialist. crr-et informed c t

PC-JP rec'd an email from C advising that the dlr has advised that the part ha

PC-JP rec'd an email from C asking C to call C at [REDACTED]

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,028

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,029

REQUESTED BY: lattad

CAR ID: CA2812455

hat crr-et will send an internal message to PC-JP and [REDACTED] to ask to PC-JP placed an outbound call to [REDACTED] at 2:45 cst. C asked if NNA could s not arrived. C asked why C was turned down for a veh replacement.

Created by ZJP777N at 2013-04-19 07:51:07

give c a callback for updates. c understood and gave best number to reach 469 reimburse C \$1000 and replace the veh. PC-JP advised C that PC will submit a R 3588363. crr-et thanked c.

HR and PC will have an answer within 10 days. C advised that C and C's family PC-JP spoke with SA-Dewayne and was advised that SA has not spoken with C and crr-et offered further assistance, c declined.

has owned 9 NNA veh's.

the transmission is in the veh.

Created by ZDR123N at 2013-04-04 10:45:56

crr-et provided name, ext.

PC-JP sent an email to C advising that the transmission is in the veh. PC-JP a crr-et exiting case.

***DRTS-SW received the RHR. The RHR was assigned to ARBS-JP for review.

dvised C that after a good faith review NNA feels as though the veh has not ha

Created by ZAC175N at 2013-04-01 08:10:39

Created by ZJP177N at 2013-04-08 06:27:06

d an unreasonable amount of repair attempts.

Arbs received RHR for review.

Created by ZJP777N at 2013-04-24 12:13:36

rcas-ac rcvd email from crr et requesting update from JP

Created by ZJP177N at 2013-04-08 06:38:53

Created by ZMG180N at 2013-04-01 08:43:37

PC-JP rec'd an email from C advising that C has been driving the veh and every Arbs notes service history.

CRR-mg received call from c stating that she had a case but no she wants a new thing is fine.

3/6-3/7/13 606 miles

Created by ZJP777N at 2013-04-24 12:15:04

vehicle because vehicle is under lemon law. c also stated that she has been w aiting to long for part and just wants new vehicle.

C/S that the veh quit pulling.. Dlr replaced trans cooler hose.

PC-JP placed an outbound call to [REDACTED] at 1:15 cst, left C vmx.

3/11-current 1011

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,030

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,031

REQUESTED BY: lattad

CAR ID: CA2812455

Created by ZJP777N at 2013-04-24 15:39:15

CRR-mg advised c that i will send rcas-ac a task to call c back ASAP regarding

C/S trans not going into gear.

new concern.

PC-JP rec'd an email from C containing C's registration.

Created by ZJP777N at 2013-04-02 09:42:12

Created by ZJP777N at 2013-04-25 07:56:02

**Dlr replaced CVT...waiting on part.

Created by ZJP177N at 2013-04-08 06:48:06

PC-JP noting that per NMPS the order was released on 3/27/13.

PC-P sent an email to C asking for C's address in order to send the check.

ARBS NOTES BASED ON THE RHR PROVIDED AND A GOOD FAITH REVIEW OF THE C CONCERNS

Created by ZJP777N at 2013-04-02 09:59:59

Created by ZJP777N at 2013-04-25 08:03:27

, IT DOESN'T APPEAR THAT THE VEHICLE HAS HAD AN UNREASONABLE NUMBER OF REPAIRS

PC-JP rec'd an email from C advising that C's address is 4422 explorer dr Fris

PC-JP spoke with SA-Dwayne and was advised that the trans cooler was damaged o

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: PRAV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,032

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,033

REQUESTED BY: lattad

CAR ID: CA2812455

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 310CM3WX0DRE

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 05/01/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,034

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,035

REQUESTED BY: lattad

CAR ID: CA2812455

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		2497 Texas					

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,036

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,037

REQUESTED BY: lattad

CAR ID: CA2812455

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2497

STATE: TX

DEALER NAME: SAN MARCOS NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,038

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,039

REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA2845036
STREET: [REDACTED]	VIN: 5N1AR2MN4DC [REDACTED]	
CITY: MAIDEN	YR/MDL: 2013.0 PTH	MILEAGE: 003000
ST/ZIP: NC [REDACTED]	VCAN: N	IN SVC DATE
DAY PH: 0	PAID: 715	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3248 GRAND STRAND NISSAN, INC.
DLR PH: 843 236 2191	DENY: 0	RESP DLR: 3248 GRAND STRAND NISSAN, INC.
	REGION: 34	DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 003000	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: CROSSROADS NISSAN/HICKORY		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 03/15/13	XFER/RSPNSBLTY: 34 07 N
CONTACT (S):	OLLOWUP DATE: 04/18/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 04/19/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES	207500 PATHFINDER
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,040

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,041

REQUESTED BY: lattad

CAR ID: CA2845036

C. A. R. COMMENTS

Created by ZJT177N at 2013-03-15 09:49:38

Created by ZJT177N at 2013-03-15 09:56:36

****FULL TOTAL REIMBURSEMENT FOR C****

king for a total of \$197.59 reimbursement. v stated that c faxed docs over to \$141.59

crr-jt.

received a call from c.c stated that c purchased a 2013 pathfinder and

Created by ZEB180N at 2013-04-18 15:05:50

crr-gy informed c that crr-gy cannot check iof crr-jt received docs since crr-

stated that c's veh broke down last Friday night and c had to tow it to

GRAND STAND NISSAN. c stated that the veh is already fix last Monday

jt is out of office. crr-gy further informed c that amount is over crr's empow

RCAS assisting RCAS Guadalupe Bessette

and c stated that c had to rent a veh.. c wants to be reimb for the rental

erment and advised c that case will be forwarded to RCAS for review, c agreed.

Reimbursement request submitted.

car for \$107.59.. c stated that c paid it through cash.

Created by ZSP943N at 2013-04-19 06:12:55

crr-gy advised c that a Regional Specialist will be contacting C before the e

crr verify c's contact information

nd of the next business day, C acknowledged.

TL-SP assisting RCAS-Guadalupe Bessette

crr-gy asked for the best number to reach C, C provided [REDACTED] since c's h

crr informed c that c can fax all the required documents for the process

TL-SP called C on line [REDACTED] at 8:07AM ET.

Line beeps continuously as if a fast busy signal.

of c's concern, RO and POP.. crr informed c to attached crr-JT name

usband is teaching and will not be able to answer phone calls.

and case number..crr gave c crr fax number, (615)984-5363

crr-gy offered further assistance, C declined.

TL-SP called C on line [REDACTED] at 8:08AM ET.

C answered.

crr-gy gave name, extension and case number.

crr informed c that the process for the reimb upon approval os 2-4 weeks

before c received the reimb CK, c understood

crr-gy forwarding case to RCAS.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,042

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,043

CAR ID: CA2845036

TL-SP advised C that C's reimbursement check had been processed and C will receive the check within 2-4 weeks.

Created by ZMG000N at 2013-04-17 12:33:52

crr gave name,ext and case number

crr-JT leaving case open..

C thanked TL for calling.

rcas-mg spoke with sa-chrissy. rcas was advised hat the veh was towed in on 4-11 and the RO was closed on the 4-14. sa advised that the dlhsp performed the

Created by ZMR177N at 2013-03-19 10:25:38

TL verified with C that C needed nothing further.

C confirmed.

crr-mr assisting crr-jt

tcm recall and replaced the oil cooler line and clamp. sa advised that the clamp

was not properly secured causing the hose to come off and the veh to stall

crr-mr made an outbound call to c's phone number: [REDACTED] at 12:20est.cr

TL provided C with 1.800.343.6913 x 458171 should C need anything in the future.

r-mr routed to vmx.crr-mr left message that crr-jt is waiting for the ro and p

. sa advised that the cvt fluid was topped off and veh test driven to ensure veh operating properly.

op to fully process reimb request.crr-mr advised c to send doc either crr-jt's

TL-SP closing case.

fax number:(615)984-5363 or crr-mr's fax number:615-984-5360.crr-mr advised t

rcas asked sa if sa can please fax rcas ro for repair. sa agreed and call was

SUMMARY

C called looking for reimbursement for trip interruption as C has proof of trip ended mutually.

o indicate case number:10845036.crr-mr left name,extension and case number.

Created by ZMG000N at 2013-04-17 12:51:29

crr-mr changing follow-up date:03/21/13(2 business days)

p interruption. C was provided reimbursement for taxi and and car rental.

crr-mr exiting case.

rcas placed call to c at 2:50pm on [REDACTED] . # just beeps continuously.

Created by ZMG000N at 2013-04-17 13:21:55

Created by ZMR177N at 2013-03-19 10:25:38

crr-mr assisting crr-jt

rcas-mg placed call to c at 2:50pm on # [REDACTED] . rcas informed c that rcas r

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,044

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,045

CAR ID: CA2845036

crr-mr made an outbound call to c's phone number [REDACTED] at 12:20est.cr
eceived c's case in regards to c seeking reimb for towing and other charges c
incurred due to the oil cooler line comng off. rcas informed c that rcas can r
r-mr routed to vmx.crr-mr left message that crr-jt is waiting for the ro and p
eimb c for the taxi and the rental veh but unfortunately rcas will not be able
op to fully process reimb request.crr-mr advised c to send doc either crr-jt's
fax number:(615)984-5363 or crr-mr's fax number:615-984-5360.crr-mr advised t
to reimb c for the opera tickets. c understood. rcas apologized and informed
c that rcas sees no notation the the docs were received and are not attached t
o indicate case number:10845036.crr-mr left name,extension and case number.
crr-mr changing follow-up date:03/21/13(2 business days)
o the case. c informed rcas that c faxed the docs to crr-Jayson Temporado on 3
-20-13. rcas apologized and requested that c refax the docs to rcas. c agreed.
crr-mr exiting case.

Created by ZMR177N at 2013-03-21 13:23:10

rcas provided fax #. c advised that c will fax docs right over. rcas thanked
c. rcas provided rcas contact nifo and call was ended mutually.

crr-mr made an outbound call to c's phone number: [REDACTED] at 15:22est.cr

Created by ZMG000N at 2013-04-17 13:22:11

r-mr routed to vmx.crr-mr left message that crr-jt is waiting for the ro and p
op to fully process reimb request.crr-mr advised c to send doc either crr-jt's
rcas-mg received requested docs.

Created by ZMG000N at 2013-04-17 13:24:52

fax number:(615)984-5363 or/and crr-mr's fax number:615-984-5360.crr-mr advis
ed to indicate case number:10845036.crr-mr left name,extension and case number
rcas-mg contacted c on # [REDACTED]. spoke with c's personal assistant as c wa

s on a call.rcas will refer to as c.

crr-mr changing follow-up date:03/25/13(2 business days)

rcas advised c that rcas did receive requested docs. rcas verified c's mailing
address and advised c that rcas will submit for full reimb amount but the tax
crr-mr exiting case.

Created by ZMR177N at 2013-03-25 16:05:42

i "receipt" may not be sufficient. c understood. c stated that c will advise t

crr-mr made an outbound call to c's phone number [REDACTED] at 18:04est.cr
he veh owneer and if veh owner has any additional questions veh owner will con
r-mr routed to vmx.crr-mr left message that crr-jt is waiting for the ro and p

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,046

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,047

CAR ID: CA2845036

tact rcas back.

Created by ZMG000N at 2013-04-17 13:29:30

op to fully process reimb request.crr-mr advised c to send doc either crr-jt's
fax number:(615)984-5363 or/and crr-mr's fax number:615-984-5360.crr-mr advis
rcas-mg setting follow up 4-17-13 to submit reimb.

Created by ZMG000N at 2013-04-17 13:30:01

ed to indicate case number:10845036.crr-mr left name,extension and case number
correction 4-18-13 to submit reimb

.crr-mr awaiting for docs.

Created by ZMG000N at 2013-04-18 14:43:29

crr-mr closing case.

Created by ZGY176N at 2013-04-16 09:53:15

rcas-mg spoke with grigor xhani and verified c's cash payment in the amount of
34.00.

crr-gy received a follow up call from c's wife [REDACTED] adn will be refe

Created by ZEB180N at 2013-04-18 15:00:22

rred to as c at this point. c provided case number

crr-gy verified if any of c's contact information changed since the last time

*Details of the reimbursement: Car Rental, C has VSC with trip interruption, r
c called in, c said none.

receipt attached to case.

c stated that c was requesting for a reimbursement. as per c, back in 3/9/13,
Total Reimbursable Amount: \$107.59

c's veh just died and c brought veh to the dlr. c said c was advised by the dl
RCAS Submitting Check Request: 4/18

*Details of the reimbursement: Taxi reimbursement, wrecker left c on side of h
r to call NNA CA for reimb for car rental. c stated that the total amount of t
he car rental was \$107.59 but c had to get a taxi since the wrecker just left
highway c has VSC with trip interruption. Receipt attached to case.

c and the taxi cost \$34.00. c said c would also like to be compensated for the
Total Reimbursable Amount: \$34.00

opera show that c missed due to veh issue, which as per c was \$46.00. c is as
RCAS Submitting Check Request: 4/18

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,048

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,049

REQUESTED BY: lattad

CAR ID: CA2845036

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCFA
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE 01/21/13	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 04/19/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,050

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,051

REQUESTED BY: lattad

CAR ID: CA2845036

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	RCCE07559813	248 North Carolina	1/19/2013	01/19/19	0100000	01/01/01	01/01/01

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,052

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,053

REQUESTED BY: lattad

CAR ID: CA2845036

CURRENT SERVICE CONTRACT

CONTRACT: RCCE07559813

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 100

EFFECTIVE: 1/19/2013

EXPIRES: 01/19/19 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 01/21/13

PRINTED: 01/26/13

DEALER NO: 3248 **STATE:** SC

DEALER NAME: GRAND STRAND NISSAN, IN

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,054

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,055

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2855637
STREET: [REDACTED] **VIN:** 5N1AR2MM5DC [REDACTED]
CITY: SARANAC LAKE **YR/MDL:** 2013.0 PTH **MILEAGE:** 003500
ST/ZIP: NY [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 2,574 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5259 NISSAN OF SARATOGA
DLR PH: 518 886 4800 **DENY:** 0 **RESP DLR:** 5259 NISSAN OF SARATOGA
REGION: 26 **DIST: SL/SV/PT:** 14 14 44

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 003500 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/18/13 **XFER/RSPNSBLTY:** 26 14 N
CONTACT (S): **FOLLOWUP DATE:** 04/11/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/15/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	207500 PATHFINDER
OF NNA., INC. ISSUES	302500 CONTINUOUSLY VARIABLE TRANSMI
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,056

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,057

CAR ID: CA2855637

C. A. R. COMMENTS

C

C mentioned that Enterprise is still calling C about the difference in rental

Created by ZRD000N at 2013-03-18 06:57:00

Created by ZRD000N at 2013-03-18 07:10:27

RCAS-JGC setting task and follow up.

SA states will give call back to Exec and C as soon as SA knows what is going

Service Dept. Review

waiting for a new transmission to be installed. Needless to say, I am very dis

crr va verified that rcas kj is assisting rcas jc

c stated the veh broke down last saturday and towed over to NISSAN OF

*Customer posted on March 17th at 9:57 A.M.:

on.

price.

satisfied with your product as it has failed my family and I and put us in imm

Service Dept. Review

c states that c is just waiting for the receipt from c's Insurance Company & c

Exec understood.

I'm right there with you Regina! Good Luck and keep me informed on this issue.

inent danger. I can no longer feel safe driving this vehicle and hope that you

RCAS-JGC exiting veh case.

SARATOGA due to the cvt issue.

Service Dept. Review

TL advised would contact SA Josh and have SA handle that, as rental was being

Call ended mutually.

can assist me in getting a new vehicle without losing thousands of dollars to

Created by null at 2013-03-23 12:36:30

c stated c was charged \$250 for the towing and c wants refund for the towing c

My 2013 SL Premium died yesterday while on the northway. I will do whatever i

provided to C by dlr.

Service Dept. Review

will receive the doc in 10 days

10:50am March 23, 2013

Created by ZAK000N at 2013-03-28 09:55:46

crr-va advised c of follow up date for case is 3/21/13 .c undestood

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,058

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,059

CAR ID: CA2855637

C thanked TL.

ost.

Service Dept. Review

trade it in. Any and all assistance you can provide me with will be most appropriate takes to have my voice heard because this is beyond ridiculous!! I am sick to death.
Call ended mutually.

crr-rd told c that veh has an open recall for ecm reprogramming:

crr-va advised c that if ever c will be routed to vm c can leave a message, categorized.

Exec placing call to C [REDACTED]

o my stomach that I spend X amount of dollars on a piece of crap vehicle each

Service Dept. Review

Shannon Walasky Gallo

Can't believe you continue to try to sell this vehicle when people have spent

Created by ZAK000N at 2013-04-04 09:24:44

Exec advised of updates provided by SA Josh.

month that I can't even feel is SAFE for my family. Nissan needs to do something

OPEN PC197 PATHFINDER ECM REPRO

se number. c understood.

Service Dept. Review

Thank you for your time,

\$40,000+ on this vehicle and the transmissions die on them. Will Nissan actually

crr-rd asked c if NISSAN OF SARATOGA mentioned to c that the cause of failure

crr-va offered further assistance, c declined. crr-va gave name & extension.

Exec advised that will know more about ETA this afternoon.

ng about this!!!!!!

Service Dept. Review

Shannon Walasky

TL notes email to SA Josh and SD RD requesting to f/u with Enterprise and take care of rental charges per DLR DCAL

C mentioned that rec'd call from Enterprise.

Crr-va exiting case.

*Customer posted on March 17th at 8:43 P.M.:

*** End of email ***

ly take responsibility and put a recall out or pretend they

Service Dept. Review

why the veh broke down last Saturday can be covered under warranty and also if t

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,060

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,061

REQUESTED BY: lattad

CAR ID: CA2855637

are unaware of the problem!? Don't be stupid people, do your research and DON'

Created by null at 2013-03-26 10:45:09

Created by ZAK000N at 2013-04-05 11:32:26

crr-va call transferred.

C states Enterprise asking for rental back and C is upset about this.

he dlr told about the open recall on the veh for ecm.

My contact information is Shannon Walasky 44 Olive St. Saranac Lake, NY 12983

Service Dept. Review

Created by ZVA176N at 2013-03-19 07:17:02

c stated the dlr told c will get back to c today but for the ecm recall, c is

Exec advised that C's rental would be taken care of, there was nothing to worry

Service Dept. Review

SSA-MW adding most recent facebook comments

T buy a 2013 Pathfinder. I've owned my fair share of cars since I trade nearly

Telephone number is [REDACTED]. I hope at the very least that Nissan can rei

TL submitted VSC req - 72 mth/1000k miles - Gold Pref.

crr-va received call from c.c stated that c wanted to be transferred to RCAS J

every year and never has any other vehicle left my family

Having SSA-TL-AL send internal message to case owner notifying of C's comments

mburse me for the \$250 dollars I had to pay my insurance company to get a tow

not aware.

TL requesting assistance from Exec JC to submit reimbursement ck request for t

y about.

and I stranded on the side of the road smoking from the hood with a blown tran

C

crr-rd called NISSAN OF SARATOGA and spoke with Kenny from the service departm

C understood.

owing.

truck to bring my broken down Pathfinder to the nearest Nissan dealer. My Vin

Ck request amount: \$223.54 for towing reimbursement

crr va verified that rcas kj is assisting rcas jc

ent.

Exec advised would SA Josh back to ensure that C's rental is covered.

is 5n1ar2mm5dc [REDACTED]

[REDACTED] 3/26 11:22am

mission before it's very first oil change. What a SHAME!

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,062

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,063

CAR ID: CA2855637

12:58pm March 22, 2013

Created by ZAK000N at 2013-04-08 13:30:39

c states that c is just waiting for the receipt from c's Insurance Company & c
C thanked Exec.

*Customer posted on March 17th at 9:45 P.M.:

Hello, I am really hoping that Nissan Headquarters can rectify the several pro
Kenny mentioned that dlr are aware about the recall about the PC197 for ECM RE
blems I have come into with my

Exec advised would f/u with C this afternoon to provide ETA on repair.

Michelle, my 2013 Pathfinder SL Premium started "juttering" on the northway ye
PRO but recall is not recall is done yet since theres nothing done on the as o
Shannon Walasky Gallo

TL noting vmx from C.

will receive the doc in 10 days

C agreed.

crr-va advised c of follow up date for case is 3/21/13 .c undestood

C states sent in fax.

f now.

How can you say it's not a Nissan issue Aric? These brand new vehicles that we
Pathfinder. I have tried calling Jackie who is apparently handling my case bec
sterday and within 1 minute of feeling the jerking we couldn't accelerate anym
ause more problems have arose.

crr-va advised c that if ever c will be routed to vm c can leave a message, ca

C thanked Exec.

Kenny transferred crr-rd to Josh.

ore and smoke was billowing out from the hood. Transmission fluid all over the
paid alot of money for and are clearly failing and putting families in immine
TL notes no recpt of fax from C.

C states that C has been out of car for over 2 weeks now - and is wondering wh
I understand that the follow call isn't until 3/29/13 is there anyway that can
Josh stated recall is already added sinc Josh was aware that c's veh has an op
nt danger on the side of the road. You may personally
road and had to be towed away on a flat bed. Conveniently enough, no rental c
se number. c understood.

TL notes call to C - [REDACTED]

ar places were open and getting a tow was \$250 dollars. I will hear tomorrow t
at NNA can offer for that time as for reimb?

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,064

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,065

REQUESTED BY: lattad

CAR ID: CA2855637

believe that CVT's are good transmission but we have seen first hand that ther
 crr-va offered further assistance, c declined. crr-va gave name & extension.
 en recall for ECM but nothing done yet on the veh.
 happen sooner?? I am beyond
 TL advised did not receive any fax.
 crr-rd mutually ended the call with Josh.
 Crr-va exiting case.
 e is clearly an issue that needs to be resolved.
 Exec advised that after repair is completed, Exec can review for possible asst
 he supposed issue and actions to fix it but, I am so frustrated with the fact
 TL reiterated fax number.
 upset and stressed and at 33 weeks pregnant this is having an impact on my unb

12:45pm March 22, 2013

crr-rd get back to c and told c to wait for NISSAN OF SARATOGA confirmation if
 crr-va call transferred.

c to send fax.

I pay so much much for a brand new vehicle that doesn't even have any safety r
 orn child. Please help me and
 atings yet AND it's clearly not reliable, I am going to trade it in.

C agreed.

Created by null at 2013-03-21 08:55:09

my family in this unfortunate situation.

Shannon Walasky Gallo

the cause of failure of the veh was cause of the ECM recall or if the repair

TL thanked C.

Call Bradly Thacker, Nissan's Vise President for Total Customer Satisfaction,

Call ended mutually.

Created by ZAK000N at 2013-03-26 14:59:45

C thanked Exec.

*Customer posted on March 17th at 9:46 P.M.

needs to be done on the transmission can be cover under warranty since only nn
 SSA-MW Documenting most recent facebook comments

615-725-7725, fax 615-967-2035, brad.thacker@nissan-usa.com.

a dlr is in the best position to determine why the veh failed, c understood.

Call ended mutually.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,066

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,067

CAR ID: CA2855637

Created by ZAK000N at 2013-04-08 13:36:39

Exec placing call to C [REDACTED]

Mine has just under 3,500 miles on it.

8:15am March 21, 2013

Created by ZAK000N at 2013-03-28 09:56:27

crr-rd told c to call back nna ca once NISSAN OF SARATOGA inspected the veh, c

Exec advised C that Exec is C's POC.

Exec noting towing reimbursement info:

Shannon Walasky Gallo 3/20 9:07pm

That's exactly what I am doing Jeanette!!!

*Customer posted on March 17th at 9:56 P.M.:

Date of service 03/16/2013

Exec placing call to dlr - 518.886.4800

Exec reviewed C's concerns:

No one has been in contact with me, funny.....

Shannon Walasky Gallo

understood.

Bought a 2013 Nissan Pathfinder in November and 2 hours away from home we star

crr-rd asked for further assistance, c declined.

Exec req to speak to SA Josh.

I too am experiencing problems with my transmission. I was left stranded (32 w

-reimb for towing (will fax over copy of receipt)

Service Type: Tow

Confirmed dlr will cover rental.

crr-rd provided c with ca file number, crr name and extension.

Weeks pregnant) 2 hours away from home with my 5 year old and 2 year old yester

P/u location: Stewart Station 6151 Rt8 Chestertown NY

ted feeling a "jutter" and could no longer accelerate. Leaving myself (32 week

-transmission repair completed, but dlr advised that C's fender was scratched

"We see that you were in contact with a specialist on 3/18 and the agent recom

crr-rd closing the file.

Date of Invoice: 03/19/2013

day when my Pathfinder started jerking at 70mph, lost acceleration and began s

during process of repair - is now in body shop

mended obtaining documents from you insurance company. A specialist will be in

SA agreed - advised that C was informed there would be no OOP expense for C.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,068

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,069

REQUESTED BY: lattad

CAR ID: CA2855637

s pregnant), my 2 year old, and 5 year old stranded on the side of the northwa
contact with you soon concerning your case. Thank you for your patience."

-C paid for 'undercoating' on veh and SM at current dlr states that selling dl

Created by ZEB178N at 2013-03-18 08:19:40

Exec thanked SA.

moking from under the hood. Nissan really needs to act quickly and rectify thi

Total amount to be reimbursed: \$223.54

y in 20* weather. Transmission blew. Nissan nor my local dealer are doing anyt

*** ¿Added after the case is closed.¿ ***

Call ended mutually.

Created by ZAK000N at 2013-04-09 14:35:18

Created by ZCJ111N at 2013-03-21 09:18:57

hing rectify the problem apparently I should take an \$8,000 loss because of th

r 'botched up the job'... C states spoke with Owner of selling dlr and has adv

s problem!

Created by ZAK000N at 2013-03-28 14:55:42

*Customer posted on March 17th at 10:00 P.M.:

eir faulty product....

ised would look at concern and redo if need be, but no reimb.

RCAS-JGC noting no vmx from c. RCAS noting INT MSG, from crr-va advised that c

SSA-EB notes customer has taken to Twitter regarding concerns with vehicle:

TL noting reimbursement info (#2)

**

Exec advised that undercoating concern may be a concern best dealt with at dlr

Exec rec'd vmx from SA Josh -states C's veh will be ready for p/u on Sat 3/30

P.O.C "piece of crap"

Reimbursing C for 1 mth veh pymt.

would send in docs within 10 days - when c receives docs from insurance compa

**

\$651.26

1:30pm March 23, 2013

- as this is not something that is manufacturer related - however Exec would

*Customer posted on March 18th at 9:02 A.M.:

Exec placing call to C (518) 891-0142

ny. C did not request follow up on the veh case.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,070

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,071

REQUESTED BY: lattad

CAR ID: CA2855637

*Customer posted on Facebook on March 17th at 9:47 A.M.:

Exec unable to leave vmx as phone only rang - no vmx p/u.

Good LUCK!!!!!!

research.

Sales Agreement and Payment Coupon attached

SSA-JJ advises agency:

C agreed.

Created by ZAK000N at 2013-04-09 14:38:31

Created by ZEB178N at 2013-03-18 08:20:32

Exec setting f/u for 4/1

I will be trading in my 2013 Nissan Pathfinder as soon as possible!!! Nissan i

"Please let her know that we have added the details of her experience to her c

RCAS-JGC contacted the dlr and spoke with SM-Ron. SM states that the veh has a

*** ;Added after the case is closed.; ***

ase and per conversation she had with our specialist the follow up date is sti

Created by ZAK000N at 2013-04-03 13:20:25

C thanked Exec for contact.

n open repair order for a replacement transmission. SM states that the transmi

s absolute JUNK. I didn't pay \$42,000 for my brand new car to leave my family

TL AN requesting assistance from ET MP for processing of ck req.

Created by ZEP176N at 2013-04-09 14:42:50

Exec advised of direct contact info.

including my two young children and myself (32 weeks pregnant) stranded 2 hour

ll set for 3/29/13, unless she receives her documents earlier."

SSA-EB escalating case, due to the fact that customer is posting comments on F

ssion should arrive to the dlr soon. NO BOP/STP process needed. SM states that

TL AN notes POP rec'd for C's towing expense.

acebook and issue is not resolved.

Created by ZMR777N at 2013-03-25 08:22:05

ET-MP notes the following check requests submitted per TL-AN as noted below:

Exec advised would speak to SM and would look into C's concerns and would cont

s away from home. I've owned vehicles made by, Ford,Volkswagen, Subaru, and Bu

the ETA is 3.26.13 and all repairs are covered under warranty. RCAS requested

TL attached POP to case for processing.

act C by tomorrow afternoon or morning of 3/28

CR0096669 for \$223.54 for towing charges

CRR-MR received a call from C following up on the case.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,072

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,073

REQUESTED BY: lattad

CAR ID: CA2855637

ick, never did any of those vehicles leave me on the side of the road waiting
SSA-EB escalating case for further review.

that tow be covered under this c's claim and SM advised that the c did not re
TL noting call to dlr - 518.886.4800

C agreed.

CR0096670 for \$651.26 for one mth pymt.

Created by ZEK176N at 2013-03-18 08:41:35

CRR-MR verified C's contact information. Contact info has not changed.

for a tow truck. Now, my Nissan with less than 3,500 miles on it quit running
quest assistance with the tow and the SM does not know how the c would be reim

TL req to speak to SA Josh.

and was billowing bluish grey smoke from under the hood. I

bursed. RCAS advised SM to include this on the warranty claim. SM understood,

Call ended mutually.

Created by ZAK000N at 2013-04-10 12:50:29

CRR-MR informed C that the case is being handled by RCAS. C understood.

****EXEC-EK ASSIGNING CASE TO RCAS-JC FOR FOLLOW UP AND INVESTIGATION OF C CASE***

SA confirmed C's repair completed and C is happy with outcome.

*

but advised that the c is under the impression that NNA is going to reimburse
certainly hope that Nissan can rectify this problem as I am beyond frustrated!

Created by ZAK000N at 2013-03-28 09:47:07

CRR-MR offered to transfer call to RCAS voice mail. C agreed.

TL noting that VSC and Cks have been processed/approved.

TL thanked SA.

!

Call ended mutually.

c for this tow. RCAS understood. Call ended mutually.

Created by ZAK000N at 2013-04-10 12:54:07

CRR-MR informed C that an internal message will be sent to let RCAS know that

****EXEC-EK sent internal message to RCAS-JC requesting follow up call with c be**

Exec placing call to dlr - 518.886.4800

Created by ZCJ111N at 2013-03-21 10:25:52

C would like to receive a call as soon as possible. C understood.

Exec req to speak to SM Ron.

made by COB tomorrow***

*SSA responded on March 17th at 12:39 P.M.:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,074

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,075

REQUESTED BY: lattad

CAR ID: CA2855637

TL notes call to C - [REDACTED]

TL noting call to C - [REDACTED]

Created by ZKJ111N at 2013-03-18 11:37:34

CRR-MR offered further assistance. C declined.

Hi Shannon, thanks for bringing these concerns to our attention. We'd like to

RCAS-JGC contacted c at 12:05p est at [REDACTED] and spoke with c. RCAS ad

SA Josh advised SM is in meeting.

TL advised C of processed ck req and VSC.

TL unable to leave vmx or speak to C - phone rang - no vmx p/u.

CRR-MR provided CRR name and extension number.

Exec asked if SA could provide status on repair?

look into them for you - can you please private message us your contact inform

rcas-kj assisting rcas-jc.

Setting F/u to contact C on 4/4

TL thanked C for allowing TL to assist.

vised that RCAS had rec'd information, from CRR-VA that c is just waiting for

ation and VIN? Thanks (Kellye L, Nissan Social)

Created by ZAK000N at 2013-04-04 09:16:55

CRR-MR exiting case.

rcas-kj made outbound call to c on [REDACTED] and spoke with c and c advis

SA states that trans repair completed - currently at body shop to repair scrat

the receipt from c's Insurance Company & c will receive the doc in 10 days. C

TL advised case would close.

agreed. C states that it is 10-14 days. C states that c is considering trading

C agreed.

ching that occurred during repair process.

Created by VLR009N at 2013-03-25 13:21:54

*Customer responded on March 17th at 7:32 P.M.:

ed that c's insurance company Allstate is the one who arranged the tow and cha

TL notes call from C.

C confirms veh repaired and working properly.

C thanked Exec for assistance.

Exec asked if SA could elaborate on what happened to cause damage?

*** EXEC TEAM TAKING OVER CASE ***

One of the worst things that Nissan could have done was allow me to get a 2013

out of the veh, due to this experience, and c states that c would like to hav

rged c for the tow.

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,076

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,077

REQUESTED BY: lattad

CAR ID: CA2855637

Call ended mutually.

Dodge Durango as a rental vehicle while mine is in the shop. I've fallen in line for the case reviewed for c's inconvenience. C states that c was stranded, on the case. Exec TL-LR received email from VP-BT informing of customer's email.

rcas-kj understood and asked if c has docs, c advised no, but c can most likely provide them. SA states unsure - happened on SA's day off.

TL extended offer of 72mth/100K Gold VSC and 1 mth veh pymt reimb due to the t

*** Email reads:

on the side of the road, with two kids and 32 weeks pregnant. C states that c is so stressed. Exec understood.

overcome with it and already spoke with a dealership that can get me into one with no transmission failure.

TL closing case.

try to obtain the docs from the insurance company.

interested, of the veh, and would like to see NNA offer c some sort of compensation.

C accepts.

Exec asked when ETA is on this repair completion?

Hello, my name is [REDACTED]. On November 23, 2012 I purchased a new Pathfinder. rcas-kj understood and provided rcas-jc fax# 615.984.5232, rcas-kj also provided same features as mine for \$150 less a month than I currently pay. I am running out of options.
Summary

C contacted NNA regarding C's transmission failure. C's veh was repaired, C was advised to call 800-343-6913, ext 457257.

far, far away from Nissan and never looking back! Good Luck to you Regina, I hope you find a better dealer. On Saturday, March 16, 2013 my Pathfinder with 3,500 miles on it broke. RCAS understood.

SA states will receive an ETA from body shop in the next couple of hours.

TL asked that C send in copy of mthly statement for veh pymt.

I am sorry you have gone through the nonsense and headaches of owning a Nissan and leaving down leaving my two young children (ages 3 and 5) and myself (32 weeks pregnant). Exec understood.

RCAS-JGC advised c that RCAS will look into c's request and follow up, with c, rcas-kj verified mailing address and advised c of follow up for 3/21/13. c agrees to be given a VSC, 1 mth payment and reimbursement for towing charges. No further actions required. TL advised C of the 10 day turn around for VSC processing.

actions required.

ended.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,078

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,079

REQUESTED BY: lattad

CAR ID: CA2855637

Exec asked for direct call with update.
 ike I have. You live and learn I guess!!
 nt) stranded on the interstate 2 hours away from home. The vehicle started sha
 on 3.29.2013 (10th day). RCAS requested that c contact RCAS (at 1.800.34.3.69
 TL advised would process all GW at the time that C is able to send in verifica
 13, ext 457257), should c receive the docs early, and c agreed. Call ended mut
 *Customer posted on March 17th at 9:00 P.M.:
 king and within less than 1 minute I lost all acceleration and there was smoke
 rcas-kj thanked c, call ended mutually
 SA agreed.
 tion.
 billowing out from under the hood. The Pathfinder needed to be towed to the n
 C agreed.
 Created by ZVA176N at 2013-03-19 07:17:02
 Exec provided direct contact info.
 Not good at all.....I better be reimbursed the \$250 dollars I had to pay my in
 ually.

 crr-va received call from c.c stated that c wanted to be transferred to RCAS J
 C thanked TL and NNA.
 earest Nissan dealership costing me \$235 dollars and is still currently there
 Exec thanked SA.
 surance out of pocket for a tow truck.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCFA

CALLBACK: 0

DATE: 00/00/00

USERID:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,080

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,081

REQUESTED BY: lattad

CAR ID: CA2855637

REOPEN: **CALLBACK** 0 **DATE:** 00/00/00
NEW INFO: 0 **DATE:** 00/00/00
OTHER: 0 **DATE:** 00/00/00
COMMENTS ONLY: 0 **DATE:** 00/00/00

USERID:
USERID:
USERID:
USERID:

IIR-DATE:
3RD PRY: NI
BYBACK ST:
HISTORY:
SVC CALL#: N
CLOSE: Y
RESP CAA:
PHONE:

TRANS DATE 04/10/13
PART#:
OPENED BY:
UPDATE BY:
UPDATE DATE:
CLOSE DATE: 04/15/13
OLM:
OWNER FIRST: ██████████

CHECK REQUESTED: Y
CHECK ISSUED: Y
MICROFILM:
DOM:
LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,082

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,083

REQUESTED BY: lattad

CAR ID: CA2855637

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM5DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	5259 New York	4/10/2013	11/23/18	0100000	01/01/01	01/01/01

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,084

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,085

REQUESTED BY: lattad

CAR ID: CA2855637

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 0

EFFECTIVE: 4/10/2013

EXPIRES: 11/23/18 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 04/10/13

PRINTED: 04/13/13

DEALER NO: 5259 **STATE:** NY

DEALER NAME: NISSAN OF SARATOGA

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,086

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,087

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2856524
STREET: [REDACTED] **VIN:** 5N1AR2MM7DC [REDACTED]
CITY: FARMINGTON HIL **YR/MDL:** 2013.0 PTH **MILEAGE:** 001600
ST/ZIP: MI [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 784 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 392 **SVC DLR:** 2907 SUBURBAN NISSAN/FARM HILL
DLR PH: 248 471 0044 **DENY:** 0 **RESP DLR:** 2907 SUBURBAN NISSAN/FARM HILL
REGION: 24 **DIST: SL/SV/PT:** 12 12 42

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001600 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/18/13 **XFER/RSPNSBLTY:** 24 12 N
CONTACT (S): **FOLLOWUP DATE:** 03/25/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/22/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	207500 PATHFINDER
OF NNA., INC. ISSUES	227000 GEN. POWERTRAIN COMPONENT
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY
BG POWERTRAIN	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,088

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,089

CAR ID: CA2856524

C. A. R. COMMENTS

Created by ZAR180N at 2013-03-18 09:24:04

Created by ZAR180N at 2013-03-18 09:34:17

CRR-MC exiting file.

C stated that c will not accept the offer neither c will accept any card with

Yogesh dommeti

an apology from NNA. C stated that if the same thing happen again c is going t

Created by ZMA629N at 2013-03-19 13:47:30

Created by ZYT176N at 2013-03-19 14:32:19

crr-ar received a call from c. c stated

CRR-MC received a call from c stating that c wanted an update regarding case.

Et-Yt placed call to SM Paul Cinco to request concerns and diagnosed from veh

o take the veh back to the dlr and dumped on the drl lot. C stated that the SM

that c wants a lemon law

crr-ar created and verified c's information.

CRR-MC verified if any contact info changed. C said no.

didn't want to even talk to c last time when c went to the dlr. C stated c is

visit to dlr.

CRR-MC informed c that followup date was scheduled 03/19/13 and advised c to k

c stated c has a transmission problem

going on a trip with c's family and c is not very happy traveling on the veh.

SM stated veh was in twice for loose hose clip. SM stated that veh is repaired

C said that c does not want to received a call from NNA any more. C stated th

c stated on march 2 while driving there's a green fluid leak on road with smok

eeep lines open until the end of this business day. C agreed and provided best

, test drove and it is working as designed. SM stated c picked up veh last nig

at c is very unhappy and terminated the call.

contact # [REDACTED]

e from the engine.greenish oil.

ht (3/18/13). SM stated that veh was first repaired with the clips and once af

Created by ZYT176N at 2013-03-22 09:30:03

CRR-MC offered further assistance. C declined.

dealer checked it,open and fix it .. on march15 while in the highway the engin

ter c was gone dlr received advised from tech stating that more clips should b

CRR-MC provided name,case and extension number.

e used on the hose to hold it. SM stated that dlr expected the veh will be wor

e wouldn't work.c towed it, but now there's no smoke.c has 1,325 miles

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,090

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,091

REQUESTED BY: lattad

CAR ID: CA2856524

****Summary****

c dont have the diagnosis

CRR-MC exiting file.

king well but c brought veh back to the dlr with the same concern. SM stated t
NNA received email from c concerning about greenish transmission oil coming u
Created by ZYT176N at 2013-03-19 14:32:19

dealer not able to fix

his time veh was repaired with the updated parts. The veh was test drove and i
nder the trans. C was contacted and request to be compensated for c's time. NN
A decided to offer c a Maintenance Plan for oil change and rotation every 3 mo
c asking lemon law

Et-Yt placed call to SM Paul Cinco to request concerns and diagnosed from veh
t is working as designed.

. / 3750 for 12 months/15,000 miles mi.(Bronze Maintenance Plans) which ever c
crr-ar advised c to get the diagnosis first and estimate amount of repair in c
Et-Yt thanked SM for the information and request the RO records to be faxed to
visit to dlr.

NNA.

omes first as courtesy from NNA for the inconvenience. C declined the offer.
SM stated veh was in twice for loose hose clip. SM stated that veh is repaired
's veh

Closing case as no further assistance is necessary at this time.

c understood

SM agreed; call ended mutually.

, test drove and it is working as designed. SM stated c picked up veh last nig
c will call back

ht (3/18/13). SM stated that veh was first repaired with the clips and once af

PREVIOUS FILES: None

crr-ar offered further assistance, c

RELATED: None

ter c was gone dlr received advised from tech stating that more clips should b
declined.

e used on the hose to hold it. SM stated that dlr expected the veh will be wor

UNRELATED:- None

crr-ar gave name, extension and case number.10856524

king well but c brought veh back to the dlr with the same concern. SM stated t

VERIFIED Cb

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,092

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,093

REQUESTED BY: lattad

CAR ID: CA2856524

CHECKED FOR OPEN RECALLS: None

crr-ar closing case.

his time veh was repaired with the updated parts. The veh was test drove and i

Created by ZWC123N at 2013-03-19 06:40:16

t is working as designed.

VSC: None

Created by ZYT176N at 2013-03-19 14:33:54

Et-Yt thanked SM for the information and request the RO records to be faxed to

NNA received email from c outlining veh concerns with the 2013 Pathfinder.

-

NNA.

RO has been received and attached to the case.

Created by ZYT176N at 2013-03-19 14:35:17

My new 2013 nissan pathfinder purchased on 1/31/2013 from suburban nissan, far

SM agreed; call ended mutually.

ET-Yt placed call to c to [REDACTED] @ 3:25pm; left vmx with Et-Yt info and

mington hills, mi has been giving me the following repeated problems

PREVIOUS FILES: None

1) on 03/02/2013 with 1024 miles the vehicle stalled on the side of a road wit

RELATED: None

requested a call from c at c's earliest convenience.

Case pending on a call back from c.

h smoke coming into the cabin through vents

UNRELATED:- None

Created by ZYT176N at 2013-03-19 14:38:01

Noticed greenish transmission oil collect in a pool under the truck

VERIFIED Cb

CHECKED FOR OPEN RECALLS: None

Check engine light was On

Update Owner Information

Created by ZWC123N at 2013-03-19 06:40:16

Got the vehicle towed to suburban nissan, farmington hills, mi

VSC: None

Created by ZYT176N at 2013-03-19 14:33:54

NNA received email from c outlining veh concerns with the 2013 Pathfinder.

Suburban nissan provided loaner car after generating a service request

-

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,094

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,095

REQUESTED BY: lattad

CAR ID: CA2856524

RO has been received and attached to the case.

Suburban nissan worked on the vehicle and was returned back to me saying, the

Created by ZYT176N at 2013-03-19 14:35:17

hose clip to the transmission fluid came loose

My new 2013 nissan pathfinder purchased on 1/31/2013 from suburban nissan, far

ET-Yt placed call to c to [REDACTED] @ 3:25pm; left vmx with Et-Yt info and

mington hills, mi has been giving me the following repeated problems

Suburban nissan assured they found no damage to transmisson after they opened

1) on 03/02/2013 with 1024 miles the vehicle stalled on the side of a road wit

requested a call from c at c's earliest convenience.

Vehicle was returned back to me after topping off oil with secured hose.

2)on 03/16/2013 with 1325 miles the vehicle stalled again on highway in peak t

Case pending on a call back from c.

h smoke coming into the cabin through vents

Created by ZYT176N at 2013-03-19 14:38:01

Noticed greenish transmission oil collect in a pool under the truck

raffic

Check engine light was On

Got the vehicle towed to suburban nissan, farmington hills, mi at personal ex

Update Owner Information

Created by ZYT176N at 2013-03-21 07:00:23

Got the vehicle towed to suburban nissan, farmington hills, mi

pense

Et-Yt placed call to c; c was in a conference call and informed Et-yt that c w

Showroom was closed as it took almost three hours for the tow with bad traffic

Suburban nissan provided loaner car after generating a service request

ill call back in half and hour.

/ rain

Suburban nissan worked on the vehicle and was returned back to me saying, the

Et-Yt agreed, call ended mutually.

hose clip to the transmission fluid came loose

No check engine light this time

Case pending on a call back from c.

Suburban nissan assured they found no damage to transmisson after they opened

The tow truck driver showed greenish oil under transmission

Created by ZYT176N at 2013-03-22 08:55:18

Suburban nissan provided loaner car on 03/17/2013 am. No service request gener

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,096

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,097

REQUESTED BY: lattad

CAR ID: CA2856524

Vehicle was returned back to me after topping off oil with secured hose.
2)On 03/16/2013 with 1325 miles the vehicle stalled again on highway in peak t
ated.
Et-Yt received vmx from c requesting a call back.

I am very disaapointed with my new pathfinder. I am not clear on protocol with
raffic

Et-Yt placed call to c; informed c that NNA is in receipt of c's VOC. Apologiz
Got the vehicle towed to suburban nissan, farmington hills, mi at personal ex
this situation. We have a upcoming road trip to Atlanta, GA and Charlotte, NC
ed for the overall inconvenience with the veh. Explained c that Et-Yt has the
leaving on March 28, 2013 (spring break for kids). My kids and family are ver
pense

opportunity to addressed c's concern with the SM and the SM informed Et-YT tha
Showroom was closed as it took almost three hours for the tow with bad traffic
y apprehensive to travel anywhere in this vehicle. Can some body please get ba
ck to me. I can be reached at [REDACTED]

/ rain

t veh was first repaired with the clips and once after c was gone dlr receive
d advised from tech stating that more clips should be used on the hose to hold
No check engine light this time

Thanks

it. SM stated that dlr expected the veh will be working well but c brought ve

The tow truck driver showed greenish oil under transmission

Yogesh dommeti

Created by ZMA629N at 2013-03-19 13:47:30

h back to the dlr with the same concern. SM stated this time veh was repaired
Suburban nissan provided loaner car on 03/17/2013 am. No service request gener
ated.

CRR-MC received a call from c stating that c wanted an update regarding case.
with the updated parts. The veh was test drove and it is working as designed.

CRR-MC verified if any contact info changed. C said no.

C stated that c is not going to take any apologies and would like to be compen

I am very disaapointed with my new pathfinder. I am not clear on protocol with

CRR-MC informed c that followup date was scheduled 03/19/13 and advised c to k
sated for c's time.

this situation. We have a upcoming road trip to Atlanta, GA and Charlotte, NC

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,098

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,099

REQUESTED BY: lattad

CAR ID: CA2856524

keep lines open until the end of this business day. C agreed and provided best
 Inform c that upon reviewed of the case NNA decided to offer c a Maintenance P
 leaving on March 28, 2013 (spring break for kids). My kids and family are ver
 contact # [REDACTED]
 lan for oil change and rotation every 3 mo. / 3750 for 12 months/15,000 miles
 y apprehensive to travel anywhere in this vehicle. Can some body please get ba
 ck to me. I can be reached at [REDACTED]
 CRR-MC offered further assistance. C declined.
 mi.(Bronze Maintenance Plans) which ever comes first. Inform c that the Mainte
 CRR-MC provided name,case and extension number.
 nance Plan is offered to c as courtesy from NNA for the inconvenience.
 Thanks

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,100

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,101

REQUESTED BY: lattad

CAR ID: CA2856524

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/22/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,102

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,103

REQUESTED BY: lattad

CAR ID: CA2856524

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM7DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		2907 Michigan					

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,104

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,105

REQUESTED BY: lattad

CAR ID: CA2856524

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2907

STATE: MI

DEALER NAME: SUBURBAN NISSAN/FARM H

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,106

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,107

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2897498
STREET: [REDACTED] **VIN:** 5N1AR2MM3DC [REDACTED]
CITY: FAIRFIELD **YR/MDL:** 2013.0 PTH **MILEAGE:** 004000
ST/ZIP: CT [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 9,480 **RTL DLR:** NI NI
EVE PH: 914 **SUSP:** 0 **SVC DLR:** 3265 PAUL MILLER NISSAN, LLC
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 3265 PAUL MILLER NISSAN, LLC
REGION: 26 **DIST: SL/SV/PT:** 01 01 31

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 03/25/13
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 004000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/25/13 **XFER/RSPNSBLTY:** 26 01 N
CONTACT (S): **FOLLOWUP DATE:** 04/26/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/26/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,108

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,109

CAR ID: CA2897498

C. A. R. COMMENTS

Created by null at 2013-03-25 18:54:53

Created by ZCJ111N at 2013-04-11 12:29:57

Created by ZJS999N at 2013-03-27 07:05:21

crr-rc informed c that theres an open case on c's concern and it was already e

Service Dept. Review

Created by ZJS999N at 2013-03-27 07:05:21

RCAS-JGC rec'd ROs, from Paul Miller Nissan, and attached to case.

scalated to rcas.

Service Dept. Review

Summary:

C contacted NNA due to veh having transmission concerns. C requested repurchas

crr-rc informed c that the case will be transferred to rcas for review, rcas w

firstname : margaret

Service Dept. Review

e/replacement of the veh. RCAS contacted Dlr and C. RCAS completed RHR and ARB

firstname : margaret

ill call the dlrshp to get some information & update c by the end of the next

RCAS-JGC contacted SM-Don, at NISSAN CITY OF PORT CHESTER, and requested missi

Service Dept. Review

business days.

lastname : Jones

ng RO. RCAS was advised that RO states that the cooler line fell off and coole

Service Dept. Review

S reviewed and declined. C contacted and advised c has an attorney. Case close

crr-rc offered further assistance, c declined.

d as no further assistance is requested at this time.

lastname : Jones

r line was reattached. RCAS requested SM send RO to 615.984.5232. SM agreed an

Service Dept. Review

Created by ZJB176N at 2013-04-23 08:47:58

crr-rc gave the case number, extension number and crr's name.

d call ended mutually.

email [REDACTED]

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,110

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,111

CAR ID: CA2897498

crr-jdb received a call from c stating the veh had no brake fluid in the veh a
crr-rc leaving the case open.

email : [REDACTED]

crr-rc transferred the case to rcas.

homephone : [REDACTED]

RCAS-JGC rec'd RO and attached to case.

s of saturday, c took veh back to svc dealer for svc, c is calling to find out

Created by ZCJ111N at 2013-03-28 14:35:48

homephone : [REDACTED]

what can be done about this veh.

address1 : [REDACTED]

crr-jdb verified c's info and informed c that case will be reopened and rcas-j

RCAS-JGC completed RHR and attached to case.

RCAS-JGC contacted the dlr and was transferred to SM's vmx. RCAS left msg, wit

address1 : [REDACTED]

c will contact c by the end of the business day, c understood.

h case number, and requested call back to 1.800.343.6913, ext 457257.

address2 :

Created by ZCJ111N at 2013-03-28 14:38:14

crr-jdb offered further assistance, c declined. call was ended.

RCAS-JGC contacted the dlr and was transferred to SM's vmx. RCAS left msg, wit

address2 :

Created by ZEW177N at 2013-04-23 15:03:52

h case number, and requested call back to 1.800.343.6913, ext 457252

RCAS-JGC attempted to contact c at 4:36p est at [REDACTED] and left vmx incl

city : fairfield County

RCAS-EW called customer on 04/23/2013 at 4:15P ET phone number [REDACTED].

uding case number, name, and ext. rcas-jgc also advised c that the office hour

city : fairfield County

Customer stated that vehicle is with dealer. Customer requested to have curren

RCAS-JGC recontacted the dlr and SA picked up the phone and hung up.

s are Monday-Friday 8AM-5PM EST. rcas-jgc stated that rcas-jgc will attempt to

follow up with c no later than 4.2.2013. rcas-jgc requested that if c does ca

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,113

CAR ID: CA2897498

t vehicle exchanged for another vehicle while retaining the current payment.

twitter : @nissanleafhelp

ll back and reach vmx to please leave best time and number to reach c.

RCAS-EW explained that the current contract would have to be fulfilled by tran

RCAS-JGC recontacted the dlr and requested to speak to someone who can stand i

twitter : @nissanleafhelp

n the place of the SM as the SM has not contacted RCAS in regard to the case.

sfering the remainder owed on the vehicle to the new purchase under a new cont

state : CT

ract.

RCAS-JGC noting there is only one contact number. RCAS setting follow up and e

RCAS was placed on hold, for 10 minutes and advised that the SM is not availab

state : CT

Customer stated that customer currently pays \$487.15/mo on loan.

le and there is no one to stand in the place of SM to offer RCAS assistance.

xiting veh case.

zip : 06825

Created by ZFJ178N at 2013-03-28 15:13:14

RCAS-EW advised customer that RCAS-EW would follow-up on 04/26/2013.

zip : 06825

crr-jd received a call from c. c wants to follow up case id 10897498

Customer understood.

owner : true

RCAS-JGC sending FOM/FOS an email to advise of veh case.

Created by ZDR123N at 2013-04-11 13:42:35

Created by ZEW177N at 2013-04-26 09:40:58

crr-jd asked c if there are changes in the contact info. c said no.

owner : true

crr-jd advised c to leave a message if c reached a voicemail, and crr-jd will

DRTS-DR recb

make : Nissan

RCAS-EW called dealer 3265 Paul Miller Nissan on 04/26/2013 at 11:35A ET phone

Created by ZCJ111N at 2013-04-15 11:45:48

make : Nissan

number ([REDACTED]) RCAS-EW left voicemail message for SM-Mirwais Hotak.

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,115

REQUESTED BY: lattad

CAR ID: CA2897498

send an internal message. c agreed and understood.

Created by ZEW177N at 2013-04-26 11:39:46

crr-jd offered further assistance. c declined.

RCAS-JGC rec'd email, from SM-Jeff. C picked up veh on Sat, 4/6/2013 and c has

source : NissanContactUs

crr-jd provided name, case number and extension number.

not contacted dlr with any further complaints.

RCAS-EW received voicemail message from customer on 04/26/2013 at 2:04P ET.

source : NissanContactUs

Created by ZEW177N at 2013-04-26 11:59:48

exiting the case

vin : 5n1ar2mm3dc601275

Created by ZCJ111N at 2013-04-03 08:02:48

RCAS-EW called customer on 04/26/2013 at 1:39P ET phone number [REDACTED]

RCAS-JGC setting follow up to 4.18.2013 (end of 10 day process) and exiting ve

vin : 5n1ar2mm3dc [REDACTED]

dealerstate :

h case.

Per TL-MPB, RCAS changing follow up date to 4.4.2013 due to the 1/3 plan.

RCAS-EW reiterated that contract on current vehicle would need to be fulfilled

and that negative equity would be transferred to new vehicle contract and the

Created by ZDT877N at 2013-04-16 11:08:58

Created by ZJT177N at 2013-04-03 14:07:10

dealerstate :

ARBS-DT in review of case and RHR. ARBS-DT notes customer requested replacemen

dealername : Paul Miller

received a call from c..c stated that c's veh is still at the dlership for alm

refore the same payment cannot be guaranteed.

Customer expressed frustration that RCAS-EW would not do anything for customer

dealername : Paul Miller

ost a week now and it's not yet fix.c stated that c wants a new veh..crr verif

t due to transmission and brake related complaints. ARBS-DT notes the followin

comments : I bought a 2013 Pathfinder in Jan 2013 & on Feb 15 2013 the Trans

. Customer expressed confusion as to why NNA could not simply take the vehicle

g repair history:

y c's contact information..crr checked for related case, found 10897498..crr a

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,117

REQUESTED BY: lattad

CAR ID: CA2897498

02/26/13 - 2,188 miles - Customer complaint not listed - Dlr replaced oil cool back.

comments : I bought a 2013 Pathfinder in Jan 2013 & on Feb 15 2013 the Trans advised c that c's concern is already handled by rcas.c stated that c wants to be transferred to rcas.crr informed c that if rcas is not available, c will be Customer requested no further assistance.

er hose and clamp, as well as CVT assy (15 days out of service).

mission Clamp came off on the Highway , On Mar 22 the Brake failed & went to t 03/01/13 - 2,999 miles - Customer complained of whining sound, underpowered - Created by ZEW177N at 2013-04-26 12:00:53

mission Clamp came off on the Highway , On Mar 22 the Brake failed & went to t routed to a vmx and crr will send internal message to rcas, c understood..cr

*** CASE SUMMARY ***

Dlr could not duplicate (1 day out of service).

he Floor , Then every morning the car runs very Rough I have taken the car bac r asked for the best number and best time of the day that c can contacted.. c

03/25/13 - 4,101 miles - Customer complained of whining noise from engine on c he Floor , Then every morning the car runs very Rough I have taken the car bac provide [REDACTED] , abytime of the day..crr gave name,ext and case number t Summary:

C contacted NNA due to veh having transmission concerns. C requested repurchas k 4 times , Please respond to me ASAP, Time is of the Essence.

o..crr transfer c to rcas-JGC vmx..crr-JT exiting case

old starts - ARBS-DT notes no Dlr repair. According to case documentation, SM advised RCAS vehicle had been repaired and picked up by customer on 04/06/13 (Created by ZCJ111N at 2013-04-04 14:13:19

e/replacement of the veh. RCAS contacted Dlr and C. RCAS completed RHR and ARB k 4 times , Please respond to me ASAP, Time is of the Essence.

12 days out of service).

Created by ZJS999N at 2013-03-27 07:09:28

RCAS-JGC contacted the dlr and was transferred to SM's vmx. RCAS left msg, wit S reviewed and declined. C contacted and advised c has an attorney. Case close ARBS-DT notes no further repair history. Based on provided repair orders, ARB d as no further assistance is requested at this time.

Email case logged

h case number, and requested call back to 1.800.343.6913, ext 457257.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,118

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,119

CAR ID: CA2897498

Created by ZCJ111N at 2013-04-04 14:29:43

E-mail addressed to: [REDACTED]

S-DT notes (3) transmission related complaints resulting in (2) repairs and (2
8) total days out of service.

Customer called in inquiring if customer could trade out of vehicle with a gua

Method of contact: E-mail

RCAS-JGC contacted c at 4:13p est at [REDACTED] and spoke with c. RCAS revie

ARBS-DT does not note an unreasonable number of repair attempts. NNA is not in
crr-jm checked for open recalls/campaigns/upgrades found: none

rantee that monthly payment would remain the same.

wed the veh concerns and c verified that the veh has a few repairs and C state

crr-jm checked for previous/related case found: none

RCAS-EW informed customer that there was no guarantee.

s that c feels unsafe in the veh. C states that c does not want to go over the
the position to offer a replacement at this time. ARBS-DT recommended RCAS of

concerns. C just does not want the veh. C states that c would like to request

Date/Time Sent: 3/27/2013 8:07 AM

fer (1) payment as a one time goodwill gesture. RCAS follow up requested.

a repurchase/request.

Created by ZCJ111N at 2013-04-17 12:06:20

RCAS-EW closed case.

crr-jm escalating case to rcas crr-jm leaving case open.

RCAS-JGC advised c that RCAS would like to assist and c states that c just doe

RCAS submitting ARBS suggestion to FOS for review

Created by ZCJ111N at 2013-04-17 12:14:23

Created by ZJS999N at 2013-03-27 07:09:34

s not want the veh. RCAS advised c that RCAS can put in c's request, but RCAS
cannot guarantee that NNA will be able to honor the request. RCAS advised c th
case moved

RCAS made call, to c, at 2:07p est at [REDACTED] and spoke with c. RCAS advi
at this is a 10 business day process. RCAS advised c that RCAS will contact c

Created by ZYL176N at 2013-03-27 10:01:46

sed c that the veh case review has been completed and, at this time, NNA does

crr-rc received a call from c stating that c has a prob on c's veh. c stated t

not note an unreasonable number of repair attempts. NNA is not in the position

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,121

REQUESTED BY: lattad

CAR ID: CA2897498

on 4.25.2013 and provide c with NNA resolution or veh case update. C agreed. hat c's veh is a brand new 2013 Path and c stated that the veh need to replace RCAS-JGC advised c to contact RCAS with any questions or concerns at 1.800.343 to offer a replacement at this time. C states that is fine. C states that c h .6913, ext 457252. C agreed and call ended mutually. as contacted an attorney, in regard to the veh concerns and c states that c's the trans and the brakes. c stated that dlr informed c that c need to replace --- attorney will handle the case as such, with NNA. C states that c has advised c the trans. c stated that last 02/25 c stated that the trans making a noise an d last sat c stated that when c try to stop the veh c stated that c need to fl RCAS-JGC emailing SM to request all ROs, setting follow up, and exiting veh ca 's husband and mother to take care of Nissan if anything happens to c. C thank ed RCAS and ended call. oor the pedal to stop it. crr-rc understood and apologized to c. se.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCMV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID:

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,122

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,123

REQUESTED BY: lattad

CAR ID: CA2897498

IIR-DATE:

TRANS DATE 01/07/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/26/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,124

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,125

REQUESTED BY: lattad

CAR ID: CA2897498

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM3DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	3265 Connecticut	1/2/2013	01/02/19	0100000	01/01/01	01/01/01

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,126

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,127

REQUESTED BY: lattad

CAR ID: CA2897498

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 100

EFFECTIVE: 1/2/2013

EXPIRES: 01/02/19 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 01/07/13

PRINTED: 01/12/13

DEALER NO: 3265 **STATE:** CT

DEALER NAME: PAUL MILLER NISSAN, LLC

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,128

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,129

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA2899005
STREET: [REDACTED] **VIN:** 5N1AR2MN1DC [REDACTED]
CITY: DOWNEY **YR/MDL:** 2013.0 PTH **MILEAGE:** 001600
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: 0 **PAID:** 3,750 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5258 PUENTE HILLS NISSAN
DLR PH: 626 626 2600 **DENY:** 625 **RESP DLR:** 5258 PUENTE HILLS NISSAN
REGION: 44 **DIST: SL/SV/PT:** 05 05 35

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001600 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/26/13 **XFER/RSPNSBLTY:** 44 05 N
CONTACT (S): **FOLLOWUP DATE:** 04/29/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/29/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,130

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,131

CAR ID: CA2899005

C. A. R. COMMENTS

5. MPI complete

Created by null at 2013-03-27 10:42:28

Created by ZEB178N at 2013-03-26 07:49:53

Created by ZJB176N at 2013-04-03 13:48:26

c stated while on the freeway, c felt a slight shake and asked c's husband to feel safe driving that car again and even less risking my kids, just because Ni
End of Verbatim

he simplest scenario is for you to choose a the exact vehicle you already have of veh and put into a different one. c stated dlr advised Nissan would have to Please contact your lienholder (if applicable) and fill out the form completel
Service Dept. Review

Silvia Beltran

ur new Armada.

03/27/13

Created by VRD551N at 2013-04-16 07:47:29

Created by ZDS177N at 2013-04-01 12:08:49

crr-jdb received a call from c asking for rcas-ds.

go to Puente Hills Nissan (pruchasing dlr) to be looked at.

, NMAC will orchestrate a substitution-of-collateral on the loan and you pay t
review for this type of assistance. c stated c would like a 2011 or 2012 PTH.

Service Dept. Review

Sincerely

SSA-MW documenting most recent facebook post

ssan Dealers don't want to take their responsibility. I'm really disappointed
y. Once completed please return it to me via fax at 615-967-3572. In addition
and regret the fact that I've traded in my 2007 that never gave me problems.

ARBS emailed C:

Complaint:

crr-jdb verified c's info and informed c that rcas has a follow up to call c 4
c stated when c got to dlr, dlr advised rental dept was closed and to bring ve
he usage fee of \$435.36 at the time of pick up. Your current loan would keep t
Letting the customer know that we documented their concerns and consumer affai
rcas-ds recieved vmx from SM-TK of Puente Hills Nissan. SM advised coolant hos
rcas understood. rcas advised will look into possible assistance, which can ta
Service Dept. Review

Silvia Beltran.

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,132

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,133

REQUESTED BY: lattad

CAR ID: CA2899005

to the Lienholder Information Request Form, please fax a copy of the vehicleb

1. Transmission concern

/8/13, c understood and stated that the dealer told c to pick up the veh but c

Created by VRD551N at 2013-04-15 13:52:12

current registration as well since it is necessary in order to complete the r

*Customer continued to post the same message continuously shortly after postin

e came off veh. SM advised will fax copy of RO. SM advised there is no other h

h back the next day.

he same terms and the \$435.36 would be due In full because the terms of the ex

ke up to ten business days. rcas advised follow up for 04/03

Ms. Beltran,

rs will be in contact with them.

Service Dept. Review

2. Perform tire check

ARBS called FI Mgr-Anna Robles at dlr. Anna advised the C just bought a new Ar

c agreed.

c stated c agreed. c stated c was on freeway when veh started shaking and pull

epurchase.

g with same message contents*

I apologize if my email came across harshly. I simply wanted to let you know t

isting loan cannot change other than the collateral. If you want a different u

istory on veh.

Service Dept. Review

stated that c is scared to drive the veh without a guarentee that the same th

3. Perform MPI

Created by ZDS177N at 2013-04-01 12:08:49

he reality of the situation in that we are dealing with 2 separate transaction

If you have any questions you are welcome to call me at [REDACTED]

ing and veh began smoking really badly. c stated c got out of veh and could ha

ing will not happen again.

mada using the promised VPP but the dealer needed the VPP code. Anna advised t

pggraded Pathfinder, the price difference would be added to your amount due at

rcas provided contact information, call was ended

Service Dept. Review

Ximena Crespo 3/26 9:29

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,134

REQUESTED BY: lattad

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PAGE: 1,135

REQUESTED BY: lattad

CAR ID: CA2899005

Created by VRD551N at 2013-04-19 10:59:05

Created by ZDS177N at 2013-03-27 16:18:58

crr-jdb offered to transfer c to rcas vmx, c agreed. call was ended.

he dealer did not take the Pathfinder in trade and it is still in C's ownershi

Hi Jonathan

rcas-ds recieved vmx from SM-TK of Puente Hills Nissan. SM advised coolant hos

s and actually 4 different individual entities: you, the manufacturer, the dea

Service Dept. Review

Sincerely,

the time of signing. If having the money to put down after doing it such a sho

ve been hit by a car. c stated the fluids, once again, were all over the road.

ARBS notes NNA is repurchasing the vehicle due to transmission operation conce

Created by ZEB178N at 2013-04-04 08:26:44

c stated c had to wait three hours for dlr to send tow. c stated when veh was

e came off veh. SM advised will fax copy of RO. SM advised there is no other h

ler and Morley (the disposition contractor).

p in order to complete the repurchase.

rcas-ds sent email to Puente Hills Nissan SM-TK advising of c's request for RH

Robert Dickens

rt time ago is an issue, we can see about obtaining a new loan for the three a

Service Dept. Review

SSA-EB notes end of Verbatim

Thank for your cooperation, but I'm really upset right now.

Arbitration Specialist

ARBS requested a VPP code.

Created by ZEB178N at 2013-04-04 08:31:21

istory on veh.

lifted, all of the fluids just came out.

rns with 18 days out of service.

R. rcas requested all RO's and update on veh

Service Dept. Review

spects mentioned above (use, upgrade, payoff) and NNA will pay off the existin

SSA-EB notes customer posting comments on Facebook and explaining publicly wh

The dealer, being independently owned, can offer whatever accessories or servi

We picked up our car from the service today and they gave me a report saying t

at Nissan is doing to look into the customer's concerns:

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,137

CAR ID: CA2899005

ces they want to sell and often consumers purchase these extras as a value-add

Created by VRD551N at 2013-04-15 13:57:06

Created by VRD551N at 2013-04-19 10:59:42

Created by ZDS177N at 2013-03-27 16:25:17

Created by ZDS177N at 2013-04-02 10:06:31

c stated c took veh back to dlr and was given a lot veh. c stated c has to go

Dispute Resolution Programs

g loan.

hay it was a problem from the factory, that the hose that connects from the tr

Service Dept. Review

SSA-EB created task notification alerting the agent holding case that customer

ansmission to the radiator had a clamp that was loose. And that it was already

ARBS rec'd the following email from C:

ARBS requested \$45,888.81 check payable to Lienholder.

back to dlr today to get a rental

continues to post comments on Facebook.

ed benefit. Please understand that I do not think this is wrong, but it does c

Nissan North America, Inc.

rcas-ds calling Downey Nissan at 6:20 p.m. est

rcas-ds calling Pedder Nissan at 11:59 a.m. est

The third option we discussed was NNA offering you a Vehicle Purchase Program

Created by VRD551N at 2013-04-29 06:11:23

Created by ZDS177N at 2013-04-04 11:51:27

Created by ZRM176N at 2013-04-09 12:07:23

c stated c went online and found other c's with this issue and a possible reca

*Customer continues to post on social media outlet:

fixed. So we decided to go to our dealer at Puente Hills Nissan and to have i

Mr. [REDACTED]

omplicate matters in fluke circumstances like a lemon law matter. As the manuf

rcas spoke with SM - Greg and inquired if any RO's existed with Pedder Nissan,

rcas spoke with SM-Steve and requested all RO's for veh

(VPP) discount, an employeeb

acturer, I simply refund what Nissan, as the manufacturer, put on the vehicle.

ARBS created Morley case 200893 and sent docs via FedEx 799609844433.

aside from PDI.

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,138

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,139

CAR ID: CA2899005

DRTS, placed call to Puente Hills Nissan, Spoke with Anna in Finance, requeste
e repurchase. In some cases, the discount from the sticker price is enough to
ll.

My Sales Specialist from Puente Hills Nissan just called me and told me that a
rcas-ds calling [REDACTED] at 1:36 p.m. est

SM advised one RO in history. SM advised RO is fairly new and SM will not be a
t checked completely, but they told us to come back tomorrow because the renta
ARBS is closing file.

ble to send it until 03/28

ccording to your third offer and in order to use the VPP discount for our new

*Customer posted on March 28th at 9:50 A.M.:

d copy of Sales Contracted. Anna agreed to fax.

help offset the cost incurred through the repurchase. While it varies from mod
If Puente Hills said they would get the non-manufacturer options refunded and
I department was closed. So on our way back home on the freeway I felt that th
rcas advised of one recall for the ECM. rcas inquired what assistance c is see
rcas spoke with c, rcas advised c's multiple Facebook posts were received. rca
SM advised no RO's at dlr for veh

Be careful with the transmission and the electric system mine only worked fine

Created by ZRM176N at 2013-04-09 12:19:36

e car started shaking and I had a panic attak and told my husband to pull over
el to model, this discount on a Pathfinder or Armada allows for you to purchas
king

pay the \$4,270.07 that is fine. I will let them know that they should not send
purchase, I need to get an Order Number from the Corporate and give it to them
rcas thanked SM, call was ended

rcas understood, thanked SM, call was ended

s inquired if c is having any further concerns. rcas also advised RHR was subm

.

Created by ZDS177N at 2013-04-02 10:08:04

c stated c does not want veh as c is afraid to drive it. c stated c wants out

DRTS, rcv'd copy of sales contract. attached to case.

e the vehicle at \$1,500 below the invoice (which, in itself, is potentially th
for 40 days :(

itted, decision will be available no later than 04/09

on the side of the road, and it happened again all kinds of fluids came out.

rcas making follow up date 04/01

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,140

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,141

REQUESTED BY: lattad

CAR ID: CA2899005

the money to NMAC at this stage however if they havenb

Created by null at 2013-03-27 10:42:28

Created by ZLE177N at 2013-04-09 12:34:29

c stated sa called c to have c pick up veh. c stated DTS checked veh also. c s

*Customer posted on March 28th at 10:55 P.M.:

of veh and put into a different one. c stated dlr advised Nissan would have to
ousands lower than the MSRP) price and still be able to take advantage of any
rcas-ds received and attached RO from Downey Nissan

so close to turning the Pathfinder in officially, I will ask them to simply p

Thanks God few minutes after a road assistance tow truck came and took us out

Thank you

Created by ZDS177N at 2013-04-02 12:36:17

CRR-LE received a call from c. Crr-le verified that cb

manufacturing rebates also in effect at the time. Please note some dealer ince
of the freeway. So here I am again waiting for another tow truck to take this
review for this type of assistance. c stated c would like a 2011 or 2012 PTH.

rovide the check to the Morley agent at the actual surrender and signing of do
Silvia Beltran

SSA-MW documenting most recent facebook post

tated same problem was happening. c stated dlr advised the radiator was overhe

We got the 2013 Pathfinder last month and the transmission comes defective fro
ating and shooting out hoses due to high pressure

Created by VRD551N at 2013-04-15 13:58:03

cuments.

id not change.

Letting the customer know that we documented their concerns and consumer affai

m the factory I've almost got killed on the freeway because of the negligence
ntives may not be compatible with the discount.

piece of crap to the dealer. At this point I don't feel safe at all riding or

rcas-ds sent email to SM-TK requesting RO

rcas understood. rcas advised will look into possible assistance, which can ta

ARBS sent the following email to C:

Created by ZMP176N at 2013-04-02 13:05:09

c stated dlr replaced the radiator.

C stated that c would like to speak to the RCAS representative handling cb

driving this car and I'm going to hire an attorney if they don't replace this

from the Service Department at Downey Nissan and Puente Hills Nissan because t

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,142

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,143

REQUESTED BY: lattad

CAR ID: CA2899005

I apologize again for the vehicle leaving you stranded and the stress that you
I would like to offer you a fourth alternative that we did not discuss; Nissan
ke up to ten business days. rcas advised follow up for 04/03
rs will be in contact with them.

c agreed.

car that CAME DEFECTIVE FROM THE FACTORY this is affecting my emotional wellne
crr-mp received a follow up call from c Thom Kirk from dlr refer to as c
c stated c is going to pick up veh and asked if this will cause any issues wit
have felt. I do hope you enjoy your new Armada and allow it and time to help
hey knew that the car was not working fine and they didn't care and sent me ba
is also willing to offer you a cash settlement of \$4,000 instead of a repurch
Ms. Beltran,
ncern.

ase or replacement of the vehicle. If you choose to take advantage of this off
ck home so for the second time I've got dumped on the road and all the transmi
CRR-LE advised c that it is no longer RCAS handling teh case . the case is now
c stating c wants to reach ext number 457284
foster good tidings toward Nissan once again. As I said, once I receive the si
h c's case and request

I have talked with Puente Hill Nissan. Everyone is on board and I will provide
rcas provided contact information, call was ended
ss and i'm not risking my family's life anymore.

Ximena Crespo 3/26 9:29

c provide VIN in order for crr-mp to pull up case, c provided account owners n
Created by ZAC177N at 2013-03-27 12:24:56
Created by ZDS177N at 2013-03-27 16:18:58

er, you would be keeping possession of your current vehicle and would need to
gned offer letter back, I can expedite the matter regarding the Pathfinderb
handled by ARBS .

Hi Jonathan

rcas advised this will not cause any change in c's case.
ssion fluids drained out and the car died and started smoking to the point tha
them the VPP authorization.
ame as well

c calling and would like to talk to someone about her case. c stating that her
CRR-LE tamsferred c to ARBS as requested.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,144

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,145

CAR ID: CA2899005

c understood. c stated c called an atty to inquire about situation
Please sign the repurchase offer letter I sent earlier to finish this stage of
rcas-ds sent email to Puente Hills Nissan SM-TK advising of c's request for RH
sign a settlement agreement stating that the previous issues with the vehicle
Thank for your cooperation, but I'm really upset right now.
t I thought it was going to get on fire. Good thing is that I already have a c
urrender.
are settled. The car still keeps its warranty intact as well as the extended w
ase with Consumer's affairs and they told me that there's also a RECALL FOR TH
CRR-LE provided name, case and extension number.
crr-mp advised c that crr-mp will be
Do you have a payment due on the Pathfinder before the end of the month? I wan
radiator has broked down 3x in 1 month since she purchased veh.
rcas asked if c has retained an atty
R. rcas requested all RO's and update on veh
the repurchase. Once received, I will get a check cut for NMAC to be sent onc
We picked up our car from the service today and they gave me a report saying t
arranty remains in effect. Basically, Nissan would provide you with a check fo
Created by ZDS177N at 2013-03-27 16:25:17
crr-ac verified case and informed c that a RCAS rep will call her by then on t
CRR-LE exiting the file
c stated no. c stated c was told about the Lemon Law and told that if the vehi
E ELECTRIC SYSTEM. So beware!! The 2013 Nissan pathfinder comes with a defec
e the Pathfinder is signed over to us at the surrender.
hay it was a problem from the factory, that the hose that connects from the tr
transferring c to agent's extention
t to eliminate any further complications before they begin.
ansmission to the radiator had a clamp that was loose. And that it was already
As mentioned in the letter, Morley VSPC, our disposition company, will provide
cle has the same issue three times, the dealer or Nissan has to replace the ve
Created by VRD551N at 2013-04-11 06:26:33
his business day. updated c's contact information
number and if routed to vmx, c can
r \$4,000 in exchange for you to agree to wipe the slate clean regarding the re
rcas-ds calling Downey Nissan at 6:20 p.m. est
Thank you,
tive transmission and recall on the electric system. Now I'm going through a I

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,147

CAR ID: CA2899005

ARBS rec'd a copy of the vehicle registration.
c understood.
fixed. So we decided to go to our dealer at Puente Hills Nissan and to have i
hicle.
instructions and make an appointment with you to sign the car over to us. The
leaveB message and at the same time
ot of inconvenience and I'm afraid to ride that car again. Nissan has to solve
pairs that were needed on the vehicle.
rcas spoke with SM-Steve and requested all RO's for veh
Rob
\$4,270.07 due from you to Nissan North America will need to be presented in c
Created by VRD551N at 2013-04-11 07:10:11
Created by VRD551N at 2013-04-16 07:48:49
crr-ac asked for further assistance
crr-mp will be sending internal message
Let me know what you would like to do at this point.
rcas advised replacement, aside from trade in, is not handled at the dlr level
SM advised one RO in history. SM advised RO is fairly new and SM will not be a
t checked completely, but they told us to come back tomorrow because the renta
this situation or else I'm going to hire an attorney. :(
ARBS notes ARBS has cc'd F&I Mgr-Ana Robles at the dlr on the last few replies
ARBS requested account info from NMAC-Anna Fraley.
ble to send it until 03/28
c declined
*Customer posted on April 4th at 1:09 A.M.:
ertified funds at the time of the surrender. I would urge you to discuss that
I department was closed. So on our way back home on the freeway I felt that th
. rcas advised NNA does review for repurchase/replacement requested but this r
Thank you,
to inform agent that c called in, c agreed
Created by VRD551N at 2013-04-11 12:37:30
crr-ac provided name and extension number
crr-mp offered further assistance, c
e car started shaking and I had a panic attak and told my husband to pull over
eview is not done in accordance to lemon law. rcas advised is not trained in t
in more detail with Morley when they call.
rcas understood, thanked SM, call was ended

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,148

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,149

REQUESTED BY: lattad

CAR ID: CA2899005

Rob

to C to keep the dealer updated on the matter.

We bought the 2013 last February actually trade in our 2007 and I really

ARBS also emailed the dlr the VPP code for the C's Armada.

ARBS called C. ARBS discussed repurchase/replacement options with the C. ARBS

Created by VRD551N at 2013-04-11 12:40:18

crr-ac ended call

declined.

his area and cannot speak to it. rcas advised if c would like to persue lemon

on the side of the road, and it happened again all kinds of fluids came out.

rcas making follow up date 04/01

regret it. The car just lasted for one month and the transmission broke down 3

Thank you,

As noted in the previous comment, ARBS attached the repurchase offer letter to

Created by VRD551N at 2013-04-19 10:22:56

Created by ZDS177N at 2013-03-27 16:11:36

Created by ZEB178N at 2013-03-28 14:54:00

crr-mp gave name, extension and case number.

is to draft the offer letter for a repurchase and explain in more detail about

law, c may contact atty or BBB

Rob

Thanks God few minutes after a road assistance tow truck came and took us out

times already and they had to replace the radiator and some other parts. Not c

ARBS notes the following info from NMAC:

Created by VRD551N at 2013-04-16 07:46:19

crr-mp leaving case open.

c understood. c stated c would like to just work with Nissan for now.

of the freeway. So here I am again waiting for another tow truck to take this

ounting the fact that we could of get killed when the car stop working on the

rcas-ds calling [REDACTED] at 5:34 p.m. est

some of the other options available to C. ARBS requested C stop posting on Fa

SSA-EB notes customer continues to post comments on Facebook regarding concern

the email. ARBS notes the following figures used in the offer:

ARBS received the following email from C:

Cash Downpayment less any rebate \$1,500.00

cebook regarding C's Pathfinder while ARBS and C are going through this proces

Created by ZDS177N at 2013-04-02 13:15:25

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,150

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,151

CAR ID: CA2899005

freeway and

FW: Account Info b

piece of crap to the dealer. At this point I don't feel safe at all riding or rcas spoke with c, c stated c bought veh last month. c stated 03/22, c was dri rcas understood. rcas advised if c has any further concerns, c may contact rca s with vehicle:

almost catch on fire. BY LAW (The Lemon Law) that says "if you buy a car and i driving this car and I'm going to hire an attorney if they don't replace this Mr. Dickens,

rcas-ds received fax from SM-TK providing needed RO's. rcas attached RO's to c s.

s. call was ended

SR 1-3123822522

Subsequent payments made (1 x \$728.29)\$728.29

ving and veh stopped in middle of road. c stated veh was towed into Downey Nis

ase.

car that CAME DEFECTIVE FROM THE FACTORY this is affecting my emotional wellne

Created by VRD551N at 2013-04-11 12:38:39

Puente Hills Nissan is not paying off the loan for the Pathfinder and it was n rcas leaving follow up date 04/08

Robert,

san. c stated c left veh for diag on Friday afternoon. c stated dlr never call

Subtotal of total payments made\$2,228.29

t has to be repaired 3 times from the same issue, they have to replace or repu

00102421551010001

ARBS sent the following email, with repurchase offer letter attached, to C at

Created by VRD551N at 2013-04-08 14:14:41

Created by ZJS111N at 2013-04-02 14:42:44

Customer posted on March 28th at 9:48 A.M.:

ed to update c. c stated c went to dlr on Saturday. c stated sa was out for th Less Dealer-Installed Accessories(\$995.00)

of a trade in either, they only told me that they will pay for the amount that rchase that car" even more if it was a brand new car, but Puente Hills Nissan ss and i'm not risking my family's life anymore.

30 day payoff \$45888.81 good to 5/11/13

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,152

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,153

CAR ID: CA2899005

ARBS is taking over file. ARBS drafted and fedex'd the following letter to C v

Created by ZAC177N at 2013-03-27 12:24:56

dmgapartments@hotmail.com;

I had due of \$ 4270.07 after the GAP insurance is deducted and that EDUARD fr
Jonathan thank you for all your cooperation and understanding with my case but
Less b

rcas-js assisting rcas-ds

ree days, so c waited until Monday. c stated c was told veh was repaired. c st
sucks their Sales Manager Julian doesn't even know what is he talking about an
ated c went into dlr yesterday and was told a hose was loose and came off. c s
c calling and would like to talk to someone about her case. c stating that her
d he blames it all on Nissan Corporation, he doesn't give any explanation and
ia [REDACTED]:

I think that Nissan Pathfinder, Nissan, Nissan Pathfinder, NISSAN should of b
Less b

Ms. Beltran,

om the Finance office was going to send a check for that amount to NMAC. So I
Per diem 6.98

rcas-js completed and submitted RHR

April 8, 2013

Created by ZDR123N at 2013-04-02 15:39:08

e honest with their consumers and let us know about the Factory Defective Part
he wanted me to take that car back without even giving me any report from the
Interest paid 344.79

Less b

Please find the repurchase offer letter attached to this email. As we discusse
radiator has broked down 3x in 1 month since she purchased veh.

tated dlr said a clamp was not connected from the factory.

would not have to worry about anything and that they would report this to you.

1 payment received

crr-ac verified case and informed c that a RCAS rep will call her by then on t
c stated the issue should not have ocured.

d, pursuant to the Song-Beverly Warranty Act, Nissan does not refund for non-m
DRTS-DR recb

I would like to let know that they never ask me if I wanted any of those NON-
Less Express Systems Incb

s and that there is also a RECALL FOR THE ELECTRIC SYSTEM on the 2013 Pathfind

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,154

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2899005

Service Department, treating me like I'm some kind of ignorant or stupid. Hope
Silvia Beltran

10533 LA REINA AVE APT B

manufacturing options applied to the sale.

Created by ZDS177N at 2013-04-03 13:12:39

c stated dlr advised veh was repaired and issue would not occur again. c state
ers. Because if they keep hiding these issues someone can get killed on the ro
fully Consumer Affairs will help me out with this issue. IF THERE IS ANY ONE E
his business day. updated c's contact information

Less Negative Equity on trade-in(\$1,600.00)

MANUFACTURER OPTIONS that you mention, like I said before they haven't even in

Payment amount \$728.89

ad, if somebody is

Created by VRD551N at 2013-04-19 10:51:59

c understood.

d c had a bad feeling, but took veh.

DOWNEY, CA 90241

In the refund (repurchase) option, the deductions of these options, along with

Less Reasonable Allowance for Use(\$435.36)

LSE WITH THE SAME PROBLEM WE SHOULD FIGHT FOR OUR RIGHTS. NISSAN KNOWS THAT SO

rcas-ds calling [REDACTED] at 3:03 p.m. est

stalled the Security System (alarm) for which I've been charged more than \$170

0.

ARBS notes the following history:

crr-ac asked for further assistance

c stated while on the freeway, c felt a slight shake and asked c's husband to

ME OF THEIR CARS SPECIALLY THE PATHFINDERS AND ALTIMAS ARE COMING DEFECTIVE FR

rcas spoke with c, rcas advised RHR was submitted, decision will be available

Re: 2013 Nissan Pathfinder

Subtotal of non-refundable deductions(\$6,498.36)

the usage fee, exceed the downpayment and payment you have made toward the pu

thinking about buying a Nissan pathfinder, think twice or else it will be a ri

03/22/13

5N1AR2MN1DC [REDACTED]

c declined

go to Puente Hills Nissan (pruchasing dlr) to be looked at.

no later than 04/09.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

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CAR ID: CA2899005

OM THE FACTORY.

poff like I said I'm not buying a pair of shoes that can be thrown in the
rchase of the vehicle. While your total refund in the repurchase is tens of th
Sorry for all this misunderstanding, I guess that Puente Hills Nissan on their
Total owed to NNA at surrender*(\$4,270.07)

Complaint:

crr-ac provided name and extension number

c stated when c got to dlr, dlr advised rental dept was closed and to bring ve
c understood. c stated c has not received an update on veh since dropping off
*Customer posted on April 4th at 1:22 A.M.:

Dear Sir or Madam,

effort to make another sale tricked me again and now I have to make another p
*NNA will also pay off the loan with NMAC in order to finalize the repurchase
ousands of dollars, you are required to supply a free-and-clear title to Nissa
trash after one month, this is a very expensive car that should last and not
1. When trying to accelerate from a stop, the veh will rev up but not respond
and obtain the title to the vehicle.

at dlr

ayment for that defective Pathfinder that to begin with it was not my fault be
break down in one month.

crr-ac ended call

had problems with the transmission 3 times already and there is also a Recall
h back the next day.

n to finalize the transaction. Nissan, as a courtesy to our customers, will ha
We sincerely appreciate you taking the time to contact Nissan regarding your s
cause I was not planning to buy a Car to return it. I have been the most affec
Created by ZDS177N at 2013-03-27 16:11:36

c stated c agreed. c stated c was on freeway when veh started shaking and pull
for the Electric System on the 2013, they had to replace the hoses, clamps, t
ituation. As a company interested in winning lifelong customers, Nissan apolog
ndle obtaining the title as part of the repurchase transaction with the caveat
or move

** Please contact NNA if you would prefer a replacement vehicle instead of thi
rcas advised will request update from SM.

*SSA-EB advised the customer:

2. A lot of oil leaking from under the veh

c stated c is in rental from Enterprise and c is paying approx \$24/day for the

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2899005

ing and veh began smoking really badly. c stated c got out of veh and could ha
izes for any inconvenience you may have experienced.

ransmission fluid and now the radiator and I've just bought the car last Febru
rcas-ds calling [REDACTED] at 5:34 p.m. est

s refund.

ted with all this situation, I'm having anxiety attacks, I have not been able
that the refund is split between the lienholder (NMAC in this case) and the c
We've located a voluntary service campaign for your vehicle, please be assured
3. Perform recall PC197

ary. Hopefully Consumer Affairs will solve this situation.

Created by VRD551N at 2013-04-15 13:50:29

insurance. c stated c would like to know when veh will be completed or proces
Nissan carefully considered your request during a review of all available fact
rcas spoke with c, c stated c bought veh last month. c stated 03/22, c was dri
that your local Nissan dealer is in the best position to make certain that th
to sleep for the last 3 weeks since that lemon that I bought from Nissan dumpe
ustomer. Since the lienholder is owed more than the total refund, you, as the
ve been hit by a car. c stated the fluids, once again, were all over the road.

4. Perform tire check

ARBS rec'd the following email from C on 4/12/13:

c stated c had to wait three hours for dlr to send tow. c stated when veh was

*Customer posted on April 4th at 2:01 A.M.:

customer, would have to provide funds to Nissan in order to obtain the free-an
d me on the road and now when I though that every thing was taken care of by y
e repair is performed on your vehicle properly. Nissan is committed to designi
s completed. c indicated c would like assistance with cost

s pertaining to your situation. Based on the vehicle repair history, Nissan o
ving and veh stopped in middle of road. c stated veh was towed into Downey Nis

5. Perform MPI

d-clear title to the vehicle. Please see the attached letter for more details.

ffers to repurchase or replace your vehicle to comply with the Song-Beverly Co
Guys! today I've contacted an attorney because Nissan Dealers don't seem to be
lifted, all of the fluids just came out.

Mr. Dickens,

ng and building vehicles that incorporate your needs for styling, performance,
our representatives from Puente Hills Nissan I still have to deal with all thi
rcas advised Nissan typically does not assist with cost of insurance on rental

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CAR ID: CA2899005

san. c stated c left veh for diag on Friday afternoon. c stated dlr never call

Action:

and safety. Your comments are appreciated, as they will help us improve our I

c stated c took veh back to dlr and was given a lot veh. c stated c has to go

ed to update c. c stated c went to dlr on Saturday. c stated sa was out for th

First of all I would like to thank you for your cooperation and for your promp

I have also included a copy of the purchase contract so that you may see what

nsumer Warranty Act.

. rcas advised can look into possible assistance.

really cooperating, they just act like that everything is out of their hands,

s situation.

1. Clamp on return for transmission cooler hose where it meets with radiator w

and all they do to keep us from further actions is send us to deal with Nissa

back to dlr today to get a rental

c understood. c thanked rcas, call was ended

evel of service. Your satisfaction with your vehicle is our primary concern. W

I'm going to the Dealer right now to clarify all this, and I'll fax you over t

I referenced in my offer.

ree days, so c waited until Monday. c stated c was told veh was repaired. c st

t response to this matter. I couldn't get back to you earlier because I went t

We are currently collecting the sales documents from the dealer where you purc

as not installed correctly from factory. Resecured clamp filled and topped off

ated c went into dlr yesterday and was told a hose was loose and came off. c s

c stated c went online and found other c's with this issue and a possible reca

e see that you are currently working with our Consumer Affairs department and

hased the vehicle. It is our understanding that you may not have a loan or lea

n Corporation or Consumer Affairs, just to get us out of their way. But my att

omorrow the Letter for the Repurchase of the vehicle, I'm going to request in

o the Dealer to get some advice and we end up taking your Third option, to my

rcas sent email to SM-TK requesting update and that c be contacted with update

The second option we discussed was replacement of the vehicle. In such a scena

CVT fluid.

ll.

on veh repairs

orney told me that according to the "Lemon Law" if you just bought a vehi

rio, Nissan would provide you a comparable vehicle as outlined in Song-Beverly

se with Nissan Motor Acceptance Corporation. In order to coordinate the repurc

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REQUESTED BY: lattad

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CAR ID: CA2899005

tated dlr said a clamp was not connected from the factory.
understanding Puente Hills Nissan contacted you or NNA to clarify everything.
we recommend that you continue to work with your case Specialist, who can work
writing their offer to pay the \$ 4,270.07 after they have already deducted the
2. See line 1
amount for the GAP Insurance that I bought from them. And when the time comes
cle and that vehicle has been repaired 3 TIMES from the same issue they HAVE t
Created by ZDS177N at 2013-04-03 13:27:02
c stated the issue should not have occurred.
hase of your vehicle, Nissan needs to know the particular facts pertaining to
rcas advised of one recall for the ECM. rcas inquired what assistance c is see
They also told me that the Finance Department from the dealer was going to cut
with your Nissan dealer to ensure a swift resolution.

. You are financially responsible for 3 aspects of the replacement: the reason

3. Recall complete
able allowance for use (\$435.36), any upgrade charges should you choose an upg
a check and send it to NMAC to take care of any prior Balance.
any loan or lease you have on the vehicle.
c stated dlr advised veh was repaired and issue would not occur again. c state
king
o give you another car. I've almost got killed on the freeway when my 2013 Pat
rcas-ds received email from SM-TK advising veh was completed today and test dr
to surrender the Vehicle I will try to make it at Puente Hills Nissan.

4. Tire check complete
c stated c does not want veh as c is afraid to drive it. c stated c wants out
d c had a bad feeling, but took veh.
hfinder's transmission broke down and all the fluids drained out and I don't f
I have included a Lienholder Information Request Form in this correspondence.
iven. SM advises c will be contacted
raded vehicle, and finally the debt you already had on the original vehicle. T
Thank you again
We've already left the Pathfinder at Puente Hills Nissan last night, and got o

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,165

REQUESTED BY: lattad

CAR ID: CA2899005

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCMV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 05/30/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/29/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,167

REQUESTED BY: lattad

CAR ID: CA2899005

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	RCCO06535607	5258 California	2/4/2013	02/04/20	0070000	04/23/13	01/01/01

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REQUESTED BY: lattad

CAR ID: CA2899005

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: O

DEDUCTABLE: 100

EFFECTIVE: 2/4/2013

EXPIRES: 02/04/20 **MILES:** 0070000

CANCEL: 04/23/13 **MILES:** 0070000

TRANSFER: 01/01/01

TRANSACTION: 05/30/13

PRINTED: 02/09/13

DEALER NO: 5258 **STATE:** CA

DEALER NAME: PUENTE HILLS NISSAN

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,171

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2911147
STREET: [REDACTED] **VIN:** 5N1AR2MM3DC [REDACTED]
CITY: WILLIAMSTOWN **YR/MDL:** 2013.0 PTH **MILEAGE:** 001030
ST/ZIP: NJ [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 2,000 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3042 NISSAN OF TURNERSVILLE
DLR PH: 856 629 1900 **DENY:** 0 **RESP DLR:** 3042 NISSAN OF TURNERSVILLE
REGION: 26 **DIST: SL/SV/PT:** 06 06 36

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 001030 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/28/13 **XFER/RSPNSBLTY:** 26 06 N
CONTACT (S): **FOLLOWUP DATE:** 04/19/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/19/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)
AU INTERIOR (NON-ELECTRIC) WA PREMATURE WEAR/FAILURE
YP PARTS AVAILABILITY (BACKORDER)

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**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 1,173

CAR ID: CA2911147

C. A. R. COMMENTS

Created by ZEC111N at 2013-03-28 07:47:34

Created by ZEC111N at 2013-03-28 07:53:20

esponse from C:

I Rcas-bb. Rcas-bb thanked c for contacting NNA.

crr-ec received a call from c, c stated c veh is at nissan dealer NISSAN OF T

Summary: C had purchased two vehs since Jan and had too many concerns for the

*** transmission Fluid Leaks,

se 2 new vehs. FOM-Rhonda Calico advised NNA would goodwill 2 monthly payment

The car was 6 days old and leaked transmission fluid out in a parking lot leav

URNERSVILLE 3400 ROUTE 42 TURNERSVILLE, NJ 08012 Phone: [REDACTED]

for front passenger's seat replacement, and the parts will be available in 3 we

ing me stranded while I was 9 months pregnant. I was given a new vehicle after

s and goodwill a Gold Schedule 1 24 mos/30K maintenance plan.

eks time

this happened, but this vehicle still has problems.

crr-ec verified contact information, c provided home phone [REDACTED] cp # 60

Improve

[REDACTED]
ments to Vehicle

crr-ec c asking assistance to facilitate the ordering of parts

I've had 2 pathfinders since January 19th and have barely driven either because

crr-ec informed C that C's concern will be forwarded to the Regional Office fo

e they have spent a large amount of time in service department of the dealersh

ip for several different problems, including transmission fluid leaking, light

r review and and action and a Regional Specialist will be calling C before the

bulbs out, film peeling and airbag and seat-belt lights illuminated. During t

end of the next business day, C acknowledged.

crr-ec asked for the best number to reach C, C provided

he past 3 months, I've driven a rental car more than I've driven my brand new

crr-ec offered further assistance, C declined.

vehicle. I purchased this vehicle so that I had a reliable vehicle when my dau

crr-ec gave name, extension and case number.

ghter was born. I'm very hesitant to take my daughter out in my vehicle in fea

crr-ec forwarding case to RCAS

r that I will be stranded again, like I was when I was 9 months pregnant. At t

Created by ZBB176N at 2013-03-28 10:43:52

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REQUESTED BY: lattad

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REQUESTED BY: lattad

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CAR ID: CA2911147

his point, the very least that could be done is to be compensated for the past 3 months.

Rcas-bb contacted dlr at 12:33 pm est at [REDACTED] Vic assisted Rcas-bb i

~

n the parts dept. Vic stated the SA advised that techline is sending in the o

Created by ZBB176N at 2013-04-10 12:57:20

order and it will be 2-3 weeks. Vic stated that is why the dlr has no info on

Rcas-bb emailed FOS-RC about the situation.

the part.

Created by ZBB176N at 2013-03-28 15:16:59

Created by ZBB176N at 2013-04-10 14:12:16

Rcas-bb contacted techline-Mike stated the part is on restriction. All orders

Rcas-bb received an email from FOS-RC requesting a status update on the vehicl

e.

go through techline and until confirmed diagnosis. The part is ordered by a

James Newsome. Rcas-bb was advised of the part number and entered into case.

Rcas-bb contacted c at 4:08 pm est at [REDACTED]. C advised the veh seems t

o be ok. Rcas-bb advised c that Rcas-bb is looking into goodwill and will con

Rcas-bb setting follow up to 04/01/13 to contact c.

Created by ZBB176N at 2013-04-01 14:10:20

tact c by Fri 04/12/13. C thanked Rcas-bb.

Created by ZBB176N at 2013-04-10 14:12:44

Rcas-bb contacted tech support-J and was cc on an email to James Newsome for a

n eta.

Rcas-bb emailed FOS-RC that c stated the veh seems ok.

Created by ZBB176N at 2013-04-01 14:47:53

Created by ZBB176N at 2013-04-12 07:32:36

Rcas-bb received an email from FOS-RC stating two months vehicle payments and

Rcas-bb was given FI 1258561.

a pre-paid maintenance plan, Gold Schedule 1 24 mos/30K.

Created by ZBB176N at 2013-04-02 12:58:29

Rcas-bb contacted c at 2:46 pm est at [REDACTED]. Rcas-bb stated the part w

Rcas-bb contacted c at 9:25 am est at [REDACTED]. Rcas-bb advised c of the

as shipped 03/27/13 and should arrive at any time. The dlr will contact c as

goodwill offer. C was very happy. Rcas-bb asked c to send a payment coupon w

ith amount and vin. C to fax it to 615-967-3228. Rcas-bb verified the curren

soon as it arrives. Rcas-bb explained the parts was on restriction pending di

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REQUESTED BY: lattad

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agnosis of veh and the part was released in this case. C stated c wanted to s
t mailing address. Rcas-bb will contact c by Wed 04/17 to update c where Rcas
-bb is with the maintenance plan. C thanked Rcas-bb.

peak to someone about the concerns c has had with the veh. C stated c had veh
5 days and light bulb went out, Pass air bag light came on and this situatio
Created by ZBB176N at 2013-04-17 12:34:42

n. Rcas-bb advised c that NNA's goal is to get the veh repaired. Rcas-bb sta
THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF DEALERSHIP: NMAC

ted after the repair Rcas-bb can look into goodwill. Rcas-bb advised that Nis

INVOICE DATE/NUMBER: 04/19/13

san does not compensate c's but NNA wants c to feel good about c's purchase.

MILEAGE:

Rcas-bb will follow up Thu 04/04/13. C thanked Rcas-bb.

Created by ZBB176N at 2013-04-05 09:45:09

PART NAME/NUMBER: 2500 5728 213

PART AMOUNT: \$

Rcas-bb contacted dlr at 11:31 am est at [REDACTED]. SA-Jeff T stated the v
eh was repaired yesterday. SA-Jeff stated this veh had the recall and the sea

LABOR AMOUNT: \$ 478.40 + 478.40

Shop Supplies: \$

t was released. SA-Jeff T stated this has been stressful to c as this is the
2nd PTH c purchased with concerns right away. SA-Jeff stated the c is on vaca

Misc: \$

Rental: \$

tion until Tues.

Created by ZBB176N at 2013-04-05 09:54:18

SUBTOTAL: \$

Rcas-bb contacted c at 11:44 am est at [REDACTED]. C's husband took call.

TAX AMOUNT: \$

Rcas-bb explained Rcas-bb was aware the veh was repaired and c is on vacation

TOTAL AMOUNT: \$956.80

Rcas-bb submitting check request.

until Tue. C's husband advised that the first PTH was not repairable and now

Created by ZBB176N at 2013-04-17 13:54:09

this second veh had a recall and other issued. Rcas-bb advised that Rcas-bb c
an look in to goodwill once c has the veh and the repair is satisfactory. C's

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PAGE: 1,179

REQUESTED BY: lattad

CAR ID: CA2911147

Rcas-bb contacted c at 3:50 pm est at [REDACTED]. Rcas-bb advised c the mai husband mentioned monthly payments...C was put on the phone and Rcas-bb advis ntenance plan is attached to the vin and c will receive the paperwork in 30 da ed c as well and c stated the monthly payment is about 478.00. Rcas-bb will c ys. Rcas-bb advised c the check is being reviewed and Rcas-bb will contact c 04/19/13. C thanked Rcas-bb.

ontact c Wed 04/10/13.

Created by null at 2013-04-10 10:10:55

Created by ZBB176N at 2013-04-19 07:05:13

*****Quality Connection Survey received*****

Rcas-bb contacted c at 8:59 am est at [REDACTED]. Left vmx that the VSC and *

check was approved. C should received check and paperwork in 2-4 weeks. Rca s-bb advised c if c does not receive the paperwork and check in 4 weeks to cal TCS TL-AG notes the following verbatim was received as a result of QC survey r

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,180

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,181

REQUESTED BY: lattad

CAR ID: CA2911147

3RD PRY: NI

PART#: 87301-3KE7A

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/19/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,182

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,183

REQUESTED BY: lattad

CAR ID: CA2911147

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM3DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		3042 New Jersey					

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,184

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,185

REQUESTED BY: lattad

CAR ID: CA2911147

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3042

STATE: NJ

DEALER NAME: NISSAN OF TURNERSVILLE

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,186

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,187

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA2928242
STREET: [REDACTED] **VIN:** 5N1AR2MM6DC [REDACTED]
CITY: MONROE **YR/MDL:** 2013.0 PTH **MILEAGE:** 003277
ST/ZIP: WI [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 14,100 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 5178 HARMS NISSAN
DLR PH: 608 314 0808 **DENY:** 0 **RESP DLR:** 5178 HARMS NISSAN
REGION: 24 **DIST: SL/SV/PT:** 04 04 34

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 003277 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 04/01/13 **XFER/RSPNSBLTY:** 24 04 N
CONTACT (S): **FOLLOWUP DATE:** 06/07/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/07/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN WA PREMATURE WEAR/FAILURE
YE MULTIPLE REPAIR ATTEMPTS

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,188

REQUESTED BY: lattad

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,189

REQUESTED BY: lattad

CAR ID: CA2928242

C. A. R. COMMENTS

4 Set tire pressure

Created by ZAC177N at 2013-04-01 13:17:25

Created by ZDR123N at 2013-04-05 07:40:50

Created by ZHL167N at 2013-04-11 11:05:31

Created by ZHL167N at 2013-06-04 08:00:46

crr-ms exiting the case

e c two car payments and an ECW for the powertrain that will cover the vehicle

fe work on 5/23/13. c states that the sm-mark has been great to work with.

rcas-lah advised following up again on 5/10/13. c agreed. rcas confirmed fax n

rcas-lah advised reviewing but could not guarantee c's request. rcas advised c

rcas-lah confirmed mailing address. rcas notating that c is eligible for 2 veh

rcas-lah placed outbound call to c 4/2/13@[REDACTED] and spoke with c's hu

Service Dept. Review

with c.

5 Operates as designed

Created by ZHL167N at 2013-05-10 13:49:34

c states c will accept the security plus gold preferred with \$100 deductible a

***DRTS-SW received the RHR. The RHR was assigned to ARBS-LF for review.

longer than the 39 month plan that is on the vehicle and also has no deductib

payment reimbursement per approval of CSM-Joe Stone and FOM-Katie Andersen du

rcas advised following up with dlrshp on 5/24/13 on status of veh. c understoo

rcas-lah placed outbound call to c 6/4/13@[REDACTED] and spoke with c. rcas

rcas-lah received email notification from ARBS-LF with verbatim 4/11/13

sband Justin who will be referred to as c in this notation.

Service Dept. Review

that the ECW on powertrain specifically covers the powertrain and rcas could

umber with c.

Created by ZLF050N at 2013-04-05 09:19:17

c states that veh was purchased new and has been towed to dlrshp 2 times prior

d.

e to recommendation from ARBS after review of repurchase. The reimbursement is

le for the c's inconvenience.

long with 2 veh payments.

not guarantee that the security plus that c is requesting covers all the parts

Open 2-14-13 Closed 2-15-13 Miles 1,492 RO 64139

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,190

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,191

REQUESTED BY: lattad

CAR ID: CA2928242

rcas-lah received vmx from c's husband 5/10/13 requesting a return call.

rcas-lah thanked c and ended call mutually.

reviewed case with c.

Service Dept. Review

ARBS-LF notes the dealer service records:

as follows:

c asked if rcas will send c anything regarding policy. rcas advised once rcas

Concern: 1 c states they were leaving from a stop sign and veh died and was to

Created by null at 2013-04-11 10:38:35

Created by ZHL167N at 2013-05-01 13:54:31

Created by ZHL167N at 2013-05-10 13:54:10

for transmission issues.

of the powertrain.

rcas advised that vsc docs were available to download this day. advised that p

rcas-lah received email notification from ARBS-LF to update ARBS when veh has

rcas thanked c and ended call mutually.

Service Dept. Review

been repaired and returned. advised after repair if c is still seeking repurch

Created by ZHL167N at 2013-05-22 15:36:22

c states that currently veh is at dlrshp for the third time for replacement of

c states that the security plus does cover all the powertrain as c reviewed ov

has the policy number rcas will contact c to provide policy number. advised th

olicy will be mailed out this week and c to receive within 10-14 business days

Open 1-15-13 Closed 1-16-13 Miles 150 RO 63140

rcas-lah placed outbound call to c 5/10/13@ [REDACTED] and spoke with c. c s

rcas-lah set task for MT-SF to send out vsc cancellation form as rcas has set

Service Dept. Review

*****TCS TL-AG notes the following verbatim was received as a resul

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

wed in.

2 c states something was leaking from under veh oil? Coolant?

. advised that rcas will be closing case once docs are mailed out. c understoo

ase request for second time to contact ARBS-LF

at c would receive policy package in mail 30 days later. c understood.

C IS ELIGIBLE FOR 2 VEH PAYMENTS ONLY @ \$527 X2=\$1055.64

Concern: 1 Wash and clean for delivery; install oil change sticker

er the weekend.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,192

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,193

CAR ID: CA2928242

rcas-lah placed outbound call to c 5/22/13@[REDACTED] and spoke with c. rc
Service Dept. Review

tates receiving cancellation form. c wants to review form.

t of QC survey response received from C:

transmission. c states that the first time c's wife had issues was 2/13/13 wh
up 5/1/13

2 All weather mats

3 Tire inspection

as advised that c's previous policy has been cancelled and rcas is awaiting go

c is also accepting the 2 veh payments.

Created by ZHL167N at 2013-04-11 11:07:46

Created by ZSF308N at 2013-05-06 13:17:18

c states that c contacted dlrshp and dlrshp does not know how policy was added
d.

en transmission line blew out. c states the second time veh was towed c was st

**On March 30th, we noticed the jerking the first time while on the interstate

rcas-lah advised if c's veh payments together equal \$1000 rcas would need proo

Rcas-LAH SUBMITTING CHECK REQUEST

Service Dept. Review

4 Free multi point inspection

Action Taken: 1 Performed and completed

c asked if policy was in system. rcas advised yes. c understood.

Created by ZHL167N at 2013-04-23 09:28:08

f of ownership. c understood. c confirmed fax number. c states faxing informat

heading into Chicago. We called Harms of Janesville (where we bought it from)

MT SF received request for VSC Cancellation Form to be mailed to customer. MT

odwill vsc to be processed. c understood. rcas advised following up again with

randed with a 3 and 5 yr old.

rcas-lah advised reviewing c's request and returning call to c on 4/16/13. c a

rcas-lah notating that rcas did not receive any type of notification once revi

Service Dept. Review

to vin.

2 Performed and completed

Action Taken: 1 Found the cvt cooler line going to the radiator off and leakin

c on 5/31/13.

c states that dlrshp advised c to contact nna for a trade assist. c wants out

ew from ARBS-LF was completed on 4/5/13.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,194

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,195

REQUESTED BY: lattad

CAR ID: CA2928242

greed.

ion to rcas on 4/22/13.

rcas advised printing in the mileage and having c's wife sign the form. c und

rcas advised should c have future concerns to contact nna. c understood.

rcas-lah placed outbound call to c 4/23/13@[REDACTED] and spoke with c. rca

Service Dept. Review

SF mailing form along with cover letter to customer and sending notification

. The GM never called us back. Later in the day, we called Harms again to hav

c states that veh died again and harms nissan will be picking veh up at c's wi

e it towed. Although the car was running and in gear, it wouldn't move. Today

erstood.

g. Resecured transmission cooler line and replaced clamp. Test drove veh and r

of current veh for an equal swap of another veh with no increase of money.

Open 2-9-13 Closed 2-9-13 Miles 1,303 RO 64014

rcas-lah emailed CSM-JS of ARBS recommendation of ECW on powertrain components

rcas-lah thanked c and ended call mutually.

rcas thanked c and ended call mutually.

Service Dept. Review

s reviewed case with c.

to agent to close the case.

Concern: 1 30 day inspection

Created by ZHL167N at 2013-04-16 14:55:36

Created by ZHL167N at 2013-05-07 04:42:59

Created by ZHL167N at 2013-06-04 08:00:46

c states that c will fax to rcas next monday 5/13/13. rcas understood.

echecked for leaks. No Leaks found. Veh had gone in to fail safe mode when it

fe work on 5/23/13. c states that the sm-mark has been great to work with.

is April 10th, and I still haven't gotten my car back!!! Harms doesn't seemed

longer than the 39 months with no deductible

rcas-lah advised receiving faxed docs. advised that rcas has submitted check r

rcas-lah advised that c would need to seek that type of assistance from dlrshp

Service Dept. Review

.

2 Free multi point inspection

request. advised that security plus request is still in process. advised that t

felt the transmission starting to slip. The fail safe mode was causing veh not

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,196

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,197

REQUESTED BY: lattad

CAR ID: CA2928242

rcas advised following up with dlrshp on 5/24/13 on status of veh. c understood
rcas-lah advised following up with c when docs are received.
rcas-lah emailed FOM-KA of ARBS recommendation of offering c 2 veh payments fo
rcas-lah emailed FOM-Katie Andersen and CSM-Joe Stone 4/15/13 updating CSM and
rcas-lah leaving case open pending docs to be faxed by c to rcas. rcas changin
rcas-lah placed outbound call to c 6/4/13@[REDACTED] and spoke with c. rcas
rcas-lah submitting security plus gold with \$100 deductible 4/19/13

Service Dept. Review

to be concerned about it or me. The Service Manager has been helpful. His n
3 Tire Inspection

ame is Mark. The salesman and general manager has never called to try to make

Created by ZHL167N at 2013-04-22 09:46:44

c states that wife no longer wants veh and does not feel comfortable in veh. r
d.

FOM what c is requesting.

g follow up date to review case and contact c for receipt of MT-SF docs mailed
he submitted check request should be completed by 4/26/13. c understood.

rcas thanked c and ended call mutually.

reviewed case with c.

r inconvenience

to start.

2 Related to line 1

4 C states the right rear tire reads 35 psi the rest read 40 psi

cas advised that rcas could review for possible repurchase of veh from nna but

Created by ZHL167N at 2013-04-11 11:09:19

Created by ZHL167N at 2013-04-16 15:38:41

Created by ZHL167N at 2013-05-13 14:31:55

on 5/13/13

rcas advised that vsc docs were available to download this day. advised that p

rcas-lah advised following up again with c on 4/26/13. c agreed and understood

rcas-lah received email notification 4/22/13 from GWC-RM rejecting vsc request

rcas thanked c and ended call mutually.

things right, or to stand behind their product! A new transmission was to co

.

3 Performed and completed

5 c states when veh is put into 4wd lock it will only stay in for about 5 min

could not guarantee request.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,198

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,199

CAR ID: CA2928242

Created by ZHL167N at 2013-05-31 08:32:26

Created by ZMS177N at 2013-05-10 13:20:30

due to mileage was estimation.

me from LA - it showed up yesterday, April 9th, damaged. I am now waiting for
olicy will be mailed out this week and c to receive within 10-14 business days
rcas-lah notating that CSM-JS on vacation this day. rcas reviewing ARBS recomm
rcas-lah received email notification from CSM-Joe Stone 4/16/13 approving secu
rcas-lah received faxed docs for cancellation form from c 5/13/13

4 Performed and completed

. advised that rcas will be closing case once docs are mailed out. c understoo
another transmission, and was told it may arrive at the dealership on April 1

Created by ZHL167N at 2013-04-26 15:39:22

Created by ZHL167N at 2013-05-13 14:44:58

crr-ms received a follow up call from c. c stated that c has extension number
c states that rcas needs to look into WI Lemon Law because one more time veh i
endation with RCAM-DF 4/11/13

rcas-lah retyping notation that did not save from conversation on 5/24/13 with

rcas-lah updated mileage to reflect the last visit to dlrshp 3277 miles.

rity plus gold preferred 100k miles with \$100 deductible.

then go to auto report

9th!!! Then, I will still have to wait as it will need to be installed (if it

Action Taken: 1 Completed

and would like to know how c may reach rcas

Created by ZHL167N at 2013-04-11 15:33:34

Created by ZKS000N at 2013-04-16 15:56:46

d.

Open 3-28-13 Closed 3-29-13 Miles 3,109 RO 65548

rcas-lah implementing 1/3 plan. following up with c 5/1/13

rcas-lah placed outbound call to c 5/13/13@ [REDACTED] and spoke with c. rca

rcas-lah resubmitted vsc request 4/22/13

sm-mark.

s seen at dlrshp there will be attorneys lined up at c's door.

2 No open recalls

c asked if policy was in system. rcas advised yes. c understood.

Concern: 1 Apply Polysteel paint protection and fabric protection

Created by ZHL167N at 2013-04-22 09:47:59

Created by ZHL167N at 2013-04-30 12:55:42

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,200

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,201

CAR ID: CA2928242

crr-ms verified if there are any changes in c's contact information.c stated n doesn't show up damaged again). I would really love Nissan to buy this back!! Rcas-Kelli Souders assisting Rcas-Lesley Howard rcas-lah apologized for the experience and understood c's frustration. advised rcas-lah received notification from both csm and fom 4/11/13 approving arbs de s advised that rcas has received faxed docs and rcas to begin the cancellation sm states that veh c contacted dlrshp and stated that wife had started veh and !

~~~~~

2 Free multi point inspection

3 Tires green

cision.

could not put the veh in reverse or drive. c left veh in gear and went to hav o

process. advised following up with c again on 5/17/13

rcas advised should c have future concerns to contact nna. c understood.

rcas-lah notating that rcas has not received fax docs from c as of this day 4/

rcas-lah reviewed case 4/30/13. rcas received notification that c already has

that rcas would process the repurchase request and will contact c again on 4/

16/13 as it is a ten day process. c understood.

22/13.

3 Tire inspection

4 Set tire pressure

a vsc up to 35k miles with \$100 deductible.

Created by ZHL167N at 2013-04-11 11:05:31

Created by ZHL167N at 2013-04-12 11:11:10

Created by ZHL167N at 2013-05-14 16:53:04

crr-ms offered to transfer c to RCAS and will also send notification message t

e husband try to move veh. sm states that dlrshp advised c that tech would pic

Rcas-kls placed call to c on [REDACTED] at 5:42pm. Advised c that NNA has r

rcas thanked c and ended call mutually.

4 C states the pass air bag off light was on 2 times when people were sitting

5 Operates as designed

Created by ZHL167N at 2013-04-23 08:54:11

Created by ZSF308N at 2013-06-07 10:16:37

e looked into case and will be able to offer c security plus gold preferred 10

k veh up and inspect veh. sm states that c turned off veh and restarted the co

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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,202

REQUESTED BY: lattad

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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 1,203

**CAR ID:** CA2928242

o RCAS-if c will be routed to RCAS 's vmx, c understood  
rcas-lah emailed GWC-RM requesting what does rcas or c need to do to receive t  
rcas-lah provided contact information.

rcas-lah received email notification from ARBS-LF with verbatim 4/11/13  
rcas-lah retyping notation from 4/11/13 as notes did not save.  
rcas-lah to review case with TL 5/15/13 regarding vsc cancellation vs vsc subm

\*\*\*\*\*

Ok miles with \$100 deductible. C states that c is not agreeing to that offer a  
crr-ms offered further assistance, c said no  
he 84m/100k miles with \$100 deductible.  
in the right front seat.  
ission

MT SF received request for VSC Plan documents to be mailed to customer. MT SF  
ncern was gone.

Open 2-14-13 Closed 2-15-13 Miles 1,492 RO 64139

rcas-lah placed outbound call to c 4/11/13 and spoke with c's husband Justin w  
rcas-lah received faxed docs of veh statement and proof of ownership 4/23/13.  
rcas-lah thanked c and ended call mutually.

\*\*\*\*\*

Action Taken: 1 Performed and completed

Concern: 1 c states they were leaving from a stop sign and veh died and was to  
Created by ZHL167N at 2013-04-30 13:00:15  
Created by ZHL167N at 2013-05-15 09:51:12

crr-ms gave name and extension number  
ho will be referred to as c in this notation.

mailing docs along with cover letter to customer and sending notification to  
nd NNA should call c back when NNA is able to offer what c wants. Rcas-kl's apo  
rcas attaching docs to case.

rcas-lah received email notification from ARBS-LF to update ARBS when veh has  
sm states veh was diagnosed and found no codes. sm states that techline was co  
2 No Recalls

agent to close the case.

been repaired and returned. advised after repair if c is still seeking repurch  
crr-ms exiting the case

logized and advised c that NNA is not able to offer c what c wants and is up t  
ntacted and took under advisement. sm states that there is no evidence that th  
rcas-lah apologized and advised NNA is not in a position to offer a repurchase

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**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,204

REQUESTED BY: lattad

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**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 1,205

**CAR ID:** CA2928242

rcas-lah confirmed mailing address. rcas notating that c is eligible for 2 veh  
rcas-lah emailed CSM and FOM 4/2/13 updating c's request  
rcas-lah emailed GWC-RM 5/15/13 with attachment of cancellation form to email  
rcas-lah received email notification from GWC-RM advising that the c would nee  
wed in.

2 c states something was leaking from under veh oil? Coolant?

3 Performed and completed

ase request for second time to contact ARBS-LF

Created by ZHL167N at 2013-04-02 14:47:38

Created by ZHL167N at 2013-05-10 13:49:34

Created by ZHL167N at 2013-06-07 11:16:29

d to cancel policy RCCL99602646 and once cancelled rcas can goodwill vsc 84 mo  
is happened. sm states that this has not happened since which has been approxi  
o c on whether or not c would like to accept the offer or accept the original  
or replacement of this vehicle, as the vehicle has not been subject to an unr  
payment reimbursement per approval of CSM-Joe Stone and FOM-Katie Andersen du  
requesting further assistance.

3 Tire inspection

4 Inspected and unable to duplicate concern. Check and performed zero point re

Created by ZHL167N at 2013-04-11 11:07:46

Created by ZHL167N at 2013-05-17 15:57:21

easonable number of repair attempts for any warrantable concerns that would su  
e to recommendation from ARBS after review of repurchase. The reimbursement is  
mately 3 weeks.

nths/100k miles. GWC advised that c was charged \$1.00 for policy.

offer for ECW of powertrain. C states that c had to wait 3 weeks for a trans a

rcas-lah placed outbound call to dlrshp 4/2/13 and left vmx. rcas advised c is

rcas-lah received email notification from MT-Susan Fresh docs have been mailed

rcas-lah received vmx from c's husband 5/10/13 requesting a return call.

4 Free multi point inspection

as follows:

bsstantially impair this vehicle. NNA will continue to honor the terms and cond

Created by ZHL167N at 2013-05-01 13:45:17

Created by ZHL167N at 2013-05-10 13:54:10

nd NNA doesn't care about the c's. C states that c will speak to c's wife. Rca

rcas-lah notating that rcas did not receive any type of notification once revi

rcas-lah submitted vsc request 5/17/13.

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**PAGE:** 1,206

REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,207

REQUESTED BY: lattad

**CAR ID:** CA2928242

rcas thanked sm and ended call mutually.  
seeking  
set  
to c.

\*\*\*\*\*

Action Taken: 1 Found the cvt cooler line going to the radiator off and leakin

Created by ZHL167N at 2013-04-02 14:48:31

Created by ZHL167N at 2013-05-31 08:34:46

ew from ARBS-LF was completed on 4/5/13.

itions of all applicable warranties.\*\*

Open 4-1-13 Closed Open Miles 3,277 RO 65640

rcas-lah closing case no further assistance is needed.

rcas-lah placed outbound call to c 5/10/13@[REDACTED] and spoke with c. c s

rcas-lah placed outbound call to c 5/1/13@[REDACTED] and spoke with c's hu

s-cls advised c that c can call Rcas-lah back to inform if c is accepting eith

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

C IS ELIGIBLE FOR 2 VEH PAYMENTS ONLY @ \$527 X2=\$1055.64

Concern: 1 C states veh stopped moving when driving

Created by ZHL167N at 2013-06-07 11:17:11

er of the offers. Rcas-cls advised that there is no further negotiating. C sta

g. Resecured transmission cooler line and replaced clamp. Test drove veh and r

rcas-lah advised that nna would like to offer c two car payments and an ECW fo

rcas-lah continuing notation from 4/2/13 3:47p. c is seeking repurchase of veh

rcas-lah emailed CSM-JS of ARBS recommendation of ECW on powertrain components

rcas-lah emailed GWC-Rebecca Martin 5/29/13 requesting status of vsc. GWC-RM a

rcas-lah placed outbound call to c 5/17/13@[REDACTED] and left vmx. provid

sband who will be referred to as c in this notation.

tates receiving cancellation form. c wants to review form.

2 Tire Inspection

\*\*\*\*\*closing summary\*\*\*\*\*

c states owner had received check reimbursement on 4/30/13.

c states that c contacted dlrshp and dlrshp does not know how policy was added

dvised that policy should be completed soon as it is end of month.

echecked for leaks. No Leaks found. Veh had gone in to fail safe mode when it

ed name, case number, contact information, date of call. advised follow up set

longer than the 39 months with no deductible

. rcas is requesting that sm-mark fax all open/closed ro's to rcas at 615-267-

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**PAGE:** 1,208

REQUESTED BY: lattad



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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,209

REQUESTED BY: lattad

**CAR ID:** CA2928242

Rcas-LAH SUBMITTING CHECK REQUEST

r the powertrain that will cover the vehicle longer than the 39 month plan tha  
tes that c wants to speak to "Katie" the regional person who supposedly made t  
3 Free multi point inspection

7690.

Created by ZHL167N at 2013-04-23 09:28:08

Created by ZHL167N at 2013-05-31 10:47:55

felt the transmission starting to slip. The fail safe mode was causing veh not  
for 5/22/13

he decision. Rcas advised that Rcas-lah made the decision. C states why could  
rcas-lah advised that there is an active new gold preferred policy on c's vin  
rcas-lah emailed FOM-KA of ARBS recommendation of offering c 2 veh payments fo  
rcas-lah received case regarding c's request for repurchase of veh. Arbs denie  
t is on the vehicle and also has no deductible for the c's inconvenience.  
to vin.

Action Taken: 1 Replacing transmission per techline

Created by ZAC177N at 2013-04-01 13:26:31

Created by ZHL167N at 2013-04-03 12:12:31

c was upset with decision and stated that c's wife had purchased an extended w  
d repurchase and CSM approved VSC for c.

for 39 months/39k miles that c will need to cancel before rcas can submit good  
rcas advised printing in the mileage and having c's wife sign the form. c und  
Rcas-lah not have called c? Rcas advised is just assisting.

rcas-lah placed outbound call to c 4/23/13@[REDACTED] and spoke with c. rca  
rcas-lah received email notification from GWC-RM policy has been processed and  
r inconvenience

to start.

~~~~~

2 Performed and completed

2 Related to line 1

arranty. rcas advised that c has a vsc and that the ecw was for the powertrain
c calling in cause he would like to file a complaint. c stating that in a span

Created by ZHL167N at 2013-04-11 11:09:19

erstood.

rcas-lah received docs from harms nissan 4/3/13 and attached to case.

s reviewed case with c.

will be available on 6/4/13

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,211

CAR ID: CA2928242

will policy. c understood. c states not knowing what that policy is for or why

3 Performed and completed

Created by ZHL167N at 2013-04-03 12:13:52

Created by ZHL167N at 2013-05-31 10:55:04

c states that c will fax to rcas next monday 5/13/13. rcas understood.

it is on the vin but will sign the cancellation form that rcas will be sendin

Leaving case open pending docs for reimb.

of 3 months that they had the veh they already experienced 2 transmission pro

rcas-lah advised receiving faxed docs. advised that rcas has submitted check r

rcas-lah notating that CSM-JS on vacation this day. rcas reviewing ARBS recomm

specifically.

4 Performed and completed

blems. c stating that the 1st issue was that a transmission line blew off at b

Created by ZHL167N at 2013-04-19 14:21:11

Created by ZLF050N at 2013-04-05 09:53:36

c states c would need to review with c's wife. rcas advised contacting c again

endation with RCAM-DF 4/11/13

request. advised that security plus request is still in process. advised that t

g and faxing back.

rcas-lah advised following up with c when docs are received.

rcas-lah placed outbound call to c 5/31/13@[REDACTED] and spoke with c. rca

rcas-lah setting follow up date to complete rhr 4/4/13

**ARBS-LF reviewed the repair history and at this time, NNA is not in a positi

Created by ZHL167N at 2013-04-04 08:52:44

Created by ZHL167N at 2013-04-11 15:33:34

he submitted check request should be completed by 4/26/13. c understood.

lew off all the transmission fluid out of the transmission making the veh unus

on 4/15/13. c agreed.

Open 3-28-13 Closed 3-29-13 Miles 3,109 RO 65548

rcas-lah advised contacting dlrshp and reviewing the policy that c was charged

rcas-lah placed outbound call to c 4/19/13@[REDACTED] and spoke with c's hu

rcas thanked c and ended call mutually.

s reviewed case with c.

\$1.00 for. c understood.

able, it happened on february 13. 2nd issue happened this saturday. c stating t

Concern: 1 Apply Polysteel paint protection and fabric protection

Created by ZHL167N at 2013-04-15 15:55:08

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,212

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,213

REQUESTED BY: lattad

CAR ID: CA2928242

Created by ZHL167N at 2013-05-13 14:31:55

on to offer a repurchase or replacement of this vehicle, as the vehicle has no rcas advised that policy has been processed and provided policy number [REDACTED] rcas-lah advised following up again with c on 4/26/13. c agreed and understood rcas-lah processed and completed rhr request 4/4/13. rcas setting follow up da rcas-lah received notification from both csm and fom 4/11/13 approving arbs de sband justin who will be referred to as c in this notation. rcas reviewed case

.
02646. advised c that documents will be available to mail out on 6/4/13. c und 2 Free multi point inspection cision.

hat the when they got to 60MPH the transmission was shaking and when they trie rcas-lah advised following up again on 5/10/13. c agreed. rcas confirmed fax n rcas-lah placed outbound call to c's husband [REDACTED] who will be referred to as rcas-lah received faxed docs for cancellation form from c 5/13/13

t been subject to an unreasonable number of repair attempts for any warrantabl te 4/11/13 with c.

3 Tire inspection

c in this notation 4/15/13 @ [REDACTED]

Created by ZDR123N at 2013-04-04 11:27:29

Created by ZHL167N at 2013-04-12 11:11:10

Created by ZHL167N at 2013-04-26 15:39:22

Created by ZHL167N at 2013-05-13 14:44:58

c states c will accept the security plus gold preferred with \$100 deductible a d to accelerate it felt like the transmission is flipping. when c got to their e concerns that would substantially impair this vehicle. NNA will continue to erstood.

umber with c.

4 C states the pass air bag off light was on 2 times when people were sitting

c states that c did review offer with c and c is seeking a security plus gold

c states to have documents mailed. rcas confirmed mailing address as address l

destination and leave, they started the veh and put it to drive but it will n

***DRTS-SW notes the completed RHR was not attached to the case. DRTS-SW set a honor the terms and conditions of all applicable warranties.**

long with 2 veh payments.

rcas-lah implementing 1/3 plan. following up with c 5/1/13

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,214

REQUESTED BY: lattad

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**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad**

PAGE: 1,215

CAR ID: CA2928242

rcas-lah placed outbound call to c 5/13/13@ [REDACTED] and spoke with c. rca
rcas-lah retyping notation from 4/11/13 as notes did not save.

rcas-lah thanked c and ended call mutually.

ARBS-LF recommends that once the vehicle has been repaired NNA should offer th
c asked if rcas will send c anything regarding policy. rcas advised once rcas

Created by ZHL167N at 2013-04-30 12:55:42

Created by ZHL167N at 2013-05-01 13:54:31

in the right front seat.

isted in account profile.

o longer move. c stating that it got towed again and dirshp informed him that
preferred 100k miles no deductible.

rcas-lah placed outbound call to c 4/11/13 and spoke with c's husband [REDACTED] w
s advised that rcas has received faxed docs and rcas to begin the cancellation
task for RCAS-LAH to attach the RHR to the case and to resubmit the RHR.

Action Taken: 1 Performed and completed

Created by ZDR123N at 2013-04-05 07:40:50

e c two car payments and an ECW for the powertrain that will cover the vehicle
has the policy number rcas will contact c to provide policy number. advised th
ho will be referred to as c in this notation.

process. advised following up with c again on 5/17/13

rcas-lah advised reviewing but could not guarantee c's request. rcas advised c
rcas-lah reviewed case 4/30/13. rcas received notification that c already has
rcas-lah set task for MT-SF to send out vsc cancellation form as rcas has set
rcas thanked c and ended call mutually.

transmission now needs to be replaced. c would like to complaint veh regarding
2 No Recalls

at c would receive policy package in mail 30 days later. c understood.

a vsc up to 35k miles with \$100 deductible.

Created by ZHL167N at 2013-05-14 16:53:04

Created by ZHL167N at 2013-05-31 08:34:46

***DRTS-SW received the RHR. The RHR was assigned to ARBS-LF for review.

longer than the 39 month plan that is on the vehicle and also has no deductib
rcas-lah apologized and advised NNA is not in a position to offer a repurchase
that the ECW on powertrain specifically covers the powertrain and rcas could
the issue they have been experiencing w/ the veh.

up 5/1/13

3 Performed and completed

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,216

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,217

CAR ID: CA2928242

Created by ZLF050N at 2013-04-05 09:19:17

Created by ZSF308N at 2013-05-06 13:17:18

crr-ac apologize for the inconvenience, verified account
le for the c's inconvenience.

not guarantee that the security plus that c is requesting covers all the parts
or replacement of this vehicle, as the vehicle has not been subject to an unr
rcas-lah advised if c's veh payments together equal \$1000 rcas would need proo
rcas-lah emailed GWC-Rebecca Martin 5/29/13 requesting status of vsc. GWC-RM a
rcas-lah emailed GWC-RM requesting what does rcas or c need to do to receive t
rcas-lah to review case with TL 5/15/13 regarding vsc cancellation vs vsc subm
4 Inspected and unable to duplicate concern. Check and performed zero point re
ARBS-LF notes the dealer service records:

Created by null at 2013-04-11 10:38:35

crr-ac informed c that his issue will be forwarded to RCAS to get further assi
dvised that policy should be completed soon as it is end of month.
easonable number of repair attempts for any warrantable concerns that would su
f of ownership. c understood. c confirmed fax number. c states faxing informat
he 84m/100k miles with \$100 deductible.
ission

MT SF received request for VSC Cancellation Form to be mailed to customer. MT
of the powertrain.

stantially impair this vehicle. NNA will continue to honor the terms and cond

Created by ZHL167N at 2013-04-30 13:00:15

Created by ZHL167N at 2013-05-15 09:51:12

Created by ZHL167N at 2013-05-31 10:47:55

c states that the security plus does cover all the powertrain as c reviewed ov
ion to rcas on 4/22/13.

Open 1-15-13 Closed 1-16-13 Miles 150 RO 63140

set

SF mailing form along with cover letter to customer and sending notification
stance

*****TCS TL-AG notes the following verbatim was received as a resul

Concern: 1 Wash and clean for delivery; install oil change sticker

crr-ac created case

er the weekend.

itions of all applicable warranties.**

Open 4-1-13 Closed Open Miles 3,277 RO 65640

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CUSTOMER ASSISTANCE REQUEST

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,219

CAR ID: CA2928242

rcas-lah emailed GWC-RM 5/15/13 with attachment of cancellation form to email
rcas-lah received email notification from GWC-RM advising that the c would nee
rcas-lah received email notification from GWC-RM policy has been processed and
rcas-lah thanked c and ended call mutually.

to agent to close the case.

t of QC survey response received from C:

2 All weather mats

c is also accepting the 2 veh payments.

Concern: 1 C states veh stopped moving when driving

Created by ZHL167N at 2013-05-07 04:42:59

crr-ac informed c that he will be receiving a call from an RCAS rep w/ in the
d to cancel policy [REDACTED] and once cancelled rcas can goodwill vsc 84 mo

**On March 30th, we noticed the jerking the first time while on the interstate

rcas-lah advised that nna would like to offer c two car payments and an ECW fo
requesting further assistance.

will be available on 6/4/13

2 Tire Inspection

Action Taken: 1 Performed and completed

Created by ZHL167N at 2013-05-17 15:57:21

Created by ZHL167N at 2013-05-31 10:55:04

end of the next business day.

heading into Chicago. We called Harms of Janesville (where we bought it from)

nths/100k miles. GWC advised that c was charged \$1.00 for policy.

rcas-lah advised reviewing c's request and returning call to c on 4/16/13. c a

rcas-lah leaving case open pending docs to be faxed by c to rcas. rcas changin

rcas-lah submitting security plus gold with \$100 deductible 4/19/13

r the powertrain that will cover the vehicle longer than the 39 month plan tha

2 Performed and completed

3 Free multi point inspction

Created by ZHL167N at 2013-04-22 09:46:44

Created by ZHL167N at 2013-05-01 13:45:17

c understood and would like to receive a call back during business hours from
g follow up date to review case and contact c for receipt of MT-SF docs mailed
greed.

rcas-lah placed outbound call to c 5/31/13@ [REDACTED] and spoke with c. rca

rcas-lah submitted vsc request 5/17/13.

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DATE: 01/11/13

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CUSTOMER ASSISTANCE REQUEST

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,221

CAR ID: CA2928242

. The GM never called us back. Later in the day, we called Harms again to have
t is on the vehicle and also has no deductible for the c's inconvenience.

8:00AM - 5:00PM CST

Action Taken: 1 Replacing transmission per techline

c was upset with decision and stated that c's wife had purchased an extended warranty
e it towed. Although the car was running and in gear, it wouldn't move. Today
on 5/13/13

Open 2-9-13 Closed 2-9-13 Miles 1,303 RO 64014

rcas-lah placed outbound call to c 5/1/13@[REDACTED] and spoke with c's husband
rcas-lah received email notification 4/22/13 from GWC-RM rejecting vsc request
rcas-lah thanked c and ended call mutually.

s reviewed case with c.

2 Performed and completed

warranty. rcas advised that c has a vsc and that the ecw was for the powertrain

Concern: 1 30 day inspection

Created by ZHL167N at 2013-04-16 14:55:36

Created by ZMS177N at 2013-05-10 13:20:30

crr-ac provided name, case and extension number
due to mileage was estimation.

is April 10th, and I still haven't gotten my car back!!! Harms doesn't seem
rcas advised that policy has been processed and provided policy number RCNF006
rcas-lah placed outbound call to c 5/17/13@[REDACTED] and left vmx. provided
sband who will be referred to as c in this notation.

02646. advised c that documents will be available to mail out on 6/4/13. c understood

2 Free multi point inspection

3 Performed and completed

crr-ac asked for further assistance

crr-ms received a follow up call from c. c stated that c has extension number
c states owner had received check reimbursement on 4/30/13.

ed name, case number, contact information, date of call. advised follow up set

rcas-lah emailed FOM-Katie Andersen and CSM-Joe Stone 4/15/13 updating CSM and

rcas-lah updated mileage to reflect the last visit to dlrshp 3277 miles.

specifically.

to be concerned about it or me. The Service Manager has been helpful. His name

3 Tire Inspection

name is Mark. The salesman and general manager has never called to try to make

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,223

REQUESTED BY: lattad

CAR ID: CA2928242

and would like to know how c may reach rcas

c declined

Created by ZLF050N at 2013-04-05 09:53:36

c states c would need to review with c's wife. rcas advised contacting c again
erstood.

FOM what c is requesting.

for 5/22/13

rcas-lah advised that there is an active new gold preferred policy on c's vin

rcas-lah resubmitted vsc request 4/22/13

4 C states the right rear tire reads 35 psi the rest read 40 psi

**ARBS-LF reviewed the repair history and at this time, NNA is not in a positi

Created by ZHL167N at 2013-04-16 15:38:41

Created by ZHL167N at 2013-04-22 09:47:59

Created by ZHL167N at 2013-05-22 15:36:22

crr-ac ended call

crr-ms verified if there are any changes in c's contact information.c stated n

c states to have documents mailed. rcas confirmed mailing address as address l

for 39 months/39k miles that c will need to cancel before rcas can submit good

on 4/15/13. c agreed.

things right, or to stand behind their product! A new transmission was to co

5 c states when veh is put into 4wd lock it will only stay in for about 5 min

Created by ZHL167N at 2013-04-02 14:09:21

Created by ZHL167N at 2013-04-15 15:55:08

isted in account profile.

me from LA - it showed up yesterday, April 9th, damaged. I am now waiting for

o

on to offer a repurchase or replacement of this vehicle, as the vehicle has no

rcas-lah notating that rcas has not received fax docs from c as of this day 4/

rcas-lah placed outbound call to c 5/22/13@[REDACTED] and spoke with c. rc

rcas-lah received email notification from CSM-Joe Stone 4/16/13 approving secu

will policy. c understood. c states not knowing what that policy is for or why

22/13.

another transmission, and was told it may arrive at the dealership on April 1

as advised that c's previous policy has been cancelled and rcas is awaiting go

crr-ms offered to transfer c to RCAS and will also send notification message t

it is on the vin but will sign the cancellation form that rcas will be sendin

rcas-lah placed outbound call to c 4/2/13@[REDACTED] and left vmx. provided na

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,225

REQUESTED BY: lattad

CAR ID: CA2928242

rcas-lah placed outbound call to c's husband [REDACTED] who will be referred to as [REDACTED]. rcas thanked c and ended call mutually.

rcas plus gold preferred 100k miles with \$100 deductible.

It has been subject to an unreasonable number of repair attempts for any warrantable condition.

rcas will then go to auto report

9th!!! Then, I will still have to wait as it will need to be installed (if it

Action Taken: 1 Completed

c in this notation 4/15/13 @ [REDACTED]

Created by ZHL167N at 2013-04-19 14:21:11

Created by ZHL167N at 2013-04-23 08:54:11

Created by ZHL167N at 2013-06-04 07:49:20

rcas-lah is concerned that this would substantially impair this vehicle. NNA will continue to

work on this and faxing back.

rcas-lah will provide me, case number, contact information, date of call. advised follow up set 4/5/

rcas-lah will advise odwill vsc to be processed. c understood. rcas advised following up again with

rcas-lah will advise RCAS-if c will be routed to RCAS 's vmx, c understood

13

2 No open recalls

rcas-lah on 5/31/13.

rcas-lah offered further assistance, c said no

rcas-lah states that c did review offer with c and c is seeking a security plus gold (rcas-lah doesn't show up damaged again). I would really love Nissan to buy this back!!

rcas-lah will honor the terms and conditions of all applicable warranties.**

rcas-lah advised contacting dlrshp and reviewing the policy that c was charged

rcas-lah attached vsc agreement to case 6/4/13. rcas-lah set task for MT-Susan Fre

rcas-lah placed outbound call to c 4/19/13@ [REDACTED] and spoke with c's hu

rcas-lah received faxed docs of veh statement and proof of ownership 4/23/13.

!

\$1.00 for. c understood.

3 Tires green

ARBS-LF recommends that once the vehicle has been repaired NNA should offer th

Created by ZHL167N at 2013-04-02 14:30:13

rcas-lah gave name and extension number

rcas-lah states that veh died again and harms nissan will be picking veh up at c's wi

rcas-lah plus gold preferred 100k miles no deductible.

rcas-lah attaching docs to case.

rcas-lah sband justin who will be referred to as c in this notation. rcas reviewed case

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,226

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,227

REQUESTED BY: lattad

CAR ID: CA2928242

sh to mail vsc agreement

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 05/15/13 05/31/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 06/07/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,228

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,229

REQUESTED BY: lattad

CAR ID: CA2928242

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM6DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	5178 Wisconsin	4/1/2013	04/18/16	0039000	05/11/13	01/01/01
2	[REDACTED]	5178 Wisconsin	5/17/2013	01/18/20	0100000	01/01/01	01/01/01

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,231

REQUESTED BY: lattad

CAR ID: CA2928242

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: L

DEDUCTABLE: 100

EFFECTIVE: 4/1/2013

EXPIRES: 04/18/16 **MILES:** 0039000

CANCEL: 05/11/13 **MILES:** 0039000

TRANSFER: 01/01/01

TRANSACTION: 05/15/13

PRINTED: 04/06/13

DEALER NO: 5178 **STATE:** WI

DEALER NAME: HARMS NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,232

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,233

REQUESTED BY: lattad

CAR ID: CA2928242

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: F

DEDUCTABLE: 0

EFFECTIVE: 5/17/2013

EXPIRES: 01/18/20 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 05/31/13

PRINTED: 06/01/13

DEALER NO: 5178 **STATE:** WI

DEALER NAME: HARMS NISSAN

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,235

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2956514
STREET: [REDACTED]	VIN: 5N1AR2MM6DC [REDACTED]	
CITY: WELLESLEY	YR/MDL: 2013.0 PTH	MILEAGE: 003100
ST/ZIP: MA [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: 0	PAID: 1,080	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5370 KELLY NISSAN OF WOBURN
DLR PH: 781 835 3500	DENY: 0	RESP DLR: 5370 KELLY NISSAN OF WOBURN
	REGION: 26	DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 04/06/13
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 003100	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 04/06/13	XFER/RSPNSBLTY: 26 10 N
CONTACT (S):	OLLOWUP DATE: 04/12/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 04/12/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN	WT UNABLE DIAGNOSE/DUPLICATE
	YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,236

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,237

CAR ID: CA2956514

C. A. R. COMMENTS

Created by null at 2013-04-06 17:22:36

crr-ma updated c's information with information provided by c on recent email. ctly that resulted in my wife being stranded on the highway for 2 hours a mere 21 hours after we picked the car up to a shaking/stuttering transmission whos crr-ma created a task for RCAS-MW for notification in case # 10932972.

firstname : [REDACTED]

crr-ma transferred case responsibility to RCAS-MW.

e engine revs but can't get out of first gear.

lastname [REDACTED]

crr-ma exiting the case.

email : [REDACTED]

In the first instance the clamp had fallen off which resulted in all of the tr ansmission fluid spilling onto the street causing the car to be unable to be d

Created by ZMA999N at 2013-04-07 13:22:20

homephone :

address1 :

case moved

riven.

address2 :

Created by ZSA345N at 2013-04-10 09:58:54

Most recently we experienced a shaking or stuttering of the car as we were dri city :

RCAS-SC noting duplicate case#10932972 which is currently being worked. Please ving on the highway. It felt like the transmission was slipping and the rpm's see notes in that case.

twitter :

would race for no reason. I would be trying to maintain a constant speed on RCAS-SC resetting followup for 4/12 to contact C.

state :

the highway and the rpm's would go from about 2000 to 7000 and back to 2000 wi

Created by ZSA345N at 2013-04-12 08:01:12

thout me trying to accelerate or do anything with the gas peddle. The answer

zip :

I received from Nissan America was that they couldn't do anything for me since

owner : true

RCAS-SC reviewed case with TL-MPB. TL-MPB advised to change case to ARBS agent

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,239

REQUESTED BY: lattad

CAR ID: CA2956514

make : Nissan

they were unable to recreate the problem and the car's computer didn't register who took over case#10932972 and close case.

er an issue. The first issue was 8 days ago.

RCAS-SC CLOSING DUPLICATE CASE

source : NissanContactUs

I picked my car up from the dealer today (Sat 4/6/13) and while driving it home

vin : 5N1AR2MM6DC [REDACTED]

dealerstate :

we experienced the same issue. When I got off the highway and went through a toll booth I was unable to accelerate. The rpm's would rev up to about 7000 but comments : I leased a 2013 Nissan Pathfinder in November of 2012. I have had my car wouldn't get out of first gear. I was able to pull to the side of the road and stop but was then unable to make it move either by shifting it into reverse or drive, and needed to have the car towed.

21 hours after we picked the car up to a shaking/stuttering transmission whose Nissan refuses to admit that there is a problem or offer a solution. This car engine revs but can't get out of first gear. is not safe to drive and is a lemon and I want out of my lease.

Created by ZMA999N at 2013-04-07 11:58:21

In the first instance the clamp had fallen off which resulted in all of the transmission fluid spilling onto the street causing the car to be unable to be driven. crr-ma noting that c's contact number, mailing address and name of c's recent servicing Nissan dealer was not provided on c's email.

Created by ZMA999N at 2013-04-07 12:04:17

Most recently we experienced a shaking or stuttering of the car as we were driving on the highway. It felt like the transmission was slipping and the rpm's related case found: case # 10932972.

would race for no reason. I would be trying to maintain a constant speed on E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

the highway and the rpm's would go from about 2000 to 7000 and back to 2000 with Method of contact: E-mail

*****E-mail case logged*****

Method of contact: E-mail

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,240

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,241

REQUESTED BY: lattad

CAR ID: CA2956514

thout me trying to accelerate or do anything with the gas peddle. The answer
crr-ma checked for open recalls/campaigns/upgrades found: none
I received from Nissan America was that they couldn't do anything for me since

they were unable to recreate the problem and the car's computer didn't regist
E-mail addressed to: [REDACTED]

er an issue. The first issue was 8 days ago.

I picked my car up from the dealer today (Sat 4/6/13) and while driving it hom
Method of contact: E-mail

e experienced the same issue. When I got off the highway and went through a t
Summary: crr-ma responded to c's email with an edited "More Info Needed To Sen
d To RCAS" template.

ollbooth I was unable to accelerate. The rpm's would rev up to about 7000 but
crr-ma requested the following information:

my car wouldn't get out of first gear. I was able to pull to the side of the

* c's current mailing address

road and stop but was then unable to make it move either by shifting it into

* c's day and evening phone numbers

reverse or drive, and needed to have the car towed.

Nissan refuses to admit that there is a problem or offer a solution. This car

* The current mileage on c's vehicle

is not safe to drive and is a lemon and I want out of my lease.

* The authorized Nissan dealer that c have recently worked with

Created by ZMA999N at 2013-04-07 11:46:39

crr-ma exiting case.

Created by ZMA999N at 2013-04-07 12:04:30

firstname : Michael

case closed

lastname : Vogel

Created by ZMA999N at 2013-04-07 12:59:33

email [REDACTED]

crr-ma reopening case after receipt of c's recent email.

homephone :

address1 :

Created by ZMA999N at 2013-04-07 13:00:57

address2 :

crr-ma documenting c's follow up email on the case:

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,243

REQUESTED BY: lattad

CAR ID: CA2956514

city :

I already have a case number open with Nissan consumer affairs after having sp
twitter :

oken with Dennis at consumer affairs and William at the regional office last w
state :

eeek. My case number is 10932972. I only want to have one case number open so t
zip :

hat all of my information and communication with Nissan is in the same spot.

owner : true

Mailing [REDACTED], Wellesley, MA

make : Nissan

Phone: [REDACTED]

source : NissanContactUs

Mileage: 3,100

vin : 5N1AR2MM6DC [REDACTED]

dealerstate :

Nissan Dealer: Kelly Nissan of Woburn, MA

Created by ZMA999N at 2013-04-07 13:22:06

dealersname :

comments : I leased a 2013 Nissan Pathfinder in November of 2012. I have had
crr-ma responded to c's follow up email informing c that c's email has been fo
3 problems with the transmission ranging from a clip that was attached incorre
rwarded to the RCAS handling c's concern.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,245

REQUESTED BY: lattad

CAR ID: CA2956514

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 04/12/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,247

REQUESTED BY: lattad

CAR ID: CA2956514

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM6DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		370 Massachusetts					

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,249

REQUESTED BY: lattad

CAR ID: CA2956514

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5370

STATE: MA

DEALER NAME: KELLY NISSAN OF WOBURN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,250

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,251

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2984832
STREET: [REDACTED]	VIN: 5N1AR2MM4DC [REDACTED]	
CITY: MONROE	YR/MDL: 2013.0 PTH	MILEAGE: 004400
ST/ZIP: NJ [REDACTED]	VCAN: Y	IN SVC DATE
DAY PH: [REDACTED]	PAID: 3,636	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 08064 ACME NISSAN
DLR PH: 732 821 9300	DENY: 0	RESP DLR: 08064 ACME NISSAN
	REGION: 26	DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
AIRBAG: N (Y/N)	PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)
SENT TO LEGAL: N (Y/N)	PREVIOUSLY REPAIRED: 00/00/00	WHERE:
VEHICLE PURCHASED: New x Preowned	MILES: 004400	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: ACME NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0
		MILES: 0

ORIG CODE: NP NP	OPEN DATE: 04/12/13	XFER/RSPNSBLTY: 26 05 N
CONTACT (S):	OLLOWUP DATE: 04/24/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 04/23/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	126500 RADIATOR
AE ENGINE COOLING SYSTEM	YX POOR OR IMPROPER OPERATION
BG POWERTRAIN	302500 CONTINUOUSLY VARIABLE TRANSMI
BK RESTRAINT SYSTEM	

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,252

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,253

CAR ID: CA2984832

C. A. R. COMMENTS

Created by ZJS176N at 2013-04-12 08:23:50

Created by ZJS176N at 2013-04-12 08:32:09

rcas-kj thanked c, call ended mutually

Created by ZKJ111N at 2013-04-16 07:57:23

CRR-JS received a call from c regarding multiple concerns.

C said that c's vh is having issue w/ the transmission.C said that when accele
rcas-kj sent request to SD-TB for c's RO's PDI through current including the c
rating it starts to shake.airbag lights turn on when there is someone seating.
urrent open RO

C also mention that c is having issue w/ the radiator host.C said that dlr alr

Created by ZKJ111N at 2013-04-16 08:00:42

Created by ZKJ111N at 2013-04-16 08:00:42

eady diagnosed c's veh and repaired it but then its happening again.C said tha

rcas-kj setting follow up for 4/18/13 to submit RHR and 4/19/13 for c contact

t c said that c cant rely w/ the veh for their safety.C also mentioned that

c's veh is a lemon.C mention that c wanted nna to buyback c's veh or to replac

rcas-kj setting follow up for 4/18/13 to submit RHR and 4/19/13 for c contact

Created by ZKJ111N at 2013-04-18 07:14:56

e c's veh.

CRR-JS verified contact information

rcas made outbound call to dlr on [REDACTED] and spoke with SD-Tom Bradley who

advised has c and accounting copies which would rcas prefer? rcas advised c c

CRR-JS informed c that case will be forwarded to rcas for review and then c wi

ll be contacted by rcas w/n the end of next business day.C understood.

opies are fine, or whichever is easier for SD.

CRR-JS provided name, ext and case number.

rcas thanked SD, call ended mutually

Created by ZKJ111N at 2013-04-18 07:16:13

CRR-JS leaving case open, transferring resp to rcas.

Created by ZKJ111N at 2013-04-15 07:33:31

rcas setting follow up for 4/19/13 pending receipt of docs and to contact c

Created by ZVS777N at 2013-04-19 08:43:38

rcas-kj made outbound call to c on [REDACTED] at 9:28 am est and reached vmx.

rcas-kj left a vmx providing 800-343-6913, ext 457232, and case# 10984832.

rcas sent email to CSM - Cristin Adinolfi and FOS-Rhonda Calico advising of Cs

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,255

REQUESTED BY: lattad

CAR ID: CA2984832

concern and request for repurchase

Created by ZBP179N at 2013-04-19 08:48:32

rcas-kj made outbound call to c on [REDACTED] at 9:30 am est and reached dead air.

***DRTS-BP received the RHR. The RHR was assigned to ARBS-CA for review.

Created by ZVS777N at 2013-04-19 08:51:18

rcas-kj made a second attempt and call went through.

rcas-kj and spoke with [REDACTED] and c advised that there have been some concerns.

rcas made outbound call to c on [REDACTED] @10:47a.m. and reached VMX. Left V

MX with phone #1-800-343-6913 and EXT 457291. Rcas let C know that Rcas is tak

rcas-kj asked if there is any assistance rcas can offer?

c stated c is at work and will have [REDACTED] call rcas-kj back.

ing over for Rcas-KJ and to Contact Rcas in the future.

Created by ZVS777N at 2013-04-19 09:00:38

rcas-kj provided name and contact info.

rcas-kj thanked c, call ended mutually.

rcas made outbound call to c on [REDACTED] @10:53 a.m. and reached VMX. Left

Created by ZKJ111N at 2013-04-15 07:33:51

VMX with phone# 800-343-6913 and ext 457291 and informed c on VMX that docs we

rcas-kj setting follow up for 4/16 pending c contact back

re received and that follow-up will be set for 4/24/13

Created by null at 2013-04-15 07:51:18

Created by ZVS777N at 2013-04-19 09:03:03

HAS OCS RECALL DUE.CUST HAS NOT BEEN NOTIFIED YET.CUST HAS HAD A FEW PROBLEMS

rcas made outbound call to [REDACTED] on # [REDACTED] @11:00a.m. and spoke with [REDACTED]

who advised that C no longer works there. Stated that [REDACTED] had baby and left pos

WITH VEHICLE SINCE NEW.LOOSE TRANS OIL COOLER HOSE.LOOSE UPPER COOLANT HOSE (A
ition.

NTI FREEZE LINE) AIR BAG LIGHT WAS ON ON DELIVERY OF NEW VEHICLE AND DELAYED

Created by ZVS777N at 2013-04-19 09:03:49

DELIVERY A DAY.I SEE WHY CUST NOT HAPPY WITH "PRODUCT"

Created by null at 2013-04-15 07:53:14

rcas setting follow-up for 4/24/13 to inform c of new information regarding ca

cust has an appt for APRIL 15 TODAY !!!!

se.

Created by ZBP179N at 2013-04-23 07:03:13

Created by ZKJ111N at 2013-04-16 07:54:10

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,256

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,257

CAR ID: CA2984832

Due to receipt of an Attorney Letter of representation this case will be close
rcas-kj made outbound call to c on [REDACTED] and spoke with c, c advised c h
as a lot of concerns about the veh, c stated that c fears for c and c's infant
d. New case number is 11074115.

*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD C

s life, c stated that c feels that the veh is not safe.

ALL PLEASE REFER C TO THEIR ATTORNEY.*****

c stated c wants NNA to replace the veh with another veh or to reimburse c c's
money for the veh and take the veh back.

c stated that the veh is at the dlr currently and was taken in 4/15/13, c stat
ed that c wants to make sure that all of the concern, c stated that the veh ha
s been to the dlr 3 times for the air bag concern, c stated that the dlr did t
he recall part for the air bag 4/15/13, and the dlr is trying to fix the trans
mission currently, c stated that the veh has been in for the transmission, the
air bag 3 times, the radiator hose came off and leaked coolant all over c's d
riveway and the veh was in for that.

c stated that the dashboard lights dim whenever they feel like dimming.

c stated that c is scared to drive the veh as c is scared to drive the veh wit
h c's infant in the veh as c is afraid that the veh will break down.

rcas-kj understood.

rcas-kj apologized to c for the concerns and c's anxiety and empathized with c
. rcas-kj advised that rcas can submit c's request for repurchase or replaceme
nt, rcas-kj explained that the review process can take up to 10 business days,
c understood, rcas-kj advised that there is also no guarantee that NNA can re
place or repurchase c's veh. c stated c does not want the veh anymore c does n
ot feel safe. rcas understood.

rcas-kj advised c that rcas would follow up with c 4/19/13 to let c know where
rcas is at in the process c understood.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,258

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,259

REQUESTED BY: lattad

CAR ID: CA2984832

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCMV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 04/23/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,260

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,261

REQUESTED BY: lattad

CAR ID: CA2984832

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM4DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		08064 New Jersey					

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,262

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,263

REQUESTED BY: lattad

CAR ID: CA2984832

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 08064

STATE: NJ

DEALER NAME: ACME NISSAN

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,264

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,265

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA3094894
STREET: [REDACTED]	VIN: 5N1AL0MM1DC [REDACTED]	
CITY: WAYNE	YR/MDL: 2013.0 JX	MILEAGE: 002100
ST/ZIP: NJ [REDACTED]	VCAN:	IN SVC DATE
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: 0	SUSP:	SVC DLR: 71021 FETTE INFINITI, L.L.C.
DLR PH: 973 743 3100	DENY:	RESP DLR: 71021 FETTE INFINITI, L.L.C.
	REGION: 72	DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 002100	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 04/26/13	XFER/RSPNSBLTY: 72 03 N
CONTACT (S):	OLLOWUP DATE: 05/08/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 05/08/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	159000 GEN. AC/HEATING COMPONENT
AJ HEATER/AIR CONDITIONING	YP PARTS AVAILABILITY (BACKORDER)

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,266

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,267

REQUESTED BY: lattad

CAR ID: CA3094894

C. A. R. COMMENTS

Created by ZAS177N at 2013-04-26 12:06:39

Created by ZDW177N at 2013-04-30 14:31:44

Rcas-Dw called SM-Ryan regarding the back order part for the C

Rcas-DW inquired about the ETA and Part #

Sm/s that the ETA is supposed to be 5/2 but sometimes the dates are not accurate

and part #924503JB0B Front Cooler Pipe

Rcas-Dw appreciate the assistance and will follow up with SM

Call ended mutually

Created by ZDW177N at 2013-04-30 14:46:37

Rcas-Dw emailed Parts Dept-DC(PC-JP was unavailable) inquiring about the ETA on

part #924503JB0B Front Cooler Pipe waiting for response

Created by ZDW177N at 2013-04-30 15:02:45

Rcas-Dw received call from C regarding concern of the back order part

Rcas-Dw informed the C that the rtlr is showing 5/2 but is not always accurate

but reached out to PM and PC to get a more concrete date

C understood and appreciate the assistance

Rcas-DW/s will f/u 5/1

Call ended mutually

Created by ZDW177N at 2013-05-01 07:05:34

Rcas-Dw received email from PC-JP that confirmed the ETA on the part is on or

about 5/2

Created by ZDW177N at 2013-05-02 06:48:19

Rcas-Dw contacted C to inform the C that the A/C hose should arrive today or tomorrow

at the rtlr

C appreciated assistance

Call ended mutually

Created by ZDW177N at 2013-05-03 07:39:49

Rcas-DW contacted Parts Dept. inquiring receiving the Front Cooling pipe

Parts Dept./s not as of yet

Call ended mutually

Created by ZDW177N at 2013-05-06 08:31:53

Rcas-Dw contacted Parts Dept. and talked to PA-Joe regarding the back order A/C

hose

PA/s will contacted Rcas-DW back because the part is not here but will do some

investigating on the part

Rcas-Dw appreciated the assistance

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,268

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,269

REQUESTED BY: lattad

CAR ID: CA3094894

Call ended mutually

Created by ZDW177N at 2013-05-06 11:12:13

Rcas-Dw received VMX from PM-Angelo that the part was delivered last week and C has picked up veh.

Created by ZDW177N at 2013-05-06 11:14:00

Rcas-Dw attempt to contact C regarding the back ordered A/C hose part for the C but left VMX on 201-665-1397 req. cb

Created by ZDW177N at 2013-05-07 08:20:49

Rcas-Dw attempt to contact C regarding the back ordered A/C hose part for the C but left VMX on [REDACTED] and [REDACTED] req. cb

Created by ZDW177N at 2013-05-08 08:22:18

Rcas-Dw attempt to contact C regarding the back ordered A/C hose part for the C but left VMX on [REDACTED] and [REDACTED] req. cb

Rcas-Dw Closed Case Confirmed with the rtlr the C has the veh. but trying to confirm with the C but lack of response

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: PCAV

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,270

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,271

REQUESTED BY: lattad

CAR ID: CA3094894

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 05/08/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,272

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,273

REQUESTED BY: lattad

CAR ID: CA3094894

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: I

MODEL LINE JX

NAME: [REDACTED]

VIN: 5N1AL0MM1DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
0		71021 New Jersey					

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,275

REQUESTED BY: lattad

CAR ID: CA3094894

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 71021

STATE: NJ

DEALER NAME: FETTE INFINITI, L.L.C.

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TIME: 10:09:25 AM

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REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,277

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA3240561
STREET: [REDACTED] **VIN:** 5N1AR2MM0DC [REDACTED]
CITY: SUN PRAIRIE **YR/MDL:** 2013.0 PTH **MILEAGE:** 004750
ST/ZIP: WI [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: 0 **PAID:** 768 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 3900 ZIMBRICK NISSAN
DLR PH: 608 241 1122 **DENY:** 0 **RESP DLR:** 3900 ZIMBRICK NISSAN
REGION: 24 **DIST: SL/SV/PT:** 04 04 34

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 004750 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: ZIMBRICK NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 05/16/13 **XFER/RSPNSBLTY:** 24 04 N
CONTACT (S): **FOLLOWUP DATE:** 07/02/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/27/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMI
BG POWERTRAIN WA PREMATURE WEAR/FAILURE
YO PART MISSING/LOOSE/FELL OFF
YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,278

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,279

REQUESTED BY: lattad

CAR ID: CA3240561

C. A. R. COMMENTS

5/13/13RO open272574838173900608-241-1122

Created by ZHL167N at 2013-05-29 15:22:37

Created by ZHL167N at 2013-06-27 12:35:51

Created by ZIM176N at 2013-05-16 10:19:52

ed name, case number, contact information, date of call. advised rcas is seeki
Service Dept. Review

the end of the next business day, c agreed.

Concern:

crr-im,ask c to provide the best number,

ng a return call and status of c's decision on if c will be accepting the vsc

rcas-lah received and attached docs to case 5/29/13. rcas submitting rhr reque

rcas-lah received email notification that docs were mailed 6/27/13. rcas closi

Service Dept. Review

A c states that the transmission fluid started leaking out and the vehicle had

c provided contact # [REDACTED]

ng case no further assistance is needed.

Service Dept. Review

st

that was offered c last week.

Created by ZHL167N at 2013-06-27 12:37:24

Created by ZRT176N at 2013-05-29 15:54:06

crr-im, offered further assistance, c declined.

rcas advised via vmx that rcas will set a follow up date for 6/14/13 for decis

Service Dept. Review

to be towed into the dealer

Arbs asked RCAS for status of repairs, if part delay part ETA.

*****closing summary*****

crr-im, gave name,case number, and ext number.

DRTS received the RHR. The RHR was assigned to ARBS-Valerie Smith for review.

ion from c at which point rcas will be closing case as the offer is good until

Service Dept. Review

6/14/13.

Created by ZHL167N at 2013-05-31 09:59:58

crr-im, forwarding the case to rcas.

Dealer Action:

rcas received case regarding c's request for repurchase of veh. repurchase den

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,280

REQUESTED BY: lattad

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,281

REQUESTED BY: lattad

CAR ID: CA3240561

Service Dept. Review

A Replaced transmission

Created by ZHL167N at 2013-05-17 14:27:10

Created by ZHL167N at 2013-06-10 10:09:55

ied and c was offered vsc.

rcas-lah placed outbound call to c 5/31/13@[REDACTED] and spoke with c. rcas r

Service Dept. Review

Created by ZVS932N at 2013-06-03 09:13:17

eviwed case with c.

rcas-lah placed outbound call to c 6/10/13@[REDACTED] and left vmx. provid

rcas placed outbound call to dlrhsp 5/17/13 and was advised sm-randy was off t

Service Dept. Review

Arbs spoke with SM-Randy who states that repairs were completed 5/22/13 and th

ed name, case number, contact information, date of call. advised rcas is seeki

his day.

rcas apologized and advised at this rcas does not have a decision for c on rep

e c picked up the vehicle 5/23/13.

ng a return call and status of c's decision on if c will be accepting the vsc

urchase request. rcas advised following up again on 6/4/13. c agreed.

Arbs sent e-mail to RCAS-LH advising that vehicle has had one repair per RHR a

c states that recently c has seen in the media information regarding nissan's

rcas-lah placed outbound call to c 5/17/13@[REDACTED] and spoke with c. rc

that was offered c last week.

as reviewed case with c.

nd down 9 days. Arbs notes based on a good faith evaluation, Nissan isn't in t

new age transmission. c states c has been owner of nissan since datsun. c stat

rcas advised via vmx that rcas will set a follow up date for 6/14/13 for decis

c states that c does not feel safe in veh. c states that c had transmission ex

es that due to the situation c and family was in while experiencing transmissi

he position to offer a repurchase at this time. Arbs does suggest ECW-transmis

ion from c at which point rcas will be closing case as the offer is good until

6/14/13.

on concern c has walked away feeling less than confident in veh. c states if r

perience while driving veh on the highway. c states that c was advised that c

sion as goodwill.

Created by ZHL167N at 2013-06-04 08:41:32

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,282

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,283

REQUESTED BY: lattad

CAR ID: CA3240561

Created by ZHL167N at 2013-06-14 07:16:20

epurchase is not possible would nissan be willing to offer some type of warran would be receiving a reman transmission. c is displeased with this. rcas-lah emailed csm-joe stone and fom-katie andersen 6/4/13 advising of ARBS rcas-lah received vmx from c 6/14/13 advising that c has accepted the offer of rcas tried to explain the reman transmission. c states c knows what a reman tr ty extension as c wants to keep veh for a long time. ansmmission is even though c explained to rcas that the part was originally bro denial on repurchase and recommendation of ECW on powertrain. rcas understood c's frustration on initial call to nna and advised that rcas w vsc 5/100k.

Created by ZHL167N at 2013-06-04 08:54:27

ke. ould be happy to look into other avenues to assist c in feeling confident with rcas processing vsc 6/14/13

Created by ZHL167N at 2013-06-14 07:19:16

rcas asked what c is seeking. c requested a repurchase of veh as c does not fe rcas-lah placed outbound call to c 6/4/13@[REDACTED] and spoke with c. rcas re veh. rcas advised that rcas at this time does not have an answer to repurchas el safe in veh after replacement of entire transmission including hoses. e request and can not guarantee any type of warranty extension but would be wi rcas-lah notating that c states to reach c on [REDACTED] viewed case with c.

lling to review options and concerns with c as rcas ultimately wants c and fam rcas advised that the process would take 10 business days and rcas could not g rcas apologized and advised at this time nna is not in a position to repurchas e veh. rcas advised that nna would like to offer c an ECW on powertrain 7 yrs/ ily to walk away from this experience happy and satisfied. rcas appreciated c' rcas-lah placed outbound call to c 6/14/13@[REDACTED] and left vmx. provide uarantee. c understood. c states in lieu of not repurchasing c would like a ne 100k miles.

d name, case number, contact information, date of call. advised that rcas had s loyalty to nissan since 1983. w transmission. rcas advised reviewing requests but could not change what part c apologizes for c's reaction on initial call to rcas. rcas understood and tha c states that c ran the figures and coverage with dlrshp. c states dlrshp advi

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,284

REQUESTED BY: lattad

■

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,285

REQUESTED BY: lattad

CAR ID: CA3240561

received c's vmx. advised that rcas will process vsc as c has accepted offer. s are sent to c. c understood.

advised contacting c again on 6/21/13

nked c. c states after speaking with rcas this day c feels that nissan does ca rcas provided contact information. thanked c and advised follow up 5/31/13.

sed that c should seek for the best coverage gold preferred vsc. c is requesti

Created by ZHL167N at 2013-06-14 07:33:56

ng gold preferred instead of ECW.

rcas ended call mutually.

re about their c's. rcas agreed.

rcas advised that rcas would review coverage information and could not guarant

rcas-lah received inbound call from c 6/14/13 confirming rcas vmx left on proc

rcas thanked c and ended call mutually.

Created by ZVS932N at 2013-06-02 20:43:31

ee. c understood.

essing vsc this day. rcas updated c's mileage 4750 miles. rcas confirmed vsc 5

rcas-lah emailed sm-randy requesting all ro's open/closed 5/17/13

/100k gold preferred.

rcas advised contacting c again on 6/7/13 with an update. c understood.

Vehicle history

5/13/13RO open272574838173900608-241-1122

rcas advised following up again with c on 6/21/13. c agreed.

rcas-lah emailed csm-joe stone and fom-katie andersen advising or repurchase r

rcas thanked c and ended call mutually.

Concern:

equest.

rcas thanked c and ended call mutually.

A c states that the transmission fluid started leaking out and the vehicle had

Created by ZHL167N at 2013-05-29 15:22:37

Created by ZHL167N at 2013-06-21 10:24:50

rcas emailed csm-joe stone and fom-katie andersen advising c's request for gol d preferred vsc instead of ECW on powertrain.

rcas-lah placed outbound call to c 6/21/13@ [REDACTED] and advised that pol

rcas-lah received and attached docs to case 5/29/13. rcas submitting rhr reque

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,286

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,287

CAR ID: CA3240561

to be towed into the dealer

Arbs asked RCAS for status of repairs, if part delay part ETA.

Created by ZHL167N at 2013-06-06 16:14:00

icy had been processed. rcas asked how c would like to receive policy. c state
st

Created by ZRT176N at 2013-05-29 15:54:06

Dealer Action:

rcas-lah received email notification from fom-katie andersen approving preferr
s via postal mail.

A Replaced transmission

DRTS received the RHR. The RHR was assigned to ARBS-Valerie Smith for review.
ed gold instead of ECW as c requested.

rcas advised that the docs would be mailed on 6/26/13. c understood. rcas advi

Created by ZHL167N at 2013-05-31 09:59:58

Created by ZHL167N at 2013-06-07 13:39:01

Created by ZVS932N at 2013-06-03 09:13:17

sed should c have future concerns or questions to contact 1-800-nissan-1. c un
Arbs spoke with SM-Randy who states that repairs were completed 5/22/13 and th
derstood.

rcas-lah placed outbound call to c 5/31/13@[REDACTED] and spoke with c. rcas r

rcas-lah placed outbound call to c 6/7/13@[REDACTED] and spoke with c. rca
e c picked up the vehicle 5/23/13.

eviewed case with c.

rcas thanked c and ended call mutually.

s reviewed case with c.

Arbs sent e-mail to RCAS-LH advising that vehicle has had one repair per RHR a

Created by ZHL167N at 2013-06-21 10:31:27

rcas apologized and advised at this rcas does not have a decision for c on rep

rcas offered c gold preferred 60 months/100k miles whichever comes first. c st
ates that the powertrain is good for 6 yrs on mfg warranty.

nd down 9 days. Arbs notes based on a good faith evaluation, Nissan isn't in t

rcas-lah attached docs to case 6/21/13. rcas setting task for MT-Susan Fresh t
urchase request. rcas advised following up again on 6/4/13. c agreed.

c states that recently c has seen in the media information regarding nissan's
he position to offer a repurchase at this time. Arbs does suggest ECW-transmis
o mail docs to c.

rcas advised c when c requested vsc instead of ECW that the policies were diff

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,288

REQUESTED BY: lattad

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,289

CAR ID: CA3240561

Created by ZHL167N at 2013-06-21 10:31:27

erent and that the ECW covers specific components on powertrain whereas the vs
new age transmission. c states c has been owner of nissan since datsun. c stat
sion as goodwill.

c covers different components through the veh.

Created by ZIM176N at 2013-05-16 10:31:13

es that due to the situation c and family was in while experiencing transmissi
rcas-lah attached docs to case 6/21/13. rcas setting task for MT-Susan Fresh t
crr-im, received a call from c asking if the veh has any open campaign.

c states that c does not mean to be a pain but c will need to research the inf
o mail docs to c.

on concern c has walked away feeling less than confident in veh. c states if r

Created by ZHL167N at 2013-06-26 10:31:13

crr-im, advised c that campaigns are vin specific. C understood.

epurchase is not possible would nissan be willing to offer some type of warran
ormation and contact rcas on 6/10/13. rcas understood.

crr-im, informed c that the veh is not part of any campaign.

rcas-lah placed outbound call to c 6/26/13@[REDACTED] and left vmx. rcas is se
rcas thanked c and ended call mutually.

ty extension as c wants to keep veh for a long time.

Created by ZHL167N at 2013-06-07 13:39:01

crr-im, asked if c has any veh concerns. C said vehicle suddenly stops.

eking return call to rcas to confirm mailing address.

rcas understood c's frustration on initial call to nna and advised that rcas w

Created by ZHL167N at 2013-06-27 08:24:02

c states that there's a safety issue on the veh. c's veh. is currently

ould be happy to look into other avenues to assist c in feeling confident with

rcas-lah placed outbound call to c 6/7/13@[REDACTED] and spoke with c. rca
at the dlrship. diagnosis has been performed.

rcas received vmx from c confirming address as follows;

s reviewed case with c.

veh. rcas advised that rcas at this time does not have an answer to repurchas
3073 Wyndwood Way

e request and can not guarantee any type of warranty extension but would be wi
RCAS concern:

rcas offered c gold preferred 60 months/100k miles whichever comes first. c st
ates that the powertrain is good for 6 yrs on mfg warranty.

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,290

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,291

CAR ID: CA3240561

dlrb

lling to review options and concerns with c as rcas ultimately wants c and fam
Sun Prairie WI 53590

came off. dlrrship have to refuel or put back the fuel on the veh.

Created by ZHL167N at 2013-06-27 08:28:23

ily to walk away from this experience happy and satisfied. rcas appreciated c'
rcas advised c when c requested vsc instead of ECW that the policies were diff
erent and that the ECW covers specific components on powertrain whereas the vs
how much the repair costs. do not provide any,

rcas updated address in c's account profile and verified with QAS 6/27/13. rca
s loyalty to nissan since 1983.

c apologizes for c's reaction on initial call to rcas. rcas understood and tha
c covers different components through the veh.

s emailed MT-Susan Fresh advising of the update and verification of address re
what c wants nna to do with cb

c states that c does not mean to be a pain but c will need to research the inf
c states that veh shouldn't experience the issue at the early stage.

nked c. c states after speaking with rcas this day c feels that nissan does ca
questing that docs are sent to c.

Created by ZSF308N at 2013-06-27 12:14:58

c's veh is only 2 monts old. c is afraid that the issue is intermittent.

ormation and contact rcas on 6/10/13. rcas understood.

re about their c's. rcas agreed.

c wants to assure that the veh will be fixed.

MT SF received request for VSC Plan documents to be mailed to customer. MT SF
rcas thanked c and ended call mutually.

Created by ZHL167N at 2013-06-10 10:09:55

Created by ZVS932N at 2013-06-02 20:43:31

crr-im, told c that c's case will be escalated to the regional specialist for
mailing docs along with cover letter to customer and sending notification to
agent to close the case.

further review and assistance, and that c will receive a call back before
rcas-lah placed outbound call to c 6/10/13@ [REDACTED] and left vmx. provid
Vehicle history

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,292

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,293

REQUESTED BY: lattad

CAR ID: CA3240561

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 06/14/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 06/27/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: RYAN

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,294

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,295

REQUESTED BY: lattad

CAR ID: CA3240561

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM0DC [REDACTED]

IN SCV DATE

SEQ NO	CONTRACT NO	DEALER NUMBER S	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAG	CANCEL DAT	TRANSFER DATE
1	[REDACTED]	3900 Wisconsin	6/14/2013	03/16/18	0100000	01/01/01	01/01/01

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,296

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,297

REQUESTED BY: lattad

CAR ID: CA3240561

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: C

DEDUCTABLE: 0

EFFECTIVE: 6/14/2013

EXPIRES: 03/16/18 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 06/14/13

PRINTED: 06/15/13

DEALER NO: 3900 **STATE:** WI

DEALER NAME: ZIMBRICK NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,298

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,299

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA3341930
STREET: [REDACTED] **VIN:** 5N1AR2MM6DC [REDACTED]
CITY: BLOOMINGTON **YR/MDL:** 2013.0 PTH **MILEAGE:** 004900
ST/ZIP: IN [REDACTED] **VCAN:** N **IN SVC DATE**
DAY PH: [REDACTED] **PAID:** 4,650 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2698 ROYAL NISSAN VW AUDI SU
DLR PH: 812 332 3333 **DENY:** 0 **RESP DLR:** 2698 ROYAL NISSAN VW AUDI SU
REGION: 24 **DIST: SL/SV/PT:** 08 08 38

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 004900 **# NISSAN/INFINITI VEHICLES:** 8
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 06/03/13 **XFER/RSPNSBLTY:** 24 08 N
CONTACT (S): **FOLLOWUP DATE:** 06/20/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/20/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	125500 GEN. ENGINE COOLING SYSTEM
AE ENGINE COOLING SYSTEM	WA PREMATURE WEAR/FAILURE
AH EXHAUST SYSTEM	YX POOR OR IMPROPER OPERATION
BG POWERTRAIN	

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,300

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,301

REQUESTED BY: lattad

CAR ID: CA3341930

C. A. R. COMMENTS

Created by null at 2013-06-03 15:37:58

Created by null at 2013-06-03 16:06:26

Created by ZKS000N at 2013-06-18 12:43:00

s c has another for the shudder concern. Rcas advised is not a campaign but pe

Service Dept. Review

CRR-Madeline checked for previous related cases found:none

Rcas received docs from dlr FIN dept. C requested RHR. ARBS declined and offer
rhaps a TSB. C understood and thanked.

Service Dept. Review

Created by ZAM176N at 2013-06-14 09:35:50

CRR-checked for previous unrelated cases found:none

ed 1 veh payment. C verified address.

Service Dept. Review

~~~~~  
Arbs-ASM reviewed RHR:

CRR-verified and updated C's name, address, primary and secondary phone number

Service Dept. Review

4/2/13-4/12/13 Mileage: 395

s, email address, VIN, how acquired veh, mileage, and service dlr. All info ve

Service Dept. Review

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

C/S noise on accel at right side - replaced muffler

NAME OF DEALERSHIP: NMAC

rified and updated.

4/11/13-4/18/13 Mileage: 1,014

CRR-checked for open recalls/campaigns found:none

INVOICE DATE: 6/18/13

C IS ELIGIBLE FOR PAYMENT REIMB ONLY.

CRR-received call from C stating when picking up veh brand new not even off th

C/S fluid leak under veh - repositioned and reinstalled cooler line clamp

5/9/13-5/9/13 Mileage: 4,605

e lot veh made a very bad noise. Tech drove with c and determined exhaust need

PAYMENT: \$642.05

1. C/S check tire pressure sensor - operating as designed

ed to be replaced. Exhaust was replaced. C stated when picking the veh up afte

TOTAL: \$642.05

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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,302

REQUESTED BY: lattad

**CONFIDENTIAL**

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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,303

REQUESTED BY: lattad

**CAR ID:** CA3341930

2. C/S rear parking system will not turn on - normal op

RCAS-KLS SUBMITTING CHECK REQUEST.

r that veh had a dent in the left rear panel. C had pointed out to the dlrshp and dlrshp repaired. Then c left for Florida. While c was driving on the inte

Created by ZAM176N at 2013-06-14 09:39:41

Created by ZKS000N at 2013-06-20 07:56:24

Arbs-ASM notes the following:

rstate in a rainstorm the windshield wipers quite. C had the wipers replaced b

~~~~~Summary~~~~~

1 concern regarding noise during accel, 1 repair

C called NNA requesting RHR as veh has had muffler replaced, fluid leak and ju
ut had to keep driving with broken wipers to get to a dlrshp. While C was in t

1 concern regarding fluid leak, 1 reposition and reinstallation

dder concern already on new veh. ARBS declined and offered 1 month payment rei

he dlrshp in KY c was advised of recalls that c was not advised of before at p

C currently experiencing "judder" concern; however, does not appear to been in

mb. C advised and accepted. "Judder" concern being taken care of. Closed file

urchasing dlr. C had oil changed in Florida at 3,000 miles and was advised ag

~~~~~

ain about recalls. C says veh has hesitation in veh when driving. C goes to dl

spected by dlr; no repairs.

\*\*\*Based on a good faith review, NNA is not in a position to offer a repurcha

Rcas placed call to c on [REDACTED] at 9:51am. Rcas advised reimb has been pr

rshp c purchased veh from and said c is concerned and does not want veh asked

ocessed and c will receive in 2-4 weeks. Rcas advised that dlr has ordered par

se of this vehicle, as the vehicle has not been subject to an unreasonable num

to be put c in different veh because of safety concerns. Dlrshp offered a mura

ber of repair attempts for any warrantable concerns that would substantially i

no 2012 did not have leather c was not happy with this offer because c car is

t for "judder concern" and will contact c when part arrives to get veh taken c

2013 and has leather. Then offered a 2013 murano but advised c the cost differ

are of. C inquired if c should purchase another Nissan? Rcas advised is up to

mpair the use, safety, or value of the vehicle. NNA will continue to honor the

c if c would like to do so. C states has owned 10 Z's and 5 Pathfinders. Rcas

ence would be 9,000\$. C was unhappy with this offer as well. C does not want t

terms and conditions of all applicable warranties. Arbs would recommend reimb

of 1 veh pymnt due to inconv. Arbs also would recommend RCAS to contact dlr a

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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,304

REQUESTED BY: lattad



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**DATE:** 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 1,305

**CAR ID:** CA3341930

o pay that much more when c has had this many concerns. SM called on 06-03-13 thanked c for being loyal to NNA advised hopefully concern has not deterred c away from NNA as c has like all of c's past vehs. C thanked for calling and order parts for "judder" concern; TSB has been released.\*\*\* to make an appointment to see what can be done for c, c did not set appointment

~~~~~  
Created by ZAM176N at 2013-06-14 09:35:50

t yet. C needs all wheel drive needs towing for a bass boat needs towing similar Arbs-ASM reviewed RHR:

ar to what the pathfinder offers. C wants moon roof and leather seats. C ready Closing file

4/2/13-4/12/13 Mileage: 395

Created by ZSF308N at 2013-06-20 11:03:33

lly likes size and seating the heating and cooling system and sound system. C C/S noise on accel at right side - replaced muffler

MT SF received request for letter to be mailed to the customer. MT SF mailing stated pricing difference would depend on the veh would prefer no price change

4/11/13-4/18/13 Mileage: 1,014

e letter to customer and sending notification to agent to close the case.

CRR-advised c case can be reviewed by rcas.

C/S fluid leak under veh - repositioned and reinstalled cooler line clamp

5/9/13-5/9/13 Mileage: 4,605

C understood C wanted to wait. C is going to speak to dirshp and will call back

1. C/S check tire pressure sensor - operating as designed

k

2. C/S rear parking system will not turn on - normal operation

CRR-Provided C with name, Ext number 457219, and case number

Created by ZAM176N at 2013-06-14 09:39:41

CRR-Offered further assistance. C was satisfied and declined further assistance

Arbs-ASM notes the following:

e

1 concern regarding noise during accel, 1 repair

CRR-thanked C for calling Nissan Consumer Affairs

1 concern regarding fluid leak, 1 reposition and reinstallation

CRR-closed case due to no follow-up action required.

C currently experiencing "judder" concern; however, does not appear to be in

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,306

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,307

REQUESTED BY: lattad

CAR ID: CA3341930

Created by ZKS000N at 2013-06-07 10:15:53

Rcas placed call to c on [REDACTED] at 12:02pm. Rcas states understands that c expected by dlr; no repairs.

Based on a good faith review, NNA is not in a position to offer a repurcha is seeking to be out of the veh? C states yes that c has just had a lot of co ncerns. Rcas understood and apologized. Rcas advised can certainly look into r se of this vehicle, as the vehicle has not been subject to an unreasonable num ber of repair attempts for any warrantable concerns that would substantially i equest but nothing is promised from NNA. C understood. Rcas advised process ca mpair the use, safety, or value of the vehicle. NNA will continue to honor the n take up to 10 business days but will follow up with c in 5, by eod 6/14/13 t o advise where process stands. C states has taken veh to dlr in FL for a maint terms and conditions of all applicable warranties. Arbs would recommend reimb of 1 veh pymnt due to inconv. Arbs also would recommend RCAS to contact dlr a service and dlr in KY for wiper concern. Rcas understood ant thanked for info . C inquired about "shudder" concern. Rcas advised that technical dept is work nd order parts for "judder" concern; TSB has been released.

Created by ZKS000N at 2013-06-17 08:33:31

ing on concern and should have fix available within a few weeks. C understood.

~~~~~  
Rcas placed call to dlr. SM-Mitch advised repairs have been complete. Rcas adv ised that TSB for "judder" concern has been released.

Rcas emailing SM-Mitch to fax all ROs for VIN

~~~~~  
Created by ZKS000N at 2013-06-11 07:20:55

Rcas placed call to c on [REDACTED] at 10:30am. Rcas apologized and advised th Rcas placed call to dlr. SM-Mitch not available. SA-Cory advised to fax all RO at NNA is not in position to assist with repurchase at this time but NNA is of s for VIN

Created by ZKS000N at 2013-06-12 13:05:08

fering reimb of 1 month veh payment. Rcas also advised that TSB has been relea Rcas emailing CSM-Joe Stone to advise of RHR sed for "Judder" concern. Rcas advised that c can contact dlr to get veh in fo

Created by ZRT176N at 2013-06-12 16:06:16

r repairs. C understood. C verified address. Rcas advised will follow up with c no later than eod 6/21/13. C agreed.

DRTS received the RHR. The RHR was assigned to ARBS-Angie Mathis for review.

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,308

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,309

REQUESTED BY: lattad

CAR ID: CA3341930

~~~~~  
Created by ZKS000N at 2013-06-14 08:30:57

Rcas placed call to c on [REDACTED] at 10:29am. Advised c that case is still b

Rcas sending denial letter

~~~~~  
eing reviewed and that Rcas will follow up with c no later than eod 6/19/13. C

Rcas placed call to dlr. FIN-Chris requested to fax copy of sales agreement

states that c did have campaigns closed. Rcas reviewed and confirmed. C state

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 10/30/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 06/20/13

MICROFILM:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,310

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,311

REQUESTED BY: lattad

CAR ID: CA3341930

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,312

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,313

REQUESTED BY: lattad

CAR ID: CA3341930

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM6DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|--------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 1 | PEDW00332394 | 2698 Indiana | 10/29/2013 | 04/01/20 | 0100000 | 01/01/01 | 01/01/01 |
| 2 | RWND00332401 | 2698 Indiana | 10/29/2013 | 04/01/20 | 0100000 | 01/01/01 | 01/01/01 |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,314

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,315

REQUESTED BY: lattad

CAR ID: CA3341930

CURRENT SERVICE CONTRACT

CONTRACT: PEDW00332394

OWNER NAME: [REDACTED]

PLAN TYPE: E

PLAN TERM: W

DEDUCTABLE: 50

EFFECTIVE: 10/29/2013

EXPIRES: 04/01/20 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 10/30/13

PRINTED: 10/30/13

DEALER NO: 2698 **STATE:** IN

DEALER NAME: ROYAL NISSAN VW AUDI SU

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Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,316

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,317

REQUESTED BY: lattad

CAR ID: CA3341930

CURRENT SERVICE CONTRACT

CONTRACT: RWND00332401

OWNER NAME: [REDACTED]

PLAN TYPE: W

PLAN TERM: D

DEDUCTABLE: 0

EFFECTIVE: 10/29/2013

EXPIRES: 04/01/20 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 10/30/13

PRINTED:

DEALER NO: 2698 **STATE:** IN

DEALER NAME: ROYAL NISSAN VW AUDI SU

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,318

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,319

REQUESTED BY: lattad

| | | |
|------------------------------|------------------------------------|--|
| NAME: [REDACTED] | SC: NONE | CAR ID: CA3367500 |
| STREET: [REDACTED] | VIN: 5N1AL0MM1DC [REDACTED] | |
| CITY: CHICAGO | YR/MDL: 2013.0 JX | MILEAGE: 000000 |
| ST/ZIP: IL [REDACTED] | VCAN: N | IN SVC DATE |
| DAY PH: [REDACTED] | PAID: 384 | RTL DLR: NI NI |
| EVE PH: [REDACTED] | SUSP: 0 | SVC DLR: 70308 INFINITI OF ORLAND PARK |
| DLR PH: 708 403 4700 | DENY: 0 | RESP DLR: 70308 INFINITI OF ORLAND PARK |
| | REGION: 72 | DIST: SL/SV/PT: 21 21 46 |

| | | |
|---|--------------------------|---------------------------------------|
| LETTER RECEIVED: 00/00/00 | EXEC: 00/00/00 | EMAIL: 00/00/00 |
| FIRE: N (Y/N) ROLLOVER: N (Y/N) | ACCIDENT: N (Y/N) | AIRBAG: N (Y/N) |
| PROPERTY DAMAGE: N (Y/N) | INJURY: N (Y/N) | SENT TO LEGAL: N (Y/N) |
| PREVIOUSLY REPAIRED: 00/00/00 | WHERE: | |
| VEHICLE PURCHASED: New x Preowned | MILES: 000000 | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: NONE | | |
| OUTSIDE WARRANTY BY (B) MONTHS: 0 | MILES: 0 | (PT) MONTHS: 0 MILES: 0 |

| | | |
|-------------------------|-------------------------------|--------------------------------|
| ORIG CODE: NP NP | OPEN DATE: 06/07/13 | XFER/RSPNSBLTY: 72 21 N |
| CONTACT (S): | OLLOWUP DATE: 06/11/13 | INF-NET (Y/N): |
| SEVERITY: 9 | CLOSE DATE: 06/11/13 | INF-NET DATE: |

| CONCERN AND CATEGORY | SUBCATEGORY AND SYMPTOM |
|-----------------------------|--------------------------------|
| OA VEHICLE CONCERNS | 138000 ENGINE ASSEMBLY |
| AG ENGINE MECHANICAL | ZT HARD START/NO START/STALL |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,320

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,321

CAR ID: CA3367500

C. A. R. COMMENTS

Created by ZLK439N at 2013-06-07 14:53:03

Created by ZLK439N at 2013-06-07 14:56:19

CS in the future if problem persists. C intends to being VEH to DLR in the coming weeks.

TCS-KI verified C contact information.

No further assistance is necessary at this time. TCS-KI is closing case.

TCS-KI found the following previous related cases:

Case #11263468 Status-Open (Tech-Line)

TCS-KI found the following previous unrelated cases:

Case #11286045 Status - Closed (Infiniti OS)

Case #10936919 Status - Closed (Support)

TCS-KI found no open recalls or campaigns.

Created by ZLK439N at 2013-06-07 14:57:42

(Survey Verbatim)

Engine Hesitates/Surges/Run Rough - While idling

When car is idling, it makes a noise and the RPM goes up slightly. It goes right back down but this happens every few minutes when car is sitting still.

Transmission Fluid Leaks

Three weeks after the car was purchased the transmission return line blew off and leaked all of the transmission fluid out. Five weeks after that was repaired it happened again and the transmission was replaced with a new one. It has been two weeks since the new transmission was installed, so we will see how long it lasts. A brand new car should not break down and leave the owner stranded two times in the first two months of ownership.

Created by ZLK439N at 2013-06-11 10:32:59

TCS-KI contacted C at 11:10AM on 6/11 regarding survey submission.

TCS-KI explained reason for calling and thanked C for taking time to make concerns known via QC survey.

TCS-KI asked if C was still experiencing concerns mentioned in survey or if C has made any progress with regard to a resolution.

C states that as of yet the engine hesitation concern hasn't been addressed.

C states that C purchased VEH for souse and therefore doesn't drive it everyday, but C believes the problem is intermittent.

C states that C plans on "being behind the wheel" more in the coming weeks.

C states that C has only had possession of VEH for the last 3 or 4 weeks after having the transmission replaced. C has no issues to report regarding the tra

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,322

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,323

REQUESTED BY: lattad

CAR ID: CA3367500

transmission as of yet.

TCS-KI apologized for any inconvenience and assured C that NNA does take C's concerns very seriously.

TCS-KI advised of CA case created based on C's concerns and offered CA case number and contact information.

C states that C would prefer it emailed. -TCS-KI agreed (and has sent email)

C states that C is "crossing fingers" that the transmission will not leave C & spouse stranded, and states that perhaps "all the bugs" haven't been worked out yet regarding the new JX.

C states that overall C is pleased, NPS of 6 will stand.

C states that C appreciates the call from TCS-KI.

TCS-KI states that NNA wants to make known that C did not go unheard in C's concerns and very much appreciates C as an Infiniti owner.

TCS-KI thanked C again for submitting survey and asked if C has any other questions or concerns to be noted at this time. -C states none.

TCS-KI thanked C for C's time.

C thanked TCS-KI for calling and wished a good day.

Call ended mutually.

Created by ZLK439N at 2013-06-11 10:34:28

TCS-KI noting that C states C intends to have concern addressed if necessary during next service visit. After C has a chance to drive VEH regularly to determine how consistent the concern is occurring.

Created by ZLK439N at 2013-06-11 10:37:06

Case Summary:

TCS-KI reached out to C regarding concerns mentioned in the QC survey. C states that C has not had concern addressed as of yet, as C is still trying to determine how often the concern occurs - since C doesn't drive the VEH everyday.

C has been emailed case number and contact information. C is able to contact T

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,324

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,325

REQUESTED BY: lattad

CAR ID: CA3367500

CONTACT(S)

| | | |
|---------------------|-------------------------|-------------------------|
| SATISFIED: N | ACTION CODE: NP | ROOT CAUSE: SCIN |
| CALLBACK: 0 | DATE: 00/00/00 | USERID: |
| REOPEN: | CALLBACK 0 | DATE: 00/00/00 |
| | NEW INFO: 0 | DATE: 00/00/00 |
| | OTHER: 0 | DATE: 00/00/00 |
| | COMMENTS ONLY: 0 | DATE: 00/00/00 |

| | | |
|---------------------|-----------------------------|---------------------------|
| IIR-DATE: | TRANS DATE 00/00/00 | CHECK REQUESTED: Y |
| 3RD PRY: NI | PART#: | CHECK ISSUED: Y |
| BYBACK ST: | OPENED BY: | |
| HISTORY: | UPDATE BY: | |
| SVC CALL#: N | UPDATE DATE: | |
| CLOSE: Y | CLOSE DATE: 06/11/13 | MICROFILM: |
| RESP CAA: | OLM: | DOM: |
| PHONE: | OWNER FIRST: PERRY | LANGUAGE: |

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,326

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,327

REQUESTED BY: lattad

CAR ID: CA3367500

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: I

MODEL LINE JX

NAME: [REDACTED]

VIN: 5N1AL0MM1DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|-------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 0 | | 70308 Illinois | | | | | |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,328

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,329

REQUESTED BY: lattad

CAR ID: CA3367500

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 70308

STATE: IL

DEALER NAME: INFINITI OF ORLAND PARK

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,330

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,331

REQUESTED BY: lattad

| | | |
|------------------------------|------------------------------------|--|
| NAME: [REDACTED] | SC: MULTI CONTRACT | CAR ID: CA3409272 |
| STREET: [REDACTED] | VIN: 5N1AR2MM3DC [REDACTED] | |
| CITY: WILLIAMSTOWN | YR/MDL: 2013.0 PTH | MILEAGE: 003655 |
| ST/ZIP: NJ [REDACTED] | VCAN: | IN SVC DATE |
| DAY PH: [REDACTED] | PAID: | RTL DLR: NI NI |
| EVE PH: [REDACTED] | SUSP: | SVC DLR: 3042 NISSAN OF TURNERSVILLE |
| DLR PH: 856 629 1900 | DENY: | RESP DLR: 3042 NISSAN OF TURNERSVILLE |
| | REGION: 26 | DIST: SL/SV/PT: 06 06 36 |

| | | |
|---|--------------------------|---------------------------------------|
| LETTER RECEIVED: 00/00/00 | EXEC: 00/00/00 | EMAIL: 00/00/00 |
| FIRE: N (Y/N) ROLLOVER: N (Y/N) | ACCIDENT: N (Y/N) | AIRBAG: N (Y/N) |
| PROPERTY DAMAGE: N (Y/N) | INJURY: N (Y/N) | SENT TO LEGAL: N (Y/N) |
| PREVIOUSLY REPAIRED: 00/00/00 | WHERE: | |
| VEHICLE PURCHASED: New x Preowned | MILES: 003655 | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: NONE | | |
| OUTSIDE WARRANTY BY (B) MONTHS: 0 | MILES: 0 | (PT) MONTHS: 0 MILES: 0 |

| | | |
|-------------------------|-------------------------------|--------------------------------|
| ORIG CODE: NP NP | OPEN DATE: 06/13/13 | XFER/RSPNSBLTY: 26 06 N |
| CONTACT (S): | OLLOWUP DATE: 09/09/13 | INF-NET (Y/N): |
| SEVERITY: 9 | CLOSE DATE: 09/09/13 | INF-NET DATE: |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

| | |
|---------------------|-------------------------------|
| OA VEHICLE CONCERNS | 234000 AIRBAG ON/OFF SWITCH |
| BK RESTRAINT SYSTEM | YX POOR OR IMPROPER OPERATION |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,332

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,333

CAR ID: CA3409272

C. A. R. COMMENTS

Created by ZBB176N at 2013-06-24 07:24:28

Created by ZJS176N at 2013-06-13 10:24:47

Created by ZJS176N at 2013-06-13 10:57:10

crr-hd offered further assistance, c declined.

er door tape

Service Dept. Review

t is in the amount of \$33,939.93 payable to NMAC. The second check request is
crr-hd exiting the case.

crr-js received a call from c's husband [REDACTED] now referring as c

Customer states passenger outer door tape is coming off - Passenger door tape

in the amount of \$4,481.22 payable to customer. NNA is repurchasing the vehicl

Rcas-bb emailed SM-Jeff N to send missing ro 150907 from 05/09/13 and time sta

Service Dept. Review

came off; installed new drivers door tape

Created by 12345678 at 2013-08-05 10:49:27

c said that veh is in the dlr NISSAN OF TURNERSVILLE right now and that s spok

e due to being greater then 20 days down (27) and the veh having multiple (2)

mps RO's for RO dated 2/8/2013 number 146302, and RO dated 3/26/2013 number 14

Service Dept. Review

8337.

Customer states seatbelt light comes on and off - Reset airbag status after ba

DRTS KP called dealer 3042 to request sales documents and the title applicatio

e to sa-jeffrey

repair attempts to vehicle airbag concern. Dealer consulted tech line in an at

Service Dept. Review

Created by ZBB176N at 2013-06-24 07:33:26

c said that c's veh still has issue.

n. Left VMX with Dee in Accounting.

Service Dept. Review

tempt to repair customer's airbag light illuminating while someone is in seat.

ttery was disconnected and completed zero pint reset; vehicle now operating no

Created by 12345678 at 2013-08-05 11:38:02

Created by ZNM176N at 2013-09-06 14:24:36

c said that c's veh has issue headlight is not working

Rcas-bb received a vmx from [REDACTED] husband, leaving a call a back number of

rmally

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,334

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,335

REQUESTED BY: lattad

CAR ID: CA3409272

Service Dept. Review

3/26/13 - 1,030 miles - 10 day - RO# 148337

609-471-7419. Rcas-bb returned call at 9:25 am est at [REDACTED]. C is go

c said that the 2nd row power outlet doesnt work

Cust called arbs-nm and asked if cust would continue to make payments on vehic
DRTS KP attached vehicle invoice.

Service Dept. Review

Created by 12345678 at 2013-08-05 13:20:05

c said that rear lift gate sticks when opening

Customer states passenger airbag light and seatbelt light are on when someone
ing away to visit c's sister that is having a baby. C stated the veh is at th
le since cust has already turned in paperwork ARBS-NM informed cust that per r

Service Dept. Review

c said that there is ticking noise from drivers side dashboard

DRTS KP faxed request letter to dealer 3042.

e dlrshp. C wants the RHR process speeded up. C stated this is ridiculous as
epurcuhse letter cust would continue to make regular payments on vehicle until
is in seat - Performed campaign PC216; replaced two sensors and performed zero

Service Dept. Review

c purchased a brand new veh. C wants to speak to some one else. Rcas-bb adv

Created by ZDR123N at 2013-08-07 09:34:27

c said that c's veh is just a piece of junk and that c dont want the veh anymo
point reset

Service Dept. Review

surrender is complete. C states that c now understands. ARBS-NM informed cust
***DRTS is assisting DRTS Kathleen Pernici.

ised c that the process can take up to 10 business days. Rcas-bb is awaiting
MPI -Completed

re

Service Dept. Review

to expect call from Morley VSPC in the upcoming week. C stated understood

Created by ZNM176N at 2013-07-02 09:12:46

Created by ZNM176N at 2013-09-09 14:29:48

c said that c wants to have a replacement veh.

***DRTS contacted Dlr 3042, and left a vmx for Dee in Accounting. DRTS inquire
for additional info from the dlr for the RHR. Rcas-bb will contact c Thu 06/2
7 with or with out decision.

CONFIDENTIAL

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,336

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,337

REQUESTED BY: lattad

CAR ID: CA3409272

ARBS-NM notes Morley Packet Transmitted

**** Correction*****

c said that c was informed by the dlr to call nna

d on the receipt of the written request sent on 08/05/13. DRTS inquired on sta

Created by ZJE176N at 2013-06-25 08:39:08

crr-js apologized for the inconvenience.

Morley Case # 204514

RO from 2/18/13 has 642 miles and RO number is 146302 and vehicle was listed

tus of the request. DRTS gave DRTS's contact information on the vmx as well. D

as down for 17 days.

crr-js verified c's information

Fed Ex #: 796638756236

RTS contacted Dir 3042 on 08/07/13 at 11:25am est.

SRD-JE called and spoke to SA-Pat (female) who stated SM is currently OOO

Created by 12345678 at 2013-08-08 10:56:25

Created by ZNM176N at 2013-07-02 09:13:28

Created by ZNM176N at 2013-09-09 14:33:31

crr-js informed c that c's case will be forwarded to rcas for a review and c w

SRD asked SA if SA would be able to assist with obtaining R/O's

ARBS-NM closing case pending Morley, C or Dealer contact

ARBS-NM notes that veh has been down for a total of 29 days since January 2013

DRTS KP called dealer 3042 and spoke with Dianna in Accounting. Dianna will f

ill be contacted by the end of the next business day.c understood.

SA agreed

ax documents after receiving request letter.

crr-js offered further assistance to c. c declined.

in service date. ARBS-NM to offer c repurchase or replacement veh due to days

SRD provided C's name and requested R/O 150907 C copy, Time stamp copy on R/O

146302 and C copy for R/O 148337

crr-js gave name, extension number and case number to c.

Faxing letter again.

out of service.

Created by ZNM176N at 2013-07-02 09:14:06

Created by ZZC176N at 2013-08-08 12:43:02

crr-js transferring case to RCAS, leaving case open.

SA agreed to have R/O's sent to SRD and asked for fax # and contact info

ARBS-NM taking over CA File, ARBS-NM informed RCAS-JE via email, that ARBS-NM

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,338

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,339

CAR ID: CA3409272

Created by ZMG180N at 2013-06-14 08:23:50

crr-zc received a call from c requesting for follow up on case. c stated c was SRD provided fax # 615-967-3617 and phone # 800-343-6913 ext 457215

Created by ZJE176N at 2013-06-25 08:40:28

rcas assisting rcas-Beverly B

supposed to receive a call on Monday but still did not get any. c wants to ta will be c poc from this point fwd.

Created by ZET175N at 2013-07-03 12:37:47

lk to supervisor.

rcas-mg made outbound call to c @ 10:03 a.m. # [REDACTED] and left vmx for c w

SRD-JE updated RCAS-BB

Created by ZJE176N at 2013-06-25 11:35:25

Crr te incoming call from c following up on this case.

crr-zc advised c that the case is already at ARBS dept and should expect a call ith rcas-contact information for a call back.

Crr te adv will be sending internal e-mail for follow up call on this case.

I from ARBS. c was hesitant but understood.

rcas made outbound call to c @ 10:21 p.m. # [REDACTED] and left vmx for c with

SRD-JE received R/O's from dlrshp and have attached to case.

Crr te c understood.

crr-zc offered further assistance. c declined.

rcas contact information

SRD updated RCAS

Created by ZEN176N at 2013-06-26 11:28:56

Crr te no other information has been provided or updated on this case.

crr-zc provided name and ext

rcas-mg setting follow update for 6/17/13

Created by ZBB176N at 2013-06-17 09:06:09

Crr te exiting case.

crr-zc exiting case

rcas assisting rcas- beverly bansek

Created by 12345678 at 2013-08-08 13:07:09

Created by ZJV178N at 2013-07-09 12:10:33

Rcas-bb received a vmx from c and returned call at 10:54 am est at [REDACTED]

rcas completed RHR

2. C advised there are 7 concerns with the veh and c does not m=want to keep

crr-jv received a call from c. c stated that c wanted to hear an update on the

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,340

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,341

REQUESTED BY: lattad

CAR ID: CA3409272

DRTS KP received and attached the sales documents and the title application.

rcas attaching RHR to case

case. crr-jv informed c that crr-jv will be sending an internal message to AR

Created by ZBB176N at 2013-08-08 13:15:19

going back for repairs. In addition to the 4 concerns listed below c stated a

rcas submitting RHR

BS-NM to notify ARBS-NM that c was following up on the case.

fter veh slows down and starts to accelerate there is a jerking noise. C stat

Rcas-bb received a call from c. Rcas-bb contacted c at [REDACTED] at 3:10.

rcas sending FOS-Rhonda Calico (CC'd rcas- beverly) preemptive review of RHR s

crr-jv offered further assistance, c declined.

ed when c turns on the air it does not always show on the screen. C also advi

Rcas-bb contacted c at 3:11 pm est at [REDACTED]. Left vmxs for c that Rca

ubmission.

crr-jv gave name, extension number. crr-jv exiting case.

rcas setting follow up for tomorrow (6/27) for customer contact.

s-bb will send internal msg to agent working the case.

sed the seat belt light is on. C stated the veh is at the dlr. Rcas-bb will

Created by ZNM176N at 2013-07-18 09:08:31

Created by ZNM176N at 2013-08-08 13:58:39

Created by ZRT176N at 2013-06-26 12:24:07

do a RHR and contact c Mon 06/24/13.

ARBS-NM called cust advised of ARBS-NM direct contact info advised that ARBS-N

ARBS-NM spoke with customer and advised due to days out of service NNA be will

DRTS received the RHR. The RHR was assigned to ARBS-Nathan McDougal for review

Rcas-bb noting c had previous case 10911147. C was given 2 months veh payment

and a maintenance plan. FOM-Rhonda Calico advised NNA would goodwill 2 mont

ing to offer to repurcahse cust veh, ARBS-NM requested that cust fax ARBS-NM a

M had repurcahse offer letter for c review, sent c repurchase offer letter via

copy of veh registration after which ARBs-NM would send cust a vehicle repurc

Created by ZBB176N at 2013-06-27 14:23:48

email.

hly payment s and goodwill a Gold Schedule 1 24 mos/30K maintenance plan.

Created by ZBB176N at 2013-06-17 09:08:20

Created by ZNM176N at 2013-08-14 13:59:59

hase offer letter for review. C agreed. ARBS-NM notes cust lien holder in NMAC

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,342

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,343

REQUESTED BY: lattad

CAR ID: CA3409272

Rcas-bb contacted c at 4:12 pm est at [REDACTED]. Rcas-bb advised c that th

ARBS-NM recieved signed repurchase letter attached to case.

e case is being review and a decision can come at any time. Rcas-bb setting f

Rcas-bb needs all ro's on this vin# from SM-Jeff N.

Created by ZBB176N at 2013-06-17 13:28:54

Created by ZJP182NB at 2013-07-18 12:07:49

Created by ZNM176N at 2013-08-14 14:05:45

ollow up to 07/01/13. To update c on decision when available.

Correction signed repurchase offer is missing agreement sheet, ARBS-NM

Created by null at 2013-07-01 11:48:43

crr-jp received a call from c asking to speak with arbs-nm

Rcas-bb setting follow up to 06/19.

Created by null at 2013-06-18 06:51:12

crr-jp informed c that the follow up date on case is on 07/22/13, c understood

email cust and requested cust resend signed repurchase letter.

RCAS-Becky assisting RCAS-BB as RHR was submitted on 6/26/2013 setting follow

Beverly,

c is requesting for arbs-nm to call c back

Created by ZNM176N at 2013-09-06 09:22:42

up for Friday 7/5/2013

Agreement sheet reci attached to case.

Created by ZKD176N at 2013-07-02 08:56:30

crr-jp informed c that crr-jp will send an internal msg to arbs-nm to give c a

I met with this customer and it seems they want out of the car. Their first Pa

call back

Created by ZNM176N at 2013-09-06 09:27:50

SRD-KD in review of case for days to close RHR has been submitted for review.

thfinder lost a transmission line on the day they bought the car, Fluid was ev

ARBS-NM notes repurcahse figures

crr-jp offered further assistance

erywhere. We took the customer out of that PathFinder. They currently have a h

No further assistance required from SRD at this time.

Created by ZNM176N at 2013-07-02 09:03:54

crr-jp exiting case

istory with 28 days down BEFORE they dropped it off this time with 7 issues wi

Lease Repurchase

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,344

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,345

REQUESTED BY: lattad

CAR ID: CA3409272

ARBS-NM notes service history.

Created by ZNM176N at 2013-07-19 07:55:50

Down Payment\$1,132.42

th the vehicle.

11/29/12 - 6 miles - 2 day - RO# 142008

Additional Payments\$3,348.80

ARBS-NM reci veh registration, attached to case

Created by ZBB176N at 2013-06-19 14:40:15

Created by ZUO176N at 2013-08-05 08:41:45

PDI - completed

Rcas-bb contacted dlr at 4:28 pm est at [REDACTED] SA-Steve to fax all ro;

Total Amounts Paid\$4,481.22

crr-hd received a call from c

Installed Wheel Locks

Less Usage\$0.00

s for vin#. Rcas-bb provided fax number [REDACTED] Rcas-bb sent email sta

1/11/13 - 8 miles - 1 day - RO# 144179

c wanted to know if what is the status of the case

ting Rcas-bb requesting copies of all ro's. Setting follow up to 06/21.

Total Deductions\$0.00

Created by ZBB176N at 2013-06-19 14:51:51

crr-hd advised c that the dept that is handling the case is still reviewing th

Perform reprogram campaign PC197 - Campaign completed

Total Refund\$4,481.22

2/1/13 - 258 miles - 1 day - RO# 145391

e case

Lease Buyout/Payoff\$33,939.93

Rcas-bb received ro's and attached to case.

Created by ZBB176N at 2013-06-21 14:07:02

c understood

Customer states right side running light out - Replaced front right running li

Total Repurchase\$38,421.15

Created by ZNM176N at 2013-09-06 10:23:05

crr-hd advised c that crr will send an internal message to the dept

ght bulb

Rcas-bb contacted dlr at 4:00 pm est at 856-629-1900. Dlr sending ro 150907 d

ated 05/09/13.

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,346

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,347

REQUESTED BY: lattad

CAR ID: CA3409272

c understood

MPI-Completed

VEH COMPLAINT

2/18/13 - 13,093 miles - 17 day - RO# 111854

c provided the best contact number: [REDACTED]

Created by ZBB176N at 2013-06-21 14:07:40

Created by ZNM176N at 2013-09-06 10:28:55

ARBS-NM requesting two checks for voluntary veh repurchase. First check reques
crr-hd gave the case number, extension number and crr's name.

Customer states that the tape on the driver door came off - Installed new driv

Rcas-bb setting follow up to 06/24 to prepare RHR.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIR

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 10/22/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST: A

OPENED BY:

HISTORY:

UPDATE BY:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,348

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,349

REQUESTED BY: lattad

CAR ID: CA3409272

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 09/09/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,350

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,351

REQUESTED BY: lattad

CAR ID: CA3409272

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM3DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|--------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 1 | MPNG22225363 | 3042 New Jersey | 4/15/2013 | 01/26/15 | 0030000 | 09/07/13 | 01/01/01 |
| 2 | MRNF01713543 | 3042 New Jersey | 1/26/2013 | 01/26/14 | 0015057 | 09/07/13 | 01/01/01 |
| 3 | MRNF01713547 | 3042 New Jersey | 1/26/2013 | 01/26/14 | 0015057 | 09/07/13 | 01/01/01 |
| 4 | RCCJ99617735 | 3042 New Jersey | 9/26/2013 | 01/26/15 | 0040000 | 09/26/13 | 01/01/01 |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,352

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,353

REQUESTED BY: lattad

CAR ID: CA3409272

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: P

PLAN TERM: G

DEDUCTABLE: 0

EFFECTIVE: 4/15/2013

EXPIRES: 01/26/15 **MILES:** 0030000

CANCEL: 09/07/13 **MILES:** 0030000

TRANSFER: 01/01/01

TRANSACTION: 10/22/13

PRINTED: 04/20/13

DEALER NO: 3042 **STATE:** NJ

DEALER NAME: NISSAN OF TURNERSVILLE

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,354

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,355

REQUESTED BY: lattad

CAR ID: CA3409272

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: R

PLAN TERM: F

DEDUCTABLE: 0

EFFECTIVE: 1/26/2013

EXPIRES: 01/26/14 **MILES:** 0015057

CANCEL: 09/07/13 **MILES:** 0015057

TRANSFER: 01/01/01

TRANSACTION: 10/22/13

PRINTED: 02/16/13

DEALER NO: 3042 **STATE:** NJ

DEALER NAME: NISSAN OF TURNERSVILLE

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,356

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,357

REQUESTED BY: lattad

CAR ID: CA3409272

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: R

PLAN TERM: F

DEDUCTABLE: 0

EFFECTIVE: 1/26/2013

EXPIRES: 01/26/14 **MILES:** 0015057

CANCEL: 09/07/13 **MILES:** 0015057

TRANSFER: 01/01/01

TRANSACTION: 10/22/13

PRINTED: 02/02/13

DEALER NO: 3042 **STATE:** NJ

DEALER NAME: NISSAN OF TURNERSVILLE

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,358

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,359

REQUESTED BY: lattad

CAR ID: CA3409272

CURRENT SERVICE CONTRACT

CONTRACT: [REDACTED]

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: J

DEDUCTABLE: 100

EFFECTIVE: 9/26/2013

EXPIRES: 01/26/15 **MILES:** 0040000

CANCEL: 09/26/13 **MILES:** 0040000

TRANSFER: 01/01/01

TRANSACTION: 10/22/13

PRINTED: 10/05/13

DEALER NO: 3042 **STATE:** NJ

DEALER NAME: NISSAN OF TURNERSVILLE

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,360

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,361

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA3530483
STREET: [REDACTED] **VIN:** 5N1AR2MN5DC [REDACTED]
CITY: DEER PARK **YR/MDL:** 2013.0 PTH **MILEAGE:** 018000
ST/ZIP: TX [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 6,974 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3531 MCDAVID NISSAN
DLR PH: 713 941 0600 **DENY:** 0 **RESP DLR:** 3531 MCDAVID NISSAN
REGION: 32 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 018000 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: MCDAVID NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 06/28/13 **XFER/RSPNSBLTY:** 32 02 N
CONTACT (S): **FOLLOWUP DATE:** 07/16/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/23/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

138000 ENGINE ASSEMBLY

AG ENGINE MECHANICAL

YX POOR OR IMPROPER OPERATION

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,362

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,363

REQUESTED BY: lattad

CAR ID: CA3530483

C. A. R. COMMENTS

Created by ZKD253N at 2013-06-28 09:09:22

Created by ZKD253N at 2013-06-28 09:20:28

native to repurchase.

Rcas-Gabby Taye assisting Rcas-Ac.

sales documents.

Service Dept. Review

t even spoke to the c

this customer asap.

--

Created by 12345678 at 2013-07-26 11:33:17

Created by ZAC175N at 2013-07-01 14:09:53

Created by ZBL000N at 2013-07-02 08:55:21

Created by ZNM176N at 2013-09-23 10:47:04

RELATED CASE: 10490765

Service Dept. Review

C has yet to follow up about settlement offer ARBS-NM closing case pending fur

CRR-KDR received a call from C saying c's brand new veh is been in the shop fo

DRTS KP called dealer 3531 to request sales documents. No answer in finance.

rcas-ac called FOM-DG @ 4 10 pm est & left vmx to FOM

Rcas-gt called C on [REDACTED] at 3:42pm est

Service Dept. Review

SRD/ES transferred case back to rcas to contact C.

Created by ZAC175N at 2013-07-01 14:10:13

Created by ZAC175N at 2013-07-02 12:59:19

r almost 3-4 weeks already and c is requesting the veh to be returned and get

Rcas left vmx advising that C's RHR was still pending. Rcas left contact infor

Requested fax number from reception to send request letter. [REDACTED] S

Service Dept. Review

ther cust contact.

a new veh because c do not trust the veh anymore because on the ongoing issue

ent letter addressed to Mark Marlin.

mation and advised of a follow up for 7/15

rcas-ac called the c @ 2 50 pm est on [REDACTED] & spoke to the c. rcas re

rcas-ac unable to datanet the case

Service Dept. Review

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DATE: 01/11/13

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,364

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,365

CAR ID: CA3530483

Created by 12345678 at 2013-07-29 06:43:08

Created by ZAC175N at 2013-07-01 14:13:21

iterated the concern & apologized.. C said c wanted another rcas and doesnt wa
Service Dept. Review

with it. C stated the veh is at the dlrshp right now for engine issue and the

Created by ZGT345N at 2013-07-11 13:46:24

c said the engine is revolution by itself and dlrshp have told c that tech fro
DRTS KP received and attached the sales documents and title application.
nt to talk to rcas-ac. C wants to know if a supervisor is available to handle
rcas-ac called MCDAVID NISSAN @ 4 12 pm est & spoke to SA-Mike who said ASM-KH
Service Dept. Review

Correction: Follow up for 7/16

Created by ZNM176N at 2013-08-01 10:57:13

is on lunch right now but SM might be available.

m the dlrshp is working on with the veh and c mentioned also that c is not sup
Service Dept. Review

this for c. rcas explained to the c that the sup will not be able to handle th
===

e case because rcas-ac is the rep for the area and the only one who can work t
pose to have this issue with c's brand new veh.

rcas-was transferred to SM but SM not available

Repurchase offer letter sent to cust via email and Fed Ex: 796370438531

Service Dept. Review

C also said that SM-Bill is working with the veh but c wanted to buy back the

Created by ZGT345N at 2013-07-01 14:57:23

Created by ZNM176N at 2013-07-12 09:22:34

Created by ZNM176N at 2013-08-12 16:09:35

he case. rcas assured c that rcas will try to help c. C said that the veh has
Service Dept. Review

an engine concern and the dlr has had the veh for over 2 wks. C states this is
ARBS-NM notes repurchase figures

ARBS-NM notes service history.

Rcas-Gabby Taye assisting Rcas-Amanda Cedeno

Service Dept. Review

veh because of the ongoing issues with it.

--

12/10/12 - 293 miles - 4 day - RO# 75206

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,366

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,367

REQUESTED BY: lattad

CAR ID: CA3530483

Base Price \$29,395.00

CRR-KDR apologized for the issues that c is encountering and advice c that cas Service Dept. Review

the 3rd major concern the c has had with the vehicle and c just wants to get a new vehicle. Last time , rcas went through with RHR process and the request C/s a transmission fluid leak. - Found trans cooler hose at radiator came loos

Dealer Fees (Dlr tax, Doc fees) \$248.84

e will be reviewed thoroughly.

Rcas-gt called C on [REDACTED] at 4:37pm est

CRR-KDR verified and updated C's information.

e, reinstalled hose with clamps, refill trans fluid and test drove

Misc Fees \$40.25

Rcas-gt left vmx requesting a callback. Rcas-gt left contact information and t was denied but now c has new information. C does not want the veh anymore. rca 1/19/13 - 6243 miles - 23 day - RO# 755274

CRR-KDR informed C that RCAS will call by the end of next business day to revi he case number.

Sales Tax \$1,524.69

s empathized with c about the concerns and advised c that rcas can obtain cs h C/S veh jerks & hesitates on accel - CVT internal failure, replaced transaxle, ew and try to solve the issue.

istory from the dlr and re-submit the RHR but it is still not guarenteed that

Setting follow up for 7/2

Title Fee \$33.00

==

C stated c wanted to contact c's wife [REDACTED] @ [REDACTED].

License Fee \$56.75

NNA will repurchase the vehicle. rcas advised that rcas still has to work towa radiator, CVT fluids, cooler & all related hoses

2/16/13 - 7,321 miles - 2 day - RO# 75774

C also requested a new RCAS because c is not comfortable with the RCAS assigne

Created by ZSS176N at 2013-07-01 16:50:33

NMAC SVC \$2,250.00

rds repairing cs vehicle. C understood and said something needs to be done. rc

as advised c that rcas will do what rcas can to assist the c. rcas explained t

crr-ss received a call from c who insisted that the case be escalated to

d on c's case previously.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,368

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,369

REQUESTED BY: lattad

CAR ID: CA3530483

Tire rotation & brake inspection - Completed

Total Purchase Price \$33,548.53

4/10/13 - 12,343 miles - 1 day - RO# 76299

CRR-KDR informed c that there will be no assurance of the request but instead
hat rcas needs to obtain more info from the dlr and the process can take up to

Less Usage \$2,260.43

rcas supervisor.

10days. C understood. rcas advised c of follow up on 7/8/2013 so rcas can tou
CRR-KDR will document the c's request.

crr-ss updated c information.

C/S when fuel gauge reaches B< tank a straight line will flash - No codes foun

Loan Payoff* \$34,220.53

ch base with c to let c know where rcas is w/the process.

CRR-KDR offered further assistance. C said "No"

crr-ss advised c to be expecting a call from rcas supervisor within 4-8 busine
in system, called Nissan tech line, found out low fuel light will come on bet

Total Deductions \$36,480.96

Created by ZAC175N at 2013-07-02 13:02:52

CRR-KDR gave name, extension and case number.

Refund Amount -\$2,932.43

ss hours.

ween 20-40 miles of fuel left. Normal operation per Nissan

6/11/13 - 18,064 miles - 2 day - RO# 770791

CRR-KDR leaving case Open.

c understood.

Lien Payoff \$34,220.53

rcas-ac attached the previous RHR to the case.

Created by ZKD253N at 2013-06-28 09:22:56

crr-ss offered further assistance. c declined.

rcas-ac setting for 7/5 to contact dlr

Tire caused mud flap to get damaged on right rear fender - Replaced one splash

Total Repurchase \$31,288.10

additional info:

Created by ZNM176N at 2013-08-13 08:36:37

crr-ss provided name and extension number.

guard

rcas-ac sent email to CSM-Bob Brissie advising of RHR

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,370

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,371

CAR ID: CA3530483

CRR-KDR advised c that veh has an open recall and informed c on the safety recall file.

C sent ARBS-NM email stating that c is upset and refuses to pay to have repairs completed noting cs follow up will be on 7/8.

Tire mount & balance wheel as the right rear tire blew out going down the highway all details 2013 - Pathfinder Occupant Classification System (OCS) Sensor.

Created by ZAC175N at 2013-07-05 12:56:04

Created by ZGT345N at 2013-07-01 14:57:23

Repairs complete. ARBS-NM called customer lienholder Gulf Coast Educators credit union - Replaced tire, mount & balance

6/12/13 - 18,169 miles - 26 day - RO# 77099

Created by ZKD253N at 2013-06-28 09:20:28

Customer to inquire as to if LH allowed SOC's LH stated that it did not perform SOC.

rcas-ac was out of the office on 7/3 & 7/4

Rcas-Gabby Taye assisting Rcas-Amanda Cedeno

--

ARBS-NM to inform repurchase or cash settlement would be only offer that NNA customer C/S at highway speeds 70/80 mph and release gas pedal truck will begin slowing down rcas-ac called MCDAVID NISSAN 2 50pm est & spoke to SM-BC .

RELATED CASE: 10490765

CRR-KDR received a call from C saying c's brand new veh is been in the shop for 2 weeks down & at the same time the trans will jerk, almost put c through the window could make at this time.

Rcas-gt called C on [REDACTED] at 4:37pm est

SM-BC states that SM will send the docs to rcas for RHR. SM states the veh is at the dlr but still not fixed. rcas advised that rcas will be requesting a DT

Created by ZNM176N at 2013-08-14 13:16:18

or will start to judder. - Did not duplicate concern, verified on 2nd test drive

customer almost 3-4 weeks already and c is requesting the veh to be returned and get

Rcas-gt left vmx requesting a callback. Rcas-gt left contact information and t

a new veh because c do not trust the veh anymore because on the ongoing issue

ARBS-NM responded to cust via email and advised that repurchase offer has been made. he case number.

S

ve (SM & NNA DTS Neal Barnes)

calculated according to the guidelines set forth by the State of Texas and t

Campaign, replace both OCS sensors - Campaign completed

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,372

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,373

CAR ID: CA3530483

Created by ZAC175N at 2013-07-08 09:04:04

Setting follow up for 7/2

with it. C stated the veh is at the dlrshp right now for engine issue and the

==

Created by ZNM176N at 2013-07-12 09:24:35

c said the engine is revolution by itself and dlrshp have told c that tech fro
hat those guidelines do not include negative equity from cust traded in vehicl
rcas-ac called MCDAVID NISSAN @ 11 01 am est & spoke to SM-BC and SM apologize
ARBS-NM notes vehicle has been out of service 53 days due to transmission conc

Created by ZSS176N at 2013-07-01 16:50:33

d for not sending the docs. rcas advised SM to email or fax the docs

e. ARBS-NM informed c that cust LH does not allow SOC and as a result a vehic
m the dlrshp is working on with the veh and c mentioned also that c is not sup

Created by ZAC175N at 2013-07-08 09:28:00

crr-ss received a call from c who insisted that the case be escalated to
erns, ARBS-NM taking over case based off of days out of service.

le replacement has been removed from the equation. ARBS-NM stated that ARBS-NM
pose to have this issue with c's brand new veh.

ARBS-NM taking over CA File, ARBS-NM informed RCAS-AC via email, that ARBS-NM

C also said that SM-Bill is working with the veh but c wanted to buy back the
could work with cust to have vehicle fully and properly repaired and afterwar

rcas-ac called the c @ 11 27 am est on [REDACTED] & left vmx

rcas supervisor.

crr-ss updated c information.

ds offer cust a cash settlement to compensate for time and frustration.

rcas-ac setting for 7/11/2013

veh because of the ongoing issues with it.

will be c poc from this point fwd.

Created by ZAC175N at 2013-07-08 09:54:30

Created by ZNM176N at 2013-08-21 12:51:37

Created by ZWC177NB at 2013-07-25 09:25:36

CRR-KDR apologized for the issues that c is encountering and advice c that cas

crr-ss advised c to be expecting a call from rcas supervisor within 4-8 busine

ARBS-NM awaiting reply from customer.

crr-cm received a call from c wife Amanda Nguyen following-up on the case. crr

e will be reviewed thoroughly.

rcas-ac rcvd ROs for RHR

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,374

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,375

REQUESTED BY: lattad

CAR ID: CA3530483

ss hours.

-cm verified that there are no changes on contact information.

Created by ZAC175N at 2013-07-08 10:18:26

Created by ZNM176N at 2013-09-03 12:56:45

CRR-KDR verified and updated C's information.

c understood.

ARBS-NM has yet to receive reply from customer, closing case pending further c

crr-cm informed c's wife that 's case is already taking care by the ARBS-NM,c

CRR-KDR informed C that RCAS will call by the end of next business day to revi

crr-ss offered further assistance. c declined.

rcas-ac rcvd one additional RO for RHR and attached it to the case

Created by ZMB185N at 2013-07-08 14:24:10

crr-ss provided name and extension number.

declined and insist to speak to a supervisor

ew and try to solve the issue.

ommunication from c on proceeding with repurchase

Created by ZAA179N at 2013-09-17 12:02:24

crr-cm informed c that since this case is already taking care by ARBS-NM crr-c

crr-ss exiting file.

C stated c wanted to contact c's wife [REDACTED] @ [REDACTED].

RCAS-Melanie Betzel assisting RCAS-Amanda Cedeno

C also requested a new RCAS because c is not comfortable with the RCAS assigne

Created by ZAC175N at 2013-07-02 07:48:55

CRR-AA received a call from c following up on the case.

m will send an internal msg to ARBS-NM to call c back.c got disconnected.

Submitted RHR

CRR-AA confirmed no contact information has been changed

CSM-Bob Brissie has been notified

d on c's case previously.

(internal msg was sent to ARBS-NM)

rcas-ac sent email to SRD-BL advising that rcas has never talked to this custo

Created by ZNM176N at 2013-07-25 09:30:53

Created by ZRT176N at 2013-07-08 15:46:51

CRR-AA advised C that CRR will send an internal message to ARBS-NM regarding c

CRR-KDR informed c that there will be no assurance of the request but instead

mer but crr escalated the case

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,376

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,377

REQUESTED BY: lattad

CAR ID: CA3530483

ARBS-NM called cust reci no answer left VM requesting call back

CRR-KDR will document the c's request.

DRTS received the RHR. The RHR was assigned to ARBS-Nathan McDougal for review
ontact with C.

Created by ZNM176N at 2013-07-25 09:43:52

CRR-KDR offered further assistance. C said "No"

c understood

rcas-ac rcvd call from FOM-DG who said the c was driving and c heard a big "bo

ARBS-NM reci call back from customer and ARBS-NM offered cust vehcile repurcah

Created by ZNM176N at 2013-07-08 16:30:16

CRR-AA offered further assistance, c declined.

CRR-KDR gave name, extension and case number.

om". Nobody steps on the gas or anything and this just happens. DTS-Niel Barne

ARBS-NM notes receipt of RHR request. Initiating RHR review.

CRR-AA provided name, ext.

CRR-KDR leaving case Open.

se due to the number of days out of service. Cust stated that cust lien holder

s went to the dlr before and test drove it trying to find whats wrong with it.

Created by ZKD253N at 2013-06-28 09:22:56

Created by ZRT176N at 2013-07-08 15:46:51

CRR-AA exiting case.

DTS wants an official request for another visit. The dlr did a drive-recorder

is private bank. ARBS-NM sent cust email of lien holder release form and requ

additional info:

and could not find anything wrong. FOM wants to provide a car payment reimbur

Created by ZNM176N at 2013-09-17 12:32:23

DRTS received the RHR. The RHR was assigned to ARBS-Nathan McDougal for review

ested cust complete form and fax it to ARBS-NM along with copy of vehicle regi

*** ¿Added after the case is closed.¿ ***

CRR-KDR advised c that veh has an open recall and informed c on the safety rec

sement since cs veh has been down for 3 weeks. The dlr duplicated the concern

stration after which ARBS-NM could send a c a repurcahse offer letter. Cust ag

all details 2013 - Pathfinder Occupant Classification System (OCS) Sensor.

ARBS-NM spoke with cust wou inquired as to what the settlement offer would be

but no one has come up with a fix. The FOM states the dlr cannot fix the vehic

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,378

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,379

CAR ID: CA3530483

Created by ZNM176N at 2013-07-08 16:30:16

reed

ARBS-NM advised a settlement letter would be sent to customer via email on to
ARBS-NM notes receipt of RHR request. Initiating RHR review.

Created by 12345678 at 2013-07-25 11:20:00

Created by ZAC175N at 2013-07-01 13:18:49

le so FOM wants to request a DTS. DTS talked to engineering already and engine

Created by ZAC175N at 2013-07-11 11:03:46

day 9/17

DRTS KP attached vehicle invoice.

ering feels that it can be an engine concern but then didnt contact DTS again.

rcas-ac reviewed previous case #10490765 from 1/24/2013

Created by 12345678 at 2013-07-25 13:24:05

Created by ZNM176N at 2013-09-17 16:58:18

C was provided a VSC and 2 reimbursements for monthly payment

Engineering dept just left DTS-NB with no answers. rcas advised FOM that rcas

rcas-ac sent email to ARBS requesting update on decision

ARBS-NM sent cust settlement release offer cust \$3000 cash settlement as alter

Created by ZGT345N at 2013-07-11 13:43:18

DRTS KP called dealer 3531 and left a VMX wih finance asking for call back on

rcas-ac rcvd email from FOM-David Geigenmiller advising to call the FOM about

will look into the concern and get back to FOM. rcas advised that rcas has no

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCBR

CALLBACK: 0

DATE: 00/00/00

USERID:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,380

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,381

REQUESTED BY: lattad

CAR ID: CA3530483

REOPEN: **CALLBACK** 0 **DATE:** 00/00/00
NEW INFO: 0 **DATE:** 00/00/00
OTHER: 0 **DATE:** 00/00/00
COMMENTS ONLY: 0 **DATE:** 00/00/00

USERID:
USERID:
USERID:
USERID:

IIR-DATE: **TRANS DATE** 02/14/13 02/27/13

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 09/23/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,382

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,383

REQUESTED BY: lattad

CAR ID: CA3530483

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN5DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|--------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 1 | MONH22225275 | 3531 Texas | 2/8/2013 | 12/08/15 | 0045000 | 01/01/01 | 01/01/01 |
| 2 | RBCC07266115 | 3531 Texas | 12/8/2012 | 12/08/17 | 0100000 | 01/01/01 | 01/01/01 |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,384

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,385

REQUESTED BY: lattad

CAR ID: CA3530483

CURRENT SERVICE CONTRACT

CONTRACT: MONH22225275

OWNER NAME: [REDACTED]

PLAN TYPE: O

PLAN TERM: H

DEDUCTABLE: 0

EFFECTIVE: 2/8/2013

EXPIRES: 12/08/15 **MILES:** 0045000

CANCEL: 01/01/01 **MILES:** 0045000

TRANSFER: 01/01/01

TRANSACTION: 02/14/13

PRINTED: 02/16/13

DEALER NO: 3531 **STATE:** TX

DEALER NAME: MCDAVID NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,386

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,387

REQUESTED BY: lattad

CAR ID: CA3530483

CURRENT SERVICE CONTRACT

CONTRACT: RBCC07266115

OWNER NAME: [REDACTED]

PLAN TYPE: B

PLAN TERM: C

DEDUCTABLE: 100

EFFECTIVE: 12/8/2012

EXPIRES: 12/08/17 **MILES:** 0100000

CANCEL: 01/01/01 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 02/27/13

PRINTED: 03/02/13

DEALER NO: 3531 **STATE:** TX

DEALER NAME: MCDAVID NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,388

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,389

REQUESTED BY: lattad

| | | |
|---|---|---------------------------------|
| NAME: [REDACTED] | SC: NONE | CAR ID: CA3588605 |
| STREET: [REDACTED] | VIN: 5N1AR2MM2DC [REDACTED] | |
| CITY: MEDINA | YR/MDL: 2013.0 PTH | MILEAGE: 013247 |
| ST/ZIP: OH [REDACTED] VCAN: | IN SVC DATE | |
| DAY PH: [REDACTED] PAID: | RTL DLR: NI NI | |
| EVE PH: [REDACTED] SUSP: | SVC DLR: 5032 KEN GANLEY NISSAN, INC. | |
| DLR PH: 330 721 0500 DENY: | RESP DLR: 5032 KEN GANLEY NISSAN, INC. | |
| | REGION: 24 | DIST: SL/SV/PT: 11 11 41 |

| | | |
|---|--------------------------|---------------------------------------|
| LETTER RECEIVED: 07/08/13 | EXEC: 00/00/00 | EMAIL: 00/00/00 |
| FIRE: N (Y/N) ROLLOVER: N (Y/N) | ACCIDENT: N (Y/N) | AIRBAG: N (Y/N) |
| PROPERTY DAMAGE: N (Y/N) | INJURY: N (Y/N) | SENT TO LEGAL: N (Y/N) |
| PREVIOUSLY REPAIRED: 00/00/00 | WHERE: | |
| VEHICLE PURCHASED: New x Preowned | MILES: 013247 | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: NONE | | |
| OUTSIDE WARRANTY BY (B) MONTHS: 0 | MILES: 0 | (PT) MONTHS: 0 MILES: 0 |

| | | |
|-------------------------|-------------------------------|--------------------------------|
| ORIG CODE: NP NP | OPEN DATE: 07/09/13 | XFER/RSPNSBLTY: 24 11 N |
| CONTACT (S): | OLLOWUP DATE: 09/13/13 | INF-NET (Y/N): |
| SEVERITY: 9 | CLOSE DATE: 09/12/13 | INF-NET DATE: |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

| | |
|----------------------|--------------------------------|
| OA VEHICLE CONCERNS | 121500 GEN. BRAKE COMPONENT(S) |
| AD BRAKES | YX POOR OR IMPROPER OPERATION |
| AG ENGINE MECHANICAL | |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,390

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,391

REQUESTED BY: lattad

CAR ID: CA3588605

C. A. R. COMMENTS

charges for transportation, undercoating, dealer-installed options and access

Created by ZSW999N at 2013-07-09 09:38:07

Created by ZSW999N at 2013-07-12 11:47:56

d. Account number

e. Interest paid to date on the account

ories, dealer services, dealer preparation, and delivery charges; all finance, RHR completed and attached.

Created by VCA449N at 2013-07-23 13:33:39

credit insurance, warranty, and service contract charges incurred by the cons

Please let me know your clientb

ARBS-CA received RHR

Thanks,

umer; and all sales tax, license and registration fees, and other government c

Created by VCA449N at 2013-08-20 08:46:12

harges.

In-service date 12/27/12

01/11/13 1359 miles

ARBS-CA notes ATTY has agreed to repurchase and \$2,000 fees

Client has a extended service plan that is refundable under the statute. Real

ARBS-CA waiting on loan info from ATTY

izing a prorated portion will be refunded, my clients still need to be reimbur

--PC197 ECM reprogramming

1 day down

Created by VCA449N at 2013-08-22 09:21:42

sed for the balance. How do you propose to handle?

01/28/13 2766 miles

ARBS-CA notes waiting on account info from ATTY

Created by VCA449N at 2013-09-10 06:42:44

ARBS-CA replied to ATTY

Created by VCA449N at 2013-08-27 09:53:27

--veh towed in due to vehicle shutting off while driving / brakes makes a thum

ARBS-CA received info from ATTY

Hello Mr. Luxenburg,

ping noise / rear brakes makes noise

Created by VCA449N at 2013-08-27 09:56:34

----Dir replaced cooler line, CVT and radiator / turned rotors / machined rear

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,392

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,393

REQUESTED BY: lattad

CAR ID: CA3588605

The extended service plan is a Non-Nissan service plan, it was issued by Fidel ARBS-CA requested payoff info from NMAC
ity Warranty Service, INC. The client would need to get the refund directly f
rotors

24 days down

Created by VCA449N at 2013-08-30 06:35:41

rom the service plan provider.

02/23/13 2791 miles

Below is the account and payoff information for [REDACTED].

Thanks,

Account# [REDACTED]

Created by VCA449N at 2013-09-11 08:35:11

--C states vehicle smells like brunt plastic

ARBS-CA notes received copy of signed offer letter

--Dlr cleaned residual oil from bottom of vehicle

Payoff amount is \$8616.22 good until 9/28/13

1 day down

Created by VCA449N at 2013-09-11 08:57:42

Per diem is 0.21

02/28/13 3233 miles

ARBS-CA sent check request to ARBS-SUP

Interest paid to date is \$64.01

8 Payments made

ARBS-CA requested check in the amount of \$8,616.22 payable to NMAC

--C states psng side air bag light is not working

ARBS-CA requested check in the amount of \$30,767.49 payable to Customer r and

----dlr found no codes, operating as designed

Monthly payment amount is \$541.57

1 day down

ATTY

Created by VCA449N at 2013-08-30 06:37:51

04/13/13 6559 miles

ARBS-CA requested invoice and sales docs

Created by VCA449N at 2013-09-12 13:44:42

ARBS-CA notes sent case to Morley 204636 via FedEx 796669967948

Created by ZBP179N at 2013-08-30 06:59:37

--C states vehicle feels like it is going over a rumble strip

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,394

REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,395

REQUESTED BY: lattad

CAR ID: CA3588605

Created by VCA449N at 2013-09-12 13:44:57

---Dlr could not duplicate concern

DRTS obtained the vehicle invoice and attached to case.

1 day down

ARBS-CA closed case

Created by ZBP179N at 2013-08-30 10:03:05

04/17/13 6841 miles

DRTS called Dlr # 5032 and requested a copy of sales docs and title applicatio

--C states feels like driving on rumble strips

n. Accounting-Carrie stated to fax a written request and once received it coul

---dlr advised c no repair known at this time

d take until Wednesday (09/04/13) to receive at the dealership to fax. DRTS a

9 days down

greed.

06/25/13 13247 miles

DRTS faxed written request and attached request to case.

Created by VCA449N at 2013-09-03 07:50:24

--C states judder like rumble strips

ARBS-CA requested copy of sales docs from NMAC

---replaced torque converter assy, reprogrammed TCM

4 days down

Created by ZBP179N at 2013-09-03 10:16:25

Created by VCA449N at 2013-07-23 13:34:09

DRTS rec'd sales docs and title application from Dlr # 5032. Docs are attached

ARBS-CA sent letter to Atty to advised NNA will offer \$3,500 cash settlement

to case.

Created by VCA449N at 2013-07-23 13:59:29

Created by VCA449N at 2013-09-04 11:58:01

ARBS-CA notes repurchase figures

ARBS-CA sent offer letter via FedEx 7962 9663 2661

Base Price\$35,196.00

Created by VCA449N at 2013-08-06 07:50:17

ARBS-CA notes waiting on reply from ATTY

Sales Tax\$2,340.20

Created by VCA449N at 2013-08-13 08:29:36

Registration\$18.50

ARBS-CA notes waiting on reply from ATTY

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,396

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,397

REQUESTED BY: lattad

CAR ID: CA3588605

Dealer Doc Fee\$250.00

Created by VCA449N at 2013-08-16 10:46:02

Title\$15.00

ARBS-CA received fax from ATTY

Interest Paid\$64.01

ATTY rejected offer

Total Purchase Price\$37,883.71

Created by VCA449N at 2013-08-16 11:07:51

Less Rebates\$500.00

ARBS-CA sent reply to ATTY

Loan Payoff* \$8,616.22

Dear Mr. Luxenburg:

Total Deductions\$9,116.22

After carefully reviewing the items repair orders pertaining to this case, NNA

Refund Amount\$28,767.49

Attorney Fees\$2,000.00

would like to offer the

following resolutions:

Total Repurchase\$30,767.49

**ARBS-CA notes no usage in OH

-NNA will offer \$5,000.00 inclusive of attorney fees.

Created by VCA449N at 2013-09-04 11:58:16

OR

ARBS-CA sent offer letter to ATTY via email

-NNA will offer to repurchase the vehicle.

Created by VCA449N at 2013-09-10 06:41:58

If your client elects to accept the repurchase, NNA will need the following

ARBS-CA received email from ATTY

information:

1. Lien holder information

Chad b

a. Physical address or overnight address of lien holder

ORC defines

b. 30 day lien payoff

(F) b

(1) In the case of a sale, the contract price for the motor vehicle, including

c. Per diem amount (amount of interest the customer pays daily on account)

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,398

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,399

REQUESTED BY: lattad

CAR ID: CA3588605

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

| | | | |
|---------------------|-------------------------|------------------------|-------------------------|
| SATISFIED: N | | ACTION CODE: NP | ROOT CAUSE: SCSV |
| CALLBACK: 0 | | DATE: 00/00/00 | USERID: |
| REOPEN: | CALLBACK 0 | DATE: 00/00/00 | USERID: |
| | NEW INFO: 0 | DATE: 00/00/00 | USERID: |
| | OTHER: 0 | DATE: 00/00/00 | USERID: |
| | COMMENTS ONLY: 0 | DATE: 00/00/00 | USERID: |

| | | |
|---------------------|-------------------------------|---------------------------|
| IIR-DATE: | TRANS DATE 00/00/00 | CHECK REQUESTED: Y |
| 3RD PRY: NI | PART#: | CHECK ISSUED: Y |
| BYBACK ST: A | OPENED BY: | |
| HISTORY: | UPDATE BY: | |
| SVC CALL#: N | UPDATE DATE: | |
| CLOSE: Y | CLOSE DATE: 09/12/13 | MICROFILM: |
| RESP CAA: | OLM: | DOM: |
| PHONE: | OWNER FIRST [REDACTED] | LANGUAGE: |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,400

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,401

REQUESTED BY: lattad

CAR ID: CA3588605

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED] N

VIN: 5N1AR2MM2DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|-------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 0 | | 5032 Ohio | | | | | |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,402

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,403

REQUESTED BY: lattad

CAR ID: CA3588605

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5032

STATE: OH

DEALER NAME: KEN GANLEY NISSAN, INC.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,404

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,405

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3829883
STREET: [REDACTED] **VIN:** 5N1AR2MM8DC [REDACTED]
CITY: MUKWONAGO **YR/MDL:** 2013.0 PTH **MILEAGE:** 005200
ST/ZIP: WI [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 756 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5057 BOUCHER NISSAN/WAUKESHA
DLR PH: 262 542 5500 **DENY:** 0 **RESP DLR:** 5057 BOUCHER NISSAN/WAUKESHA
REGION: 24 **DIST: SL/SV/PT:** 04 04 34

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 005200 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 08/07/13 **XFER/RSPNSBLTY:** 24 04 N
CONTACT (S): **FOLLOWUP DATE:** 10/07/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/07/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

229000 TORQUE CONVERTER

BG POWERTRAIN

YP PARTS AVAILABILITY (BACKORDER)

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,406

REQUESTED BY: lattad

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,407

REQUESTED BY: lattad

CAR ID: CA3829883

C. A. R. COMMENTS

c provided rcas lh extension number

Created by ZCL777N at 2013-08-07 16:00:26

Created by ZHL167N at 2013-08-09 16:04:40

nce of waiting on part to arrive at dlrshp.

Parts Dept. Review

rcas-lah placed outbound call to c 8/22/13 [REDACTED] and left vmx. provided n rcas-lah received email notification from parts coordinator 9/4/13 advising th receive a call from dlrshp by end of this business day to make an appointment SRD-KD in review of case for back order part, template and part number documen ame, case number, contact information, date of call. advised rcas does not hav at pc has requested eta

c requested to be transferred

for repair of veh. advised following up with c again on 9/10/13 to confirm tha

Parts Dept. Review

rcas advised contacting c this day to request c fax docs to rcas for reimburse

rcas-lah received vmx from julie at boucher nissan 8/9/13

ted correctly.

Created by ZHL167N at 2013-08-09 16:04:40

Created by ZHL167N at 2013-08-14 08:04:27

Created by ZHL167N at 2013-09-04 08:54:36

crr-ec confirmed c's contact number c gave [REDACTED]

e any new information regarding part delivery. advised following up again with ment.

Parts Dept. Review

t c received rcas vmx this day.

Created by ZHL167N at 2013-09-09 12:30:50

crr-ec transferred to offer c , c agreed

dlrshp and c on 8/23/13

Parts Dept. Review

rcas-lah received email notification from parts coordinator 8/14/13 that order

rcas-lah received vmx from julie at boucher nissan 8/9/13

rcas-lah spoke with sm-chuck 9/4/13 regarding c's backorder torque converter.

rcas thanked sm and ended call mutually.

Created by ZBL000N at 2013-08-23 13:22:21

Created by ZHL167N at 2013-08-10 08:25:39

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,408

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

**CUSTOMER ASSISTANCE REQUEST
REQUESTED BY:** lattad

PAGE: 1,409

CAR ID: CA3829883

crr-ec adv to leave message name tel number and case number

Parts Dept. Review

rcas-lah placed outbound call to c 9/9/13@[REDACTED]@2:28p and left vmx. provi sm advised that dlrshp has not received part at this time.

was placed this day and part will ship on 8/15/13. parts coordinator provided crr-ec transferred c and exiting the case, crr-ec leaving the case open for th ded name, case number, contact information, date of call. advised that check h order number 2034237

Parts Dept. Review

rcas emailed fom-[REDACTED] 9/4/13 confirming fom's approval for 2 veh pay rcas-lah placed outbound call to dlrshp 8/10/13@[REDACTED]0@10:22a and left vmx sm states that fom-katie andersen approved 2 veh payments to c for inconvenie SRD-Brett Locher assisting rcas with case called Dlr at # of [REDACTED] at 3:1 5p et and reached SM's vm. SRD stated that SRD is assisting rcas today and cou as been processed and c to receive within 2-4 weeks. advised that part has arr Created by ZHL167N at 2013-08-14 08:26:55

e discretion of rcas lh to close if no further action to take

for sa-julie. rcas is seeking part number and order number, date part was ord ment reimbursement.

nce of waiting on part to arrive at dlrshp.

Created by ZHL167N at 2013-09-04 08:56:05

Created by ZHL167N at 2013-10-07 09:49:14

ered. provided c's name and last 8 of vin. provided rcas name, contace informa ived at dlrshp this day. rcas is requesting c to contact dlrshp if c does not ld SM please send an email to rcas with any updates for this case.

rcas advised contacting c this day to request c fax docs to rcas for reimburse rcas-lah reviewed HOST NMPS 8/14/13 and found the following information on bac korder part:

ment.

rcas-lah closing case and cloning to open new case due to DTC as this case was rcas-lah received notification from fom-katie andersen approving 2 veh payment receive a call from dlrshp by end of this business day to make an appointment SRD thanked SM and ended call.*****SRD called C at # of [REDACTED] at 3:19p tion

Created by ZHL167N at 2013-08-12 16:00:09

et and reached C's vm. SRD/ES left vmx providing rcas contact info and case # for repair of veh. advised following up with c again on 9/10/13 to confirm tha

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REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,411

REQUESTED BY: lattad

CAR ID: CA3829883

ORDER ENTRY CUST C ORDER SCHED ORDER ALLOC RELSD BCKORD CNCL ASS

originally closed on 9/12/13 and crr-ce reopened on 10/7/13 instead of clonin
rcas thanked sm and ended call mutually.
reimbursement 9/4/13.

g case and opening new.

GN

rcas-lah received vmx from sa-julie advising part number 31100-3wx0d part orde
. SRD/ES further stated that rcas will follow up with C on 08/28/13 and thank
t c received rcas vmx this day.

Created by ZHL167N at 2013-09-10 10:29:39

ed C and ended call.

rcas emailed fom- [redacted] 9/4/13 confirming fom's approval for 2 veh pay
rcas emailed parts coordinator james pugh 9/4/13 requesting status of ETA of p
red on 7/16/13 advised no order number as part was ordered via email due to ca
TYPE DATE NUM H NUMBER DATE QTY QTY QTY QTY QTY PD
art to dlrshp.

C

ment reimbursement.

mpaign part

rcas-lah placed outbound call to boucher nissan of waukesha 9/10/13 and spoke
SRD setting task to contact Dlr on 08/26/13 for B/O part info.

Created by ZBL000N at 2013-08-23 13:31:10

Created by ZHL167N at 2013-08-12 16:00:09

Created by ZHL167N at 2013-09-04 08:56:05

Created by ZHL167N at 2013-09-04 09:41:17

SVC 081313 5057 N 20342371 081413 1 1 2

with sa-matt. rcas reviewed case with sa.

0

rcas-lah placed outbound call to c 9/4/13@ [redacted] @10:57a and spoke with c.
rcas-lah received notification from fom- [redacted] approving 2 veh payment
rcas-lah received vmx from sa-julie advising part number 31100-3wx0d part orde
sa sa states that veh is currently at dlrshp having torque converter replaced. sa
SRD correcting notes below, SRD set C contact follow up date of 08/27/13 and n
advised veh should be done this day.

Created by ZHL167N at 2013-08-14 08:30:28

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,412

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,413

REQUESTED BY: lattad

CAR ID: CA3829883

ot 08/28/13.

rcas reviewed case with c.

red on 7/16/13 advised no order number as part was ordered via email due to ca reimbursement 9/4/13.

Created by ZHL167N at 2013-08-20 10:25:27

mpaign part

rcas apologized for delay in part arriving to dlrshp. rcas advised that nna is rcas-lah placed outbound call to dlrshp 8/14/13 and spoke with sa-julie. rcas rcas thanked sa and ended call mutually.

Created by ZHL167N at 2013-08-13 13:38:26

Created by ZHL167N at 2013-09-10 10:41:55

offering c 2 veh payment reimbursements for delay in receiving part. c unders rcas emailed parts coordinator james pugh 9/4/13 requesting status of ETA of p rcas-lah received email notification from parts coordinator 8/20/13 advising t reviewed case with sa.

art to dlrshp.

hat the part has been delayed until next week.

rcas advised that backorder part is to be shipped this day. advised dlrshp may rcas-lah emailing parts coordinator 8/13/13 the following information requesti rcas-lah placed outbound call to c 9/10/13@[REDACTED]@12:30p and spoke with c. tood.

Created by ZHL167N at 2013-08-20 10:48:41

Created by ZHL167N at 2013-09-04 09:42:26

ng eta of backorder part:

rcas advised that rcas would need c to fax or mail rcas c's payment statement rcas reviewed case with c.

receive part end of week or beginning of next week. sa understood.

and if reimbursement is \$1000 plus c would need to send proof of ownership as c states veh is currently at dlrshp for repair. c states that c was advised th Parts Coordinator Form

rcas-lah placed outbound call to Boucher Nissan of Waukesha 8/20/13@[REDACTED]

rcas-lah received email notification from parts coordinator 9/4/13 advising th

**

@10:30a and was placed on hold for 5 minutes. rcas redialed dlrshp number and at c could pick veh on 9/11/13. rcas understood.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,414

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,415

CAR ID: CA3829883

at pc has requested eta

PART / DEALER INFORMATION

title or registration of veh. c understood.

Created by ZHL167N at 2013-09-06 07:18:49

PART NAME:Torque Converter

rcas advised following up with c again on 9/12/13. c agreed.

rcas-lah placed outbound call to c 8/14/13 @ [REDACTED] @10:20a and spoke with rcas provided nnaconsumeraffairs@nissan-usa.com and also rcas faxed number 615 spoke with sm-chuck. rcas reviewed case with sm.

-267-7690. c states that c will send that out with the next couple of weeks.

c. rcas advised that part should be arriving at dlrshp beginning of next week.

PART NUMBER:31100-3wx0d

rcas-lah received email notification from parts coordinator that part will shi rcas thanked c and ended call mutually.

sm states that part had not arrived at time of call. rcas advised that rcas wo

Created by ZHL167N at 2013-09-10 10:41:55

c states disappointment in purchasing veh with problems so early on with torqu c understood.

ORDER NUMBER(S):None provided. Dlrshp states part was ordered via email and t p on 9/5/13.

uld review again with parts coordinator for any updates on part eta.

c reiterates that c is leaving for vacation on 8/23/13 and will be using veh t e converter. c is concerned that there may be long term damage that is not det here was not an order number

rcas-lah placed outbound call to c 9/10/13@ [REDACTED] @12:30p and spoke with c. rcas thanked sm and ended call mutually.

Created by ZBL000N at 2013-08-23 13:31:10

"DEALER NAME:

ermined at this time due to the torque converter. rcas advised should c experi o pull boat. rcas understood and advised that sm has been updated on c's time rcas-lah emailed sm-chuck 9/6/13 advising that part should arrive to dlrshp ne rcas reviewed case with c.

c states veh is currently at dlrshp for repair. c states that c was advised th ence any concerns to have dlrshp review and diagnose veh. c understood. of departure for vacation.

SRD correcting notes below, SRD set C contact follow up date of 08/27/13 and n

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,416

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,417

REQUESTED BY: lattad

CAR ID: CA3829883

(where part was ordered)"Boucher Nissan Waukesha
xt week.

at c could pick veh on 9/11/13. rcas understood.

c states that c has read online of the 2013 pathfinders concerns with the flui

"DEALER CODE:

ot 08/28/13.

rcas advised setting follow up date for 8/20/13. rcas apologized for delay. ca

Created by ZHL167N at 2013-08-27 09:01:57

d leak. rcas advised:

ll ended mutually.

rcas advised following up with c again on 9/12/13. c agreed.

rcas-lah received faxed docs from c for veh payment reimbursement. rcas attach

(where part was ordered)"5057

b

Created by ZHL167N at 2013-08-19 09:48:12

ed docs to case.

rcas-lah notating per parts coordinator that the part should be arriving this

rcas thanked c and ended call mutually.

" REGION CODE:

"24

Created by ZHL167N at 2013-09-06 07:43:57

Created by ZHL167N at 2013-09-12 12:02:50

information from the National

rcas-lah placed outbound call to dlrshp 8/19/13 and spoke with sa-matt. rcas r

week at dlrshp.

Created by ZHL167N at 2013-08-27 09:07:54

eviwed case with sa as sm was not available.

Highway Traffic Safety

rcas-lah placed outbound call to boucher nissan of waukesha 9/12/13 and spoke

rcas-lah submitting check request for reimbursement on 2 veh payments approved

VEHICLE INFORMATION

Administration (NHTSA)

by fom for inconvenience waiting for backorder part torque converter.

LOCATION OF VEHICLE:C has veh

rcas-lah received email notification from sm-chuck while rcas was out of offic

sa advised that the part had not arrived as of date of call.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,418

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,419

REQUESTED BY: lattad

CAR ID: CA3829883

with sm-chuck. rcas reviewed case with sm.
BUSINESS NAME/PHONE/CONTACT NAME:Boucher Nissan Waukesha/Julie/262-542-5500
concerning reports of
e on 8/23 and 8/26.
rcas confirmed mailing address with c as the same address listed in account pr
rcas thanked sa and ended call mutually.
sm states that veh was repaired and returned to c on 9/11/13. rcas thanked sm

and ended call mutually.
"CAN VEHICLE BE DRIVEN?

ofile and on veh statement.
sm advised the following:

transmission fluid leaks at the

cooler line in 2013 Nissan
IF NOT, WHY?"yes

Name of financial institution:NMAC

rcas-lah reviewed HOST NMPS 8/19/13. rcas could not confirm part number with d
This customer has a torque converter issue in c's Pathfinder.

DATE VEHICLE BECAME INOPERABLE:MM/DD/YYYY

lrshp store code.

Pathfinder and Infiniti JX

Payment amount due:\$1050.76

rcas-lah placed outbound call to c 9/12/13@[REDACTED]@12:15p and left vmx. p
The part was ordered and will be here next week. Unfortunately c is going out
IS THE PART NEEDED DUE TO A WARRANTABLE FAILURE?yes

of town this weekend for a week and is towing. Spoke with fom-Katie Anderson a
rcas placed outbound call to dlrshp 8/19/13 and spoke with parts-dan. rcas was
rovided name, case number, contact information, date of call. advised rcas was

Total # of payments to be reimb by RCAS:2

vehicles. We are working with

advised that the allocation sheet arrived indicating that the part was to arr

Approved by:FOM

IS THE PART NEEDED DUE TO AN ACCIDENT?no

nd fom offered either taking care of a couple of payments or buying a extended
seeking status of repair. advised dlrshp stated veh has been repaired and ret
the agency to address their

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,420

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,421

REQUESTED BY: lattad

CAR ID: CA3829883

Created by ZHL167N at 2013-08-13 13:38:56

ive this day. rcas advised following up again on 8/20/13.

questions. A repair procedure

rcas notating that c sent in title of registration

urned. advised case would be closing and for future concerns to contact nna.

warranty plan for the customer. The customer took the couple of payments sinc

Created by ZHL167N at 2013-09-06 09:52:50

e c had already purchased an extended warranty.

has already been developed for

rcas-lah setting task for srd-karen dorner 8/13/13 to review backorder part

*****closing summary*****

Created by ZHL167N at 2013-08-13 13:42:43

rcas-lah emailed parts coordinator 8/19/13 for an update on part delivery to d

rcas-lah placed outbound call to c 9/6/13@ [REDACTED] @11:51a and left vmx. prov

rcas notating email was sent on 8/23/13

use where necessary by

authorized Nissan/Infiniti

Created by ZHL167N at 2013-08-27 09:08:55

ided name, case number, contact information, date of call. advised following u

lrshp.

rcas-lah received inbound call from c 8/13/13@3:38p and spoke with c. rcas rev

rcas received case regarding c's backorder part for torque converter. fom appr

Created by ZHL167N at 2013-08-20 10:25:27

dealers for those few vehicles

iewed case with c.

oved veh payment for c's inconvenience. part arrived and veh repaired.

p again with c on 9/11/13 regarding backorder part.

rcas-lah notating no c contact for the week of 8/26/13 as c is on vacation and

Created by ZHL167N at 2013-09-09 12:11:11

Created by ZHL167N at 2013-09-20 07:41:53

has veh. rcas will continue to review for backorder part eta with dlrshp.

rcas advised that rcas is currently working on case. advised that rcas has sen

rcas-lah received email notification from parts coordinator 8/20/13 advising t

that did experience this issue.

*** ¿Added after the case is closed.¿ ***

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,422

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,423

CAR ID: CA3829883

b

Created by ZHL167N at 2013-08-30 15:53:59

hat the part has been delayed until next week.

rcas-lah reviewed HOST NMPS 9/9/13

t to parts coordinator a request for eta of part. rcas apologized for delay of
committed to a high level of

Created by ZHL167N at 2013-08-20 10:48:41

Created by ZHL167N at 2013-09-09 12:27:54

information as rcas and parts manager at dlrshp has been playing phone tag.

rcas-lah received 2 vmx from c 9/20/13 stating that c's concerns have return w

rcas-lah reviewed HOST NMPS and notating no ETA.

c states that c is leaving for vacation on 8/23/13 where c will be pulling a t

customer safety, service and

ith shudder of veh and c would like to know what to do next. c provided 262-51

rcas-lah placed outbound call to Boucher Nissan of Waukesha 8/20/13@ [REDACTED]

rcas-lah placed outbound call to boucher nissan of waukesha 9/9/13@ [REDACTED] @

rcas-lah received email notification from sm-chuck that part has not arrive ye

0-2292 as contact number.

@10:30a and was placed on hold for 5 minutes. rcas redialed dlrshp number and

2:12p and spoke with sa-matt as sm was off this day. rcas reviewed case with s

railer. c is concerned that part will not arrive in time and does not know wha

satisfaction and seek to

t.

a.

Created by ZHL167N at 2013-09-20 07:45:27

provide an outstanding

rcas-lah emailed parts coordinator-james pugh for any updated information.

spoke with sm-chuck. rcas reviewed case with sm.

t to do at this point. rcas understood and apologized.

*** ;Added after the case is closed.; ***

Created by ZHL167N at 2013-08-30 15:54:52

ownership experience to

rcas advised that once rcas receives information on eta of part rcas will cont

rcas requested information on if backorder torque converter has arrived to dlr

sm states that part had not arrived at time of call. rcas advised that rcas wo

act c. advised following up again on 8/14/13. c understood. advised should rca

Nissan Pathfinder and Infiniti

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,424

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,425

CAR ID: CA3829883

rcas-lah placed outbound call to c 8/30/13@[REDACTED] and left vmx. provided n
rcas-lah placed outbound call to c 9/20/13@[REDACTED]@9:42a and left vmx. prov
shp as of this day.

uld review again with parts coordinator for any updates on part eta.

ame, case number, contact information, date of call. advised following up with
ided name, case number, contact information, date of call. rcas confirmed rece
JX owners.b

rcas thanked sm and ended call mutually.

rcas was advised that part had arrived and c was to be contacted. rcas thanked
s receive any further information this day rcas will contact c again. c agreed

c again on 9/5/13. advised that there was no new information regarding part E

Created by ZHL167N at 2013-08-22 16:51:14

iving vmx from c and understand c is having concerns with veh on shudder. rcas
rcas advised contacting dlrshp and c as soon as rcas receives further informat
sa and ended call mutually.

Created by ZHL167N at 2013-09-09 12:30:50

ion on the backorder part. rcas also advised contacting c once docs are receiv
rcas-lah placed outbound call to c 8/22/13@[REDACTED] and left vmx. provided n
rcas thanked c and ended call mutually.

suggested c to take veh to boucher nissan of waukesha for diagnosis. advised
TA

ame, case number, contact information, date of call. advised rcas does not hav

Created by ZHL167N at 2013-09-04 08:54:36

Created by ZKD176N at 2013-08-13 13:49:19

ed for reimbursement. c agreed.

if c should need further assistance after diagnosis to contact rcas.

rcas-lah placed outbound call to c 9/9/13@[REDACTED]@2:28p and left vmx. provi

Created by ZEC111N at 2013-10-07 08:38:06

ded name, case number, contact information, date of call. advised that check h
e any new information regarding part delivery. advised following up again with
rcas-lah spoke with sm-chuck 9/4/13 regarding c's backorder torque converter.
rcas thanked c and ended call mutually.

SRD-KD in review of case for back order part, template and part number documen
as been processed and c to receive within 2-4 weeks. advised that part has arr
c called today

dlrshp and c on 8/23/13

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,426

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,427

REQUESTED BY: lattad

CAR ID: CA3829883

rcas setting follow up date 9/6/13

sm advised that dlrshp has not received part at this time.

ted correctly.

c provided case number

Created by ZHL167N at 2013-08-22 16:51:14

Created by ZHL167N at 2013-09-04 09:42:26

Created by ZKD176N at 2013-08-13 13:49:19

ived at dlrshp this day. rcas is requesting c to contact dlrshp if c does not

sm states that fom-katie andersen approved 2 veh payments to c for inconvenie

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 31100-3WX0D

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,428

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,429

REQUESTED BY: lattad

CAR ID: CA3829883

CLOSE: Y

CLOSE DATE: 10/07/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,430

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,431

REQUESTED BY: lattad

CAR ID: CA3829883

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MM8DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|-------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 0 | | 5057 Wisconsin | | | | | |

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,432

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,433

REQUESTED BY: lattad

CAR ID: CA3829883

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5057

STATE: WI

DEALER NAME: BOUCHER NISSAN/WAUKES

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,434

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,435

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3856037
STREET: [REDACTED] **VIN:** 5N1AR2MN0DC [REDACTED]
CITY: FORT CAMPBELL **YR/MDL:** 2013.0 PTH **MILEAGE:** 003000
ST/ZIP: KY [REDACTED] **VCAN:** Y **IN SVC DATE**
DAY PH: 0 **PAID:** 2,244 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 18054 HAROLD MATHEWS NISSAN
DLR PH: 931 552 7555 **DENY:** 0 **RESP DLR:** 18054 HAROLD MATHEWS NISSAN
REGION: 34 **DIST: SL/SV/PT:** 04 04 34

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 003000 **# NISSAN/INFINITI VEHICLES:** 0
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 08/12/13 **XFER/RSPNSBLTY:** 34 04 N
CONTACT (S): **FOLLOWUP DATE:** 08/13/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT. YV POOR EXPLANATION OF SERVICE DONE
ZR GENERAL INQUIRY

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,436

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,437

REQUESTED BY: lattad

CAR ID: CA3856037

C. A. R. COMMENTS

ARBS-DT contacted Capital One Auto Finance at 800-946-0332 and spoke with rep

Created by ZDT877N at 2013-09-17 14:38:39

Created by ZWC177NB at 2013-08-12 12:12:11

Created by ZWC177NB at 2013-08-12 14:30:07

RCAS-CF received email from SM-Tom informing that on RO 331764, that VEH was d
RCAS informed that RCAS will review concern and follow up with C on 8/20/13.

Sales Dept. Review

S MGR-Ryan and C will not accept SLS MGR apology. C states has already went to
that C took VEH to DLRSH. SLS MGR informed that no rental VEH would be provi
ARBS-DT rec'd email from customer requesting callback. ARBS-DT contacted custo
crr-cm received call from c stating that want to speak to a general manager or
C states that C was interested in DVD players installed. C states that was inf
ded until part arrived. SLS MGR informed that SLS MGR provided C with loaner a
Elaine. ARBS-DT requested status update on SOC pack. Rep Elaine took ARBS-DT's
own from 8th-20th.

Sales Dept. Review

social media. C states that SLS MGR should not be working. RCAS states unders

Created by ZCF749N at 2013-08-29 12:55:54

direct contact number and sent callback request to appropriate department.

mer. Customer stated Harold Matthews advised NNA would not replace vehicle wit
ormed kick plates ran around \$500. C gave compliments to service department.

Sales Dept. Review

tood C's concern and informed DLRSH is independent from NNA and directed C to
to the who's having higher position from Nissan regarding c's complait againt
t SLS MGR expense. SLS MGR informed that VEH still at DLRSH currently. SLS MG
ARBS-DT provided update to SM-Chris.

h model customer requested, only one of equal or lesser value. ARBS-DT advised

RCAS-CF attached and submitted RHR for review and setting follow up for 9/6/1

RCAS informed that will look into concern and follow up with C and C agreed.

R informed that will contact C to inquire on C's concern. RCAS thanked SLS MGR

Sales Dept. Review

speak with GM.

to dlr HAROLD MATHEWS NISSAN

.

3.

Created by ZDT877N at 2013-10-08 08:55:39

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,438

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,439

REQUESTED BY: lattad

CAR ID: CA3856037

crr-cm verified c's name, vin, address, mileage, phone number,

C states that a VEH had shudder and torque converter was replaced. C states th
RCAS setting follow up for 8/20/13.

Sales Dept. Review

that was never stated. ARBS-DT advised NNA would not be in the position to of
ARBS-DT notes no follow up from Capital One. ARBS-DT emailed SM-Chris to check

Created by ZCF749N at 2013-08-13 14:37:52

Created by ZCF749N at 2013-08-16 14:06:05

Created by ZRT176N at 2013-08-29 15:18:48

email address & dlr.

en VEH would accelerate but transmission would not move. C states that pulled
fer a \$8,311 upgrade but did not expect customer to get into a lesser model, j

Sales Dept. Review

crr-cm checked for open recalls/campaigns/upgrades found:none

DRTS received the RHR. The RHR was assigned to ARBS-Derek Tackett for review.

if Capital One had contacted Dlr directly.

out into traffic and VEH hesitated. C states that took VEH to DLRSHP and was a

RCAS-CF called SM-Tom to review C's case. SM states that VEH had torque conver

RCAS-CF spoke with SLS MGR-Ryan Russel and SLS MGR informed that C did not pay

ust a more comparable model. Customer understood. Customer asked if replacemen

Created by ZDT877N at 2013-09-03 15:41:56

c state that c purchased 2013 NISSAN PATH FINDER TO DLR HAROLD MATHEWS NISSAN

dvised that CVT has failed. C states inquired on loaner VEH to have during tim

for kickplates on VEH. RCAS states understood and thanked SLS MGR.

t could take place at different NNA Dlr. ARBS-DT recommended Coolsprings Nissa

ter replaced on 7/18/13. SM states that CVT was then ordered and is to arrive

and c has 3000 miles on it.c wonder why c already have a 2 major repair c's v

ARBS-DT in review of case and RHR and notes the following repair history:

Created by ZCF749N at 2013-08-19 17:04:34

e CVT came to DLRSHP. C states that SLS MGR informed CVT was not covered under

n. Customer agreed. ARBS-DT offered to contact Coolsprings Nissan to check com

tomorrow. RCAS thanked SM.

07/13/13 - 2,259 miles - Customer complained of shudder at low speeds - Dlr re

eh.

parable vehicles. Customer thanked.

RCAS-CF received email from SM-Tom that agreed to pay for parts if RCAS pays f

RCAS spoke again with SLS MGR-Ryan Russel. SLS MGR informed that C wanted pack

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,440

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,441

REQUESTED BY: lattad

CAR ID: CA3856037

warranty. RCAS apologized for misinformation. RCAS informed that rental is on
age with color trim. SLS MGR informed that got part for C and took part to C b

Created by ZDT877N at 2013-09-17 14:42:54

c state that c spoke to SA-TRISH OVER THE PHONE ADVISE C TO BRING THE VEH TO
ly covered while VEH down and not while CVT getting ordered.

or labor. RCAS agreed.

placed CVT assy (6 days out of service).

08/08/13 - 3,018 miles - Customer stated when in reverse vehicle would not alw

ARBS-DT contacted Nissan of Coolsprings and spoke with SM-Chris Creque. ARBS-D

C states that when originally purchased VEH with glowing kick plate and roof r

efore C going out on boat for the weekend. RCAS thanked SLS MGR for informatio

RCAS sent email to SM to inquire when parts would arrive.

THE DLR FOR TRANSMISSION ISSUE,VEH NOT ACCELERATE, C WENT TO DLR 8/8/13 AT EXA

acks and VEH that C was offered did not have the options. C states that DLRSH

ays back up - Dlr replaced CVT assy (12 days out of service).

CLY 10:00 AM AND SPEAK TO SA-JEFF WHO ASSISTED C TO TAKE THE VEH IN REPAIR FO

Created by ZCF749N at 2013-08-21 07:38:16

n.

T explained situation and SOC and provided current vehicle specs. SM-Chris sta

ARBS-DT notes no further repair history. ARBS-DT advised RCAS, ARBS-DT would b

Created by ZRO178N at 2013-08-13 14:45:23

RCAS-CF called SM-Tom to get update on C's case.

R TRANSMISSION ISSUE.SA-JEFF THE ONE WHO HANDLE C'S VEH KEY AND ASSISTING C.C S

ted Dlr had a 2013 Nissan Pathfinder SV with illuminated kick plates and tow k

took roof racks off of another VEH. C states that was informed the glowing ki

ck plates that glow in the dark and say "Pathfinder". C states that roof racks

crr-ro received a call from c.

e taking over case.

it. SM stated vehicle MSRP'd at \$33,780. ARBS-DT advised that would be a compa

SM states that has not yet ordered parts. SM states will get parts ordered and

TATE THAT C'S VEH IS STILL AT THE DLR.

C ALSO STATE THAT PACKAGE FOR C'S VEH IS NOT WHAT EXACLTY C ASKING TO HAVE FOR

Created by ZCF749N at 2013-09-06 05:24:45

crr-ro asked c if any of c's info changed since the last time c called, c stat

rable vehicle. ARBS-DT asked SM how much a DVD (certified NNA parts) upgrade w

were added but C paid for package that C did not get.

will send RCAS email with confirmation.

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,442

REQUESTED BY: lattad

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,443

CAR ID: CA3856037

C states that has owned multiple Nissans and is concerned about VEH getting re . C STATE THAT DLR SHOULD PROVIDE THE EXACT PACKAGE THAT HAS BEEN DEALING BEFO ed none.

ould be. SM stated around \$2,000. ARBS-DT advised customer would be contacted RCAS-CF transfered case to ARBS-Derek Tackett per last comment and sending ema SM states will contact C to inform that DLRSH and NNA are covering cost of ki (ARBS-DT approves DVD upgrade as a onetime goodwill gesture if customer decide ck plate repair.

c said a nissan representative is supposed to call c back, il notification to ARBS.

placements.

RE C BROUGHTH THE VEH.ACCORDING TO C DLR ADVISE C THAT THEY COULD NOT FIND ONE.

Created by ZCF749N at 2013-08-21 11:49:32

Created by ZDT877N at 2013-09-06 16:11:02

c said c received a call from SLS MGR-Ryan being irate to c.

C STATE THAT C MAJOR COMPLAINT IS AGAINTS TO DLR HAROLD MATHEWS NISSAN C WANT

RCAS informed that C's CVT is to arrive tomorrow. C states that DLRSH informe s to move forward with replacement). ARBS-DT asked SM if SM would contact cust

ARBS-DT contacted customer and apologized for overall vehicle concerns. Custom

c said the SLS MGR called c a liar and c said c will not tolarate that behavio

d C that part was to arrive yesterday. RCAS states apologized for misinformati

NNA PROVIDE THE RIGHT PACKAGE THAT C WHAT ASKING FOR.C ALSO WANT TO HAVE THE C

omer. SM stated SM would be happy to. ARBS-DT provided direct customer contact

RCAS-CF called C on [REDACTED] at 1:46pm EST. RCAS informed that NNA and DLRSH

and provided update to customer. ARBS-DT emailed direct contact information t

er expressed interest in replacement. Customer confirmed lien to be held by Ca

OMPENSATION FOR THE PACKAGE THAT C NOT RECEIVE.C STATE THAT C DONE WITH NISSAN

on. RCAS informed that will allow CVT to arrive and RCAS will follow up with C

P will cover cost of kick plates. C inquired how long parts take to install an

r from the dlr.

ANYMORE REGARDING C'S FEEL RYT NOW FOR THE VEH THAT HAS BEEN PURCHASED A MONT

c said c wanted to discuss more info to a higher specialist.

d RCAS informed to get information from SM-Tom. RCAS informed will follow up w

on 8/16/13 and C agreed. RCAS provided C with RCAS contact information and ca

o SM-Chris at: ccreque@nissancoolsprings.com. Follow up requested.

pital One Bank. ARBS-DT asked that customer confirm Capital One was ok with re

Created by ZDT877N at 2013-09-17 15:29:04

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,445

CAR ID: CA3856037

crr-ro advised c that case was forwarded to RCAS and c will receive a call on H AGO.C WANT DLR TO BE PUNISH FOR WHAT HAPPENED TO C'S VEH. ith C on 8/26/13 but informed that sister site had natural disaster and may im ll ended mutually.

placement. ARBS-DT emailed customer directly. Direct email and phone provided. ARBS-DT rec'd email update from SM-Chris and customer stated previously discus Created by ZDT877N at 2013-09-11 12:33:08

crr-cm advised c that file will be transferred to rcas for review. or before the end of the business day today. c understood.

pact RCAS contacting C on 8/26 and C states understood. RCAS thanked C and cal RCAS setting follow up for 8/16/13.

ARBS-DT rec'd vmx from customer and returned call. Customer stated customer ha Created by ZCF749N at 2013-08-16 13:38:19

crr-cm advised c to expect a call within the next business day.

crr-ro advised that crr will just send an internal msg to inform c called in t l ended mutually.

sed vehicle would work. ARBS-DT emailed SM-Chris requesting new vehicle invoic c understood.

d located a potential replacement at Harold Matthews Nissan and referred ARBS- e and mock buyers order. Customer stated Capital One would be contact and acco oday.

RCAS-CF spoke with SM-Tom and SM informed that C's VEH is currently getting re RCAS setting follow up for 8/26/13.

Created by ZCF749N at 2013-08-21 11:50:08

crr-cm offered further assistance, c declined.

crr-ro offered further assistance, c said no.

DT to SA-Tommy Haley. Customer stated vehicle was a higher trim but price appe paired. RCAS thanked SM.

unt and number provided to ARBS-DT for follow up. ARBS-DT advised customer all ared to be close to current vehicle. ARBS-DT advised ARBS-DT would contact Dir

Created by ZCF749N at 2013-08-16 14:04:41

crr-cm provided name, ext and file number.

crr-ro provided name,case,extension number to c. exiting case.

paperwork would be sent to SM-Chris for review. Customer stated SM advised DV RCAS sent email to SM to inquire when parts would arrive.

Created by ZCF749N at 2013-08-13 17:10:25

Created by ZCF749N at 2013-08-26 12:13:30

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REQUESTED BY: lattad

CAR ID: CA3856037

crr-cm leaving file open, transferring resp to rcas.

D units would require installation. Customer stated customer would coordinate for additional information.

RCAS-CF called C on [REDACTED] at 3:42pm EST. C states just picked up VEH toda ARBS-DT contacted Harold Matthews and spoke with sales associate Tommy Haley. Created by ZWC177NB at 2013-08-12 14:30:07

potential vehicle delivery with SM. ARBS-DT advised ARBS-DT would be happy to RCAS-CF called C on [REDACTED] at 6:46pm EST. C states when purchased VEH that RCAS-CF received email from SM-Tom that parts should arrive on 8/26/13.

y. C states had coolant line replaced along with CVT. C states VEH is running ARBS-DT requested mock buyers order and new vehicle invoice. ARBS-DT advised v assist.

crr-cm received call from c stating that want to speak to a general manager or much better. C states previously the VEH felt unstable and now feels much better. RCAS sent email to SM to inquire if parts arrived today.

sales associate was good previously so C went back to purchase current VEH. C Created by ZCF749N at 2013-08-26 13:58:03

Created by ZDT877N at 2013-09-18 14:10:33

ehicle should be listed at invoice on mock buyers order with all collateral checker.

states C's husband spoke with GM at DLRSHIP today. C states got a call from SL to the who's having higher position from Nissan regarding c's complaint against ARBS-DT emailed SM-Chris requesting update.

argues. ARBS-DT also requested new vehicle invoice. ARBS-DT advised [REDACTED], C states will not deal with DLRSHIP any further. C states that spoke with SLS M RCAS-CF spoke with SM-Tom states that parts arrived and SM states that made ap S MGR-Ryan and C will not accept SLS MGR apology. C states has already went to to dlr HAROLD MATHEWS NISSAN

Created by ZDT877N at 2013-09-20 14:46:22

crr-cm verified c's name, vin, address, mileage, phone number, GR-Ryan and still has concern about paying for glowing kick plates that C has pointment for today to get repairs and C has not yet showed up. RCAS thanked S social media. C states that SLS MGR should not be working. RCAS states unders vehicle would still count as a sale for the month and Dlr would still receive ARBS-DT rec'd new vehicle invoice from SM-Chris of Nissan of Cool Springs and D for update.

email address & dlr.

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REQUESTED BY: lattad

CAR ID: CA3856037

hold back. ARBS-DT emailed required information to [REDACTED] at [REDACTED]@ [REDACTED] not received. C states that SLS MGR refused to find a resolution. C states that [REDACTED] took C's concern and informed DLRSHIP is independent from NNA and directed C to [REDACTED] Created by ZEP999N at 2013-08-26 15:11:34

crr-cm checked for open recalls/campaigns/upgrades found:none
gmail.com. Update provided to customer.

notes the following VIN:

speak with GM.

t SLS MGR refused to get kick plates from another VEH and install on C's VEH.

5N1AR2MN2DC [REDACTED]

Created by PKA298N at 2013-09-11 14:09:48

C states that a VEH had shudder and torque converter was replaced. C states th

c state that c purchased 2013 NISSAN PATH FINDER TO DLR HAROLD MATHEWS NISSAN

RCAS called c at [REDACTED]. C advised c is irritated with Nissan today. C

RCAS informed will call DLRSHIP and call C back and C agreed then call ended mu

advised c was advised c would be contacted for appointment. C advised c never

and c has 3000 miles on it.c wonder why c already have a 2 major repair c's v

Created by ZDT877N at 2013-09-20 15:06:47

Drts TL-KR assisting Drts-Sarah White, obtained & attached Factory Invoice.

en VEH would accelerate but transmission would not move. C states that pulled

tually.

ARBS-DT reviewed new invoice and notes price is comparable to current vehicle.

Created by ZCF749N at 2013-08-16 14:04:56

Created by ZDT877N at 2013-09-13 15:54:47

eh.

out into traffic and VEH hesitated. C states that took VEH to DLRSHIP and was a

was contacted for appointment. C advised c is sick of veh and no longer wants

ARBS-DT approved DVD upgrade as a onetime goodwill gesture to promote custome

ARBS-DT contacted SA-Tommy and was referred to SM-Ryan. ARBS-DT called SM-Ryan

c state that c spoke to SA-TRISH OVER THE PHONE ADVISE C TO BRING THE VEH TO

dvised that CVT has failed. C states inquired on loaner VEH to have during tim

RCAS-CF spoke with SM-Tom and SM states that kick plates illuminate. SM states

the veh. RCAS advised will obtain repair history to submit. C thanked RCAS

at 931-552-7555 and was advised he was unavailable. Callback requested, direc

e CVT came to DLRSHIP. C states that SLS MGR informed CVT was not covered under

RCAS changing follow up to 08/29/13

r satisfaction. ARBS-DT sent customer and Dir letters to SM-Chris for review.

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REQUESTED BY: lattad

CAR ID: CA3856037

THE DLR FOR TRANSMISSION ISSUE, VEH NOT ACCELERATE, C WENT TO DLR 8/8/13 AT EXA

will get cost of parts and SM states will pay for install but will email RCAS

ARBS-DT notes NNA has agreed to pay Dlr the following:

CLY 10:00 AM AND SPEAK TO SA-JEFF WHO ASSISTED C TO TAKE THE VEH IN REPAIR FO

Created by ZCF749N at 2013-08-27 13:24:14

price of parts. RCAS thanked SM.

t line provided.

warranty. RCAS apologized for misinformation. RCAS informed that rental is on

Created by ZCF749N at 2013-08-16 14:05:15

Created by ZDT877N at 2013-09-16 14:05:05

ly covered while VEH down and not while CVT getting ordered.

RCAS-CF spoke with SM-Tom and informed SM to provide SM with all ROs and SM ag

R TRANSMISSION ISSUE.SA-JEFF THE ONE WHO HANDLE C'S VEH KEY AND ASSISTING C.C S

Sales price: \$33,072.00 (invoice + DVD upgrade)

ARBS-DT contacted Harold Matthews and spoke with SM-Juan. ARBS-DT explained SO

C states that when originally purchased VEH with glowing kick plate and roof r

Doc fee: \$598.00

RCAS-CF called C on [REDACTED] at 3:51pm EST. RCAS informed that RCAS is worki

reed will get ROs today. RCAS thanked SM.

TATE THAT C'S VEH IS STILL AT THE DLR.

acks and VEH that C was offered did not have the options. C states that DLRSH

Business tax: \$101.01

C ALSO STATE THAT PACKAGE FOR C'S VEH IS NOT WHAT EXACLTY C ASKING TO HAVE FOR

C. SM-Juan stated he would obtain the vehicle information from SA-Tommy and wo

ng with SM-Tom to get kick plate concern resolved.

SM states that SM personlly was involved when SA called C to set appointment f

. C STATE THAT DLR SHOULD PROVIDE THE EXACT PACKAGE THAT HAS BEEN DEALING BEFO

or kickplate installation.

RCAS informed that RCAS will review concern and follow up with C on 8/20/13.

Sales tax: \$2,363.97

took roof racks off of another VEH. C states that was informed the glowing ki

uld fax a mock buyers order. ARBS-DT provided direct fax. ARBS-DT provided ema

ck plates that glow in the dark and say "Pathfinder". C states that roof racks

Created by ZCF749N at 2013-08-27 14:57:25

C states that C was interested in DVD players installed. C states that was inf

il update to customer.

Local tax: \$80.00

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,452

REQUESTED BY: lattad

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NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,453

REQUESTED BY: lattad

CAR ID: CA3856037

RE C BROUGHT THE VEH.ACCORDING TO C DLR ADVISE C THAT THEY COULD NOT FIND ONE.

Created by ZDT877N at 2013-09-17 10:15:06

C STATE THAT C MAJOR COMPLAINT IS AGAINST TO DLR HAROLD MATHEWS NISSAN C WANT
orned kick plates ran around \$500. C gave compliments to service department.

RCAS-CF received ROs from SM-Tom and attached to case.

Registration fee: \$23.25

were added but C paid for package that C did not get.

ARBS-DT contacted Harold Matthews Nissan and spoke with GM and EM-Melody. ARBS

C states that has owned multiple Nissans and is concerned about VEH getting re

NNA PROVIDE THE RIGHT PACKAGE THAT C WHAT ASKING FOR.C ALSO WANT TO HAVE THE C

RCAS informed that will look into concern and follow up with C and C agreed.

RCAS sent email to SM to verify days down on RO 331764.

Total NNA pays Dlr: \$36,238.23

Created by ZCF749N at 2013-08-27 14:57:25

-DT explained SOC process. EM stated mock buyers order would be faxed over for

Less rebate: \$-1000.00

OMPENSATION FOR THE PACKAGE THAT C NOT RECEIVE.C STATE THAT C DONE WITH NISSAN
placements.

RCAS setting follow up for 8/20/13.

ANYMORE REGARDING C'S FEEL RYT NOW FOR THE VEH THAT HAS BEEN PURCHASED A MONT

Created by ZCF749N at 2013-08-16 14:06:05

RCAS-CF received ROs from SM-Tom and attached to case.

RCAS informed that C's CVT is to arrive tomorrow. C states that DLRSHIP informe

review. Direct fax provided.

Total NNA pays Dlr: \$35,238.23

Created by ZDT877N at 2013-09-17 10:16:48

Created by ZDT877N at 2013-09-24 12:09:12

d C that part was to arrive yesterday. RCAS states apologized for misinformati

H AGO.C WANT DLR TO BE PUNISH FOR WHAT HAPPENED TO C'S VEH.

RCAS-CF spoke with SLS MGR-Ryan Russel and SLS MGR informed that C did not pay

RCAS sent email to SM to verify days down on RO 331764.

ARBS-DT provided update to customer.

ARBS-DT rec'd update from SM-Chris stating customer took delivery of the vehic

Created by ZCF749N at 2013-08-28 15:03:51

crr-cm advised c that file will be transferred to rcas for review.

for kickplates on VEH. RCAS states understood and thanked SLS MGR.

on. RCAS informed that will allow CVT to arrive and RCAS will follow up with C

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,455

REQUESTED BY: lattad

CAR ID: CA3856037

Created by ZCF749N at 2013-08-16 14:04:56

Created by ZDT877N at 2013-09-17 10:38:07

crr-cm advised c to expect a call within the next business day.

le. ARBS-DT emailed customer to confirm.

on 8/16/13 and C agreed. RCAS provided C with RCAS contact information and ca

RCAS-CF sent email to CSM-David Mackay to inform or RHR being filed.

ARBS-DT rec'd new mock buyers order and new vehicle invoice from EM-Melody. AR

Created by ZCF749N at 2013-08-28 15:05:19

Created by ZDT877N at 2013-09-30 15:39:49

c understood.

ll ended mutually.

RCAS-CF spoke with SM-Tom and SM states that kick plates illuminate. SM states

ARBS-DT notes SOC request has been faxed to Capital One but no confirmation ha

BS-DT notes original vehicle invoice of \$30,734. New vehicle invoice is \$39,04

crr-cm offered further assistance, c declined.

RCAS-CF received email from SM-Tom informing that on RO 331764, that VEH was d

RCAS setting follow up for 8/16/13.

will get cost of parts and SM states will pay for install but will email RCAS

5. ARBS-DT emailed customer advising NNA would not be in the position to cover

Created by ZCF749N at 2013-08-13 17:10:25

crr-cm provided name, ext and file number.

own from 8th-20th.

price of parts. RCAS thanked SM.

s been rec'd.

Created by ZCF749N at 2013-08-16 14:05:15

Created by ZCF749N at 2013-08-28 15:03:51

Created by ZDT877N at 2013-09-30 15:40:42

crr-cm leaving file open, transferring resp to rcas.

RCAS-CF called C on [REDACTED] at 6:46pm EST. C states when purchased VEH that

the \$8,311 upgrade costs. ARBS-DT advised customer could pay the difference o

ARBS-DT emailed customer to check if Capital One had been in contact.

Created by ZCF749N at 2013-08-13 14:27:24

RCAS-CF called C on [REDACTED] at 3:51pm EST. RCAS informed that RCAS is worki

RCAS-CF sent email to CSM-David Mackay to inform or RHR being filed.

sales associate was good previously so C went back to purchase current VEH. C

ut of pocket or find a different and more comparable replacement. ARBS-DT note

Created by ZCF749N at 2013-08-28 15:05:19

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DATE: 01/11/13

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PAGE: 1,457

REQUESTED BY: lattad

CAR ID: CA3856037

Created by ZDT877N at 2013-10-01 11:48:41

ng with SM-Tom to get kick plate concern resolved.

RCAS-CF spoke with SLS MGR-Ryan Russel to review C's concern. SLS MGR informed

s customer was not interested in re-finance.

states C's husband spoke with GM at DLRSHF today. C states got a call from SL

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

| | | |
|---------------------|-------------------------|-----------------------|
| SATISFIED: N | ACTION CODE: NI | ROOT CAUSE: NI |
| CALLBACK: 0 | DATE: 00/00/00 | USERID: |
| REOPEN: | CALLBACK 0 | DATE: 00/00/00 |
| | NEW INFO: 0 | DATE: 00/00/00 |
| | OTHER: 0 | DATE: 00/00/00 |
| | COMMENTS ONLY: 0 | DATE: 00/00/00 |
| | | USERID: |

| | | |
|---------------------|-----------------------------|---------------------------|
| IIR-DATE: | TRANS DATE 00/00/00 | CHECK REQUESTED: Y |
| 3RD PRY: NI | PART#: | CHECK ISSUED: Y |
| BYBACK ST: | OPENED BY: | |
| HISTORY: | UPDATE BY: | |
| SVC CALL#: N | UPDATE DATE: | |
| CLOSE: N | CLOSE DATE: 01/01/01 | MICROFILM: |
| RESP CAA: | OLM: | DOM: |
| PHONE: | OWNER FIRST: LOUIRA | LANGUAGE: |

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 1,461

REQUESTED BY: lattad

CAR ID: CA3856037

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 11/01/13

TIME: 10:09:25 AM

MODEL YEAR 2013

MAKE: N

MODEL LINE PTH

NAME: [REDACTED]

VIN: 5N1AR2MN0DC [REDACTED]

IN SCV DATE

| SEQ NO | CONTRACT NO | DEALER NUMBER S | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAG | CANCEL DAT | TRANSFER DATE |
|--------|-------------|-----------------|----------------|-------------|---------------|------------|---------------|
| 0 | | 18054 Kentucky | | | | | |

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TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,463

REQUESTED BY: lattad

CAR ID: CA3856037

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 18054

STATE: TN

DEALER NAME: HAROLD MATHEWS NISSAN

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DATE: 01/11/13

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:09:25 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,464

REQUESTED BY: lattad