

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2042956
STREET: [REDACTED]	VIN: 3N1AB7AP4DL [REDACTED]	
CITY: LITTLE EGG HARB	YR/MDL: 2013.0 SEN	MILEAGE: 000000
ST/ZIP: NJ [REDACTED]	VCAN: N	IN SVC DATE:
DAY PH: 0	PAID: 1,848	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5098 CAUSEWAY NISSAN LLC
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 5098 CAUSEWAY NISSAN LLC
	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)
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: 11/12/12	XFER/RSPNSBLTY: 26 05 N
CONTACT (S):	FOLLOWUP DATE: 01/11/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/11/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YP PARTS AVAILABILITY (BACKORDER)
BN SUSPENSION	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3

REQUESTED BY: lattad

CAR ID: CA2042956

C. A. R. COMMENTS

as-kj can offer.

Created by ZKJ111N at 2012-11-12 12:27:20

Created by ZKJ111N at 2012-11-12 12:27:37

Created by ZKJ111N at 2013-01-03 09:48:32

ed c that the veh case review has been completed and at this time, NNA is will

rcas-kj thanked Linda, call ended mutually

Service Dept. Review

Created by ZKJ111N at 2013-01-03 07:53:22

ing to offer c one month's payment reimbursement which c can use for the cost

rcas-kj received request from FOM-JT for case for STP.

rcas-kj sent email to parts coordinator, and task to SRD.

SD understood and advised SD would send rcas-kj an email once the part arrives

Service Dept. Review

.

Created by ZJE176N at 2013-01-03 10:11:44

Created by ZKJ111N at 2012-11-12 12:30:43

of the satellite radio if c wishes. C accepted.

rcas-kj sent request to SD-PS to determine if c's veh has been repaired.

Service Dept. Review

Created by ZKJ111N at 2013-01-03 08:24:42

Part Name:SPACER

RCAS-JGC advised c to send in a copy of veh payment stub to RCAS-KJ at 615.984

rcas-kj understood and thanked SD-PS, call ended mutually

Service Dept. Review

SRD-JE in review of case for back order part. No further action required by SR

.5240. C agreed and thanked RCAS for assistance. Call ended mutually.

Created by ZKJ111N at 2012-11-21 09:34:39

D @ this time.

Part Number:47212-9HA0A

rcas-kj received info from SD-Ps that the part for c's veh is not available un

Service Dept. Review

Created by ZKJ111N at 2013-01-04 11:57:41

Dealer Name and Code (where parts were ordered): CAUSEWAY NISSAN 5098

rcas-kj sent email to FOS-RC and FOM-JT to determine if a VSC can be offered t

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 4

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 5

REQUESTED BY: lattad

CAR ID: CA2042956

til 1/13/13

Created by ZKJ111N at 2013-01-03 08:43:07

CSC Order Number:20981760

o c.

RCAS-JGC setting follow up and exiting veh case.

rcas-kj sent request to SD-PS to determine if c's veh has been repaired.

Service Dept. Review

Created by ZCJ111N at 2012-12-12 10:10:50

Created by ZKJ111N at 2012-11-26 06:59:54

CSC Order Date: 11/12/2012

rcas-kj received decision from FOS-RC that c can have one month's payment reim

rcas-kj resent request to FOS-RC to determine if NNA can offer further assista

Service Dept. Review

bursement that was previously promised and a \$200.00 service credit.

nce for c's concern.

Out-of-Service Date: 11/1/2012

RCAS-JGC assisting RCAS-KJ:

rcas-kj received info from SD-PS advising that the part has arrived.

Service Dept. Review

Created by ZET176N at 2013-01-03 08:56:03

Created by ZKJ111N at 2012-11-12 12:30:59

Created by ZKJ111N at 2012-11-26 07:01:01

FOS-RC advised that NNA is not able to offer a second month's veh payment.

Service Dept. Review

Created by ZKJ111N at 2013-01-04 14:16:12

crr-et confirmed that no contact info has changed.

RCAS-JGC attempted to contact c at 9:26a est at [REDACTED] and reached c's v

rcas-kj sent email to FOM-JT providing case #.

rcas-kj setting follow up for 11/27/12 pending FOS-RC or FOM-JT response also

c is not available on Mondays.

Created by ZKJ111N at 2012-11-12 12:32:08

crr-et received call from George Lange owner of company referred as c.

mx. RCAS left msg, with case number, and requested c send in docs to 615.984.5

rcas-kj made outbound call to c on [REDACTED] and reached vmx, rcas-kj left

240. RCAS advised c that RCAS-KJ will follow up on 12.17.12 pending c contact

a vmx providing 800-343-6913, ext 457232, and case# 10042956.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 6

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 7

REQUESTED BY: lattad

CAR ID: CA2042956

Created by ZKJ111N at 2012-11-27 12:58:17

c would like to speak to RCAS. crr-et understood. crr-et informed c that if cr

rcas-kj setting follow up for 11/19/12 per SOP 7.16

back to 1.800.343.6913, ext 457232.

rcas-kj resent request to FOS-RC.

rcas-kj setting follow up for 1/8/13

rcas-kj setting task for SRD

r-et will reach vmx c can leave a message then crr-etv will send an internal m

Created by ZJE176N at 2012-11-12 12:40:32

Created by ZKJ111N at 2012-11-27 13:21:12

Created by ZKJ111N at 2013-01-07 08:23:32

essage to RCAS and ask to give c a callback. c agreed.

crr-et offered further assistance, c declined.

RCAS-JGC setting follow up to 12.17.12 and exiting veh case.

rcas-kj made outbound call to c on [REDACTED] and spoke to c and c stated that

rcas-kj received info from SD-PS advising that c's veh was repaired and picked

SRD-JE in review of case for STP. RCAS has put part # in the "edit" screen. no

c is very angry and used expletives that NNA dropped the ball on this and why

Created by ZKD176N at 2012-12-12 10:43:18

crr-et provided name, ext.

further action required by SRD @ this time.

up by c 1/4/13, veh was test driven and cleaned and gassed up for c.

Created by ZKJ111N at 2013-01-08 13:08:20

Created by ZRD000N at 2012-11-15 06:12:59

crr-et exiting case.

SRD-KD in review of case for days to close no further assistance required from

when the DTS was coming out to take the parts out of the veh did the DTS not

bring parts with? c stated that then this should have been an A1 rush priority

Created by ZKJ111N at 2013-01-03 09:08:44

president and owner of PCCC INC name George Lenge called in and asked for the

rcas-kj made outbound call to c on [REDACTED] and spoke with c and advised

SRD at this time.

case updates.

Created by ZKJ111N at 2012-12-17 08:36:44

of NNA's offer for the \$200.00 svc credit in addition to the one month's veh p

, rcas-kj apologized and advised c that an STP had been issued but unfortunate

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 8

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 9

REQUESTED BY: lattad

CAR ID: CA2042956

rcas-kj made outbound call to c on [REDACTED] and reached vmx, rcas-kj left a vmx providing 800-343-6913, ext 457232, and case# 10042956. aymment.

c stated veh still sitting at the nna dlr and c was not satisfied although c w ly there have been some delays due to the weather and rcas-kj does apologize. rcas-kj made outbound call to c on [REDACTED] and spoke with c to ask if c as put in the rental veh.

c stated that this concern could have been resolved 4 days ago while the veh w c understood and advised that does not help c at all as c owns c's own repair had the chance to send in c's docs yet?

rcas-kj advised that rcas had spoken with SD-PS who advised that the part woul as in the shop.

c stated no as c's veh was back in the dlr on 12/15/12 for the same concern, t c wants c's veh back to c. d be available 1/13/13.

shop.

crr-rd apologized and told c that case was already handled by rcas team.

c stated that NNA's C svc is terrible and has dropped the ball as the part sho he veh is still leaking brake fluid.

rcas-kj advised rcas is looking into if further assistance can be offered.

rcas-kj apologized to c as 4 days ago rcas-kj was out of office.

c is not interested for the case number.

rcas-kj apologized

rcas-kj setting follow up for 1/4/13

rcas-kj understood and advised rcas would look into the concern again and dete uld have been Fed ex'd or UPS'd from the factory. rcas-kj understood and apolo

Created by ZCM177N at 2013-01-03 09:17:03

crr-rd told c that an internal message will be send to rcas where rcas agent c

c stated that c had the veh 4 days and the veh was back in the shop.

gized to c.

rmine what the dlr advises and if NNA would be in a position to assist further

an provide call back to c to this as soos as possible time to this contact num

CRR-MC received call from c following up on the case.

c stated c still has not received the payment yet, rcas-kj advised that was du

c stated NNA should provide something for c's inconvenience.

ber [REDACTED], c understood.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 10

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 11

REQUESTED BY: lattad

CAR ID: CA2042956

CRR-MC verified if any of c's contact info changed.
c understood and thanked rcas and wished rcas a happy holiday, rcas-kj thanked e to when rcas called to offer the payment to c c stated for rcas to wait as t rcas-kj understood and apologized and advised rcas-kj would look into it to de c.

crr-rd sent internal message to rcas team.

c said no

he veh had to be repaired again.

termine if there is something that rcas-kj can offer.

call ended mutually

CRR-MC advised c that c's case being handeled by rcas-kj

crr-rd asked for further assistance, c declined.

c stated that c works in the car business and c does not want to hear apologie

rcas-kj apologized to c and advised for c to please allow 2 to 4 weeks for del

Created by ZKJ111N at 2012-12-17 08:38:56

CRR-MC offered further assistance, c declined.

crr-rd provided c agent name and extension.

ivery, c understood call ended mutually.

s as c feels that NNA dropped the ball on the parts availability and c wants t

Created by ZKJ111N at 2013-01-08 13:10:03

CRR-MC provided name, ext and case number.

crr-rd exiting from the case

o speak to the head of customer service, rcas-kj advised c that rcas-kj is the

rcas-kj received docs and attached to case.

Created by ZKJ111N at 2012-11-19 14:46:05

Created by ZKJ111N at 2012-12-17 08:45:12

CRR-MC transferred call.

**** GOODWILL REIMBURSEMENT****

rcas for the area, c stated rcas-kj is the one who did not call c, rcas-kj ad

Created by ZKJ111N at 2013-01-03 09:22:20

rcas-kj made outbound call to dlr on [REDACTED] and requested to speak with th

rcas-kj sent request to SD-Paul Shutak and requested to know if there is any n

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

vised c that rcas attempted to call c and c stated that and c hopes that rcas

e Parts manager, rcas-kj was transferred to SD-Paul Shutak.

ew info yet on c's case and also to know if Techline has been contacted.

NAME OF DEALERSHIP: Causeway Nissan

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 12

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 13

REQUESTED BY: lattad

CAR ID: CA2042956

rcas-kj made outbound call to dlr on [REDACTED] and spoke with SM-Bob who prov
's supervisor does not listen to rcas's call to c. c stated that rcas-kj shoul

d have called c's cell # , rcas-kj advised c that this # is the only # that rc
ided parts #:

INVOICE DATE: 12/5/2012

rcas-kj left a vmx providing part # and requesting to know if part has arrived
46010-3SG0A

and advising rcas-kj would send an email with the part info

as-kj has for c as this account is listed as a business account. c stated what

C IS ELIGIBLE FOR ONE PAYMENT REIMB ONLY.

rcas-kj also sent email to FOS-RC advising that c's veh is back at the dlr and

Created by ZKJ111N at 2012-11-19 14:47:56

for FOS-RC to please advise

PAYMENT: \$310.98

SM-Bob advised SD-PS is going to pull a veh out of the showroom and pull the

would rcas-kj say to that? rcas-kj advised c that rcas is not willing to argu

component off of the new veh, SD-PS got on the phone and advised that C had de

Created by ZKJ111N at 2012-12-17 08:46:30

e with c.

rcas-kj sent email to SD-PS as advised

TOTAL: \$310.98

acted or if there is any new info.

clined a repurchase previously, and that c just advised the dlr that if the ve

Created by ZKJ111N at 2012-11-19 14:49:04

rcas-kj apologized to c and c stated that c does not want to hear apologies.

RCAS-KJ SUBMITTING CHECK REQUEST.

Created by ZKJ111N at 2012-12-19 07:43:21

**** GOODWILL REIMBURSEMENT****

h is not repaired by tomorrow c will be asking for repurchase.

rcas-kj advised c that rcas-kj would look into c's request to see if anything

rcas-kj made outbound call to c on [REDACTED] and was advised c is not in on M

can be offered. c understood, rcas-kj advised c that rcas would follow up with

Created by ZKJ111N at 2013-01-08 13:11:29

ondays, rcas-kj agreed to call back.

rcas-kj received info from SD-PS that the master cylinder that arrived was def

rcas-kj understood.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 14

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 15

REQUESTED BY: lattad

CAR ID: CA2042956

c Friday, 11/30/12 c agreed.

ective and c's veh was back at the dlr and the last time SD-PS had spoken with rcas-kj setting follow up for 1/11/13 to determine if check has been processed rcas-kj setting follow up for 11/21/12

SD-PS advised dlr would still need the part for the new veh, rcas-kj advised r cas may still need to send email to PC, rcas would check.

Created by ZCJ111N at 2013-01-10 11:41:39

Created by ZKJ111N at 2012-11-21 09:18:55

Created by ZKJ111N at 2012-11-27 13:23:51

c was 5 pm on 10/17/12.

Created by ZKJ111N at 2012-12-19 12:09:50

FOS-RC authorized a Gold 24 month/30,000 mile maintenance plan.

RCAS-JGC resubmitting denied check in Business Name:

rcas-kj made outbound call to SD-Paul Shutak on SD's cell#.

SD-PS understood.

call ended mutually.

rcas-kj advised that SM advised c takes care of veh's as c is in the car busin rcas-kj setting follow up for 12/26/12 pending FOS-RC response as rcas-kj will rcas-kj spoke to SD who provided fed ex tracking # 547623096830.

be out of office 12/24 and 12/25.

Created by ZKJ111N at 2013-01-03 09:26:00

ess and requested if a VSC is possible

**** GOODWILL REIMBURSEMENT****

SD advised that the part is showing in transit, scheduled to be delivered toda

Created by ZCJ111N at 2012-12-05 13:56:41

Created by ZKJ111N at 2012-12-26 14:17:51

rcas-kj noting PM-Bob had advised that the parts that keep arriving are boxed

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

y.

NAME OF DEALERSHIP: Causeway Nissan

RCAS-JGC assisting RCAS-KJ:

rcas-kj sent request to SD-PS for c's updated info

SD advised that the part is a spacer that is for the brake booster components, wrong.

Created by ZCJ111N at 2012-12-26 14:29:59

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 16

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 17

REQUESTED BY: lattad

CAR ID: CA2042956

Created by ZKJ111N at 2013-01-03 09:44:52

INVOICE DATE: 12/5/2012

SD advised that there is the booster, the the master cylinder, there's a gask
C IS ELIGIBLE FOR ONE PAYMENT REIMB ONLY.

et and this spacer that is between the booster and the fire wall.

Part Name: Brake master cylinder

RCAS-JGC assisting RCAS-KJ:

RCAS-JGC attempted to contact c at 3:53p est at 609 412-2198 and reached c's v

mx. RCAS left msg, with case number, and requested call back to 1.800.343.6913

Part Number: 46010-3SG0A

PAYMENT: \$310.98

SD advised this component failed very early and the dlr's FTS-CS looked at the
, ext 457232. RCAS further advised that RCAS-KJ will follow up on 12.7.12, pen

Order Number: 20169282

RCAS-JGC attempted to contact c at 4:28p est at 609 412-2198 and reached c's v

TOTAL: \$310.98

veh and took the parts out and told the SD to order the master cylinder and t

Dealer Name and Code (where parts were ordered) Causeway nissan 5098

ding c contact back.

he booster but took all components to be sent to TN.

mx. RCAS left msg, with case number, RCAS advised c that RCAS-KJ will follow u

RCAS-JGC SUBMITTING CHECK REQUEST.

Location of the vehicle (business name, phone number, and contact person)at dl

p on 1.3.13 pending c contact back to 1.800.343.6913, ext 457232.

SD advised that when this was realized and the spacer was ordered that the fir

RCAS-JGC leaving follow up set and exiting veh case.

RCAS-JGC setting follow up and exiting veh case.

r, Paul Shutak

st part that arrived was the incorrect part.

Can the vehicle be driven? no If not, why? veh leaking brake fluid

Created by ZCJ111N at 2012-12-07 07:32:10

**** GOODWILL REIMBURSEMENT****

RCAS-JGC setting follow up to 1.3.13 and exiting veh case.

SD advised c is upset with NNA and has purchased 9 veh's from the dlr over the

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 18

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 19

REQUESTED BY: lattad

CAR ID: CA2042956

Created by ZKJ111N at 2013-01-03 07:48:16

last 20 years.

RCAS-JGC assisting RCAS-KJ:

The date the vehicle became inoperable (if applicable) 12/15/2012

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

rcas-kj made outbound call to dlr on 6099786700 and spoke with Linda who advis

SD advised SD would like NNA to offer c a VSC.

ed that SD-PS is out of office currently.

RCAS-JGC contacted c at 9:26a est at [REDACTED] and spoke with c. RCAS advis

rcas-kj advised rcas would look into that to determine if this is something rc

Warrantable failure

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

3RD PRY: NI

PART#: 460103SG0A

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 20

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 21

CAR ID: CA2042956

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 01/11/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 22

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 23

CAR ID: CA2042956

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5098	New Jersey					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 24

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 25

REQUESTED BY: lattad

CAR ID: CA2042956

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5098

STATE: NJ

DEALER NAME: CAUSEWAY NISSAN LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 26

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 27

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2336555
STREET: [REDACTED] **VIN:** 3N1CN7AP5DL [REDACTED]
CITY: ORLANDO **YR/MDL:** 2013.0 VSD **MILEAGE:** 000500
ST/ZIP: FL [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: 0 **PAID:** **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** **SVC DLR:** 19029 REED NISSAN
DLR PH: [REDACTED] **DENY:** **RESP DLR:** 19029 REED NISSAN
REGION: 34 **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:** 000500 **# 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:** 01/02/13 **XFER/RSPNSBLTY:** 34 06 N
CONTACT (S): **FOLLOWUP DATE:** 01/14/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/14/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 221500 SALES PERSONNEL (NISSAN)
BE NSN DEALER SALES DEPT. YZ POOR TREATMENT

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 28

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 29

REQUESTED BY: lattad

CAR ID: CA2336555

C. A. R. COMMENTS

Created by ZMD345N at 2013-01-02 07:54:22

Created by ZMD345N at 2013-01-02 08:01:54

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

Service Dept. Review

Created by ZAM176N at 2013-01-09 13:39:23

crr-md received call from c stating that the veh that c has is a lemon veh c s

Service Dept. Review

Arbs-ASM reviewed RHR:

Service Dept. Review

tated that c bought a new veh that has issue with the acceleration (gaS) And t

Arbs notes no repairs made to veh. C alleges concerns with accel and brake; ho

he Brakes. c stated that this will happen to c when the veh is running at the

Service Dept. Review

Highway. c stated that c feels the veh is not working properly and feels its n

Service Dept. Review

wever, c refuses to take veh to dlr.

***At this time, NNA is not in a position to offer a repurchase of this vehicl

ot safe. c stated that the veh is lemon

crr-md c stated that this is c's first nissan and has not have any service yet

e, as the vehicle has not been subject to an unreasonable number of repair att

crr-md c is complaining that c want to return the veh

empts for any warrantable concerns that would substantially impair this vehicl

crr-md informed c that this will be forwarded to rcas for review and c will b

e. NNA will continue to honor the terms and conditions of all applicable warra

e called by the end of the next business day

nties. Arbs recommends c taking the veh dlr a Nissan dlr for diag.***

Created by PRL314N at 2013-01-14 13:16:49

crr-md provide case name and extension

crr-md forward to rcas

rcas-rl placed call to c at [REDACTED] at 314pm est. spoke with c and informed

Created by PRL314N at 2013-01-03 13:16:48

that NNA has reviewed c's request and NNA is not in a position to offer a rep

rcas-rl placed call to dlr and spoke with SA-Carlos. rcas inquired on c concer

urchase of this vehicle, as the vehicle has not been subject to an unreasonabl

e number of repair attempts for any warrantable concerns that would substantia

n. SA states c has not been to dlr and only invoice is a PDI. rcas thanked for

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 30

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 31

REQUESTED BY: lattad

CAR ID: CA2336555

info.

lly impair this vehicle.

Created by PRL314N at 2013-01-03 14:35:21

rcas informed c that rcas recommends c to take the veh to the dlr for diagnosi
rcas-rl placed call to c on home number at 355pm est. rcas inquired on exact c
s with the concerns of acceleration and the brakes.

c thanked rcas and disconnected the call.

oncern with the veh. c states when c is trying to get on the highway and press
es the accelerator, the veh will not take off. c states the acceleration is sl
rcas closing case.

ow. c states c feels like c is driving a toy. c states the veh not acceleratin
g properly is unsafe. c states when c is sitting at a stop light, c's foot is
on the brake pedal. c states while the foot is on the brake, the brake will go
down to the floor. c states the veh will also move forward when c's foot is o
n the brake.

rcas understood and apologized for concern. rcas informed c that the veh would
need to be taken to the dlr for c's concerns as the veh has not been there ye
t. c states c has been to the dlr and the dlr can not do anything for c.

rcas inquired who c spoke with. c states Sales Manager-Robert. c states c has
been telling the dlr since purchase that c no longer wanted the veh. c states
c tried to stop the financing. c states c put \$12,000.00 down payment and trad
ed in c's veh. c states the dlr informed c that the dlr can trade c out for an
other veh but c would need to put \$3-\$5000.00 down. c states c gave the dlr ev
erything c had. c states c does not have anymore to give.

rcas understood and apologized for concerns. rcas informed c that the best pla
ce at the dlr to address c's concerns is svc. rcas informed c that c's concern
s need to be reviewed by svc techs not sales. c states this concern has to do
with the performance of the veh. c states if Nissan is not going to change the
engine then there is no point in going to the dlr.

rcas informed c that the dlr svc would be in the best position to determine if
and what the concerns are. rcas informed c that c spoke about the brake conce
rn. rcas advised c that this brake concern needs to be seen by svc. c states i
t would be a waste of c's time.

rcas informed c that if c is refusing to go to the dlr, there is nothing more
that rcas can do. rcas advised c that NNA can review c's request of returning
the veh but there is no guarantee. c states c will take veh back with or witho
ut assistance.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 32

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 33

REQUESTED BY: lattad

CAR ID: CA2336555

rcas provided c rcas contact info for contact if c goes to the dlr.
rcas spoke with RCAM-RM who informed rcas to process RHR.
rcas making follow up date 1/4/13.

Created by PRL314N at 2013-01-04 11:09:21

rcas-rl processed RHR and sending for review.

rcas-rl making follow up date 1/9/13.

Created by PRL314N at 2013-01-04 11:09:34

rcas-rl sent email to FOM-MC and CSM-DM.

Created by PRL314N at 2013-01-09 12:48:00

rcas-rl noting RHR was not submitted in error.

rcas-rl submitted RHR.

rcas-rl making follow up date 1/14/13.

Created by ZDR123N at 2013-01-09 13:29:39

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 34

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 35

CAR ID: CA2336555

BYBACK ST:

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

OPENED BY:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 01/14/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 36

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 37

CAR ID: CA2336555

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP5DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		19029	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 38

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 39

REQUESTED BY: lattad

CAR ID: CA2336555

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 19029

STATE: FL

DEALER NAME: REED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 40

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 42

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 43

REQUESTED BY: lattad

CAR ID: CA2745395

C. A. R. COMMENTS

Created by ZJL739N at 2013-02-27 13:18:44

Created by ZJL739N at 2013-02-27 13:19:01

Was stopped by dealer to look at this one yesterday.

2013 Versa S

VIN: 3N1CN7AP2DL [REDACTED]

8miles

New Vehicle, found on PDI

Brake pedal fades to floor at times at a stop.

Verified concern, compared to KGV- NG

Performed brake booster inspection per ESM

Brake pedal intermittently drops to floor at a stop, engine off.

Verified no visible fluid leaks.

Technician to replace brake master cylinder

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SDSV

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 44

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 45

REQUESTED BY: lattad

CAR ID: CA2745395

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: NONE

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 46

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 47

CAR ID: CA2745395

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: NONE,NONE

VIN: 3N1CN7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		98003		Not Identified				

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 48

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 49

REQUESTED BY: lattad

CAR ID: CA2745395

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: NONE,NONE

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 98003

STATE: HI

DEALER NAME: NEW CITY NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 50

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 51

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2750594
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: METAIRIE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 006486
ST/ZIP: LA [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: 0 **PAID:** **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** **SVC DLR:** 2198 RAY BRANDT NISSAN INC
DLR PH: [REDACTED] **DENY:** **RESP DLR:** 2198 RAY BRANDT NISSAN INC
REGION: 32 **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:** 006486 **# 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:** 02/28/13 **XFER/RSPNSBLTY:** 32 03 N
CONTACT (S): **FOLLOWUP 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 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 52

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 53

REQUESTED BY: lattad

CAR ID: CA2750594

C. A. R. COMMENTS

Created by ZMP176N at 2013-02-28 10:55:19

Created by ZMP176N at 2013-02-28 11:05:35

crr-mp received a call from c. c stated

that c purchased a brand new 2013 sentra as per c been in the dlr 4 times due to c hears noise on veh first time dlr reservice the rotor and noise got worst on the following day, c brought veh back to dlr as per dlr it was the brake c able but after a week c hears noise again, c went to dlr for the 3rd time as per dlr plate brake c have it replace but c still having the same issue. Dlr provided a loner veh to c for 6 days the 4rth time veh is service as of today c still having the same issue still hearing noise c very upset c afraid that brake pedal to went away all down

c asking assistance from Nissan to have veh fix properly

crr-mp verified and updated c's contact

B information

C LOYAL NISSAN CUSTOMER

crr-mp informed c that c's concern

will be forwarded to the Regional office

and a Regional specialist will be calling

B c before the end of the next business day,

B c acknowledged.

crr-mp asked for the best number to reach c,

B c provided [REDACTED]

crr-mp offered further assistance, c

declined.

crr-mp gave name, extension and case number.

crr-mp leaving case open.

Created by ZMP176N at 2013-02-28 11:07:10

as per c spoke with SM Don at the dlr

crr-mp exiting case

Created by ZME538N at 2013-03-01 09:19:42

RCAS-ME called dlrshp and spoke with SM. Veh is not currently at the dlrshp b

ut SM is now aware that the veh braking system is still making the same noise

as before with the added of the brake pedal going to the floor. SM did not know

of this as of yet. Call ended mutually.

Created by ZME538N at 2013-03-01 09:25:02

RCAS-MAE calling C on 5046780334 invalid number, tried twice, deleting from ca

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 54

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 55

REQUESTED BY: lattad

CAR ID: CA2750594

se. Tried [REDACTED] @ 11:23 am est got vmx leaving case number and ext 45 7392

Created by ZME538N at 2013-03-04 15:14:31

rcas-me calling c on [REDACTED], veh is making a noise when braking. Making follow up for March 6 to go over concerns.

Created by ZME538N at 2013-03-06 12:25:52

rcas-mae calling c on [REDACTED]. veh does not have to be running to make the noise but only when using the brakes. C does not think should be driving around with this noise and feels it is a safety issue, and wants the issue fixed. last time veh was at the dlrshp was on Jan 23 in that area. It was repaired at that time for 2 days then started acting up again. This noise happens every time the brakes are pressed. Advised c to take the veh to the dlrshp to have it looked into since it was repaired and the noise came back 2 days later. closing case pending diag.

Case summary:

C is concerned about the noise coming from the breaks, the veh was repaired, but 2 days later the noise came back. C has not contacted the dlrshp since the repair in late Jan. Advised C to take the veh into the dlrshp one last time to have it looked into. C does not know when can have the veh in. Closing case pending diag.

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 56

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 57

REQUESTED BY: lattad

CAR ID: CA2750594

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: 03/06/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 58

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 59

CAR ID: CA2750594

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2198	Louisiana					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 60

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 61

REQUESTED BY: lattad

CAR ID: CA2750594

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2198

STATE: LA

DEALER NAME: RAY BRANDT NISSAN INC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 62

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 63

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2758319
STREET: [REDACTED] **VIN:** 3N1AB7AP0DL [REDACTED]
CITY: LAS VEGAS **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 001837
ST/ZIP: NV [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 2,470 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5179 HENDERSON NISSAN
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 5179 HENDERSON NISSAN
REGION: 44 **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:** 001837 **# 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:** 03/01/13 **XFER/RSPNSBLTY:** 44 07 N
CONTACT (S): **FOLLOWUP DATE:** 04/11/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/11/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 64

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 65

REQUESTED BY: lattad

CAR ID: CA2758319

C. A. R. COMMENTS

Created by ZIS999N at 2013-03-04 18:01:35

Created by ZJR177N at 2013-03-12 09:33:14

Created by ZJU000N at 2013-03-01 14:18:06

c understood.

Service Dept. Review

t was working to try to get the component fast.

ARBS in review of RHR. ARBS reviewed w/ ARBS-CA.

C gave thanks.

Due to high call volume unable to do follow up.

Rcas-IS offered further assistance: C declined.

Service Dept. Review

ARBS noting only 1 repair attempt. ARBS noting number of repairs has not been

Rcas-IS provided c with Name, Case and EXT #.

Rcas-IS setting follow up for 03/05/13

rcas jm provided c with Name, Case and EXT #.

Service Dept. Review

Created by ZIS999N at 2013-03-05 13:39:42

rcas jm exiting file.

Service Dept. Review

unreasonable. Number of days down has not been unreasonable. ARBS noting th
at NNA is not in a position to offer repurchase at this time.

Created by ZIS999N at 2013-04-03 15:55:23

Rcas-IS called dlr to #7025585800 @ 3:34 pm est and spoke with SA-Elizabeth.

Rcas-IS called dlr to #7025585800 @ 6:33 pm est and spoke with SM-Mike.

Service Dept. Review

ARBS recommends DTS inspection for veh repair so that NNA can honor veh warran

Rcas-IS asked Sa-E to fax a copy of all c copy ro's from dlr to # 615-984-5627

Rcas-IS provided information that DTS will be at dlr.

Rcas-IS verified information with Rcas-JM ok to change follow up for 04/04/13

Service Dept. Review

.

Created by ZKM179N at 2013-04-04 17:48:11

Service Dept. Review

SM understood and mutually ended call.

ty.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 66

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 67

REQUESTED BY: lattad

CAR ID: CA2758319

Created by ZIS999N at 2013-03-14 16:10:30

CRR-KM assisting RCAS-IS called C at [REDACTED] at 7:43 pm EST

Rcas-IS setting follow up for 03/27/13

Sa-E agreed and mutually ended call.

Service Dept. Review

Created by ZIS999N at 2013-03-27 15:49:19

CRR-KM advised c that the call may be recorded for quality purposes.

Rcas-IS sent ARBS suggestion to CSM for approval.

Rcas-IS setting follow up for 03/06/13

Service Dept. Review

Created by ZIS999N at 2013-03-06 16:09:00

C understood.

Rcas-IS called c to [REDACTED] @ 5:47 pm est and spoke with c.

Rcas-IS setting follow up for 03/15/13

Service Dept. Review

Created by ZIS999N at 2013-03-15 16:06:25

CRR-KM explained to C that there is no update or new information about back or

Rcas-IS called dlr to # [REDACTED] @ 6:05 pm est and spoke with Amanda-SM secre

Rcas-IS explained that call was just a friendly reminder for c's appointment w

Service Dept. Review

der part and that RCAS-IS will be contacting C on 4-9-13 or before if RCAS rec

ith DTS at 3:00 pm at dlr.

Rcas-IS called c to [REDACTED] @ 6:04 pm est but line rang multiple times

Service Dept. Review

tary.

and then a busy tone came up.

C understood.

eive any information.

Rcas-IS asked Amanda to fax all c copy RO's that dlr have for c to # [REDACTED]

Service Dept. Review

27.

C understood and CRR ended call mutually.

Rcas-IS offered further assistance: C declined.

Rcas-IS setting follow up for 03/18/13 to call c.

Service Dept. Review

Amanda agreed and mutually ended call.

Created by ZIS999N at 2013-03-15 16:30:02

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 68

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 69

REQUESTED BY: lattad

CAR ID: CA2758319

CRR-KM setting follow up for 4-9-13

Rcas-IS provided c with Name, Case and EXT #.

Service Dept. Review

Created by ZIS999N at 2013-03-06 16:09:21

Created by ZIS999N at 2013-04-09 12:40:26

Rcas-IS received a call from c returning Rcas-IS call.

Rcas-IS setting follow up for 04/01/13 verify outcome of repair.

Created by ZCM176N at 2013-03-28 16:15:39

Rcas-IS called dlr to [REDACTED] @ 2:31 pm est and spoke with Elizabeth who e

Rcas-IS explained to c that at this moment NNA is not in position to offer a v

Rcas-IS setting follow up for 03/07/13

Created by ZIS999N at 2013-03-07 16:09:24

eh repurchase but that DTS inspection for veh repair so that NNA can honor veh

RCAS-CM received a call from c stating wants to speak with: RCAS-IS

xplained that part already arrived but that person that will know if c set up

appointment already is not at dlr today.

Rcas-CM asked c if any contact information such as address or phone #'s have c

Rcas-IS received docs but there is no veh concern.

warranty.

C agreed.

hanged, c stated: no

Rcas-IS called dlr and spoke with Sa-Jimmy who explained that there is 1 more

Rcas-IS thanked for information and mutually ended call.

Created by ZIS999N at 2013-04-09 17:16:16

RCAS-CM stated is at the dlrship and was advised to just go home. C stated don

Rcas-IS explained that request will be submitted and follow up will be set for

RO Rcas is missing and will be sent to Rcas.

03/19/13.

Rcas-IS called c to # [REDACTED] @ 7:10 pm est and spoke with c.

Rcas-IS thanked for assistance and mutually ended call.

't understand why was call to be at the dlrship for nothing. Rcas apologized a

c agreed.

Created by ZIS999N at 2013-03-07 16:19:43

nd ask c if is ok to be place in a brief hold into Rcas contact dlrship. C ag

Rcas-IS explained that Rcas just wanted to let c know that part should be at d

lr and Rcas will be calling c when veh is fixed.

Rcas-IS offered further assistance: C declined.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 70

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 71

REQUESTED BY: lattad

CAR ID: CA2758319

Rcas-IS setting follow up for 03/08/13

ree.

Created by ZIS999N at 2013-03-08 17:19:21

C understood.

Rcas call HENDERSON NISSAN @ 7025585800 Rcas spoke with SM Mike who stated DTS

Rcas-IS provided c with Name, Case and EXT #.

already look at the veh and stated that veh is needing the master cylinder. R

Rcas-IS offered further assistance: C declined.

Rcas-IS received docs.

Rcas-IS setting follow up for 03/18/13 to send DTS request and for 03/19/13 to

call c.

cas thanked SM for information. Call ended mutually.

Created by ZJS111N at 2013-03-08 17:27:52

Rcas-IS provided c with Name, Case and EXT #.

Created by ZIS999N at 2013-03-18 10:27:54

Rcas-CM came back to c an apologized for the hold. Rcas advised c that DTS alr

Rcas-IS setting follow up for 04/10/13 to call dlr and for 04/12/13 to call c.

rcas-js assisting rcas-is

Created by ZIS999N at 2013-04-10 09:22:35

DTS request has been submitted.

eady look at the veh and advised dlrship that part veh were needing is the bre

rcas-js completed and submitted RHR

ak master cylinder. C stated new that information and that part been in backor

Created by ZIS999N at 2013-03-08 17:29:41

Rcas-IS called dlr to # [REDACTED] @ 11:17 am est and spoke with Amanda who exp

Rcas-IS setting follow up for 03/19/13 to call c.

Created by ZIS999N at 2013-03-19 16:14:35

der from 2 weeks. Rcas apologist and advised c that Rcas IS will contact c by

lained that SM is in a meeting and SA is with a c at the moment.

Rcas-IS setting follow up for 03/15/13

04/01/12 C understood.

Amanda took Rcas contact information and explained that either SM or SA will b

Created by ZDR123N at 2013-03-08 17:47:36

Rcas-IS called c to # [REDACTED] @ 6:09 pm est and spoke with c.

DRTS-DR recb

e calling Rcas back.

RCAS-CM provided c with RCAS-CM'S name & extension.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 72

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 73

REQUESTED BY: lattad

CAR ID: CA2758319

Rcas-IS explained that there is no set date for appointment and that a follow

Created by ZJO176N at 2013-03-11 09:45:23

RCAS-CM exiting case.

Rcas-IS thanked for assistance and mutually ended call.

up will be set for 03/21/13.

Created by ZIS999N at 2013-04-01 18:18:53

C understood.

Rcas-IS exiting case.

RCAS-JO verified all c's contact info with the c.

c purchased a veh a couple days ago & was fixed & c's veh continues with the s

Created by ZIS999N at 2013-04-10 17:16:01

Due to high call volume Rcas was unable to contact c per TL-LR changing follow

Rcas-IS offered further assistance: C declined.

ame concern.

Rcas-IS called dlr to [REDACTED] @ 7:11 pm est and spoke with SAM-Chris who e

Rcas-IS provided c with Name, Case and EXT #.

up for 04/02/13

Created by ZIS999N at 2013-04-02 14:35:11

Rcas-IS setting follow up for 03/21/13 to call c.

RCAS-JO asked c what is c's concern with the veh?

xplained that veh is ready and c have already been advice.

Created by ZIS999N at 2013-03-19 16:14:35

c states the brakes don't function, the veh doesn't stop.

Rcas-IS received the following information:

Rcas-IS thanked for the information and mutually ended call.

DTS inspected this vehicle yesterday and confirmed an issue with soft spongy f

Rcas-IS called c to # [REDACTED] @ 6:09 pm est and spoke with c.

Rcas-IS setting follow up for 04/11/13 to call c.

RCAS-JO asked when does this happen?

Created by ZIS999N at 2013-04-11 17:23:14

C states once in a while the break goes down to the floor & the veh doesn't st

eel to brake pedal. Brakes do work and vehicle stops without issue it just has

Rcas-IS explained that there is no set date for appointment and that a follow

a spongy feel to the pedal. DTS confirmed dlr need to replace the brake maste

op.

Rcas-IS called c to [REDACTED] @ 7:17 pm est and spoke with c.

up will be set for 03/21/13.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 74

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 75

REQUESTED BY: lattad

CAR ID: CA2758319

C explained that c pick veh up and for the moment veh is working properly.

C understood.

RCAS-JO asked c if c took the veh back to the dealership? c states no. C state r cylinder. The part is on order and has been put on CSC however the parts manager said they are showing zero stock so DTS is expecting it to go on backorder. Rcas-IS offered further assistance: C declined.

s is just getting out of work, c needs the veh.

C states that c cant take the veh to the dealership because c doesn't have ano

Rcas-IS provided c with Name, Case and EXT #.

r today. Please have dealer file STP with the new Tiger Team.

Rcas-IS called dlr to #7 [REDACTED] @ 4:28 pm est and spoke with SM-Mike who exp

Rcas-IS closing case.

Rcas-IS setting follow up for 03/21/13 to call c.

ther veh.

Created by ZIS999N at 2013-03-21 16:35:19

lained that STP has already been filed.

RCAS-JO understood.

Summary:

C called requesting a veh buyback.

Rcas-IS resubmitted DTS Request.

Rcas-IS thanked for information and mutually ended call.

RCAS-JO asked c if rcas-jo could place the c on a hold while rcas-jo connected

Created by ZIS999N at 2013-03-21 17:59:05

Created by ZIS999N at 2013-04-02 14:41:17

Rcas submitted RHR but was denied and a DTS was offered.

with the dealership, c agreed.

C accepted, DTS inspected veh and veh was fixed.

Rcas-IS called c to # [REDACTED] @ 4:38 pm est but was directed to VMX.

Rcas-IS called c to # [REDACTED] @ 7:57 pm est but call was directed to VMX.

RCAS-JO Spoke with Assistant Manager:Shane ..RCAS-JO explained the c's concern

Case was closed.

Rcas-IS left VMX requesting call back.

& Shane states that c will be provided a rental. RCAS-JO brought c on the lin

e thanked c for hold & explained to c that c will be provided a rental, c stat

Rcas-IS setting follow up for 03/22/13 to call c.

Rcas-IS setting follow up for 04/03/13 to call c.

Created by ZIS999N at 2013-03-22 16:38:59

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 76

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 77

REQUESTED BY: lattad

CAR ID: CA2758319

Created by ZJT999N at 2013-04-03 14:47:46

es that c can't take the veh to the dealership till Wednesday 3-13-13, rcas-jo

Rcas-IS received the following confirmation from DTS:

rcas jm received a call from C asking to speak with rcas is, because received understood.

a vxm from rcas is.

Please set the inspection for Thursday March 28th at Henderson Nissan at 3:00p

RCAS-JO advised c that c will receive a follow up call from RCAS-IS on 3-14-13 m.

rcas jm verified Cb

so that rcas-jo can be informed on what is going on with veh repair. C unders

Rcas-IS called c to # [REDACTED] @ 6:28 pm est and spoke with c.

rcas jm asked c permission to place call on hold for 1 minute to verify the te tood.

chnical info available.

C states c is very upset that c purchased a Nissan.

Rcas-IS asked c if appointment date will be good for c and c stated yes.

C agreed.

Rcas-IS explained that follow up will be set for 03/27/13 to remind c of appoi

RCAS-JO provided c with rcas-jo's name & extension.

Call was ended mutually.

ntment.

rcas jm told c the agent was busy in another call, but left a message to c tha

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: NP

CALLBACK: 0

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 78

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 79

REQUESTED BY: lattad

CAR ID: CA2758319

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#: 46010-3SG1A	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 04/11/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 80

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 81

CAR ID: CA2758319

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED] **VIN:** 3N1AB7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5179	Nevada					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 82

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 83

REQUESTED BY: lattad

CAR ID: CA2758319

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5179

STATE: NV

DEALER NAME: HENDERSON NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 84

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 85

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2768678
STREET: [REDACTED] **VIN:** 3N1CN7APXDL [REDACTED]
CITY: GILBERT **YR/MDL:** 2013.0 VSD **MILEAGE:** 000030
ST/ZIP: AZ [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 452 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 3886 EARNHARDT'S NISSAN/SUPER
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 3886 EARNHARDT'S NISSAN/SUPER
REGION: 44 **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:** 000030 **# 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:** 03/04/13 **XFER/RSPNSBLTY:** 44 08 N
CONTACT (S): **FOLLOWUP DATE:** 03/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES WA PREMATURE WEAR/FAILURE
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 86

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 87

REQUESTED BY: lattad

CAR ID: CA2768678

C. A. R. COMMENTS

Created by ZCH111N at 2013-03-08 17:03:56

Created by ZCH111N at 2013-03-19 12:37:39

Created by ZSS176N at 2013-03-04 10:57:04

Service Dept. Review

rcas-ch making outbound call to dlr at [REDACTED] at 1:52 PM est.

rcas-ch sent email to SM-Jason requesting R/O's.

Service Dept. Review

rcas-ch reached SM-Jason.

rcas-ch setting follow up date of 3/11/13 for dlr contact.

Service Dept. Review

Created by ZCH111N at 2013-03-11 11:59:10

rcas-ch advised SM of denial of RHR.

Service Dept. Review

rcas-ch making outbound call to dlr at [REDACTED] at 1:54 PM est.

Service Dept. Review

SM understood and thanked rcas.

rcas-ch thanked SM for time and call was ended mutually.

rcas-ch was routed to vmx of SM-Jason.

Service Dept. Review

Created by ZCH111N at 2013-03-19 13:08:41

rcas-ch requesting R/O's.

Service Dept. Review

rcas-ch provided name case number and ext.

rcas-ch received email stating that CSM agrees with no recommendation.

Created by ZCH111N at 2013-03-19 13:10:59

rcas-ch setting follow up date of 3/12/13.

rcas-ch making outbound call to c at [REDACTED] at 3:09 PM est.

rcas-ch setting task for SRD to collect R/O's.

Created by ZCH111N at 2013-03-11 12:02:35

rcas-ch was routed to vmx.

rcas-ch noting that upon review for R/O's the only R/O showing is the PDI.

rcas-ch requesting contact back.

rcas-ch not setting task for SRD.

rcas-ch provided name case number and ext.

Created by ZCH111N at 2013-03-12 14:18:49

rcas-ch setting follow up date of 3/22/13.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 88

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 89

REQUESTED BY: lattad

CAR ID: CA2768678

Created by ZCH111N at 2013-03-19 12:37:39

rcas-ch received docs attaching to case.

Created by ZCH111N at 2013-03-12 14:28:48

rcas-ch making outbound call to dlr at [REDACTED] at 1:52 PM est.

rcas-ch making outbound call to c at [REDACTED] at 4:22 PM est.

rcas-ch reached SM-Jason.

rcas-ch advised SM of denial of RHR.

rcas-ch was routed to vmx.

rcas-ch advised would be submitting the RHR.

SM understood and thanked rcas.

rcas-ch provided name case number and ext.

rcas-ch thanked SM for time and call was ended mutually.

Created by ZCH111N at 2013-03-19 13:08:41

rcas-ch setting follow up date of 3/19/13.

Created by ZJS111N at 2013-03-12 15:33:40

rcas-ch received email stating that CSM agrees with no recommendation.

Created by ZCH111N at 2013-03-19 13:10:59

rcas-js assisting rcas-ch

rcas-ch making outbound call to c at [REDACTED] at 3:09 PM est.

rcas-js completed and submitted RHR

Created by ZDR123N at 2013-03-12 15:42:18

rcas-ch was routed to vmx.

DRTS-DR recb

rcas-ch requesting contact back.

Created by ZAN790N at 2013-03-14 11:21:00

rcas-ch provided name case number and ext.

ARBS-AN reviewed RHR with following repairs that were complete at the time:

rcas-ch setting follow up date of 3/22/13.

Created by ZCH111N at 2013-03-21 11:58:53

RO #: 735841, miles 5, date 2/27/13 - 2/27/13

C didn't own the veh at that time. Retail dlr performed battery replacement

rcas-ch received vmx from c.

RO #: 735970, miles 11, date 03/01/13 - 3/11/13

Brake pedal slowly moves to the floor at stops and veh creeps forward - Dlr ac

rcas-ch making outbound call to c at [REDACTED] at 1:50 PM est.

rcas-ch reached c.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 90

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 91

REQUESTED BY: lattad

CAR ID: CA2768678

tions: Replaced brake master cylinder.

rcas-ch advised c that NNA is not in a position to offer repurchase at this ti
ARBS-AN reviewed repair history. NNA is not in a position to offer a repurchas
me.

c stating ok.

e of this vehicle, as the vehicle has not been subject to an unreasonable numb
er of repair attempts for any warrantable concerns that would substantially im
rcas-ch apologized to c and offered further assistance.

c declined.

pair this vehicle.

NNA will continue to honor the terms and conditions of all applicable warranti
rcas-ch thanked c for allowing rcas to review case and advised should c have a
es.

ny further concerns to contact CA.

Created by ZCH111N at 2013-03-14 17:08:27

c understood and thanked rcas.

rcas-ch closing case.

rcas-ch sent email to CSM-FH

Created by ZCH111N at 2013-03-14 17:15:41

*****SUMMARY*****

c called in requesting RHR. rcas submitted RHR. RHR denied. c advised . no fur
rcas-ch has not yet received email from CSM-FH regarding RHR decision.

ther assistance. closing case.

rcas-ch received vmx from c.

rcas-ch making outbound call to c at [REDACTED] at 7:07 PM est.

rcas-ch reached c.

rcas-ch advised c that case is still under review.

c stating that when the air is on and stopped the veh will lurch as if the veh
is being hit.

c stating that when the RPM's are accelerating veh winds down and then takes o
ff.

c stating that the dlr stated over the phone that this is normal operation.

rcas-ch advised c that c would need to have a proper diagnostic performed.

c understood stating would take veh in 3/21/13.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 92

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 93

REQUESTED BY: lattad

CAR ID: CA2768678

rcas-ch advised c would contact on 3/19/13.

c understood and thanked rcas.

rcas-ch setting follow up date of 3/19/13.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	ROOT CAUSE: NP
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: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 94

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 95

CAR ID: CA2768678

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3886	Arizona					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 96

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 97

REQUESTED BY: lattad

CAR ID: CA2768678

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3886

STATE: AZ

DEALER NAME: EARNHARDT'S NISSAN/SUP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 98

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 99

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2794017
STREET: [REDACTED] **VIN:** 3N1CN7AP5DL [REDACTED]
CITY: FORT BENNING **YR/MDL:** 2013.0 VSD **MILEAGE:** 000104
ST/ZIP: GA [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 999 999 99 **PAID:** 976 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5273 HEADQUARTER NISS COLUMBUS
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 5273 HEADQUARTER NISS COLUMB
REGION: 34 **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:** 000104 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: DLR
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 03/08/13 **XFER/RSPNSBLTY:** 34 10 N
CONTACT (S): **FOLLOWUP DATE:** 04/08/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/08/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT
AF ENGINE ELECTRICAL WT UNABLE DIAGNOSE/DUPLICATE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 100

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 101

REQUESTED BY: lattad

CAR ID: CA2794017

C. A. R. COMMENTS

called back

Created by ZSF176N at 2013-03-15 14:36:47

Created by ZVA178N at 2013-03-08 14:49:48

Created by ZVA178N at 2013-03-08 14:59:01

Service Dept. Review

spoke to SM who advised that there is only one record of this veh being into

crrl-av verified c info, case service dlr, how veh acquired, miles

RCAS-SF called SA Carson at HQ Nissan at 4:30pm est and spoke to SA who advise

Service Dept. Review

the dlr where the dlr performed the recall and reset the idle. C to bring veh

veh in Monday 03/04/2013

back to dlr and leave for further diag if the issue is recurring.

dlrshp gave c a rental

d that SA drove two like MY vehs and both vehs function exactly the same. SA

no previous case

Service Dept. Review

advised that SA did think there was abnoraml (erratic) jumpining in the RPMs p

Created by ZSF176N at 2013-03-13 09:16:26

no open recalls

rental had really tinted windows

Service Dept. Review

c bought veh feb 15, 2013

c had thought that veh c bought had tinted windows

RCAS-SF called c () at day/at phone at 10:50am est and

rior to the ECM relay recall, but now the way it is functioning is normal comp

Service Dept. Review

ared to like vehs and within NNA specs. SA would be happy to make repair if a

*** c stated that rental was given to c after 3 hours of waiting and dlr seeme

c took back 4 days later

RCAS spoke to c to advise that the c needs to take the veh back into the dlr i

Service Dept. Review

ctually needed, but cannot do so.

c was having issues with RPM on veh while AC was on

d to be stalling staintg veh being cleaned. c states veh was given to c full o

f the issues are recurring. C advised that they seem to happen more frequentl

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 102

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 103

REQUESTED BY: lattad

CAR ID: CA2794017

Created by ZSF176N at 2013-03-19 06:49:58

f dog hair and filthy.

Service Dept. Review

veh had to be taken back multiple times (3 times) for issue

y now, and the c drove the veh yesterday and it happened consistently, as well as a surging in the veh.

c asked dlrshp if c's veh had tinted windows as c thought when veh was bought

RCAS-SF called c ([REDACTED]) at day/at phone [REDACTED] at 8:49am est and l veh currently at dlrshp

and person from dlrshp looked at veh

C advised that c feels uncertain about the dlr as first SA Carson advised it w dlrshp has made c wait at least three hours each time c was at dlrshp - even o edt vmx asking for callback to 800 343 6913 x458174.

as not normal, then seemed to change mind. RCAS advised that c can always tak

Created by ZSF176N at 2013-03-19 07:45:51

n day that dlrshp gave c rental

veh had no tint on windows

c has had to call dlrshp all the time for veh updates

dlrshp told c that tint would be put on

e veh to other local dlrs (Lynch/Alberville) for second opinion if needed.

RCAS-SF received vmx from c requesting callback to [REDACTED] or [REDACTED]

c got call from carson at dlrshp stating veh would not be ready today as tinti

Created by ZSF176N at 2013-03-19 07:54:01

dlrshp has not called back when c was promised multiple times that c would be

RCAs asked c to hold off and RCAS to see if DTS can provide input on complaint

, and well as RCAS to speak with SA Carson and potentially SM Rick.

called back

ng being put on

RCAS-Sf called c at day phone [REDACTED] at 9:46am est and spoke to c.

c is getting call back from Frankie at the dlrshp 03/08/2013, who explained to

Created by ZSF176N at 2013-03-14 06:55:55

RCAs advised of SA Carson's input on the veh concerns.

veh in Monday 03/04/2013

c how much dlrshp had lost on the sale of this veh to c already, and that dlr

dlrshp gave c a rental

RCAs advisd of two options - return to HQ Nissan and test drive like MY vehs w

RCAS-SF called SA Carson at Headquarters Nissan on cell phone at 8:39am est an

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 104

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 105

REQUESTED BY: lattad

CAR ID: CA2794017

d spoke to SA who advised the following case info:
ith SA or get second opinion on concerns at alt dlr.
rental had really tinted windows
shp can not put the tinting on the windows unless c has the addendum on the ve
C advised c would like to get second opinion.
c had thought that veh c bought had tinted windows
h that states tinting is already on veh.
When the customer brought the vehicle into the dlr the SA rode in the veh and v
crrl-av asked to clarify veh was sold with agreement to put tint on?
*** c stated that rental was given to c after 3 hours of waiting and dlr seeme
erified the abnormal, erratic jump in the RPM's in the vehicle. SA performed
RCAS advised of Lynch or Albervilled and C opted to visit Lynch.
c states that veh was sold to c and c was told that windows were already tinte
d to be stalling staintg veh being cleaned. c states veh was given to c full o
RCAS agreed to contact SM Rick at Lynch to advise and c to schedule appt.
the ECM recall work and then the SA drove the veh for an extended period of ti
d
f dog hair and filthy.
me. While there is still jumps in the RPMs they are now with NNA specificatio
RCAS set follow up for 3/25
c asked dlrshp if c's veh had tinted windows as c thought when veh was bought
Created by ZSF176N at 2013-03-19 08:29:50
___crrl-av asked what c wanted of NNA CA _____
ns of what would be normal for a 4-cyl veh with the AC on.
and person from dlrshp looked at veh
c states that c is getting a lot of back and forth from dlrshp and c wants to
RCAS-SF called SM Rick at Lynch at cell phone at 10:24am est and spoke to SM t
SA to drive like MY veh to ensure same occurrence in them then make customer co
be sure:
ntact to offer test drive of same.
o advise of customer case info and SM asked RCAs to have customer contact SM d
veh had no tint on windows
Created by ZSF176N at 2013-03-15 14:36:47
dlrshp told c that tint would be put on
irectly.
veh is getting tinting
c got call from carson at dlrshp stating veh would not be ready today as tinti

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 106

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 107

REQUESTED BY: lattad

CAR ID: CA2794017

Created by ZSF176N at 2013-03-19 10:40:03

RCAS-SF called SA Carson at HQ Nissan at 4:30pm est and spoke to SA who advise to be able to go to dlrshp at a specific time and actually get veh without hav d that SA drove two like MY vehs and both vehs function exactly the same. SA ing to wait for hours.

ng being put on

RCAS-SF called c at day phone [REDACTED] at 12:39pm est and spoke to c to advi advised that SA did think there was abnoraml (erratic) jumpining in the RPMs p c is getting call back from Frankie at the dlrshp 03/08/2013, who explained to C wants to be sure RPM issue is fixed, because c has been having problems brak se that SM was advised of c's concerns and asked for c to contact SM to schedu c how much dlrshp had lost on the sale of this veh to c already, and that dlr ing because if c does not have brakes depressed all the way to the floor of th le apt at c's leasure. C understood and RCAs provided SM info.

rior to the ECM relay recall, but now the way it is functioning is normal comp ared to like vehs and within NNA specs. SA would be happy to make repair if a

Created by ZSF176N at 2013-03-21 11:57:34

e veh, the veh will rev, pull forward and c is afraid c will get into an accid shp can not put the tinting on the windows unless c has the addemdum on the ve ctually needed, but cannot do so.

ent.

h that states tinting is already on veh.

RCAS-SF called c at day phone [REDACTED] at 1:55pm est and spoke to c who advi

Created by ZSF176N at 2013-03-15 14:36:47

crrl-av asked to clarify veh was sold with agreement to put tint on?

***** C states c has begun to research the lemon law because of veh issues.

sed that c plans to take veh into Lynch sometime next week for the second opin crrl-av gave case info

c states that veh was sold to c and c was told that windows were already tinte ion. RCAs reset follow up with c for NLT 4/2

RCAS-SF called SA Carson at HQ Nissan at 4:30pm est and spoke to SA who advise

Created by ZSF176N at 2013-04-02 06:26:09

crrl-av sending case to RCAS to assist c.

d

d that SA drove two like MY vehs and both vehs function exactly the same. SA advised that SA did think there was abnoraml (erratic) jumpining in the RPMs p

Created by ZSF176N at 2013-03-11 15:49:48

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 108

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 109

REQUESTED BY: lattad

CAR ID: CA2794017

_____crrl-av asked what c wanted of NNA CA_____

RCAS-SF called c () at day/at phone () at 8:24am est and I c states that c is getting a lot of back and forth from dlrshp and c wants to edt vmx asking for callback to 800 343 6913 x458174.

RCAS-SF called c () at day/at phone () at 5:41pm est and R prior to the ECM relay recall, but now the way it is functioning is normal comp ared to like vehs and within NNA specs. SA would be happy to make repair if a be sure:

CAS spoke to c who advised the following case info:

Created by ZSF176N at 2013-04-04 09:12:15

C advised that the RPMs in the veh would quickly jump up to one, then slowly d ctually needed, but cannot do so.

RCAS-SF called c () at day/at phone () at 11:11am est and veh is getting tinting

Created by ZSF176N at 2013-03-19 06:49:58

ledt vmx asking for callback to 800 343 6913 x458174.

rop down to .5 repeatedly, but sporadically, and only when the AC is on in th to be able to go to dlrshp at a specific time and actually get veh without hav e vehicle. Dlr did ECM relay recall and the concern persisted. Dlr reset the ing to wait for hours.

RCAs sending email.

RCAS-SF called c () at day/at phone () at 8:49am est and I

Created by ZSF176N at 2013-04-04 09:38:40

C wants to be sure RPM issue is fixed, because c has been having problems brak edt vmx asking for callback to 800 343 6913 x458174.

idle speed and it again recurred. Dlr advised the c that there is a normal j

Created by ZSF176N at 2013-03-19 07:45:51

ing because if c does not have brakes depressed all the way to the floor of th

RCAS-SF called SM Rick on cell phone at 11:35am est and left vmx asking if the ump in the RPMs in the veh that occurs when the AC is on.

c had been into dlr for second opinion and callback to 800 343 6913 x458174.

e veh, the veh will rev, pull forward and c is afraid c will get into an accid

RCAs asked how often this occurs and c advised not all the time, but some days

RCAS-SF received vmx from c requesting callback to () or ()

Created by ZSF176N at 2013-03-19 07:54:01

Created by ZSF176N at 2013-04-08 11:44:12

ent.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 110

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 111

REQUESTED BY: lattad

CAR ID: CA2794017

it occurs it will happen repeatedly until the veh is shut off.

C is concerned about the issue, as when it happens when the c is stopped at a

***** C states c has begun to research the lemon law because of veh issues.

RCAS-Sf called c at day phone [REDACTED] at 9:46am est and spoke to c.

RCAS-SF called SM Rick on cell phone at 1:35pm est and spoke to SM who advised
crrl-av gave case info

RCAs advised of SA Carson's input on the veh concerns.

stoplight the c has to keep the brakes pressed down securely otherwise the veh
the following case info: C has not been into the dlr as of yet.

crrl-av sending case to RCAS to assist c.

RCAs advisd of two options - return to HQ Nissan and test drive like MY vehs w

RCAS-SF called c ([REDACTED]) at day/at phone [REDACTED] at 1:42pm est and I
would go into the intersection.

Created by ZVA178N at 2013-03-08 14:59:01

edt vmx advising dlr SM willing to give c a second opinion and c to contact RC
ith SA or get second opinion on concerns at alt dlr.

RCAS asked the c about the tinting on the windows and c advised that veh was p
AS back if further assistance is needed int he future.

C advised c would like to get second opinion.

crrl-av verified c info, case service dlr, how veh acquired, miles

icked up today, and the dlr took care of the tinting.

no previous case

RCAS advised of Lynch or Albervilled and C opted to visit Lynch.

RCAS advised that dlr contact would be made and RCAS would ask DTS or other N
RCAs closing file.

Created by ZSF176N at 2013-04-08 11:47:25

NA tech to determine if the RPM issue is normal or what can be done to resolve
no open recalls

RCAS agreed to contact SM Rick at Lynch to advise and c to schedule appt.

c bought veh feb 15, 2013

. RCAs set c follow up for updates NLT 3/14.

RCAS set follow up for 3/25

Summary - C contacted NNA with complaint of RPM jumping that dlr advised was w

Created by ZSF176N at 2013-03-12 06:43:22

Created by ZSF176N at 2013-03-19 08:29:50

c took back 4 days later

ithin specs after idle reset but c did not feel was operating properly. C was

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 112

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 113

REQUESTED BY: lattad

CAR ID: CA2794017

c was having issues with RPM on veh while AC was on
RCAS-SF called SM Rick at Lynch at cell phone at 10:24am est and spoke to SM t
RCAs-Sf received vmx from c advising that from here on out RCAs to contact c o
to get second opinion at alt dlr but stopped responding to RCAS's phone calls

n [REDACTED]
o advise of customer case info and SM asked RCAs to have customer contact SM d
veh had to be taken back multiple times (3 times) for issue

Created by ZSF176N at 2013-03-13 08:16:35

irectly.

veh currently at dlrshp

Created by ZSF176N at 2013-03-19 10:40:03

dlrshp has made c wait at least three hours each time c was at dlrshp - even o
RCAS-SF called SA Carson on cell phone at 10:14am est and left vmx asking for
callback to 800 343 6913 x458174.

n day that dlrshp gave c rental

RCAS-SF called c at day phone [REDACTED] at 12:39pm est and spoke to c to advi
c has had to call dlrshp all the time for veh updates

Created by ZSF176N at 2013-03-13 08:53:44

se that SM was advised of c's concerns and asked for c to contact SM to schedu
dlrshp has not called back when c was promised multiple times that c would be
le appt at c's leasure. C understood and RCAs provided SM info.

RCAS-SF called SM Terry at HQ Nissan main number 7062258100 at 10:11am est and

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCSV

CALLBACK: 0

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 114

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 115

REQUESTED BY: lattad

CAR ID: CA2794017

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: 04/08/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 116

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 117

CAR ID: CA2794017

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP5DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5273	Georgia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 118

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 119

REQUESTED BY: lattad

CAR ID: CA2794017

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5273

STATE: GA

DEALER NAME: HEADQUARTER NISS COLU

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 120

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 121

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2800706
STREET: [REDACTED] **VIN:** 3N1CN7AP1DL [REDACTED]
CITY: MIAMI **YR/MDL:** 2013.0 VSD **MILEAGE:** 000000
ST/ZIP: FL [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** **SVC DLR:** 3606 AUTONATION NISSAN KENDALL
DLR PH: [REDACTED] **DENY:** **RESP DLR:** 3606 AUTONATION NISSAN KENDALL
REGION: 34 **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:** 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:** 03/11/13 **XFER/RSPNSBLTY:** 34 03 N
CONTACT (S): **FOLLOWUP DATE:** 03/11/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/11/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 122

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 123

REQUESTED BY: lattad

CAR ID: CA2800706

C. A. R. COMMENTS

Created by ZME176N at 2013-03-11 09:36:30

Created by ZME176N at 2013-03-11 09:43:20

Rcas-me recieved message from sm-jr on 3.5 after office hours (rcas also not in office 3-6 to 3-8) who stated that sm called tech line and tech line asked sm to call ca to open a case and document c's complaint.

Sm stated the following:

"This veh was brought in with a complaint of the brake pedal going all the way down to the floor but after thoroughly inspecting the brakes and driving it dlr sees nothing abnormal. Dlr is releasing this car back to the customer but as per techline sm is letting rcas know. "

Rcas-me calling tech line at 1140am est and tech line suggested rcas contact dlr if any further action is needed.

Rcas agreed and ended call

Rcas sending message to tl-drts-az to determine further action

Created by ZME176N at 2013-03-11 14:26:30

Rcas-me spoke with rcas sp-df who suggested contacting c about c's experience at dlr/ concern on veh

Rcas-sp recommended possible dts appointment if c does not show satisfaction.

Created by ZME176N at 2013-03-11 14:51:23

Rcas-me calling c at [REDACTED] at 448pm est and stated fater speaking with sm-jr rcas has created a case for c.

Rcas asked about c's concerns and c's experience at dlr

C stated that c was experiencing some issues with the brake pedal for about a week but ever since c took veh to dlr c has not had any issues

Rcas asked if c needs further assistance

C declined and thanked rcas

Rcas gave c name, phone number and ext

C ended call

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 124

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 125

REQUESTED BY: lattad

CAR ID: CA2800706

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: 03/11/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: 	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 126

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 127

CAR ID: CA2800706

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3606	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 128

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 129

REQUESTED BY: lattad

CAR ID: CA2800706

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3606

STATE: FL

DEALER NAME: AUTONATION NISSAN KEND

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 130

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 131

REQUESTED BY: lattad

NAME: [REDACTED]

SC: NONE

CAR ID: CA2801873

STREET: [REDACTED]

VIN: 3N1CN7AP1DL [REDACTED]

CITY: MIAMI

YR/MDL: 2013.0 VSD **MILEAGE:** 000000

ST/ZIP: FL [REDACTED] **VCAN:**

IN SVC DATE:

DAY PH: [REDACTED] **PAID:**

RTL DLR: NI NI

EVE PH: [REDACTED] **SUSP:**

SVC DLR: 3606 AUTONATION NISSAN KENDALL

DLR PH: [REDACTED] **DENY:**

RESP DLR: 3606 AUTONATION NISSAN KENDALL

REGION: 34 **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: 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: 03/11/13

XFER/RSPNSBLTY: 34 03 N

CONTACT (S):

FOLLOWUP DATE: 03/18/13

INF-NET (Y/N):

SEVERITY: 9

CLOSE DATE: 03/14/13

INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI

AD BRAKES

WT UNABLE DIAGNOSE/DUPLICATE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 132

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 133

REQUESTED BY: lattad

CAR ID: CA2801873

C. A. R. COMMENTS

Created by ZJR177N at 2013-03-11 12:47:06

Created by ZJR177N at 2013-03-11 12:47:27

ARBS received in-field file from Techline alleging brake pedal going to the floor intermittently.

Created by ZJR177N at 2013-03-11 12:48:33

ARBS called dlr and left vmx for SM-Walter.

ARBS provided c name, veh model, VIN, ARBS's name and contact#.

ARBS advised received case from Techline and following up on veh to see what happened, whether any duplication, current state of veh, accidents or injuries reported, etc.

ARBS requested callback.

Created by ZJR177N at 2013-03-14 09:47:09

ARBS received vmx from SM-Walter.

ARBS called and left vmx for SM-Walter. ARBS provided name, contact# and c information.

ARBS requested to know if accident/injury, current state of veh, if SM requesting DTS inspection, etc.

Waiting on SM callback.

Created by ZJR177N at 2013-03-14 11:28:02

ARBS received call from SM-Walter.

SM advised veh came in on 3/5 for c's complaint that brake pedal felt spongy and would then sink to floor after veh was stopped.

SM advised no duplication/codes. No repair. Techline was consulted. Veh was returned to the customer.

SM advised no report of accident/injury.

ARBS thanked.

Closing case as no further action needed.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 134

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 135

REQUESTED BY: lattad

CAR ID: CA2801873

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: 03/14/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 136

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 137

CAR ID: CA2801873

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3606	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 138

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 139

REQUESTED BY: lattad

CAR ID: CA2801873

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3606

STATE: FL

DEALER NAME: AUTONATION NISSAN KEND

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 140

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 141

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2817060
STREET: [REDACTED] **VIN:** 3N1CN7AP4DL [REDACTED]
CITY: HENRICO **YR/MDL:** 2013.0 VSD **MILEAGE:** 002200
ST/ZIP: VA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 171 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5318 SHEEHY NISSAN OF RICHMOND
DLR PH: 804 346 4200 **DENY:** 0 **RESP DLR:** 5318 SHEEHY NISSAN OF RICHMOND
REGION: 34 **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) **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:** 002200 **# 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:** 03/13/13 **XFER/RSPNSBLTY:** 34 13 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	159000 GEN. AC/HEATING COMPONENT
AJ HEATER/AIR CONDITIONING	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 142

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 143

REQUESTED BY: lattad

CAR ID: CA2817060

C. A. R. COMMENTS

Created by ZAJ178N at 2013-03-13 15:21:54

Created by ZAJ178N at 2013-03-13 15:24:47

RCAS noting follow up email sent to CSM-David Mackay regarding case.

Service Dept. Review

sion number.reminded that if c will be routed to voicemail,c may leave a messa

C called saying that the veh is brand new but already had a problem with the h

Created by ZSP178N at 2013-04-16 14:51:14

ge and the best contact number.crr-mr also assured c that crr-mr will be sendi

Service Dept. Review

eating coil. C is very upset that the veh already have a problem. C is reque

ng an internal message to extension number to notify representative that c cal

RCAS noting call placed to c at [REDACTED]. RCAS left VMX with RCAS name, ca

Service Dept. Review

led-in.crr-mr gave name,extension number.crr-mr exiting case.

se number, and extension. RCAs-Sp setting further follow up for 4/18.

Service Dept. Review

sting for nissan to buy back the veh because c feels that the veh is not safe

Created by ZSP178N at 2013-04-03 13:20:48

Created by ZSP178N at 2013-04-18 14:00:02

Service Dept. Review

to drive anymore. CRR-JA apologize and explained that the case

RCAS noting call placed to c at [REDACTED]. RCAS left VMX with RCAS name, case

RCAS-SP placed call to c at [REDACTED], and left VMX with RCAS-SP name, case n

Service Dept. Review

will be forwarded to RCAS and a representative from RCAS will give c a callbac

k before the end of the next business days. CRR-JA offered further assistance.

number, and extension. RCAs-Sp setting further follow up for 4/19.

Service Dept. Review

umber, and extension. RCAS-Sp setting further follow up for 4/5.

C declined.

Created by ZSP178N at 2013-04-19 11:45:18

Created by ZVA178N at 2013-04-03 13:39:25

Service Dept. Review

CRR-JA provided c the case number,

crrl-av recieved call from c asking to speak to RCAS-SP

RCAS noting CSM approval of Arbs recommendation for an ECW relevant to the com

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 144

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 145

REQUESTED BY: lattad

CAR ID: CA2817060

Service Dept. Review

crrl-av warm transfered c to RCAS-SP's VM and exiting case name and extension number.

ponents replaced on veh.

Service Dept. Review

Created by ZAJ178N at 2013-03-13 15:24:47

Created by ZDR123N at 2013-04-03 13:54:22

Created by ZSP178N at 2013-04-19 13:39:04

Service Dept. Review

C called saying that the veh is brand new but already had a problem with the h
***DRTS-SW received the RHR. The RHR was assigned to ARBS-VS for review.

RCAS placed call to c at (804) 683-9524, and advised that case was still under

Service Dept. Review

Created by ZSP178N at 2013-04-03 14:45:34

eating coil. C is very upset that the veh already have a problem. C is reque
review, and that RCAS would follow up with c on 4/24. C understood, call end

Service Dept. Review

ed mutually.

RCAS-SP noting return call placed to c at 8046839524, and left follow up VMX w

Service Dept. Review

sting for nissan to buy back the veh because c feels that the veh is not safe

Created by ZSP178N at 2013-04-24 14:47:58

ith RCAS-SP name, case number and extension. RCAS-SP setting further follow u
to drive anymore. CRR-JA apologize and explained that the case
p for 4/5.

RCAS placed call to c at (804) 683-9524, and left VMX with RCAS name, case num

will be forwarded to RCAS and a representative from RCAS will give c a callbac
ber, and extension. RCAS setting further follow up for 4/25.

Created by ZGY176N at 2013-04-03 16:03:21

k before the end of the next business days. CRR-JA offered further assistance.

C declined.

Created by ZSP178N at 2013-04-25 12:56:41

crr-gy received a follow up call from c.

crr-gy verified if any of c's contact information changed since the last time

CRR-JA provided c the case number,

RCAS noting heat shield not falling under any of the 5 ECW component groups.

c called in, c said none.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 146

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 147

REQUESTED BY: lattad

CAR ID: CA2817060

name and extension number.

RCAS noting email sent to ARBS-Valerie Smith inquiring about alternatives for c.

Created by ZSP178N at 2013-03-14 15:31:40

crr-gy offered to transfer c to rcas-sp extension number and if routed to vmx, c can leave message and the best number to reach c. crr-gy added that crr-gy

Created by ZSP178N at 2013-04-25 13:00:04

RCAS-SP noting call placed to dlrshp and left msg for SM-Joe inquiring about case.

RCAS placed call to c at [REDACTED] and advised that Nissan would not be in a will send an internal message to inform rcas-sp that c called in, c agreed.

Created by ZSP178N at 2013-03-14 15:32:35

crr-gy offered further assistance, c declined.

position to offer repurchase of veh as there have not been enough repair attempts. crr-gy gave name, extension and case number.

mpts. C stated c understood. RCAS advised that RCAS was still researching concerns.

RCAS-SP placed call to c at [REDACTED] to follow up on case, and left VMX with crr-gy transferred the call to rcas-sp vmx.

ncerns for c and would follow up with c on 4/30. C agreed, call ended mutually.

RCAS-SP name, case number and extension. RCAS-SP setting further follow up crr-gy sent internal message to rcas-sp.

for 3/18

y.

Created by ZSP178N at 2013-03-18 07:38:01

Created by ZSP178N at 2013-04-30 14:52:19

crr-gy exiting case.

Created by ZSP178N at 2013-04-05 08:54:59

RCAS placed call to c at [REDACTED], and left VMX with RCAS name, case number

RCAS-SP placed call to dlrshp and spoke with SM-Bill, who advised that c had had

a heat shield replaced on the veh the week of 3/4. SM-Bill further advised

her, and extension. RCAS setting further follow up for 5/1.

RCAS-SP placed call to c at [REDACTED] and advised that c's concerns were currently

Created by ZSP178N at 2013-05-01 14:36:09

ently under review by Nissan and that RCAS-SP would be able to follow up with

that c was satisfied with repair as far as SM-Bill was aware of. RCAS-SP requested

RCAS placed call to c at [REDACTED], and left VMX with RCAS name, case number

requested ROs from dlrshp for veh repairs.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 148

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 149

REQUESTED BY: lattad

CAR ID: CA2817060

update on 4/10. C stated c understood, call ended mutually .

ber, and extension. RCAS setting further follow up for 5/3

Created by ZSP178N at 2013-03-18 07:44:25

Created by ZVS932N at 2013-04-07 15:13:20

Arbs-vs notes based on the rhr provided and a good faith review of the c conce

Created by ZSP178N at 2013-05-03 14:23:40

RCAS-Sp placed call to c at [REDACTED] to follow up on case, and left VMX with

RCAS placed call to c at [REDACTED], and left VMX with RCAS name, case num

RCAS-SP name, case number and extension. RCAS-SP setting further follow up fo

rns, it doesn't appear that the vehicle has had an unreasonable number of repa

ber, and extension. RCAS closing case noting lack of response from c.

ir attempts. Arbs note that Nissan has and will continue to honored our warran

r 3/21

Created by ZSP178N at 2013-03-21 14:17:09

ty. Arb doesnb

RCAS-Sp placed call to c at [REDACTED] to follow up on case, and left VMX with

ring c ECW related to heat shield rear. Arbs sent e-mail to rcas advising of

RCAS-SP name, case number and extension. RCAS-SP setting further follow up fo

response to rhr review. Arbs asked rcas to follow up with arbs while working f

ile and before closing. Arbs docs repair history pertaining to c compliant.

r 3/26.

Created by ZSP178N at 2013-03-26 13:15:36

Vehicle history

2/15/13 02/15/13 2,729 929411

RCAS-SP placed call to c at [REDACTED] to follow up on case, and c stated that

A)Customer states tire light keeps coming on while driving A) Dealer - Checked

c was "not sure about" veh anymore, and requested to get out of veh. RCAS-SP

advised on RHR, and that RCAS-SP would follow up with c on 3/28 with update on

all tire pressure; no further problems found at this time

3/4/13 3/13/13 3283 948359

case. C understood, and provided additional number to be reached at as 80428

87159 ext.110.

A)Customer states brakes are making noise also when pushing brake pedal it g

Created by ZSP178N at 2013-03-26 13:16:36

oes to the floor A)Dealer - Road tested-compared to other stock unit Vers

a-feels the same. Inspected front and rear brakes rotors pads calipers

RCAS-SP placed call to dirhsp and spoke with SM-Bill, who advised that Sm-Bill

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 150

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 151

REQUESTED BY: lattad

CAR ID: CA2817060

B)Found rattling sound coming from rear of car-heat shields had broken at bolt would fax over ROs to RCAS-SP on 3/27. RCAS-SP keeping follow up for 3/28

Created by ZSP178N at 2013-03-28 14:51:45

holes. B)Dealer - Replaced heat shields

Created by ZSP178N at 2013-04-10 12:38:48

RCAS-SP noting ROs faxed over regarding veh, and attached to case. RCAS-SP placed call to c at [REDACTED] to follow up on case, and left VMX with RCAS-SP

RCAS-SP noting email sent to CSM-DM regarding RHR-Arbs recommendations.

ame, case number, and extension. RCAS-SP setting further follow up for 4/3

Created by ZSP178N at 2013-04-10 12:41:10

Created by ZMR177N at 2013-03-28 15:00:06

RCAS-SP noting call placed to c at [REDACTED]. RCAS-SP left VMX with RCAS-SP

c called-in stating that c received a call from NNA.crr-mr asked for a case nu

name, case number and extension. RCAS-SP advised case was still under review.

mber,c said none.c found case number:10817060.crr-mr asked has any of the cont

RCAS-SP setting further follow up for 4/12.

act info changed,c said none.

Created by ZSP178N at 2013-04-12 13:07:34

crr-mr checked case.crr-mr informed that rcas-sp received the docs(RO).c askin

RCAS-SP noting call placed to c at [REDACTED]. RCAS-SP advised case was still

g to get hold of rcas-sp.

under review. RCAS-SP setting further follow up for 4/16.

Created by ZSP178N at 2013-04-16 14:48:52

crr-mr stated that crr-mr will be more than glad to transfer the call to exten

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 152

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 153

REQUESTED BY: lattad

CAR ID: CA2817060

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: 05/03/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 154

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 155

CAR ID: CA2817060

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5318	Virginia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 156

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 157

REQUESTED BY: lattad

CAR ID: CA2817060

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5318

STATE: VA

DEALER NAME: SHEEHY NISSAN OF RICHM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 158

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 159

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2859298
STREET: [REDACTED]	VIN: 3N1AB7AP2DL [REDACTED]	
CITY: ARLINGTON	YR/MDL: 2013.0 SEN	MILEAGE: 000000
ST/ZIP: TX [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3225 DON DAVIS NISSAN, INC.
DLR PH: [REDACTED]	DENY:	RESP DLR: 3225 DON DAVIS NISSAN, INC.
	REGION: 32	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)
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: 03/18/13	XFER/RSPNSBLTY: 32 04 N
CONTACT (S):	FOLLOWUP DATE: 03/18/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/18/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 160

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 161

REQUESTED BY: lattad

CAR ID: CA2859298

C. A. R. COMMENTS

Created by ZJR177N at 2013-03-18 14:21:56

Created by ZJR177N at 2013-03-18 14:23:37

ARBS received in-field file from Techline alleging brake pedal goes to floor.

ARBS called dlr and spoke w/ SA-Chris. SA advised veh in on 3/13, out on 3/15

ARBS stated no duplication, no codes stored. Tested like veh, found operating same.

No accidents/injuries reported.

ARBS closing case as no further action needed at this time.

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 162

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 163

CAR ID: CA2859298

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 03/18/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 164

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 165

CAR ID: CA2859298

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3225	Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 166

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 167

REQUESTED BY: lattad

CAR ID: CA2859298

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3225

STATE: TX

DEALER NAME: DON DAVIS NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 168

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 169

REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA2901940
STREET: [REDACTED]	VIN: 3N1CN7AP5DL [REDACTED]	
CITY: ORLANDO	YR/MDL: 2013.0 VSD	MILEAGE: 001800
ST/ZIP: FL [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 999 999 9999	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 19029 REED NISSAN
DLR PH: [REDACTED]	DENY:	RESP DLR: 19029 REED NISSAN
	REGION: 34	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 x Preowned	MILES: 001800	# 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: 03/26/13	XFER/RSPNSBLTY: 34 09 N
CONTACT (S):	FOLLOWUP DATE: 05/28/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 05/28/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 170

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 171

REQUESTED BY: lattad

CAR ID: CA2901940

C. A. R. COMMENTS

als are available. c thanked rcas and said c will call into dlrship to schedul
Created by ZDL777N at 2013-03-27 14:23:55
Created by ZNT176N at 2013-03-26 14:46:32
CRR-MH received a call from c following up on the case.
Service Dept. Review
tion, leaving RCAS-EP and DL's contact information.
CRR-MH confirmed no change in C's contact information.
e appt
rcas dl placed call to c [REDACTED] at 422pm est
RCAS-EP called c at [REDACTED]. C advised field rep is supposed to get in
Service Dept. Review
C requested for a supervisor at the onset of the call. CRR-MH offered to assi
rcas dl left vmx with contact number and case number
Service Dept. Review
set up follow up date for 4/17
touch with c the first part of this week or next week. C advised c was advised
r
Service Dept. Review
setting follow up date for 4/1/13
st C but C insisted to speak to a manager.
veh is operating as it should. RCAS advised RCAS will be reviewing concern wi
Created by ZDL777N at 2013-04-01 14:31:23
Created by ZDL777N at 2013-04-17 07:32:48
CRR-MH informed TL-JV about C's request. TL-JV took the call and later handed
Service Dept. Review
th SM for update on concern. C advised FIELD rep has not contacted c yet. RCAS
advised RCAS will review with SM for status update.
Cover to TL-JF.
rcas dl placed call to c [REDACTED] at 430pm est
rcas dl placed call to c and spoke to c on update. c stated that c didn't rece
Service Dept. Review
Created by ZIH176N at 2013-04-09 13:44:24
ive call back from dlr at this time.
rcas dl left vmx with contact number and case number
RCAS-EP changing follow up to 05/10/13
Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 172

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 173

REQUESTED BY: lattad

CAR ID: CA2901940

Created by ZDL777N at 2013-04-18 12:57:54

Created by ZDL777N at 2013-05-10 13:43:14

CRR-MH noting that call was received from C's husband, [REDACTED] who is now ref

Service Dept. Review

setting follow up date for 4/4/13

Created by ZRD000N at 2013-04-02 09:41:27

erred to as C in the case.

rcas dl placed call to c and left vmx with contact information .

rcas placed call to dlr and left vmx and sent email for SM update on veh

Service Dept. Review

Created by ZDL777N at 2013-04-23 13:20:06

Created by ZDL777N at 2013-05-14 09:38:35

Created by ZMF999N at 2013-04-09 13:44:56

c's husband called in for the case updates.

crr-rd verified c's contact information.

rcas placed call to c at [REDACTED] at 1136am est and left vmx with contac

rcas placed call to dlr and left SM Guy email

tl-jf tookl over c stated that c spoke with crr-dg last time, c stated that cr

crr-rd provided c with rcas-dl extension and called but reached vmx.

rcas placed call to c and left vmx

r-dg was a very great guy. c stated that c was waiting for a callback from the

t information

Created by ZDL777N at 2013-05-14 09:39:26

Created by ZMD345N at 2013-04-25 14:14:26

crr-rd transferred c to rcas-dl vmx and sent internal message to rcas-dl telli

rcas sup. c stated that c was informed that c will be contacted 4-8 business

crr-md received call from c stating that c has heard from rcas -DL on 041713 s

hours. c stated that 21 business hours already passed and c has not received a

ng that c's husband called in today and asked for the case updates.

rcas placed call to Bill Ray Nissan and both SM Richard Morris and SM Mike Byr

callback. c stated that c would like to talked tl-sp. tl-jf informed c that t

crr-rd asked for further assistance, c declined.

ince then c has not heard from rcas. c stated that c would not be available un

nes are in a meeting

crr-rd provided c with ca file number, crr name and extension.

hat tl-jv is already working on with tl-sp. tl-jf informed c that tl-jf will t

rcas sent email for status update.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 174

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 175

REQUESTED BY: lattad

CAR ID: CA2901940

til monday next week. c is asking Nna if RCas-DL Can call c early 8 am - 10 am

Created by ZDL777N at 2013-05-17 13:45:08

crr-rd exiting from the case

on 042913. because c would call nna again and c would asked for Exec Escalati

ransfer c over the tl-sp extension. tl-jf called 457221 and was able to spoke

Created by ZDL777N at 2013-04-04 13:23:55

on.

rcas placed call to c at [REDACTED] at 344pm est and left vmx with conta
with tl-sp and transferred the call over.

Crr-md informed c that crr will send internal message to rcas-dl cc TL-sp that
ct information

rcas dl placed call to c at [REDACTED] at 320pm est and left vmx

tl-jf exiting case.

c is requesting for a callback on 042913. Apologize to c and c understand.

Created by ZDL777N at 2013-05-22 09:55:42

Created by ZSP943N at 2013-04-09 14:27:42

setting follow up date for 4/9

Created by ZYL176N at 2013-04-05 09:53:36

offered to connect to extension for TL-sp and RCAS-dl but routed to vm

rcas received an email from SM Richard Morris that stated the following:

TL-SP received inbound call from C at 3:33PM ET.

C advised TL that C had vehicle at Surtherlin and Suthernlin was unable to dia

crr-md provide case name and extension

crr-rc received a call from c regarding case 10901940

The vehicle was returned to [REDACTED] the next day. No repairs needed. We fo

crr-md exiting case

crr-rc asked c if any of c's info changed since the last time c called, c stat
gnose or duplicate.

und all of c' complaints to be normal.

Created by ZDL777N at 2013-04-26 07:28:51

ed none. c stated that c wanted to speak to rcas-dl regarding c's case. c stat

Have customer return to selling dealer and request a DTS to inspect. Customer

Vehicle is currently at Reed Nissan as of 4.8.13. C states that the concern is

ed that c is waiting for a call of rcas-dl so many times. crr-rc informed c th

intermittent and C knows that it's difficult to diagnose. C states that Reed

never test drove vehicle before purchase.

rcas left vmx to SM Guy McCumber and sent email

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 176

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 177

REQUESTED BY: lattad

CAR ID: CA2901940

at rcas-dl called yest and rcas-dl was routed to c's vm. crr-rc informed c tha

Created by ZDL777N at 2013-04-26 09:51:18

Nissan was able to dupliate the concern and that the computer at the dlrshp is rcas sent email and left vmx with DTS David Harvey.

Created by ZDL777N at 2013-05-22 10:01:45

not working and the dlrshp and the dlrshp was unable to capture the codes the rcas received vmx from c asking for a call back on 4/29/13

t rcas-dl will call c next week Tuesday 04/09. c is getting rude and wanted to

Created by ZJB176N at 2013-04-29 09:55:16

rcas called c at [REDACTED] at 1201pm est and left vmx with contact infor speak to a sup. crr-rc informed c that c's case was already escalated to rcas veh threw out.

and rcas is in the best position to give a resolution on c's case. c insisted crr-jason received a call from c stating c has been waiting for a tl or rcas t C states that the brakes on the vehicle are a concern. C states that when C pu mation

Created by ZDL777N at 2013-05-28 11:16:46

o call c today before 10a.m. c stated that c's veh has numerous issues none of that c wanted to speak to rcas-sup. crr-rc informed c that crr will escalate c

ts foot on break and continue to push that the pedal can go to the floor and t here is no tension to the braking. C states that the "SL" is the concern becau

RCAS called c at [REDACTED] at 116pm est and left vmx

's case to rcas-sup and rcas sup will call c bet 4-8 business hours.

which can be duplicated by the svc dealer, c stated that the transmission wil c hung up.

I slip it will not respond and c wants nna to address these concerns, c wants RCAS closing case per 3 contact attempts.

se C needs to push down the brake to start the vehicle. C states that when C g crr-rc leaving the case open.

ets in the vehicle to start it, the brake pedal does not move. C states it is the dealership to keep the veh untill the concerns are duplicated and be provi

crr-rc escalating c's case as per c's request

ded a loaner veh.

like pushing a rock to push the button to start the veh.

Created by ZDA177N at 2013-04-05 10:19:42

crr verified c's info and informed c that there is a follow up set for today a

C states that C is out of the house all day Wednesday and that the best time t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 178

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 179

REQUESTED BY: lattad

CAR ID: CA2901940

CRR-DA received a call from c stating that c calling in checking for updates on an email will be sent to rcas to call c as soon as possible, c understood. c contact C is first thing in the morning. call was ended.

n c's case. c said that c been waiting for a feedback 2 weeks ago. c said that ***Wednesday contact number ONLY!!!! [REDACTED]*** C stated that C would be available after 9AM at this number and that when information is obtained regarding c been tagging with RCAS and cannot sit by the phone to wait for a callback. Created by ZDL777N at 2013-04-29 14:44:44

CRR-DA updated c's information.

ding a vehicle for C then C needs to be contacted at this number.

rcas placed call to c at [REDACTED] at 444pm est and phone kept ringing Created by ZJB176N at 2013-04-30 07:30:52

CRR-DA informed c that case was escalated to RCAS sup and will be receiving a TL-SP advised C that TL will be handing the case over to RCAS-DL to ensure the callback within 4-8 business hours. c was really upset and frustrated.

crr-jdb received a call from c stating c did not receive a call from rcas yesterday the case is managed properly and that C will be hearing from RCAS tomorrow r CRR-DA asked further assistance, c declined.

regarding the status of the loaner/rental vehicle. erday.

CRR-DA gave case number, name and extension number 457223.

crr-jdb verified c's info and informed c that rcas did call and c was not home TL-SP and C mutually ended the call.

CRR-DA leaving the case OPEN.

, c stated that c has left vmx with the time c can be reached but rcas calls TL-SP changing follow up to 4.10.13 and changing ownership to RCAS-DL after that time.

Created by ZDG177N at 2013-04-08 11:48:00

Created by ZDL777N at 2013-04-10 09:04:20

c called in wants to follow up with the supervisor

crr-jdb apologized, c asked for escalation.

RCAS DL placed call to SM Guy at SM's cell phone and left vmx for callback.

Created by ZDL777N at 2013-04-10 14:22:42

crr-dg verified c's info, no changes made from last call

crr-jdb informed c that case will be escalated but it will be rcas demi to call c was upset because c can't get a hold of someone

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 180

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 181

REQUESTED BY: lattad

CAR ID: CA2901940

I c back , c went on a 5 minute rant about customer service.

rcas dl placed call to dlr and spoke to SM Guy and SM confirmed that veh is st
c has been waiting since last week and waited for the call of the supervisor u
crr-jdb placed c on hold and contacted rcas.

ill with dlr and that everything checked out normal

crr-jdb transferred c to rcas and call was ended.

ntil this morning, c said that 4-8 business hours already passed.

rcas dl placed call to c at [REDACTED] at 224pm est and spoke to c in regard
c doesn't want to wait anymore. c asking for the supervisor of the TL-SP

Created by ZDL777N at 2013-04-30 08:08:01

s to new appt with Reed. c stated that veh was checked by SA Andrew and SA too
crr-dg informed c that crr-dg will send internal message to TL-SP

k veh home and drove it back to dlrship and SA confirmed that concern with shi
rcas received call from c and c was upset that REED didn't receive the compute
crr-dg sent internal message to TL-SP

fting and the whining noise from transmission happened but the computer wasn't

r and that c never received a call back. c would like to go to BILL RAY NISSAN

crr-dg informed c to wait within the day and crr-dg will be following up on th

for the diagnosis. rcas understood and rcas sent email to the SM of Bill Ray

working and that a new computer would come in today or tomorrow. c needed to

e case

Nissan (Richard Morris) and listed concerns with vehicle. rcas also requested

pick up veh today or first thing in the morning but c wanted to come back but

c understood and wanted to add on the notes that c was frustrated of being pas

for c to be in a loaner. c said c will call for an appt for a diagnosis. c tha

would need a loaner veh in the meantime. rcas understood and set up follow up

nked rcas

sed to different departments and waiting but still can't get a hold of someone

with c 4/10 by 5pm est c understood

Created by ZEP999N at 2013-05-07 15:54:57

SM sent RCAS DL an email that the dlrship only has rentals and SM confirmed t

crr-dg apologized and provided extension to c

hat one should be available next week.

RCAS-EP assisting RCAS-Demi Lee. RCAS-EP SM Richard Morris at BILL RAY NISSAN

Created by ZIH176N at 2013-04-09 13:43:18

rcas dl placed call to c at [REDACTED] at 417pm est and let c know that rent

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 182

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 183

REQUESTED BY: lattad

CAR ID: CA2901940

to review concern. SM did not answer. RCAS left vmx requesting updated informa

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: 08/27/13	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: 05/28/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 184

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 185

CAR ID: CA2901940

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP5DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCND07450275	19029	Florida	8/18/2013	03/02/19	0075000	01/01/01	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 186

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 187

REQUESTED BY: lattad

CAR ID: CA2901940

CURRENT SERVICE CONTRACT

CONTRACT: RCND07450275

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 0

EFFECTIVE: 8/18/2013

EXPIRES: 03/02/19 **MILES:** 0075000

CANCEL: 01/01/01 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 08/27/13

PRINTED: 08/31/13

DEALER NO: 19029 **STATE:** FL

DEALER NAME: REED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 188

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 189

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2906130
STREET: [REDACTED] **VIN:** 3N1CN7AP2DL [REDACTED]
CITY: LANCASTER **YR/MDL:** 2013.0 VSD **MILEAGE:** 000300
ST/ZIP: TX [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 432 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5262 CLAY COOLEY NISSAN
DLR PH: 972 709 2000 **DENY:** 0 **RESP DLR:** 5262 CLAY COOLEY NISSAN
REGION: 32 **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:** 000300 **# 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:** 03/27/13 **XFER/RSPNSBLTY:** 32 04 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 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 190

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 191

REQUESTED BY: lattad

CAR ID: CA2906130

C. A. R. COMMENTS

Created by ZLJ000N at 2013-04-19 08:47:46

Created by ZTD176N at 2013-03-27 09:02:49

Created by ZTD176N at 2013-03-27 09:06:17

ess, also std tht the veh has shut off of each time the veh jerks. c std that Rcas sent email to SM-Kevin requesting docs. Rcas also sent email to CSM and F Service Dept. Review

crr-rc received a call from c,s wife

OM informing of c request

Rcas placed call to c # [REDACTED] and explained all info was reviewed and R Service Dept. Review

the veh is at dlrship now, c std that the SA-Kevin called and informed the c

Created by ZLJ000N at 2013-04-11 15:33:20

crr-rc c states that the new veh c purchased have problems with the brakes the HR was denied. Rcas can offer c a ECW-brake system. Rcas explained would cover Service Dept. Review

that dlr is ordering the brake vacuum, brake booster , brake master cylinder, c std that SA std that the reason for the veh jerking is because of the brakes rcas received docs and attached to case

Service Dept. Review

system components for 7 yrs or 100k miles.

veh would not really stop even if c applied the brakes it also have ruff idle and the veh shutting off is because if the idle been to low, the c std that t C asked if covers transmission. rcas advised does not, covers brake. C states

Created by ZLJ000N at 2013-04-15 07:55:56

s and it died to c 2 times now

Service Dept. Review

c already took the veh at the dlrship several times now and the last time was concern was on veh lunging/accelerating. c states idle was adjusted. rcas expl he SA is also going to look into that as well.

Rcas received email of discussing between SM, FOM and CSM. veh concern appears ained concern was found to be brake system which are components that were repl

crr-JP advised c that rcas agent will follow up with the dlr and with customer

MARCH 22 2013 and until not the veh is still at the dlrship

to be resolved with brake DTS recommended repair. CSM agreed to offer ECW bra aced. idle is and adjustment and is not covered under the ECW.

dealership name:CLAYCOOLEY NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 192

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 193

REQUESTED BY: lattad

CAR ID: CA2906130

in 2 business day (4/2/2013) gave the c contact info to be able to contact with the system depending on result of RHR

C very upset over decision and states understands if dlr cannot duplicate, rep -Rcas completed RHR and submitting

service adviser: KEVIN SHUTTER

th rcas agent.

airs are difficult to made. c states does not understand why Nissan cannot justify

Created by ZLJ000N at 2013-04-15 08:42:07

crr-JP offered further assistance c declined

the dlrship can not fix the problems so now c just want to have a new vehicle

Created by null at 2013-04-02 08:41:43

if its not possible, c just want to cancel the contract for this veh being financed

Rcas placed call to c # [REDACTED] and spoke with [REDACTED] Rcas advised that c swap c into another veh.

anced. c mentioned if nissan cant replace the veh with a new one, c just wants

that info has been collected and is in process of review. Rcas will provide c update

Rcas explained c having concern is unfortunate but does not warrant for repurchase

We have contacted Nissan techline about concern. Techline was unable to offer

any help in resolving the issue. I, Kevin Shutter Parts and Service Director,

have. Nissan provides and honors warranty if there is a concern. C understood

update on decision no later than 4/18/13. C advised will inform wife. Rcas then

to cancel the contract for the veh which is under financing.

and advised that Nissan will just wait until c is in and accident and c or c

Crr-rc advised c that crr-rc will escalate the concern to RCAS and will

keep c and call ended

then contacted DTS Glen Nakagawa and Ana Lam to inform them of the issue and n

children are killed. C states it will then fall back on Nissan. rcas explained

Created by ZBP179N at 2013-04-15 09:56:54

new course of action. Glen and I went over some of the test readings we were going

to send an internal message

Crr-rc advised c will receive a call back from RCAS by the end of the

***DRTS-BP received the RHR. The RHR was assigned to ARBS-CA for review.

if c has current concern, c needs to take veh back to dlr, otherwise and only

waiting on vehicle. Glen suggested bumping the idle up and replacing brake master

Created by VCA449N at 2013-04-16 07:23:33

next business day.

for cylinder and brake booster. We are currently waiting on brake master cylinder

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 194

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 195

REQUESTED BY: lattad

CAR ID: CA2906130

suggest for c to be proactive and note if conditions occur again, what condit
ARBS-CA received RHR
Crr-rc verified to c the contact no. on file best contact no [REDACTED]
ions concern happens under (time veh driving, speed, weather).
r to come in. We have been unable to duplicate dying issue, however we did con
03/08/13 758 miles
Crr-rc offered further assistance c declined
C understood and thanked rcas.
firm the low idle and brake pedal fade. i have contacted customer and kept the
Crr-rc provided case no.
--C states temp knob is broke / veh lunges forward when slowing down / acceler
m updated on status of vehicle. I last spoke with customer at 7:00 pm April 1s
Rcas verified c mailing address and explained will receive info on ECW within
30 days. call ended
ates on its own
Crr-rc provided name and extension no.
t.
Created by ZKS000N at 2013-04-19 15:57:03
Created by ZLJ000N at 2013-04-03 09:10:41
Crr-rc exiting the case
----dlr re-adjusted cable to correct knob control / unable to duplicate concer
Created by ZJR777N at 2013-03-28 10:29:48
n / unable to duplicate concern
Rcas-Kelli Souders assisting Rcas-Jennifer Lanning
Rcas received VMX from c (Felicia) requesting return call
~~~~~  
1 day down  
Created by ZLJ000N at 2013-04-03 09:18:16  
crr-jp outbound call to c home#. # c std that the veh is not stopping like it  
03/08/13 760 miles  
Rcas placed call to c and spoke with husband. rcas apologized for concerns and  
Rcas placed call to c on [REDACTED] at 5:54pm. Advised that ECW is processe  
s supposed to, c std that the car kind of jerks forward when the brakes are pr  
--C states veh lunges forward / c states veh accelerates on its own  
d and c will receive paperwork within 30 business days. C inquired of perimete  
ess, also std tht the veh has shut off of each time the veh jerks. c std that  
explained rcas cannot just cancel c contract. rcas spoke with dlr and DTS has

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 196

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 197

REQUESTED BY: lattad

**CAR ID:** CA2906130

been involved and have recommended repairs.

---Dlr unable to duplicate / dlr unable to duplicate

rs of ECW. Rcas advised 7 yrs from ISD (2/14/2020) or 100k whatever comes first

the veh is at dlrship now, c std that the SA-Kevin called and informed the c

5 days down

rcas provided option can either assist with repair and look into compensation

t. C understood and thanked for calling.

that dlr is ordering the brake vacuum, brake booster , brake master cylinder,

~~~~~

03/22/13 1590 miles

c std that SA std that the reason for the veh jerking is because of the brakes

or can look into RHR which can take up to 10 business days once c decides how

and the veh shutting off is because if the idle been too low, the c std that t

Closing file

--C states veh idles rough and lurches forward when stops / C states veh dies a

to proceed. c understood and advised will discuss with wife.

he SA is also going to look into that as well.

rcas requested c call rcas back with decision. c states will try and asked if

t stops

crr-JP advised c that rcas agent will follow up with the dlr and with customer

---dlr performed idle learn / unable to duplicate vehicle concern, dlr replac

rcas can call c back later today. rcas also advised will try. c understood and

call ended

ed master cylinder per DTS

in 2 business day (4/2/2013) gave the c contact info to be able to contact wi

15 days down

follow up set for 4/8/13

th rcas agent.

Created by VCA449N at 2013-04-16 07:25:04

Created by ZVA178N at 2013-04-04 10:29:01

crr-JP offered further assistance c declined

***ARBS-CA reviewed case. After careful evaluation, NNA will not be able to o

Created by ZTD176N at 2013-03-27 09:06:17

crrl-av recieved call from c asking for RCAS-JL

crrl-av could not find case at time and is noting approx 20 min later

crr-rc received a call from c,s wife

ffer repurchase at this time, as there have not been an unreasonable number of

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 198

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 199

REQUESTED BY: lattad

CAR ID: CA2906130

crrl-av warm transfered c to RCAS-JL's VM and exiting case
crr-rc c states that the new veh c purchased have problems with the brakes the
repair attempts for any warrantable concerns
Created by ZJD178N at 2013-04-04 12:00:44
NNA will continue to honor the terms and conditions of all applicable warranti
veh would not really stop even if c applied the brakes it also have ruff idle
crr-jd received a call from c who wantsan update regarding case.
es
s and it died to c 2 times now
c already took the veh at the dlrship several times now and the last time was
c provided case number:10906130.
Created by VCA449N at 2013-04-16 07:26:00
crr-jd asked has any of the contact info changed,c said none.
If concern is still present, ARBS-CA would recommend DTS inspection
MARCH 22 2013 and until not the veh is still at the dlrship
crr-jd offered to transfer c to extension number but c declined stating that c
dealership name:CLAYCOOLEY NISSAN
If concern is currently not an issue, ARBS-CA would suggest service contract
Created by ZLJ000N at 2013-04-16 13:10:21
has already left several vmx to RCAS-JL.
service adviser: KEVIN SHUTTER
crr-jd assured c that crr-jd will be sending an internal message to specialist
Rcas sent decision to CSM and FOM
the dlrship can not fix the problems so now c just want to have a new vehicle
Created by ZLJ000N at 2013-04-18 08:37:07
if its not possible, c just want to cancel the contract for this veh being fin
to notify representative that c called-in.
anced. c mentioned if nissan cant replace the veh with a new one, c just wants
crr-jd gave name,extension number.
CSM agreed to ECW-brake system
Created by ZLJ000N at 2013-04-18 08:38:41
crr-jd exiting case.
to cancel the contract for the veh which is under financing.
Created by ZLJ000N at 2013-04-08 09:16:11
Crr-rc advised c that crr-rc will escalate the concern to RCAS and will
Rcas received VMX from c requesting return call. # [REDACTED]
Created by ZLJ000N at 2013-04-18 08:41:36

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 200

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 201

REQUESTED BY: lattad

CAR ID: CA2906130

Rcas contacted c on home # [REDACTED] after receiving 2 VMX. Rcas apologized a send an internal message

Crr-rc advised c will receive a call back from RCAS by the end of the nd explained has been out of office and unable to return c calls.

Rcas placed call to c requested # and VMX reached. Rcas left message indicatin g received c VMX and decision has been reached. Rcas explained cannot provide next business day.

Rcas spoke with Wife [REDACTED] and went over info Rcas spoke with c husband on.

Crr-rc verified to c the contact no. on file best contact no [REDACTED]

C understood and states has just had many ongoing problems and still has curre decision on a VMX and asked for return call. call ended

Crr-rc offered further assistance c declined

nt problem where veh battery died. C is understanding that sometimes there is

Crr-rc provided case no.

just a bad veh. C does not hold anyone responsible but feels Nissan should jus

Rcas contacted home # [REDACTED] and was advised needs to speak with wife on alt #. call ended

Crr-rc provided name and extension no.

t trade c out of veh.

Crr-rc exiting the case

Follow up set for 4/19/13

Rcas advised cannot simply trade veh out, but can look into RHR. Rcas informed

can take up to 10 business days, but Rcas will follow up with c in 5. c under

Created by ZJR777N at 2013-03-28 10:29:48

Created by ZLJ000N at 2013-04-19 08:22:59

crr-jp outbound call to c home#. # c std that the veh is not stopping like it

rcas received VMX from Felica advising husband infomred rcas had called.

stood. Rcas set follow up for 4/15/13.

C also provided# [REDACTED]

s supposed to, c std that the car kind of jerks forward when the brakes are pr

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 202

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 203

REQUESTED BY: lattad

CAR ID: CA2906130

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: 04/19/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 204

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 205

CAR ID: CA2906130

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5262	Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 206

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 207

REQUESTED BY: lattad

CAR ID: CA2906130

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5262

STATE: TX

DEALER NAME: CLAY COOLEY NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 208

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 209

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2951506
STREET: [REDACTED] **VIN:** 3N1AB7AP1DL [REDACTED]
CITY: SAN ANTONIO **YR/MDL:** 2013.0 SEN **MILEAGE:** 001000
ST/ZIP: TX [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 222 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 986 GUNN NISSAN, LTD.
DLR PH: 210 496 0806 **DENY:** 0 **RESP DLR:** 986 GUNN NISSAN, LTD.
REGION: 32 **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:** 001000 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: GUNN NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 04/05/13 **XFER/RSPNSBLTY:** 32 01 N
CONTACT (S): **FOLLOWUP DATE:** 04/09/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/09/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT
OF NNA., INC. ISSUES 208500 SENTRA
AF ENGINE ELECTRICAL VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES WT UNABLE DIAGNOSE/DUPLICATE
ZT HARD START/NO START/STALL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 210

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 211

REQUESTED BY: lattad

CAR ID: CA2951506

C. A. R. COMMENTS

Created by ZIT999N at 2013-04-05 11:53:47

Created by ZIT999N at 2013-04-05 12:03:45

rcas-mw called c on 2102336785 on 4/9/13 at 3:45 pm est

Service Dept. Review

crr-it received a call from c regarding the veh. c stated that c had an unusua

rcas-mw let line ring with no answer.

I issue and c took the veh to the dlr and the dlr cannot find anything wrong.

rcas-mw called c on [REDACTED] on 4/9/13 at 3:46pm est

c stated that c was very concerned because last March 11 when c planned to go

rcas-mw spoke with c and was advised that concern only happened one time.

rcas-mw was advised that c was advised by the dlr that the concern was not dup

to the grocery store and when c cannot start the veh. c stated that c press th

e brake pedal but the pedal is soft and c would have to go down to press the b

licated.

rake to the floor. c stated that c took a while to start the veh. c stated tha

rcas-mw was advised that c will be at the dlr on 4/13/13 to have a recall perf

ormed.

t c spoke to the dlr about what happened and the issue might be that the weath

er is cold. c stated that the weather at that time was a sunny day and it's wa

rcas-mw was advised that c will ask dlr about tech question while at dlr.

rcas-mw provided contact information

rm. c satetd that c complaint about the brakes and asked the dlr to adjust the

brakes but c is not sure if the dlr adjust the brakes. c stated that c dealt

rcas-mw and c ended call

rcas-mw closing case no further action needed.

with S-asabrina and SA-Phil. c stated that c wants NNA to investigate what hap

pned because c is very concerned. crr-it informed c that the veh has a recall:

Open 2013 - Sentra Cold Idle ECM and TCM Reprogram. c stated that c is already

aware of the recall and c is scheduled on saturday to have the recall perform

ed.

crr-it apologized to C and informed C that case will be forwarded to RCAS and

RCAS will give C an update by the end of the next business day. C understood.

crr-it verified how many Nissan/Infiniti veh owned and veh maintained by.

crr-it asked for further assistance, C declined

crr-it provided case number, CRR's name and EXT#.

crr-it forwarding case to RCAS.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 212

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 213

REQUESTED BY: lattad

CAR ID: CA2951506

crr-it leaving the case open.

Created by ZIT999N at 2013-04-05 12:03:45

crr-it received a call from c regarding the veh. c stated that c had an unusua

l issue and c took the veh to the dlr and the dlr cannot find anything wrong.

c stated that c was very concerned because last March 11 when c planned to go

to the grocery store and when c cannot start the veh. c stated that c press th

e brake pedal but the pedal is soft and c would have to go down to press the b

rake to the floor. c stated that c took a while to start the veh. c stated tha

t c spoke to the dlr about what happened and the issue might be that the weath

er is cold. c stated that the weather at that time was a sunny day and it's wa

rm. c satetd that c complaint about the brakes and asked the dlr to adjust the

brakes but c is not sure if the dlr adjust the brakes. c stated that c dealt

with S-asabrina and SA-Phil. c stated that c wants NNA to investigate what hap

pned because c is very concerned. crr-it informed c that the veh has a recall:

Open 2013 - Sentra Cold Idle ECM and TCM Reprogram. c stated that c is already

aware of the recall and c is scheduled on saturday to have the recall perform

ed.

crr-it apologized to C and informed C that case will be forwarded to RCAS and

RCAS will give C an update by the end of the next business day. C understood.

crr-it verified how many Nissan/Infiniti veh owned and veh maintained by.

crr-it asked for further assistance, C declined

crr-it provided case number, CRR's name and EXT#.

crr-it forwarding case to RCAS.

crr-it leaving the case open.

Created by ZMW176N at 2013-04-08 10:58:25

rcas-mw called c on 4/8/13 at 12:50 pm est

rcas-mw spoke with assistant sd and was advised that there was no concern dia
gnosed at this soft.

rcas-mw was advised that there was no concern with brakes.

rcas-mw was advised per sa phil that there was no concern with the brakes on t
his veh.

Created by ZMW176N at 2013-04-08 11:02:36

rcas-mw called c on [REDACTED] on 4/8/13 at 12:59 pm est

rcas-mw let line ring with no answer

rcas-mw called c on [REDACTED] on 4/8/13 at 1:00 pm est

rcas-mw let line ring with no answer

rcas-mw setting follow up for 4/9/12

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 214

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 215

REQUESTED BY: lattad

CAR ID: CA2951506

Created by ZMW176N at 2013-04-09 13:57:30

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

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: 04/09/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 216

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 217

CAR ID: CA2951506

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		986	Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 218

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 219

REQUESTED BY: lattad

CAR ID: CA2951506

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 986

STATE: TX

DEALER NAME: GUNN NISSAN, LTD.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 220

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 221

REQUESTED BY: lattad

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WILDOMAR
ST/ZIP: CA [REDACTED]
DAY PH: 0
EVE PH: [REDACTED]
DLR PH: 951 676 6601

VCAN:
PAID:
SUSP:
DENY:

SC: NONE **CAR ID:** CA2955677
VIN: 3N1CN7AP4DL [REDACTED]
YR/MDL: 2013.0 VSD **MILEAGE:** 003200
IN SVC DATE:
RTL DLR: NI NI
SVC DLR: 3774 QUALITY NISSAN/TEMECULA
RESP DLR: 3774 QUALITY NISSAN/TEMECULA
REGION: 44 **DIST: SL/SV/PT:** 06 06 36

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:** 003200 **# 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:** 04/06/13 **XFER/RSPNSBLTY:** 44 06 N
CONTACT (S): **FOLLOWUP DATE:** 08/01/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/26/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 222

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 223

REQUESTED BY: lattad

CAR ID: CA2955677

C. A. R. COMMENTS

3. Perform MPI

ARBS rec'd the following email:

Created by null at 2013-04-06 13:11:03

Created by VRD551N at 2013-07-23 09:25:32

Created by ZWC176N at 2013-04-22 12:56:17

dealersname : quality nissan

nsumer Warranty Act.

s not necessary that you be there but you are welcome to be if so desired.

Total refund from NNA at surrender* \$4,194.78

Action:

ARBS rec'd copy of veh reg and signed offer letter.

comments : we bought a new versa and since day one we have had problems. we ha

firstname : [REDACTED]

Hi Robert, I need to surrender the Versa since I have no one to fix it! It's s

*NNA will also pay off the loan with NMAC in order to finalize the repurchase

rcas called sm jeff cell phone and left vm requesting cb regarding c informed

Thank you,

We are currently collecting the sales documents from the dealer where you purc

1. Per tech line replaced brake master cylinder

and obtain the title to the vehicle.

Created by VRD551N at 2013-07-23 09:26:08

hased the vehicle. In order to coordinate the repurchase of your vehicle, [REDACTED]

lastname : [REDACTED]

never recieved fax let c name and vin rcas called dealership and left messag

Rob

till doing the same thing. Please call or email me asap, thank you, [REDACTED]

ve spent 3 of our weekends at the dealer ship.they still have our car.we don't

2. Tire check complete

an needs to know the particular facts pertaining to your ownership and intenti

ARBS sent email to C:

Created by VRD551N at 2013-06-06 14:35:12

Created by VRD551N at 2013-06-24 06:18:46

** Credit is being provided for payment due May 20, 2013. Please make the May

email : [REDACTED]

e on sm phone requesting cb and fax at 1155 am pacific time

feel safe in this vehicle and are very unhappy. we are to the point that we n

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 224

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 225

REQUESTED BY: lattad

CAR ID: CA2955677

3. MPI complete

ARBS rec'd email from DTS-Kimo Guimond on 5/30/13:

ARBS replied via email:

Created by ZWC176N at 2013-04-22 17:19:58

homephone : [REDACTED]

[REDACTED],

no longer want this car. can you please make us into referring customers. we need
information regarding the vehicle.

payment in order to keep your credit rating from being affected.

5/30/13

address1 : 21637 Pumice Ln.

Created by VRD551N at 2013-05-13 13:55:43

needed to be taken care of asap. (LEMON)

I have received your signed offer letter and I will be requesting the refund check

[REDACTED],

Please complete and return the following documents to me at your convenience,

rcas spoke to sm jeff and informed never received fax sm at lunch asked to call

Rob,

address2 :

as they will be needed to make a detailed offer:

Created by ZST345N at 2013-04-07 09:26:48

DTS inspection - no defect found.

firstname : [REDACTED]

Have you made a payment for June? If so, I will revise the offer letter sent to you

check within 24 hours. Once received, I will forward all of the paperwork to Mr

I inspected [REDACTED] 2013 versa today. I inspected the complete brake

at 4:30 pm pacific time rcas agreed rcas will place call to you and advised was

by

city : WILDOMAR

Created by VRD551N at 2013-07-24 13:13:45

*****E-MAIL Case Logged*****

brake system, master cyl., calipers, wheel cyl. And all hydraulic lines. No leaks

lastname : [REDACTED]

if you last month, otherwise, please sign and send the offer letter back along

with reply VSPC, as mentioned in the offer letter, to make an appointment with you to

still reviewing case set followup for 4/26 check understood

ARBS requested \$4,649.04 check payable to C.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 226

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 227

REQUESTED BY: lattad

CAR ID: CA2955677

b

Created by ZWC176N at 2013-04-23 13:00:37

email : [REDACTED]

o physically surrender the vehicle to Nissan.

or abnormal wear found. Brake fluid was clean and full. Front brake pads were

Previous related case found: 0

twitter :

with a legible copy of the vehicleb

ARBS requested \$12,462.77 check payable to NMAC. ARBS notes check good through

at 9mm rear brake shoes were at 5mm, all check o.k. Brake pedal height was 16

b

E-MAIL addressed to : NNACONSUMERAFFAIRS@NISSAN-USA.COM

e surrender scheduled.

homephone : [REDACTED]

I have also requested a Vehicle Purchase Program (VPP) authorization code for

rcas placed call to sm jeff at 1130 am pacific time left vm requesting a call

state :

0mm, spec is 158 +/- 5mm. checks o.k. I test drove the vehicle 160 miles. 60 m

9/2/13.

Act.

address1 : [REDACTED].

back

Method of contact : E-MAIL

Thank you,

you in the interest of customer satisfaction and in an attempt to keep you in

zip : [REDACTED]

address2 :

b

Created by VRD551N at 2013-07-26 10:22:29

Created by ZWC176N at 2013-04-23 14:41:54

crr-st checked for open recalls/ svc campaign found: None

iles of that was on the Ortega highway which goes through a mountain pass, so

owner : true

Rob

the Nissan family. A VPP discount is easiest to explain as an employeeb

ARBS created Morley case 203295 and sent docs via FedEx 796312463963.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 228

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 229

REQUESTED BY: lattad

CAR ID: CA2955677

city : WILDOMAR

Created by VRD551N at 2013-06-30 10:58:18

make : Nissan

PLEASE INDICATE IF YOU WOULD PREFER A REFUND OR A REPLACEMENT VEHICLE:

rcas recieved ro from sm jeff and submitted rhr notified csm fernando hernand
the roads are windy and have long steep grades, perfect for testing a brake sy
unt which would enable you to purchase a new Nissan at below invoice price. Wi
ARBS is closing file.

ARBS rec'd email from C advising the June payment was made.

ez

_____ Refund _____ Replacement

RESOLUTION:

source : NissanContactUs

stem. The brake pedal was firm and brakes worked as expected. They never went
thout getting in to nuances, invoice price is essentially wholesale cost, whic
twitter :

Created by VRD551N at 2013-06-30 10:59:22

Created by ZJS111N at 2013-04-23 17:54:35

crr-st called c at 11:14 pm est and was able to speak with c.

h is in turn thousands below MSRP or sticker price. The VPP is also able to b
Please return the requested information to me via fax at 615-967-3572. We anti
state :

to the floor or dropped down when at a stop light. There were no diagnostic tr

vin : 3N1CN7AP4DL [REDACTED]

ARBS sent the following email to C:

cipate completing the repurchase within 2 to 4 weeks from the time of your acc
crr-st verified the part that the veh has problems with. C said that the brak
dealerstate : CA

e combined with any manufacturer rebates or financing incentives available at
ouble codes or abnormal brake lights on. I found no problems with the brake sy
rcas-jonathon spurling assisting

zip : 92595

dealersname : quality nissan

eptance.

es keep going down all the way on the floor and c keeps pumping it so that it

[REDACTED],

owner : true

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 230

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 231

REQUESTED BY: lattad

CAR ID: CA2955677

rcas completed and submitted RHR stem.

the time of sale; it simply lowers the base price. It may not combine with any comments : we bought a new versa and since day one we have had problems. we ha Created by ZBP179N at 2013-04-24 06:24:43

dealer discounts though.

does not go all the way on the floor. The dlrsdp then said that this is norma

If you have any questions you are welcome to call me at [REDACTED], though e make : Nissan

Please find the revised offer letter from Nissan attached to this email.

Thank you

***DRTS received the RHR. The RHR was assigned to ARBS-Rob Dickens for review.

I will forward the authorization code in a separate email. If you have any que

Kimo Guimond

I because the brakes has a vacuum. C does not want to keep the veh.

mail is preferred at robert.dickens@nissan-usa.com. I am available from 7 a.m.

source : NissanContactUs

we spent 3 of our weekends at the dealer ship.they still have our car.we don't

While obviously there was a delay in the process with the DTS inspection, NNA

- 4p.m. CST.

Created by ZKD176N at 2013-04-25 09:12:54

crr-st advised c that file will be transferred to rcas for review.

feel safe in this vehicle and are very unhappy. we are to the point that we n

has been offering to repurchase the vehicle since May 2, 2013 and would like t

Nissan North America,Inc

stions, do not hesitate to contact me.

vin : 3N1CN7AP4DL [REDACTED]

crr-st advised c to expect a call within the next business day.

dealerstate : CA

Dealer Technical Specialist

o get this matter wrapped up as soon as possible.

o longer want this car. can you please make us into referring customers. we ne

Sincerely,

SRD-KD in review of case for days to close RHR has been submitted. no further

Thank you,

assistance required from SRD at this time

cell [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 232

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 233

REQUESTED BY: lattad

CAR ID: CA2955677

c understood.

dealersname : quality nissan

ed to be taken care of asap. (LEMON)

Please review, sign and return the offer letter to me as soon as you can along

Rob

Robert Dickens

Arbitration Specialist

comments : we bought a new versa and since day one we have had problems. we ha

Created by VRD551N at 2013-06-06 14:35:32

Created by VRD551N at 2013-07-24 07:20:44

Created by ZST345N at 2013-04-07 09:12:31

Created by ZWC176N at 2013-04-26 11:35:10

crr-st offered further assistance, c declined.

with a copy of the current registration of the vehicle.

ARBS emailed C:

ARBS rec'd email from C on 5/31/13:

crr-st provided name, ext and file number.

Dispute Resolution Programs

firstname : [REDACTED]

rcas spoke to c and advised c that all ros and been submitted c upset that d

Thank you,

we spent 3 of our weekends at the dealer ship.they still have our car.we don't

crr-st leaving file open, transferring resp to rcas.

ecision had not been reached rcas explained to c that sm had problem with fa

feel safe in this vehicle and are very unhappy. we are to the point that we n

Hi Rob, from what the mechanic said my car has no problems. Even though the Ge

lastname : [REDACTED]

[REDACTED],

Nissan North America, Inc.

Created by ZRM176N at 2013-05-02 13:53:20

Created by ZST345N at 2013-04-07 09:26:55

email : [REDACTED]

For customer satisfaction, Nissan North America is extending an offer of a Veh

n. Mgr and I both said the pedal is dropping. Since then there was some new br

o longer want this car. can you please make us into referring customers. we ne

Robert DICKENS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 234

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 235

REQUESTED BY: lattad

CAR ID: CA2955677

x machine at dealership and communication with rcas rcas apologized c under
ake fluid put in the car, thats it, but the car is fixed? Not sure why he had
case moved

Customer Quality & Dealer Network Development

DRTS, placed call to Quality Nissan of Temecula, spoke with Mike in Finance, r
ed to be taken care of asap. (LEMON)

homephone [REDACTED]

icle Purchase Program (VPP) discount b

stood set follow up for 5/1

address1 [REDACTED].

Arbitration Specialist II

Created by VRD551N at 2013-05-20 12:52:22

Created by ZWC176N at 2013-04-08 14:44:11

Created by ZWC176N at 2013-05-01 17:11:24

requested sales contract, verified last eight of VIN, Mike agreed to Fax.

issan.

to drive it 150 miles to figure it out? Well I'm not sure what to do from here

address2 :

ARBS spoke with C. ARBS advised C that NNA is not willing to refund for the n

Created by ZRM176N at 2013-05-02 14:24:37

rcas spoke to c and informed no decision had been reached oas et c understood

rcas wc spoke to c who was upset about the brakes on vehcile c stated when v

The authorization code is D1660419.

. What are my options? Thanks , [REDACTED]

ARBS notes the following figures:

c also advi would keep loaner untill decision had been reached since did not f

city : WILDOMAR

Created by VRD551N at 2013-06-06 14:36:14

DRTS, rcv'd Sales Contract, attached to case.

ehicle stopped brake pedal would start to go to floor c stated dealership sta

on-OEM products on the vehicle. C advised C loves C's vehicle and would consid

This offer expires on September 6, 2013.

ARBS sent email to C:

Created by VRD551N at 2013-05-08 10:47:48

Downpayment less the rebate \$4,900.00

eel safe in vehicle rcas stated would advise sm jeff c understood stated enera

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 236

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 237

REQUESTED BY: lattad

CAR ID: CA2955677

er a replacement if the exact vehicle was available. ARBS advised ARBS could c
Please print this email and take it with you to an authorized Nissan dealer be
ted this was normal c stated vehicle is at dealership and wants a new vehicle
twitter :

all the dealer to have them run a search. C expressed that C was not impressed
ARBS rec'd vmx from C advising C had NMAC as a lienholder.

fore the expiration date to take advantage of this offer.

I manager had gone for ride with c and stated brakes faulty rcas set follosw u

██████████,

rcas wc explained rhr process of 10 days and not promising anything rcas wc st
state :

Subsequent payments made (4 x \$234.76)** \$939.04

ated most important was safty and getting vehicle back on the road rcas wc se

Created by VRD551N at 2013-05-08 11:21:20

Our DTS did extensive testing including road-tests and the car exhibited none
p for 5/6

Subtotal of total payments made \$5,839.04

Thank you,

with the mechanics at the dealer and would have thought that NNA would have w
zip : 92595

anted this car fixed. ARBS advised yes, ideally NNA will fix the vehicle on th

ARBS sent email to NMAC-Anna Fraley asking about account info.

Created by ZWC176N at 2013-05-02 08:54:03

Less b

of the symptoms. I have pasted his summary below:

owner : true

Rob

t follow ;up with c for 4/12 rcas wc called sm jeff and gave c name and vin a

Created by VRD551N at 2013-05-08 13:37:03

**Dealer note: The format of the code is designed to allow for tracking purpos
e first visit and would normally sent a DTS to inspect the vehicle before this

I inspected ██████████

Less b

make : Nissan

sent email to robert dickens asking for update on this case sent at 1052 am ea
asking for cb at 1:42 pm

ake system, master cyl., calipers, wheel cyl. And all hydraulic lines. No leak

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 238

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 239

REQUESTED BY: lattad

CAR ID: CA2955677

ARBS called C. ARBS advised C of the buy back process. C advised C wanted a re

Created by ZWC176N at 2013-04-12 12:22:00

es of the offers that originate in this department; the code will authorize b

Less Reasonable Allowance for Use (\$219.50)

point.

source : NissanContactUs

stern time

C expressed interest in keeping the car if it was fixed. ARBS and C discussed

Created by VRD551N at 2013-05-02 09:06:13

fund instead of replacement.

-planb

rcas wc spoke to sm jeff who stated they are getting parts today and vehicle

s or abnormal wear found. Brake fluid was clean and full. Front brake pads wer

Subtotal of non-refundable deductions (\$1,409.50)

vin : 3N1CN7AP4DL

and agreed that if ARBS's dispatched a DTS and the vehicle was fixed, then C w

ARBS will be taking over this file.

C has NMAC as lienholder.

dealerstate : CA

e at 9mm rear brake shoes were at 5mm, all check o.k. Brake pedal height was 1

ffer.

should be ready today rcas wc asked sm to fax all ros sm agreed to fax

Total refund from NNA at surrender* \$4,429.54

60mm, spec is 158 +/- 5mm. checks o.k. I test drove the vehicle 160 miles. 60

C is to send the requested docs to process the buyback.

Created by ZRM176N at 2013-07-24 09:08:28

Created by ZWC176N at 2013-04-12 12:34:23

Created by ZWC176N at 2013-05-02 09:24:23

dealersname : quality nissan

*NNA will also pay off the loan with NMAC in order to finalize the repurchase

ould keep the vehicle and cash settle the matter for \$4,200.

and obtain the title to the vehicle.

comments : we bought a new versa and since day one we have had problems. we ha

Created by VRD551N at 2013-05-13 13:40:10

Created by VRD551N at 2013-05-20 12:55:27

DRTS, obtained factory invoice, attached to case.

miles of that was on the Ortega highway which goes through a mountain pass, so

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 240

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 241

REQUESTED BY: lattad

CAR ID: CA2955677

rcas received email from rob dickens advising to call c and advised offer lett
rcas wc spoke to c and stated still did not want vehcile unless dealership cut
ARBS called SM-Jeff to arrange for rental for C.

ARBS rec'd email from NMAC-Anna Fraley:

Created by VRD551N at 2013-07-01 06:17:07

Created by VRD551N at 2013-07-24 12:57:54

er would be sent and rob dickens would be taking over case rcas called c and a
price of vehicle rcas wc advised that was up to dealership c understood rca
the roads are windy and have long steep grades, perfect for testing a brake s
ve spent 3 of our weekends at the dealer ship.they still have our car.we don't
ARBS notes that C advised there was still a brake issue and now the door locks
ARBS notes the following history:

ARBS rec'd call from C asking if NNA would waive the \$219 in usage. ARBS agree
dvised c c thanked rcas

feel safe in this vehicle and are very unhappy. we are to the point that we n

FW: Account info Request

s wc advised that dealership was going for parts today c understood rcas wc
ystem. The brake pedal was firm and brakes worked as expected. They never went
03/16/13 @ 1,845 miles

activate when the windshield washer fluid is used.

Created by VRD551N at 2013-05-02 13:10:21

d.

o longer want this car. can you please make us into referring customers. we ne
set followup for 4/17

SR 1-3202230469

to the floor or dropped down when at a stop light. There were no diagnostic t

ARBS drafted and fedex'd (799670258774) a repurchase intention/ information re

ARBS requested DTS inspection.

Created by VRD551N at 2013-07-01 06:17:53

Created by ZWC176N at 2013-04-12 14:26:57

ed to be taken care of asap. (LEMON)

Request:

ROBERT,

rouble codes or abnormal brake lights on. I found no problems with the brake s

00102422679480001

1. A-Pillar trim on drivers side is deformed

ARBS sent email to C referring C to SM-Jeff for rental.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 242

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 243

REQUESTED BY: lattad

CAR ID: CA2955677

ARBS sent email with revised offer letter.

Created by ZST345N at 2013-04-07 09:12:32

quest letter to C.

rcas wc sent email requesting ros for vehicle to sm jeff at 126 pm pacific t
system.

2. Brake pedal goes down when holding at a stop

30 DAY PAYOFF \$12859.50 GOOD TO 6/8/13

As of now, your options are as we discussed: Repurchase your vehicle under Cal

Created by VRD551N at 2013-05-02 13:11:05

Created by VRD551N at 2013-05-21 14:51:22

firstname : [REDACTED]

ime

3. Perform tire check

ARBS notes the content of the letter sent to C:

ARBS notes the following figures:

ARBS rec'd email from DTS-Kimo Guimond advising of inspection on 5/30/13 @ 9 a

Created by ZWC176N at 2013-04-17 11:36:27

iforniab

lastname : [REDACTED]

PER DIEM 0.87

2 PAYMENTS RECEIVED

4. Perform MPI

Downpayment less the rebate \$4,900.00

email : [REDACTED]

m.

May 2, 2013

rcas wc spoke to sm jeff who stated case of buyers remorse and agreed to send
willing to settle the matter for your concerns up to this point for \$4,200 in

5. Driverb

all ros rcas wc thank sm

Created by VRD551N at 2013-05-21 14:51:43

exchange for a signed settlement agreement.

homephone : [REDACTED]

PAYMENT AMOUNT \$234.76

[REDACTED]
Subsequent payments made (4 x \$234.76)** \$939.04

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 244

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 245

REQUESTED BY: lattad

CAR ID: CA2955677

[REDACTED]

Action:

address1 : [REDACTED].

ARBS left vmx for C asking for confirmation of DTS inspection appt.

Created by ZWC176N at 2013-04-17 12:24:18

INTEREST PAID \$56.41

Let me know what you would like to do.

Subtotal of total payments made \$5,839.04

1. Installed new A-pillar trim

address2 :

Created by VRD551N at 2013-05-13 13:54:35

Created by VRD551N at 2013-05-23 09:44:33

Less b

rcas wc call [REDACTED] and left vm with case number phone number ext and hour

Thank you,

Wildomar, CA 92595

2. Normal operation

ARBS called dlr SM-Jeff. Jeff advised the C did pick up a rental car.

ARBS drafted and emailed a repurchase offer letter to C at [REDACTED]

city : WILDOMAR

Less b

Re: [REDACTED]

Rob

s gave status of rhr advised c would follow up on 4/22 rcas wc also left mess

3N1CN7AP4DL [REDACTED]

3. Tire check complete

age if c had any questions to cb rcas wc set follow up for 4/22

ARBS confirmed the DTS inspection on 5/30/13 @ 9 am.

ARBS notes the following figures:

Subtotal of non-refundable deductions (\$1,190.00)

twitter :

4. MPI complete

Created by VRD551N at 2013-05-23 09:45:02

Created by ZWC176N at 2013-04-18 16:23:58

Dear Mab

Downpayment less the rebate \$4,900.00

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 246

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 247

REQUESTED BY: lattad

CAR ID: CA2955677

Robert DICKENS

state :

Total refund from NNA at surrender* \$4,649.04

5. Removed items from door panel, found operating as designed

ARBS sent email to C:

Customer Quality & Dealer Network Development

*NNA will also pay off the loan with NMAC in order to finalize the repurchase

rcas spoke to sm jeff rcas informed never received fax smjeff agreed to refax

Subsequent payments made (3 x \$234.76)** \$704.28

We sincerely appreciate you taking the time to contact Nissan regarding your s

zip : [REDACTED]

04/06/13 @ 3,116 miles

and obtain the title to the vehicle.

Arbitration Specialist II

situation. As a company interested in winning lifelong customers, Nissan apolog

[REDACTED],
owner : true

Subtotal of total payments made \$5,604.28

to 615 984 5591

Created by VRD551N at 2013-07-18 07:02:34

Created by ZWC176N at 2013-04-19 17:52:58

I wanted to touch base with you since I left my voicemail. I spoke to Jeff wh
izes for any inconvenience you may have experienced.

Less b

make : Nissan

Phone: +1.615.725.7657

Request:

1. Brakes doing same thing as last visit. At one point veh felt as if it was s

ARBS rec'd call from C's husband, [REDACTED], advising C cannot find the veh reg a

Fax: +1.615-967-3572

Less b

Nissan carefully considered your request during a review of all available fact

o advised that you do have a rental vehicle currently. Nissanb

rcas called sm jeff asberry and asked for ro to be faxed gave fine and name

source : NissanContactUs

Email: robert.dickens@nissan-usa.com

left vm at 400pm pacific time rcas wc called dealership service dept and was a

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 248

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 249

REQUESTED BY: lattad

CAR ID: CA2955677

Less Reasonable Allowance for Use (\$219.50)
 le to inspect the vehicle on 5/30/13 at 9 am.
 nd asked if the veh reg was necessary.
 s pertaining to your situation. Based on the vehicle repair history, Nissan o
 urging forward
 vin : 3N1CN7AP4DL [REDACTED]
 2. Perform tire check
 ARBS advised that yes, the veh reg is necessary to complete the repurchase.
 Created by VRD551N at 2013-06-24 06:18:18
 dealerstate : CA
 dvised sm had left for day
 ffers to repurchase or replace your vehicle to comply with the Song-Beverly Co
 Since you are alternate transportation, I have confirmed the appointment. It i
 Subtotal of non-refundable deductions (\$1,409.50)

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

IIR-DATE:	TRANS DATE: 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 250

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 251

CAR ID: CA2955677

BYBACK ST: S

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

OPENED BY:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 07/26/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 252

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 253

CAR ID: CA2955677

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3774	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 254

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 255

REQUESTED BY: lattad

CAR ID: CA2955677

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3774

STATE: CA

DEALER NAME: QUALITY NISSAN/TEMECULA

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 256

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 257

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2960386
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: HERMITAGE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000000
ST/ZIP: TN [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 432 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3131 NISSAN OF RIVERGATE
DLR PH: 615 865 7220 **DENY:** 0 **RESP DLR:** 3131 NISSAN OF RIVERGATE
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:** 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:** 04/08/13 **XFER/RSPNSBLTY:** 34 04 N
CONTACT (S): **FOLLOWUP DATE:** 04/18/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 04/18/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 258

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 259

REQUESTED BY: lattad

CAR ID: CA2960386

C. A. R. COMMENTS

Created by ZME538N at 2013-04-08 07:12:03

Created by ZMG000N at 2013-04-09 14:07:28

ded mutually.

Service Dept. Review

Created by ZMG000N at 2013-04-18 14:48:38

rcas-mg spoke with psd-glenn. psd advised that the brake master cylinder had t

Service Dept. Review

o be replaced. psd informed rcas that part was on b/o for 3 wks. psd advised t

rcas-mg received case in regards to c seeking compinsation for veh having brak

Service Dept. Review

e master cylinder repair after c had veh 2 weeks. nna approved to offer c stee

hat psd would recommend goodwill fa.

Service Dept. Review

Created by ZMG000N at 2013-04-09 14:08:07

ring brake and suspension ecw. ecw has processed and c has been notified. rcas

Service Dept. Review

closing case.

rcas-mg left vmx for fom-ms to return call.

Created by ZMG000N at 2013-04-09 14:41:21

rcas-mg placed call to c at 4:07pm on [REDACTED]. rcas and c discussed c'

s concern with brake master cylinder. c stated that it was weird because c was

hearing a popping sound from the front of the veh and then c noticed c had to

push the the brake pedal all the way to he floor. c stated that c took the ve

h to the dlrshp and psd test drove veh and the veh would not stop at the stop

sign. c stated that the brake master cylinder completely failed. rcas apologiz

ed to c for concern. rcas informed c that rcas can look into possibly offering

a steering, suspension and brake ecw and veh payment. rcas informed c that ec

w is for 7 yrs or 100000 miles which ever occurs first. c understood. rcas ask

ed c how much c's veh payment is. c advised 339.00 rcas thanked c for info. rc

as informed c that rcas will contact c on 4-11-13 with an update on case. rcas

asked c if there is a god time to contact c. c informed rcas that c can be co

ntacted at approx 330pm cst. rcas thanked c. c thanked rcas. rcas provided nam

e and ext #458143 and call was ended mutually.

Created by ZMG000N at 2013-04-09 14:47:38

cas-mg spoke with fom-ms. fom declined to reimb c for veh payment due to nna p

roviding c rental veh while c's veh was @ dlrshp. fom advised rental bill is 5

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 260

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 261

REQUESTED BY: lattad

CAR ID: CA2960386

40.00.

Created by ZMG000N at 2013-04-11 08:57:41

rcas-mg spoke with csm-dm. rcas advised csm of veh concern with brake master cylinder, repair and c's request for ext warranty and veh payment. rcas advised c of info provided by fom-ms in regards to rental veh provided during repair and waiting on b/o part. rcas informed csm that fom-ms is not agreeable to reimb for veh payment due to nna goodwill the cost of rental bill. csm agreed and advised that nna is not in the position to offer reimb for veh payment in addition to goodwill rental veh and auth ecw for c satisfaction. rcas agreed with csm and fom recommendation and thanked csm. call was ended.

Created by ZMG000N at 2013-04-11 15:35:45

rcas-mg placed call to c at 5:34pm on [REDACTED]. rcas left vmx for c to return call. rcas provided name and ext #458143.

Created by ZMG000N at 2013-04-15 14:52:23

rcas-mg placed call to c at 3:38pm on # [REDACTED]. rcas informed c that rca s has looked into steering suspension and brake ecw and possible reimb for 1 month veh payment. rcas informed c that rcas can offer c the ecw but unfortunately rcas is unable to offer c the veh payment reimb. rcas informed c that nna has already covered the mrental bill for while veh was awaiting the part and repair. c stated that c would not have needed the rental if the veh did not need the repair. rcas understood c's position but advised c that c was not without a veh. rcas advised c that rcas would have been able to offer the reimb had c been without a veh and still had to pay c's first veh payment. rcas advised c that c was not without a veh and nna covered the cost. rcas advised c that m anf warranty does not guarantee that alt transportation be provided at no cost even when a repair is warrantable. c understood and accepted ecw. rcas informed c that ecw can take 3-5 days to process. rcas advised c that nna does request that c allow 4-6 wks to received ecw letter and a copy of letter be kept in the veh glovebox with all other veh svc records. c understood. rcas verified c's mailing address. rcas advised c that rcas will follow up on 4-18-13 and call was ended mutually.

Created by ZMG000N at 2013-04-18 14:47:01

rcas-mg spoke with c on # [REDACTED]. rcas informed c that ecw has been processed and advised c to keep a copy of the letter in c's glove box with all other veh svc and maint records. c understood. rcas asked c if c has any additional questions. c declined. rcas provided c with rcas contact info and call was en

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 262

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 263

REQUESTED BY: lattad

CAR ID: CA2960386

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: 04/18/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 264

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 265

CAR ID: CA2960386

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3131	Tennessee					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 266

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 267

REQUESTED BY: lattad

CAR ID: CA2960386

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3131

STATE: TN

DEALER NAME: NISSAN OF RIVERGATE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 268

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 269

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA2998575
STREET: [REDACTED] **VIN:** 3N1CN7AP4DL [REDACTED]
CITY: WILDOMAR **YR/MDL:** 2013.0 VSD **MILEAGE:** 000000
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 276 **RTL DLR:** NI NI
EVE PH: 951 **SUSP:** 0 **SVC DLR:** 3774 QUALITY NISSAN/TEMECULA
DLR PH: 951 676 6601 **DENY:** 0 **RESP DLR:** 3774 QUALITY NISSAN/TEMECULA
REGION: 44 **DIST: SL/SV/PT:** 06 06 36

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 04/15/13
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:** 0
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 04/15/13 **XFER/RSPNSBLTY:** 44 06 N
CONTACT (S): **FOLLOWUP DATE:** 05/06/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 05/02/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
AD BRAKES YX POOR OR IMPROPER OPERATION
BF NSN DEALER SERVICE DEPT. ZH CRITICISM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 270

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 271

REQUESTED BY: lattad

CAR ID: CA2998575

C. A. R. COMMENTS

and hang up

Created by null at 2013-04-15 12:04:44

Created by ZKE999N at 2013-04-18 08:09:43

Created by ZWC176N at 2013-04-19 16:01:10

firstname : norman

lastname : mcdonald

rcas received email from ca requesting to call c rcas called c who stated c

email : [REDACTED]

wife has spoken to rcas before rcas wc asked wife name recieved as rose rcas

homephone : [REDACTED]

informed c that there was another case in wife name and apologized for misco

address1 : [REDACTED]

mmunication adjoint case is 10955677 please refer to notes on adjoint case

address2 :

Created by ZWC176N at 2013-05-02 16:37:31

arbs has taken over adjoining case rcas closed case

city : wildomar

twitter :

state : CA

zip : [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 3n1cn7ap4d [REDACTED]

dealerstate : CA

dealersname : quality nissan

comments : buying a new car should be a happy time in your life, it has not be en. It has been a very stressful experience. my health is poor so this was the last thing I needed when we bought my wife a new car for 16,231 \$ we have a versa that has less than 3000 miles and has been in the shop a total of 10days this last time. my wife has been brushed off twice. now they are replacing th e complete braking system after saying that what we were complaining about was normal. we are very unhappy with this dealership and the quality of our new c ar. we are to the point that we don't even want the car back. we like the Niss an cars but this one is poorly built. please advise.

Created by ZKE999N at 2013-04-18 08:17:07

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 272

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 273

REQUESTED BY: lattad

CAR ID: CA2998575

Email case logged

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Method of contact: E-mail

crr-ke checked for open recalls/campaigns/upgrades found: none

crr-ke advised c that c's case would be escalated to rcas.

crr-ke leaving case open.

crr-ke transferring c's case to rcas.

Created by ZKE999N at 2013-04-18 08:17:21

case moved

Created by ZWC176N at 2013-04-19 13:04:29

rcas wc called sm jeff asberry and left c name and vin requesting cb at 11 40

am pacific time rcas spoke to c who stated that on a post plastic was not s

ealed correctly then concern with brakes that pedal was slowly going to floor

stated bleed brakes c stated doing the same concern tech advised to replace

booster master cylinder assembly stil not right c stated dts was coming in

to inspect vehicle c stated dealership wanted them to upgrade to sentra c del

ined c states vehicle is ther for 4th time c stated another rep had called a

nd informed c of rhr 10day process rcas advised c had reviewed case and ob

served no prvious notes rcas wc advised c of rhr 10 day process rcas provide

de case number phone number and ext c understood all rcas set follup for 4/24

Created by ZMS177N at 2013-04-19 15:49:24

crr-ms received a follow up call from c. c stated that c would like to speak w

ith RCAS

crr-ms verified if there are any changes in c's contact information.c stated n

o

crr-ms offered to transfer c to RCAS and will also send internal message to RC

AS-if c will be routed to RCAS 's vmx, c understood

crr-ms offered further assistance, c said no

crr-ms gave name and extension number

crr-ms exiting the case

Created by ZAC177N at 2013-04-19 15:52:34

c calling in cause he would like to be transfered 457214.

crr-ac verified case and when i ask for c's 1st and last name, c cursed crr-ac

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 274

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 275

CAR ID: CA2998575

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: 05/02/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 276

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 277

CAR ID: CA2998575

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3774	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 278

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 279

REQUESTED BY: lattad

CAR ID: CA2998575

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3774

STATE: CA

DEALER NAME: QUALITY NISSAN/TEMECULA

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 280

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 281

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3054903
STREET: [REDACTED] **VIN:** 3N1CN7AP7DL [REDACTED]
CITY: TUCSON **YR/MDL:** 2013.0 VSD **MILEAGE:** 000000
ST/ZIP: AZ [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 81 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2192 JIM CLICK NISSAN
DLR PH: 520 884 4100 **DENY:** 0 **RESP DLR:** 2192 JIM CLICK NISSAN
REGION: 44 **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:** 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:** 04/19/13 **XFER/RSPNSBLTY:** 44 09 N
CONTACT (S): **FOLLOWUP DATE:** 05/20/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 05/20/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 282

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 283

REQUESTED BY: lattad

CAR ID: CA3054903

C. A. R. COMMENTS

Created by ZAM176N at 2013-04-19 08:32:39

Created by ZAM176N at 2013-04-19 08:50:35

Arbs-ASM received email from tech-line advising Mark Abbuhl from dlr called advising brake pedal travel safety concern.

Arbs placed call to dlr at 520-884-4100 and spoke with Becky who obtained Arbs contact info and advised Mark will return call.

Created by ZAM176N at 2013-04-26 13:22:32

Arbs-ASM placed call to dlr at 520-884-4100 and spoke with Moniqua who advised RO# to reference regarding case is 856239. Moniqua transferred Arbs to Eric.

Eric advised c called stating when veh at a stop after pushing brake, brake will go to floor. Eric verified c concern. Eric advised brake master cylinder ordered but not yet received; no ETA as parts were mis-packaged and unsure when will be received. Eric and Caesar in parts provided part # D60103B6A, order # C15389.

Created by ZAM176N at 2013-04-26 14:16:02

Arbs-ASM submitted request to PC-JP requesting ETA.

Created by ZAM176N at 2013-05-01 09:57:09

Arbs-ASM submitted follow up email to PC-Jimmy regarding ETA.

Created by ZAM176N at 2013-05-09 09:02:25

Arbs-ASM placed call to dlr at 520-884-4100 and Im on SA-Eric Salazar's vm requesting a return call and provided Arbs return contact info and email. Inquiring status of repair.

Created by ZAM176N at 2013-05-20 11:04:25

Arbs-ASM placed call to dlr at 520-884-4100 and spoke with Eric. Eric verified brake master cyl arrived and veh repaired on 5/16.

Arbs-ASM notes no further action necessary.

Arbs closing case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 284

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 285

CAR ID: CA3054903

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SDMV
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: 05/20/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 286

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 287

CAR ID: CA3054903

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP7DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2192	Arizona					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 288

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 289

REQUESTED BY: lattad

CAR ID: CA3054903

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2192

STATE: AZ

DEALER NAME: JIM CLICK NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 290

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 291

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3077481
STREET: [REDACTED] **VIN:** 3N1AB7AP2DL [REDACTED]
CITY: BRANDON **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 002403
ST/ZIP: FL [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 3,376 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3740 AUTONATION NISSAN BRANDON
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 3740 AUTONATION NISSAN BRANDO
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:** 002403 **# 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:** 04/23/13 **XFER/RSPNSBLTY:** 34 02 N
CONTACT (S): **FOLLOWUP DATE:** 05/31/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/12/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 292

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 293

REQUESTED BY: lattad

CAR ID: CA3077481

C. A. R. COMMENTS

Created by ZRT177N at 2013-04-23 13:50:54

Created by ZRT177N at 2013-04-23 14:35:56

crr-ml received a call from c.

c stated that c is not happy with the decision and would like to speak to some RCAS-CF called DLRSHP to speak with SD-Mike and reached VMX. RCAS left VMX for s completed and C should hear from DLRSHP. RCAS informed interior panels still Service Dept. Review

TCS TL requested an opportunity to reach out to the dlrshp one more time and g TL noting that the dlrshp sent two sets of RO's in one fax.

ather further information, assuming this is available, from Jim and contact de body higher.

crr rt-c called to state vehicle complaint

c stated that c has been waiting for a call back.

on order and C states understood. RCAS informed will follow up on repairs on SD to email RCAS with update on VEH.

Service Dept. Review

TL noting that C's RO's are the last 4 pages of the PDF attachment.

5/8/13 and C agreed. C thanked RCAS for assistance and call ended mutually.

Created by ZBP179N at 2013-05-16 12:55:06

Created by ZCF749N at 2013-04-29 12:24:11

crr-gy informed c that once a decision has been made by RCAS, the decision is crr-ml confirmed that no contact info has changed.

crr rt-c has 2013 sentra

partment that handles RHR reviews once again. TCS TL advised C that no promis

Service Dept. Review

crr-ml advised c that TL-SP contacted c today at [REDACTED] at 2:53PM ET.

crr rt-c said that one time c's driving, the break pedal just came off and wen

***DRTS received the RHR. The RHR was assigned to ARBS-Chad Alsop for review.

es are being made, but would definitely make a final attempt.

final.

RCAS-CF called C on [REDACTED] at 2:17pm EST. C states that not heard back f

RCAS setting follow up for 5/8/13

Service Dept. Review

c insisted to speak to somebody higher and would not appreciate a callback and

Created by VCA449N at 2013-05-17 07:29:05

Created by ZDC111N at 2013-05-03 12:24:00

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 294

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 295

REQUESTED BY: lattad

CAR ID: CA3077481

c stated that c never received a call and no vmx even.
C understood and thanked TCS TL for reviewing case once again.
rom DLRSHIP yet. RCAS informed that brake master cylinder was getting replaced
Service Dept. Review
t on the floor
again. C states received call last week that parts were in and to bring VEH to
ARBS-CA received RHR
c is requesting to speak to any rcas Sup available.
crr-dc received a follow up call from c.
crr rt-c is driving w/ hand emergency brk
Service Dept. Review
TCS TL advised C to please allow until 5/24/13 to follow-up with C at the late
would like to speak to someone right at the moment.
04/08/13 2070 miles
crr-gy informed c that case was handled by RCAS which is a higher dept from NN
crr-ml tried contacting the SRD, not available.
crr rt-c's concerned for the safety esp c has two small children
c stating c wants to reach
DLRSHP but VEH is at DLRSHIP. C states does not feel confident nor comfortable
Service Dept. Review
st. TCS TL provided name and direct contact information.
A CA.
Call ended mutually.
c provided case number
crr-ml advised c that no rcas Sup available as of this time, that crr-ml will
crr rt-c thinks there shouldn't be issue w/ the veh since it's brand new
--C states interior panels are coming off / brake pedal goes all the way to th
Service Dept. Review
with VEH. RCAS states understands C's concern and will wait for VEH to be rep
aired and C agreed. RCAS offered to follow up with C on 5/2/13 and C agreed.
Created by null at 2013-05-22 13:39:31
crr-dc verified if any of c's contact
crr rt-the veh is at the dlrship now and c's hesitant to pick it up
c stated c don't care and insisted to speak to someone higher.
e floor / driver side window bezels are loose / air bag light flashes when hus
send an internal msg to rcas Sup. c agreed.
band sits in psgn seat / seat on seats

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 296

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 297

REQUESTED BY: lattad

CAR ID: CA3077481

c asked for RCAS SUP extension.
crr rt-c is afraid to drive the veh
c stated that rental veh is almost a mos.
information changed since the last time
RCAS setting follow up for 5/2/13
TCS TL-AG left a vmx for SD-Mike for Auto Nation Nissan requesting a call back

c called in, c said none
Created by ZCF749N at 2013-04-30 08:18:02
crr-gy verified from TL-JF and provided TL-SP's extension as per TL-JF's advis
crr rt-c wants to know what to do in this situation or what options can c have
c stated to note that the Master Cylinder had been replaced 3rd time.
----Dlr ordered new side panels for headliner / replaced master cylinder / wit
crr-dc advised c that crr-dc will be
crr rt-told c i'll create a case to be forwarded to rcas and c will be called
c stated that c doesn't feel safe with the veh.

e.
h bezels are operating as designed / preformed zero relearn / removed stain fr
RCAS-CF spoke with SD-Mike to get update on case. SD states that DTS-Tom Osbor
TCS TL provided C's name, last 8 of VIN#, TCS TL'S name and direct contact ph
back at the end of next bus day
c continue to insist to speak to someone higher.
c needs a help right now.
n informed DLRSH did not put another master cylinder on the VEH but SD is dri
om seat
one number.
transferring c to agent's extention

~
3 days down
crr-gy informed c, as per TL-JF, case will be forwarded to the Executive Team
crr-ml offered further assistance, c declined
crr rt-c agreed
number and if routed to vmx, c can
ving VEH to attempt to duplicate concern.
and a representative from the Exec Team will call c before the end of the next
Created by null at 2013-05-24 15:03:38
Created by VCA449N at 2013-05-17 07:30:30

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 298

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 299

REQUESTED BY: lattad

CAR ID: CA3077481

Created by ZCF749N at 2013-05-02 08:32:03

crr-ml exiting the case.

crr rt-created case

leave message and at the same time

****ARBS-CA reverie case. After careful evaluation, NNA will not be able to o
business day, c agreed.

Created by ZSP943N at 2013-05-08 11:55:15

crr-dc will be sending internal message

crr rt-provided name, ext and case no

RCAS-CF called C on [REDACTED] at 10:04am EST and reached VMX. RCAS-CF left

TCS TL-AG contacted C and advised that dlrshp has been contacted and ARBS as w

crr rt-c wants to be reached at phone nos [REDACTED] or [REDACTED]

c stated to document on case c's concern, mainly the BRAKES on veh and provide

ell. TCS TL advised C that in order to further review C's request further info

ffer repurchase at this time, as there have not been and unreasonable number o

message stating that RCAS is aware that DLRSHP is further testing and for C t

TL-SP received email from RCAS-Cynthia Forster advising that at this time the

to inform agent that c called in, c agreed...

crr-dc leaving the case open.

crr rt-leaving case open for rcas

d 3 other concerns as listed:

f repair attempts for any warrantable concerns

Master is on back order and an STP has been filed.

o call back and provided name, number, extension and case#. RCAS informed will

rmation is needed from the dlrshp.

Created by ZCF749N at 2013-04-24 10:01:53

Created by ZDG177N at 2013-05-07 12:55:35

Created by ZSP943N at 2013-05-09 14:29:05

follow up again on 5/7/13.

NNA will continue to honor the terms and conditions of all applicable warranti

TCS TL advised C that dlr would be contacted once again to attempt and gather

- the guy that test drove veh lives 80miles and c is stuck with the high miles

c called in and said that c's left several messages to rcas-cf since last week

es

more information regarding the new master cylinder that has been ordered for f

on veh for more than 3weeks because veh was at the dlr for 31 days already

RCAS-CF called C on [REDACTED] at 10:12am EST. RCAS spoke with C's husband B

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 300

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 301

REQUESTED BY: lattad

CAR ID: CA3077481

SD states that DTS-Tom inspected C's VEH while at DLRSH. SD states that when TL-SP called C on line [REDACTED] at 4:25PM ET.

and said that the issue was very important. c said that rcas-cf doesnt answer brakes are reapplied the brake will go to the floor. SD states will will raise C did not answer.

- c does not feel safe to drive veh

Created by VCA449N at 2013-05-17 07:37:42

rian Pantaleon who will now be referred as C. C states that DLRSH still has V urther repairs.

ARBS-CA would suggest ECW for braking components as goodwill

- c is paying for the veh but is not using veh due to brake issues.

EH. RCAS informed that RCAS is aware that SD-Mike is driving VEH to attempt to idle to assist with engine stall when turning off AC. SD states that replaced TCS TL advised C that TCS TL will follow-up with C as soon as such information the call or doesn't return c's messages. c said that c's very frustrated now TL left C VMX with TL's contact information, 1.800.343.6913 x 457221.

Created by ZSP943N at 2013-05-20 10:00:38

crr-gy informed c that concern is documented on case, c acknowledged. duplicate concern. C inquired as to what is the next step. RCAS informed best has been gathered.

master cylinder and bleed brakes. SD states that tested like VEHs and is simi that the veh has been at the dlr now for two weeks and the veh was just brand TL leaving follow up for 5.10.13

Created by ZAA111N at 2013-05-10 06:44:45

crr-gy asked for the best number to reach C, C provided [REDACTED] and stated C understood and agreed. C thanked TCS TL for following up with C and keeping lar to like VEHs. SD states that all like models will have pedal go down furth new. c said that c's been trying to get a hold of c since friday and said tha TL-SP called C on line [REDACTED] at 11:52AM ET.

to wait until SD is finished with testing VEH. C inquired on the interior pan crr-aa received a call from c.

C up to date. C bit TCS TL a good weekend and call ended mutually.

els. RCAS informed was not aware panels were still a concern and RCAS apologiz er if brake is held longer but all VEHs will stay at a stopped position and wi that c is available between 10AM to 5PM.

t it's already tuesday but c's still not hearing anything from rcas. c said th

TL noting that TL has received automated message, "TSL01 The mobile number you

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 302

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 303

REQUESTED BY: lattad

CAR ID: CA3077481

~

at the dlr's going to replace the master cylinder for the 3rd time and c feels crr-gy offered further assistance, C declined.

c stated that c wants to be transferred to tl-sp

ed. RCAS informed will get update on interior panels and follow up with C on 5 have called is no longer in service."

ll not move.

/7/13 and C agreed.

Created by null at 2013-05-28 13:43:51

crr-aa verified c's information, no changes

crr-gy gave name, extension and case number.

SD states that C has had VEH into DLRSHIP previously with interior panels needi that c is not safe with the veh anymore.

TL noting this is the only number listed on C's case.

crr-aa advised c that crr-aa will transfer the call to tl-sp

crr-dg informed c that crr-dg will transfer the call to rcas-cf

crr-gy exiting case.

C states would still like RCAS follow up with C's wife on mobile phone [REDACTED] ng replaced.

TCS TL-AG received a call back from SD Mike for dlr Auto Nation Nissan stating TL sending follow up email to C.

6112.

c agreed

Created by null at 2013-05-22 08:40:29

Created by ZCF749N at 2013-04-24 11:30:09

crr-dg informed c to leave a message if c reaches rcas-cf's voice mail

TL moving follow up to 5.22.13

veh is currently ready as the master cylinder has been replaced per DTS. SD s

c declined and requested crr-dg to try if rcas-cf is available

Created by ZSP179N at 2013-05-20 15:34:58

crr-aa offered further assistance, c declined.

RCAS-CF called C on [REDACTED] at 1:14pm EST and reached VMX. RCAS-CF left m

RCAS-CF called C's wife [REDACTED] on 8 [REDACTED] at 10:32am EST who is n

tated Jim is the SM and the only documents that SM has offered C are the RO's

TCS TL-AG assisting Exec Team on escalation.

Crr-aa exiting the case

crr-dg dialed extension and reach rcas-cf's vmx, informed that rcas-cf is curr

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 304

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 305

REQUESTED BY: lattad

CAR ID: CA3077481

crr-sp c called following a case and waiting for callback message for C to call back and provided name, number, extension and case#. RCA now referred to as C. C states is concerned about mileage getting put on VEH d TCS TL reviewing case for further C contact. with the repairs completed on veh.

~

Created by ZSP943N at 2013-05-10 09:45:02

crr-sp verify information and vin entry not available but crr-dg will be sending internal message to rcas-cf to S informed will follow up again on 4/25/13. TCS TL thanked SD for the update and requested RO with most recent repair. TCS during testing. C states that is paying for VEH that C has not had VEH more than ask for a callback

Created by null at 2013-05-22 10:07:47

crr-sp informed c that tl-sp called but wasn't able to reach c in a few weeks. RCAS informed once VEH repaired than RCAS can look into reimburse RCAS-CF called C on [REDACTED] at 1:16pm EST. C states 4 times the VEH brake TL also thanked SD for clarifying what the customer has claimed Jim will provide TL-SP called C on line [REDACTED] at 11.25AM ET C answered and advised that C is incredibly frustrated with the way that C's c c called in requesting assistance c requested someone else to talk to or the supervisor crr-sp c informed that the best number to call her is [REDACTED] today 5/20/13 ride to C should C decides to file lemon law. pedal will go to the floor. C states VEH had in DLRSH for a week. C states 3 payment options for payments. C states that C got VEH back from previous repairs advised c that sup call back will within 4-8 business hours. and VEH was dirty. RCAS apologized and informed understood C's concern. RCAS case is being handle. C states that RCAS-Cindy Forster has not returned C's call crr reassure c that c will get a call by the end of the day by [REDACTED] days after getting VEH back C was at stop sign and applied the brake and C ro TCS TL provided fax number and direct contact phone number.

until friday 10am to 7pm

Call ended mutually.

crr gave c [REDACTED] direct line to reach her.

crr-sp provided name and ext#

c understood, no further assistance needed

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 306

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 307

REQUESTED BY: lattad

CAR ID: CA3077481

informed will follow up with C on 5/7/13 and C agreed.

lled through stop light. C states after re-applied brake VEH stopped. C states
ls from 3 or 4 times of leaving messages.

~

crr-dg sent internal message to rcas-cf

crr-sp sending internal message to tl-sp

C states that the dirshp has advised that the master cylinder is on order again

c was satisfied and thanked crr

happened again at a red light.

RCAS setting follow up for 5/7/13

call ended

Created by null at 2013-05-28 13:47:15

Created by ZCF749N at 2013-05-02 08:57:59

crr-dg provided name and extension to c

crr-sp exiting case

C states C put VEH in park and turned off AC and VEH stalled. C stated Nissan

. C states that C does not feel safe in the veh any longer. C states that C ha

Created by null at 2013-05-22 13:31:27

Created by ZSP943N at 2013-05-21 13:53:27

exiting case

RCAS-CF called SD-Mike to get update on VEH. SD states has driven VEH 240 mile

s not had the veh long enough to justify paying for the veh. C states that the

TCS TL-AG contacted C and advised that veh has been repaired and is ready for

Tech looked at VEH and informed VEH working as designed.

Created by ZRR999N at 2013-05-08 11:22:15

C states that intermittently when initially presses brake pedal that no pressu

pick up. TCS TL advised C that latest RO has been requested for further review

re has been 3 occasions that C's brakes have gone out on the veh.

s and not able to duplicate concern. SD states will contact DTS-Tom Osborn tod

TCS TL-AG contacted C's husband [REDACTED] as C does not wish to speak to

TL-SP called C on line [REDACTED] at 3:47PM ET.

and TCS TL suggest to make further arrangements with svc department for veh p

ay to provide update and get any further recommendations. SD states that seat

C answered.

CRR-RM received a call from c.

C states that C does not feel safe in the veh any longer, C has no confidence

NNA due the offer previously made of the ECW.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 308

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 309

REQUESTED BY: lattad

CAR ID: CA3077481

re was in pedal and after re-applying brake then will stop. C states every tim
CRR-RM asked if any of the contact information has changed, c said no
C's husband stated would like to have TCS TL look further into the matter as C
e that brake gives that when re-applied VEH does stop. C states is scared of d
ick up to avoid any un-necessary charges on rental veh.
in the veh any longer. C states that C wants out of the veh.
moldings have all been replaced and SD states only one part still on order is
TL advised C that NNA is not in a position to offer repurchase at this time bu
c stated that c wanted a speak with rcas-CF and c provided the ext of rcas-CF.
C states the engineer has reviewed the veh and the engineer has not been able
C understood and thanked TCS TL for the follow-up.
is not happy with veh braking system. C's husband stated a third master cylin
near windshield and dash. SD states computers are down due to power at DLRSH
iving VEH and C wants to know what else can be done. C states has been in a r
t that NNA is willing to offer an extended warranty for C's braking components
as a goodwill gesture.
c stated that c was advised by crr-DG that c will be given a call by TL-SP.
der is on order for replacement and all C is asking is to be treated fairly. C
ental for 2-3 weeks out of 2 months C has owned VEH. C states that had concern
is out.
TCS TL advised C that once fax was received from dlr, would be reviewed as per
to determine what the concern is. C states that this concern has been going on
Created by ZCF749N at 2013-05-03 10:21:45
CRR-RM advised c that crr-RM will send an internal message to TL-SP and will s
C's request and a follow-up call would be made once this has been reviewed.
C stated that this is unacceptable and that C will be contacting C's lawyer.
for a months time. C states that C has been trying to get a hold of someone r
stated C would rather have NNA resolve the issue and replace the veh as C's w
s with interior panels but C is only concerned with brakes. C states does not
C said thank you twice and then disconnected the call while TL was saying, "Yo
C understood and call ended mutually.
egarding C's concern with the repair.
ife does not feel comfortable/safe driving a veh as brakes have gone out on 3
RCAS-CF spoke with SD-Mike and SD informed that DTS-Tom Osborn informed DLRSH
tate that c wants a call back at [REDACTED]
want to drive VEH until C knows VEH is safe. C wants to keep rental VEH. RCA

~

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 310

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 311

REQUESTED BY: lattad

CAR ID: CA3077481

c stated that c wanted to be given a call in the next hour.
separate occasions. C stated C is very familiar with the State of Florida's Le
S informed that C can call DLRSH and ask but is at discretion of DLRSH and C
TL advised C that TL will contact Autoway of Brandon to obtain copies of repai
to have C come and pick up VEH but have Technician at DLRSH ride with C to a
u're welcome."

Created by ZDR123N at 2013-06-12 06:58:04

CRR-RM asked if there are any other concerns c said no
mon Law parameters. C stated that in Florida, C qualifies if C has been out of
r orders for C's veh, TL advised that the repurchase review process can take u
states C understood. RCAS informed will follow up with C on 4/29/13 and C agr
TL-SP moving case back into RCAS-Cynthia Forster's name and closing case.
ttempt to duplicate concern. SD states that 2 of the interior panels have not
CRR-RM gave name case number and extension number

***Due to receipt of an Attorney Letter of Representation, this case will be c
eed.

p to 10 business days to complete.

SUMMARY

veh for more than 15 days and or if veh has been repaired at least 3 times fo
yet arrived.

C agreed to move forward with the process and agreed for TL to follow up with
C contacted NNA seeking assistance with braking concerns on C's veh as C state

Created by ZCF749N at 2013-05-03 11:34:07

CRR-RM will leave the case open
losed. New case number is 11401494.

RCAS setting follow up for 4/29/13

r the same repair. C stated dlr has ordered the third master cylinder therefor
C on 5.15.13.

Created by ZCF749N at 2013-04-24 11:30:57

Created by ZSP943N at 2013-05-08 11:55:15

***DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEAS
e this would be the third repair.

RCAS-CF called C on [REDACTED] 12 at 1:14pm EST and reached VMX. RCAS left messag
s the brakes went out on C's veh twice and C is now having a 3rd master cylind
E REFER C TO THEIR ATTORNEY.*****

er installed. C escalated the case to a supervisor where RHR was processed. C'
e stating that DLRSH is finishing up with VEH but panels are still on order.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 312

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 313

REQUESTED BY: lattad

CAR ID: CA3077481

RCAS-CF called DTS-Tom Osborn to go over C's concern. RCAS left VMX for DTS to TCS TL advised C that NNA is attempting to repair veh under the manufacturer's TL reached out to RCAS to contact Autoway of Brandon to obtain RO's for TL. TL-SP received email from RCAS-Cynthia Forster advising that at this time the ***Case Closed.

contact RCAS.

Created by ZSP943N at 2013-05-15 14:08:42

Master is on back order and an STP has been filed.

RCAS informed will follow up with C on 5/8/13 and and if C has concerns before s request was denied and C declined the ECW for braking components. C stated C warranty as C's state of residence entitle's NNA. TCS TL advised C that per t 5/8/13 to call back and provided name, number, extension and case#.

Created by ZCF749N at 2013-04-24 13:43:38

Created by ZSP943N at 2013-05-08 12:57:45

he RHR review, C's veh has not been an unreasonable number of repairs on C's v

TL-SP called C on line [REDACTED] at 4:04PM ET.

will be contacting attorney.

C did not answer.

Created by ZGY176N at 2013-05-21 14:34:43

eh. TCS TL advised C that TCS TL was not an expert on the Lemon Law parameter RCAS-CF called C on [REDACTED] at 1:22pm EST and reached VMX. RCAS left mess RCAS-CF received call from DTS-Tom Osborn. DTS states drove VEH for 14 miles a TL-SP called C on line [REDACTED] at 2:53PM ET.

age stating that DLRSHIP is finishing up with VEH but panels are still on order CRR-GY REOPENED CASE UPON CUSTOMER CALLBACK.

nd was not able to find any concern. DTS states that not able to duplicate con s as these vary per each state. TCS TL advised C that all NNA is requesting is TL left C a VMX advising that RO's had been obtained and C's review is being s TL noting this is the number that C requested to be contacted back on.

an opportunity to repair the veh under the manufacturer's warranty.

C did not answer.

cern.

crr-gy received a follow up call from c. c provided case number.

. RCAS informed will follow up with C on 5/8/13 and and if C has concerns befo ubmitted.

Created by ZCF749N at 2013-04-29 12:17:54

crr-gy verified if any of c's contact information changed since the last time

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 314

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 315

REQUESTED BY: lattad

CAR ID: CA3077481

C stated per Jim at dlr, this is the 3rd master cylinder to be replaced on the re 5/8/13 to call back and provided name, number, extension and case#. TL left C a VMX with TL's contact information. 1.800.343.6913 x 457221 TL moving follow up to 5.20.13. c called in, c said none.

Created by ZSP943N at 2013-05-15 14:16:55

RCAS-CF called C on 305 709-8705 at 1:25pm EST. RCAS spoke with C's husband Br RCAS-CF reviewed VMX from DTS-Tom Osborn informing that per DTS DLRSHP is repl TL moving follow up to 5.10.13

veh and is currently on order for further repairs. C stated that Jim is gathe acing brake master cylinder again.

Created by ZML204N at 2013-05-08 14:36:17

crr-gy informed c that c's case have a decision already.

ian Pantaleon who will now be referred as C. RCAS informed that VEH testing wa ring all the information needed should C has to go through the Lemon Law.

TL-SP attached RO's from dlrshp.

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 316

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 317

REQUESTED BY: lattad

CAR ID: CA3077481

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: 06/12/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: ASHLEY

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 318

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 319

CAR ID: CA3077481

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3740	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 320

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 321

REQUESTED BY: lattad

CAR ID: CA3077481

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3740

STATE: FL

DEALER NAME: AUTONATION NISSAN BRAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 322

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 323

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3082109
STREET: [REDACTED] **VIN:** 3N1AB7AP9DL [REDACTED]
CITY: OLMITO **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 005000
ST/ZIP: TX [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 580 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5350 CHARLIE CLARK NISSAN
DLR PH: 956 214 2500 **DENY:** 0 **RESP DLR:** 5350 CHARLIE CLARK NISSAN
REGION: 32 **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:** 005000 **# 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:** 04/24/13 **XFER/RSPNSBLTY:** 32 01 N
CONTACT (S): **FOLLOWUP DATE:** 05/07/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 05/07/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 324

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 325

REQUESTED BY: lattad

CAR ID: CA3082109

C. A. R. COMMENTS

Created by ZIS999N at 2013-04-24 10:13:11

Created by ZIS999N at 2013-04-24 10:36:30

Created by ZIS999N at 2013-05-02 14:03:08

nspection.***

Service Dept. Review

Created by ZVA176N at 2013-05-01 12:27:18

Rcas setting follow up for 05/07/13 pending correspondence request confirmatio

Rcas verified Cb

Service Dept. Review

crr va recieved a transfer call from NIOSSAN MARKETING CENTER

n.

Service Dept. Review

Veh Mileage.

c called in to follow up on the case

Created by ZJV178N at 2013-05-03 09:39:50

Rcas check for any open Recalls/Campaigns Found: None

Service Dept. Review

crr-jv received a call from c. c stated that c wanted Nissan to buy back the v

crr verified with c that case is handled by RCAS-IS & Arbs is also working on

Rcas checked for related cases found: None

eh. crr-jv informed c about the lemon law information. c was asking if c can f

Rcas received a call from C stating that c will like NNA to exchange c's veh s

teh case

crr va told c taht c will receive call from RCAS on 5/2/13 for resolution

ile this and crr-jv informed c that it is the right of c to do that. crr-jv of

ince c has been having issues with veh brakes. C stated that dlr have tried to

crr va offered to transfer c to RCAS ext &

fered further assistance, c declined.

repair veh 4 times already and c does not feel safe in veh.

crr-jv gave name, extension number.

crr-va told c that c can leave a msg if routed to vmx & crr-va will send inter

Rcas explained that RHR process and explained that c process takes up to 10 bu

crr-jv closing case.

nal msg that c called. c understood

siness days.

Created by ZSF308N at 2013-05-07 13:03:33

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 326

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 327

REQUESTED BY: lattad

CAR ID: CA3082109

crr-va offered further assistance, c declined.
c understood.
crr-va gave name & extension.
MT SF received request for letter to be mailed to the customer. MT SF mailing
Rcas offered further assistance: C declined.
Crr-va exiting case.
letter to customer and sending notification to agent to close the case.
Rcas provided c with Name, Case and EXT #.
Created by ZIS999N at 2013-05-01 12:33:48
Created by ZIS999N at 2013-05-07 14:15:48
Rcas shared case with dlr.
Rcas received confirmation that letter was sent and ok to close case.
Rcas send ARBS suggestion to SRD for review.
Rcas setting follow up for 04/15/13 to call dlr and for 05/08/13 to call c.
Created by ZIS999N at 2013-04-25 10:39:00
Rcas exiting case.
Summary:
c called in requesting a veh buyback.
Created by ZJE176N at 2013-05-01 13:52:25
Rcas called c to [REDACTED] @ 12:30 pm est and spoke with SM-Eddie.
Rcas asked SM to please sent all c copy Ro's since c is requesting a buyback.
Rcas submitted RHR but was denied.
SRD-JE in review of case for DTS request. SRD supports ARBS recommendation.
Created by ZJT999N at 2013-05-02 08:13:22
C was informed and denial letter was sent.
SM asked for email address to send docs.
Case was closed.
rcas jm received a call from C asking to speak with rcas is.
Rcas provided information and mutually ended call.
rcas asked c if any contact information such as address or phone #'s have chan
Rcas setting follow up for 04/26/13 verify if docs arrived.
Created by ZIS999N at 2013-04-25 12:15:38
ged.
c stated no
Rcas received docs and forward them to Rcas-Jonathon Spurling for RHR submissi
on.
rcas jm asked c permission to place call on hold for 1 minute to verify the te

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 328

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 329

REQUESTED BY: lattad

CAR ID: CA3082109

chnical info available.

Rcas sent email to CSM advising of RHR.

C agreed.

Rcas exiting case.

Created by ZJS111N at 2013-04-25 17:12:25

rcas jm gave c thanks for the waiting.

C told was ok.

rcas-jonathon spurling assisting

rcas completed and submitted RHR

rcas jm told c the agent was busy in another call.

C asked to send a task to rcas is to call back c.

Created by ZRC999N at 2013-04-26 08:56:09

DRTS recb

rcas jm sent the task to rcas is.

C gave thanks.

Created by ZIS999N at 2013-04-26 09:01:42

rcas jm provided c with Name, Case and EXT #.

Rcas received confirmation RHR was submitted.

rcas jm exiting file.

Rcas setting follow up for 05/02/13 to verify response.

Created by ZIS999N at 2013-05-02 10:05:42

Created by ZJT999N at 2013-04-29 09:17:04

rcas jm received a c'a call asking if the RHR got an answer.

Rcas sent email to CSM-Bob Brissie for recommendation approval.

Rcas exiting case.

rcas jm told c that RHR process and explained that c process takes up to 10 bu

Created by ZKM179N at 2013-05-02 13:10:45

siness days.

CRR-Karen Maldonado received a call from c stating wants to speak with RCAS-Iv

C understood.

elisse Soto

rcas jm exited case.

Created by ZAM176N at 2013-04-29 15:14:01

CRR asked c if any contact information such as address or phone #'s have chang

Arbs-ASM reviewed RHR:

ed, c stated no

04/02/13-04/03/13 Mileage: 4,650

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 330

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 331

REQUESTED BY: lattad

CAR ID: CA3082109

CRR explained that RCAS is not available at this time but will be notified that at C called and will be contacting C before the end of the following business day. C/S when c brakes c hears a grinding noise at the rear brakes - grinded down s

urface of backing plate and adjusted. Also grinded down brake shoes assembly a CRR provided c with Name, Case and EXT #.

nd adjusted

04/16/13-04/16/13 Mileage: 5,856

CRR exiting case.

Created by ZIS999N at 2013-05-02 13:48:50

C/S veh is making a clicking sound when driving in reverse and can feel brake pedal vibrating - removed assembly and lubricated cylinders on both sides

Rcas received the following information:

04/18/13- 04/19/13 Mileage: 5,986

DTS deployment is not recommended at this time.

1. C/S when braking, pedal goes all the way down - re-adjusted brake pedal

Created by ZIS999N at 2013-05-02 13:56:11

2. C/S Every morning when driving in reverse, hears squeaking noise - Unable t

Rcas called c to # [REDACTED] @ 3:50 pm est and spoke with c.

o duplicate concern

Rcas explained that NNA is not in a position to offer a repurchase of this veh

Created by ZAM176N at 2013-04-29 15:14:53

icle.

Arbs-ASM notes no DTS or tech-line involvement.

C was not happy with information and stated that c is not going to be paying f

***Based on a good faith review, NNA is not in a position to offer a repurcha

or a veh that c does not want and explained that c will go to dlr and exchange

it.

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

Rcas offered further assistance: C declined and disconnected call.

mpair the use, safety, or value of the vehicle. NNA will continue to honor the

Rcas was not able to provide c with Name, Case and EXT #.

Rcas sending denial letter in order to close case.

terms and conditions of all applicable warranties. Arbs would recommend DTS i

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 332

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 333

REQUESTED BY: lattad

CAR ID: CA3082109

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
	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: 05/07/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: SUSANA	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 334

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 335

CAR ID: CA3082109

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP9DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5350	Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 336

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 337

REQUESTED BY: lattad

CAR ID: CA3082109

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5350

STATE: TX

DEALER NAME: CHARLIE CLARK NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 338

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 339

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3111515
STREET: [REDACTED] **VIN:** 3N1AB7AP2DL [REDACTED]
CITY: CHARLOTTE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000475
ST/ZIP: NC [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 936 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 4000 EAST CHARLOTTE NISSAN
DLR PH: 704 535 4012 **DENY:** 0 **RESP DLR:** 4000 EAST CHARLOTTE NISSAN
REGION: 34 **DIST: SL/SV/PT:** 16 16 46

LETTER RECEIVED: 04/29/13 **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:** 000475 **# 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:** 04/30/13 **XFER/RSPNSBLTY:** 34 16 N
CONTACT (S): **FOLLOWUP DATE:** 05/31/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/10/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 340

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 341

REQUESTED BY: lattad

CAR ID: CA3111515

C. A. R. COMMENTS

ARBS-DT in review of attorney demand letter from the Law Office of Rick A. McN

Created by ZDR123N at 2013-04-30 06:52:16

Created by ZDR123N at 2013-04-30 07:08:01

eil and notes repurchase demand citing brake chamber / master cylinder failure

Previous CA Cases Found: 10629715

. ARBS-DT notes the following repair history:

*Open Recalls/Campaigns:

01/31/13 - 475 miles - Customer stated brake pedal went to floor - Dlr replace

PC213- 2013 - Sentra Occupant Classification System (OCS) Sensor

d brake master cylinder assy (89 days out of service).

P3212- 2013 - Sentra Cold Idle ECM and TCM Reprogram

ARBS-DT notes no further repair history. ARBS-DT notes DRTS-SW confirmed with

***DRTS received a Letter from the Law Office of Richard A. McNeil on 04/29/13

, dated 04/26/13. The Letter is addressed to NNA. The Letter was sent via firs

SM-Rick, 89 days out of service was accurate. SM-Rick stated part was ordered

(3) times. The first order was incorrect, the second order shipped with no par

t class U.S. Mail. The Letter states: Their Office has been retained by C. Att

orney states C's vehicle has undergone a lengthy repair attempt for a substant

t and finally, the third order was correct.

ARBS-DT notes attorney demand mentioned final repair opportunity. ARBS-DT emai

ial defect and non-conformity. Attorney states as a result, C has been forced

led Rick McNeil to check if customer complaint remained present. ARBS-DT offer

to seek full relief pursuant to state and federal consumer product warranty la

ed DTS inspection, \$3,000, inclusive settlement, vehicle repurchase or replace

ws. Attorney states the vehicle's primary alleged defects and alleged non-conf

ment (if possible). Follow up requested.

ormities include, but are not limited to: Brake Chamber/Master Cylinder failur

Created by ZDT877N at 2013-05-16 08:30:26

e. The Attorney states C's vehicle has been out of service for more than twent

ARBS-DT rec'd update from Rick McNeil stating client requested repurchase. Sal

y business days while awaiting warranty repair. The Attorney states that this

es docs attached to case. Mr. McNeil requested \$2,000 in fees. ARBS-DT advised

exceeds the presumption under the NC Lemon Law. The Attorney states the allege

d non-conformity substantially impairs the use, value, and safety of the vehic

NNA paid \$1,500. ARBS-DT emailed NMAC-AF requesting payoff.

Created by ZDT877N at 2013-06-06 09:10:40

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 342

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 343

REQUESTED BY: lattad

CAR ID: CA3111515

le as defined under the North Carolina Lemon Law. The Attorney states that C i
ARBS-DT requesting (2) checks for an attorney demand repurchase. The first che
s revoking acceptance of the vehicle. The Attorney states C has directed the A
ck is in the amount of \$3,851.48 (\$2,351.48 to customer + \$1,500.00 to attorne
torney to demand the return of any and all funds paid towards the vehicle, re
scind the contracts, and seek compensation for any incidental and consequentia
y) payable to customer and law firm. The second check is in the amount of \$20,
968.20 payable to Ally. NNA consumer affairs offered voluntary vehicle repurch
l damages, including attorney's fees. The Attorney request that NNA inform the
ase due to (89) days out of service for master cylinder part delay. ARBS-DT su
ir Office of the procedure whereby C may return the vehicle and recoup these e
bmitted check request for review.

xpenses. The Attorney states not to contact C under any circumstances and dire
Created by ZDT877N at 2013-06-06 09:38:13

ct all inquires to the Attorney Office. The Attorney requests that NNA contact
ARBS-DT contacted Ally to confirm overnight address:

their office as soon as possible to discuss resolving this matter. The Attorn
6716 Grade Lane, Building 9

ey states if NNA would like to schedule a final repair of the vehicle, to cont
act the Attorney within fifteen days to make arrangements. The Attorney states
Suite 910

Louisville, KY 40213

that the Attorney would like to reach a resolution on this matter within fort

Account: [REDACTED]

y days. The Attorney states if this is not possible, the Attorney has been dir
ected by C to commence formal legal proceedings.

Per diem: \$5.24

[REDACTED] 9

Created by ZDR123N at 2013-04-30 07:08:37

Created by ZDT877N at 2013-06-06 10:13:30

***DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEAS

ARBS-DT notes repurchase figures as follows:

E REFER C TO THEIR ATTORNEY. *****

Created by ZDR123N at 2013-04-30 07:28:54

Down payment: \$1,199.00

Additional payments: \$1,152.48

***DRTS contacted East Charlotte Nissan Dir 4000, and spoke to Owner Loyalty M

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 344

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 345

REQUESTED BY: lattad

CAR ID: CA3111515

anager Carmelita. DRTS requested customer copies of all Ro's, including any op

Total refund: \$2,351.48

en Ro's, for the VIN on this case be faxed. Owner Loyalty Manager Carmelita to

Payoff: \$20,968.20

Attorney fee: \$1,500.00

ld DRTS that the Dlr had a Ro for the PDI of the vehicle, as well as an open R

o, and the Ro's would be faxed. DRTS contacted Dlr 4000 on 04/30/13 at 9:15am

Total repurchase: \$24,819.68

Created by ZDT877N at 2013-06-10 15:16:03

est.

ARBS-DT submitted case 202142. Fed-Ex: 799956266181. ARBS-DT provided update t

Created by ZDR123N at 2013-04-30 14:10:28

***DRTS received a phone call from Owner Loyalty Manager Carmelita from Dlr 4000
o Rick McNeil. ARBS-DT closing case.

00. Owner Loyalty Manager Carmelita told DRTS that the Dlr would be able to se

nd the PDI Ro for the VIN on this case, but the Dlr could not send the open Ro

until it was closed. Owner Loyalty Manager Carmelita told DRTS that the Custo

mer should be picking up the vehicle today and then the Ro would be closed. Ow

ner Loyalty Manager Carmelita told DRTS the Ro's would be sent to DRTS on 05/0

1/13 after the open Ro was closed. DRTS spoke to Dlr 4000 on 04/30/13 at 10:01

am est.

Created by ZDR123N at 2013-05-01 13:48:49

***DRTS contacted Dlr 4000, and spoke to Owner Loyalty Manager Carmelita. DRTS

inquired on status of request. Owner Loyalty Manager Carmelita told DRTS the

Ro's would be faxed today (05/01/13). DRTS contacted Dlr 4000 on 05/01/13 at 1

2:07pm est.

Created by ZDR123N at 2013-05-01 14:02:49

***DRTS received Ro's from Dlr 4000 on 05/01/13 at 3:55pm est.

Created by ZDR123N at 2013-05-02 12:23:03

***DRTS completed the RHR for the VIN on this case.

Created by ZDT877N at 2013-05-15 14:54:23

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 346

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 347

REQUESTED BY: lattad

CAR ID: CA3111515

CONTACT(S)

SATISFIED: N		ACTION CODE: NP	ROOT CAUSE: SRPP
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: S	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 06/10/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 348

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 349

CAR ID: CA3111515

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		4000	North Carolina					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 350

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 351

REQUESTED BY: lattad

CAR ID: CA3111515

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 4000

STATE: NC

DEALER NAME: EAST CHARLOTTE NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 352

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 353

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3130260
STREET: [REDACTED] **VIN:** 3N1AB7AP9DL [REDACTED]
CITY: BROOKLYN **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000100
ST/ZIP: NY [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 0 **PAID:** 1,292 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 07126 KINGS NISSAN INC
DLR PH: 718 376 0538 **DENY:** 0 **RESP DLR:** 07126 KINGS 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:** 000100 **# 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:** 05/03/13 **XFER/RSPNSBLTY:** 26 03 N
CONTACT (S): **FOLLOWUP DATE:** 05/31/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 05/31/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YP PARTS AVAILABILITY (BACKORDER)
	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 354

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 355

REQUESTED BY: lattad

CAR ID: CA3130260

C. A. R. COMMENTS

Created by ZAL177N at 2013-05-03 07:58:58

Created by ZAL177N at 2013-05-03 08:03:12

Created by ZAL177N at 2013-05-09 10:27:12

crr-dg verified c's info, no changes made from last call

crr-mc provided name and extension number

c understood

~

c asked if rcas-bt is available now since would go to work at 3PM EST.

crr-al received a call from c

crr-al received a call from c following-up on the case. crr-al verified that t

crr-mc exiting case

rcas advised c of follow up on 05/08

Created by ZDG177N at 2013-05-15 12:50:27

crr-al c stating that last thursday c purchased veh last thursday and experien

crr-dg informed c that crr-dg will transfer the call to rcas-bt and advised c

c understood

here are no changes on contact information.

RCAS noting the following:

call ended mutually

c called in wants to follow up with rcas-bt

ced problems

crr-al advised c that crr-al will try to reach rcas first, crr-al advised c th

Rental Co: Enterprise

to leave a message if c reaches rcas-bt's voice mail

at crr-al will transfer c directly if rcas is reached, c understood. crr-al ca

c declined and asked crr-dg to try calling rcas-bt

crr-al c stating that c is having problems with the brakes and gas was broken

crr-dg verified c's info, no changes made from last call

rcas sending internal message to SM - Ron and cc'ing rcas - Britny

Total amount: \$89.80

~

c asked if rcas-bt is available now since would go to work at 3PM EST.

c dialed rcas-bt's ext and got the vmx

crr-al take the veh at KINGS NISSAN but dlrshp informed c that they cannot rep

lled RCASb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 356

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 357

REQUESTED BY: lattad

CAR ID: CA3130260

rcas exiting file and changing follow up date
ansfer c and then crr-al will just send internal msg for c for rcas to call c
Created by ZCP176N at 2013-05-06 11:33:48
crr-dg informed c that crr-dg reached vmx
crr-dg informed c that crr-dg will transfer the call to rcas-bt and advised c
laced it as of the moment since PARTS are NOT AVAILBLE
Payment info:
back. C understood.
crr-al c stating that dlrshp provoded c a rental but it smells bad and not cle
c understood and requested to send a message to rcas-bt again and inform rca-b
Institution: NMAC
rcas assisting rcas - Britny Taylor
to leave a message if c reaches rcas-bt's voice mail
amount: 179.00
an
c declined and asked crr-dg to try calling rcas-bt
crr-al offered further assistance, c declined. crr-al gave name & extension. c
rcas noting response from SM - Ron that the part has been STP'd but there is n
t that c would go to work at 3PM.
~~
c dialed rcas-bt's ext and got the vmx
crr-al apologized
crr-dg sent internal message to c regarding c's request.
o release date as of yet
rr-al exiting case.
Created by ZBT203N at 2013-05-08 07:35:22
Created by ZBT203N at 2013-05-08 09:05:47
crr-al advised c that file will be transferred to rcas for review.
crr-dg approached TL-JF and TL-JF told crr-dg to contact SRD
crr-dg informed c that crr-dg reached vmx
Total goodwill reimb: \$268.80
Created by ZBT203N at 2013-05-31 12:00:32
crr-al advised c to expect a call within the next business day.
crr-dg dialed SRD-Karen's ext and was informed that RCAS-bt is available now.
c understood and requested to send a message to rcas-bt again and inform rca-b
RCAS emailed SM-Ron and requested part #.
RCAS requested from CRR to find out what time c called, as RCAS just spoke wit

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 358

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 359

REQUESTED BY: lattad

CAR ID: CA3130260

Created by ZBT203N at 2013-05-08 08:23:19

crr-dg thanked srd-Karen and warm transferred c to rcas-bt
c understood.

h c.

RCAS called [REDACTED] on 5/31/13 @1:53p EST.

t that c would go to work at 3PM.

Created by ZBL176N at 2013-05-08 09:20:57

crr-al offered further assistance, c declined.

crr-dg sent internal message to c regarding c's request.

exiting case

RCAS rec'd part # 46010-3SG1A.

Reached c. RCAS advised c that NNA has approved reimb charges, and that RCAS h
as already had check cut for c. C understood. C states that c is very grateful

Created by ZBT203N at 2013-05-20 08:38:02

crr-al provided name, ext and file number.

crr-dg approached TL-JF and TL-JF told crr-dg to contact SRD

crr-lb received a call from c wants to return a call from c.

Part Name: CYLINDER ASSY-BRAKE MASTER

crr-al leaving file open, transferring resp to rcas.

crr-dg dialed SRD-Karen's ext and was informed that RCAS-bt is available now.

crr-lb provided c the follow-up date

Part Number : 46010-3SG1A

. RCAS advised c that it was RCAS' pleasure to assist. C thanked RCAS again, a

RCAS emailed NNA CA PC for update on part ETA.

Created by ZAL177N at 2013-05-03 08:03:12

Created by ZBT203N at 2013-05-20 11:37:15

crr-dg thanked srd-Karen and warm transferred c to rcas-bt

crr-lb c agreed to be transfered to vmx if reach vm

nd call was ended mutually.

Order Number: 20809110

~

crr-al received a call from c

crr-lb exiting the case.

Dealer Name and Code (where parts were ordered) Kings Nissan / 07126

exiting case

RCAS rec'd email from NNA CA PC stating ETA has not changed since last update.

~

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 360

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 361

REQUESTED BY: lattad

CAR ID: CA3130260

Closing case; customer called seeking help with b/o'ed brake master cylinder.

Created by ZAL177N at 2013-05-09 10:27:12

Created by ZBT203N at 2013-05-15 12:59:49

crr-al c stating that last thursday c purchased veh last thursday and experien

Region Code 26

ced problems

crr-al received a call from c following-up on the case. crr-al verified that t

Customer was offered rental coverage and a 1 month veh payment reimb for c's i

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

RCAS called (347) 741-2640 on 5/20/13 @1:34p EST.

RCAS emailed NNA CA PC for update on part ETA, was advised ETA has been pushed back to approx: 5/25.

crr-al c stating that c is having problems with the brakes and gas was broken

here are no changes on contact information.

nconvenience, approved by FOM. RCAS advised c that c's check has been approved

Reached c. RCAS advised c that there has been no change in ETA, and that parts

s Nissan / 718-376-0538 / Ron Mechler (SM)

~

are still due to arrive around 5/25. RCAS advised c that RCAS will follow-up

Can the vehicle be driven? If not, why? No, needs a master cylinder

crr-al advised c that crr-al will try to reach rcas first, crr-al advised c th

crr-al take the veh at KINGS NISSAN but dlrshp informed c that they cannot rep

, no further action required by RCAS at this time.

at crr-al will transfer c directly if rcas is reached, c understood. crr-al ca

laced it as of the moment since PARTS are NOT AVAILBLE

RCAS rec'd inbound call from CRR on 5/15/13.

The date the vehicle became inoperable (if applicable) 5/1/13

with c on 5/28 as offices are closed on 5/27. C agreed. RCAS again advised onc

crr-al c stating that dlrshp provoded c a rental but it smells bad and not cle

e veh is repaired, NNA will look into compensation for c. C thanked RCAS and a

lled RCASb

RCAS advised c that the part ETA has been pushed back to 5/25. C states c want

WARRANTABLE FAILURE.

~

an

ansfer c and then crr-al will just send internal msg for c for rcas to call c

greed, call was ended mutually.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 362

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 363

REQUESTED BY: lattad

CAR ID: CA3130260

s RCAS to waive a vehicle payment for c. RCAS advised payment will still need back. C understood.

Created by ZBT203N at 2013-05-20 11:37:15

crr-al apologized

SM confirmed customer is in a rental vehicle.

to be made by c as the financing company is a separate entity and RCAS cannot

~

crr-al advised c that file will be transferred to rcas for review.

crr-al offered further assistance, c declined. crr-al gave name & extension. c

make a payment FOR c. RCAS advised once the vehicle is repaired, RCAS can look

RCAS rec'd email from NNA CA PC stating ETA has not changed since last update.

~

crr-al advised c to expect a call within the next business day.

into compensation. C states this is not fair; c states c only drove the vehic

rr-al exiting case.

Setting task for SRD.

~

Created by ZBT203N at 2013-05-10 06:48:27

c understood.

le one time, and that c should not have to pay for the lease. C states this is

RCAS called [REDACTED] on 5/20/13 @1:34p EST.

crr-al offered further assistance, c declined.

getting ridiculous, and that the vehicle is broken and c cannot use the vehic

RCAS emailed NNA CA PC.

RCAS rec'd response from NNA CA PC stating that ETA is on or around 5/13. Part

Reached c. RCAS advised c that there has been no change in ETA, and that parts

are still due to arrive around 5/25. RCAS advised c that RCAS will follow-up

Created by ZBT203N at 2013-05-08 08:31:29

crr-al provided name, ext and file number.

le. C states that RCAS does not care and is not trying to help c. RCAS advised

should arrive next week.

Created by ZBT203N at 2013-05-10 07:38:24

crr-al leaving file open, transferring resp to rcas.

RCAS called [REDACTED] on 5/8/13 @10:24a EST.

that is not the case; NNA is doing everything that RCAS can to try and expedi

with c on 5/28 as offices are closed on 5/27. C agreed. RCAS again advised onc

Created by ZMS177N at 2013-05-06 09:17:43

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 364

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 365

REQUESTED BY: lattad

CAR ID: CA3130260

e veh is repaired, NNA will look into compensation for c. C thanked RCAS and a RCAS called [REDACTED] on 5/10/13 @9:35a EST.

Reached c. RCAS advised c that there is no ETA at this time, but RCAS is working on the part, but until the veh is repaired, RCAS cannot offer compensation. C crr-ms received a follow up call from c. c stated that c need to speak to some one, call was ended mutually.

Working on the case and will be in touch with c no later than 5/13. C states c will

Reached c. RCAS advised parts due next week. RCAS advised c will need to contact dealer. C understood. C asked when c will hear from RCAS again. RCAS advised RCAS will call c on 5/20/13. C agreed. C thanked RCAS. Call was ended mutually.

Created by ZBT203N at 2013-05-28 07:31:50

crr-ms called c for update on if insurance can give c an extension and that RCAS need a call by 5/10 because c needs pictures of the vehicle for insurance. RCAS advised c one that c spoke to

RCAS advised RCAS is not sure about insurance, but will contact dealer and see if

Created by ZJS176N at 2013-05-15 10:06:11

crr-ms asked c's case number, c provided

RCAS emailed SM-Ron to see if part has arrived.

crr-ms will follow-up with c on 5/13. C agreed and thanked RCAS for the assistance.

Call was ended mutually.

Created by ZBT203N at 2013-05-28 08:22:16

crr-js received a call from c requesting to be transferred to the extension number

crr-ms verified if there are any changes in c's contact information. c stated no

if dealer can reach out to c. C states maybe the dealer can take the pictures.

Created by ZBT203N at 2013-05-10 07:39:40

number.

o

RCAS rec'd email from SM-Ron that c's vehicle has been repaired and picked up. RCAS understood. Call ended mutually with expectation of 5/10.

~

by c.

c gave case number.

crr-ms informed c that c's case being handled by rcas and set date is before t

RCAS noting that the follow-up if for 5/15, not 5/13.

~

Created by ZJS176N at 2013-05-15 10:06:11

crr-js asked c if any of c's info changed since the last time c called, c stated

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 366

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 367

REQUESTED BY: lattad

CAR ID: CA3130260

he business day ends today, c understood
RCAS emailed SM-Ron and asked SM to reach out to c re: c's request for picture
crr-js received a call from c requesting to be transferred to the extension nu
crr-ms offered further assistance, c said no
ed none.
RCAS emailed FOM for offer on compensation for b/o part.
s for insurance.
Created by ZBT203N at 2013-05-28 12:38:54
Created by ZKD176N at 2013-05-08 08:34:38
crr-js advised of the ff up date.
crr-ms gave name and extension number
mber.
c gave case number.
crr-js offer transfer to rcas ext, c said yes.
crr-ms exiting the case
RCAS rec'd email from FOM asking RCAS to offer vehicle payment reimb. ~
SRD-KD in review of case for back order part template and part number document
Created by ZCP176N at 2013-05-06 10:12:33
crr-js asked c if any of c's info changed since the last time c called, c stat
crr-js transferred c to rcas-.advised c to leave a msg, best phone number to r
ed correctly.
RCAS called (347) 741-2640 on 5/28/13 @2:19p EST.
Created by ZSS176N at 2013-05-08 08:40:36
each c at and case number, if routed to vmx and crr-js will send an internal m
ed none.
rcas assisting rcas - Britny Taylor
Reached c. RCAS verified c's vehicle has been repaired. RCAS offered c vehicle
crr-js advised of the ff up date.
crr-ss received a call from c to follow up case.
essage to rcas- to give c a call back.
payment, per FOM. C agreed. C states that the dealer advised c that there wou
rcas made outbound call to c on only number on file [REDACTED] at 12:06pm
c requested to be reached today before 12noon est .
crr-js offered further assistance, c said no.
crr-js offer transfer to rcas ext, c said yes.
ld be a charge of \$8.99 for extra insurance on the vehicle, but the dealership
rcas verified concerns

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 368

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 369

REQUESTED BY: lattad

CAR ID: CA3130260

crr-js provided name,case,extension number to c.

crr-js transferred c to rcas-.advised c to leave a msg, best phone number to r

crr-ss informed c about the Follow Up Date 5/8/2013.

c states that the veh is at the dlr now

did not advise c this would be PER DAY, so c was charged an extra \$180.00 for crr-js exiting case.

crr-ss sent rcas an internal message abt c's request.

c states that the brakes pedal would go all the way to the floor when c was at each c at and case number, if routed to vmx and crr-js will send an internal m the 23 days in the loaner. C states that the dealer agreed to pay 1/2 of that , and advised c that c would need to call corporate to have the other \$89.00 c a stop and then the veh would start sliding

Created by ZMC178N at 2013-05-15 10:11:21

crr-ss offered further assistance. c declined.

essage to rcas- to give c a call back.

crr-js offered further assistance, c said no.

crr-mc recieved call from c asking to be transferred to brinty

crr-ss provided name and extension number.

c states that when c went to put gas in the veh and it would not close because overed. RCAS advised NNA does not generally pay for extra insurance on the veh

crr-js provided name,case,extension number to c.

crr-mc informed c that britny is currently not available, provided option to be crr-ss exiting file.

icle, but RCAS would look into that and contact c no later than 5/31. C agreed there was no latch

connected to vmx, c agreed

Created by ZBT203N at 2013-05-08 09:05:47

crr-js exiting case.

c states that the dlr told c that it may be likely that the parts c needs have

. C thanked RCAS. RCAS asked c to send a payment statement, c agreed. RCAS pr

Created by ZMC178N at 2013-05-15 10:11:21

crr-mc call accidentally got disconnected crr-mc call c back and transferred c t not even been made for this veh yet

ovided fax # and spelling of RCAS' name. RCAS also verified mailing address on RCAS requested from CRR to find out what time c called, as RCAS just spoke wit

crr-mc recieved call from c asking to be transferred to brinty

c states that c would like nna to speed up the process to repair the veh

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 370

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 371

REQUESTED BY: lattad

CAR ID: CA3130260

file:

h c.

o britny's extension number

10 Stratford Rd. Apt 6D

Created by ZBL176N at 2013-05-08 09:20:57

crr-mc informed c that britny is currently not available, provided option to be

crr-mc offered further assistance,c declined

c states that c needs the veh repaired because c needs to switch insurance com

Brooklyn, NY 11218

connected to vmx, c agreed

crr-lb received a call from c wants to return a call from c.

crr-mc provided name and extension number

panies

Call was ended mutually.

crr-lb provided c the follow-up date

crr-mc call accidentally got disconnected crr-mc call c back and transferred c t

crr-mc exiting case

rcas understood

Created by ZBT203N at 2013-05-31 09:58:06

Created by ZDG177N at 2013-05-15 12:50:27

crr-lb c agreed to be transfered to vmx if reach vm

o britny's extension number

rcas advised c that rcas will look in to the concern and see if there is furth

c called in wants to follow up with rcas-bt

crr-lb exiting the case.

crr-mc offered further assistance,c declined

er assistance that nissan can offer

RCAS reimb c the vehicle payment and Rental charge per FOM as goodwill gesture

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 372

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 373

CAR ID: CA3130260

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#: 46010-3SG1A	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 05/31/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 374

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 375

CAR ID: CA3130260

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP9DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		07126	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 376

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 377

REQUESTED BY: lattad

CAR ID: CA3130260

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 07126

STATE: NY

DEALER NAME: KINGS NISSAN INC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 378

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 379

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3257077
STREET: [REDACTED] **VIN:** 3N1AB7AP7DL [REDACTED]
CITY: GRIFFIN **YR/MDL:** 2013.0 SEN **MILEAGE:** 005248
ST/ZIP: GA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 360 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 17043 CRONIC NISSAN
DLR PH: 678 967 2277 **DENY:** 0 **RESP DLR:** 17043 CRONIC NISSAN
REGION: 34 **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:** 005248 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: CRONIC NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 05/20/13 **XFER/RSPNSBLTY:** 34 06 N
CONTACT (S): **FOLLOWUP DATE:** 06/12/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/12/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 380

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 381

REQUESTED BY: lattad

CAR ID: CA3257077

C. A. R. COMMENTS

ble to give the c a confirmed definition of the c's concerns but at this time

Created by ZET176N at 2013-05-20 07:02:31

Created by ZVL175N at 2013-05-29 13:05:43

Service Dept. Review

rcas-vl called c on [REDACTED] and the c stated the c wanted to apologize to

Service Dept. Review

the c is happy with the resolution rcas thanked the c and advised the c that

rcas in regards to the c for the last conversation and advised rcas that that

rcas is glad that the the c's concerns were resolved and the c thanked rcas an

Service Dept. Review

d the call ended mutually rcas closing the case no further action to be taken

Service Dept. Review

the c's cell phone had a surge that went through it and was unaware that it h

ad happened when the c requested rcas to call the c back, the c stated that th

Created by ZVL175N at 2013-06-12 08:44:14

e c picked up the c's veh and the c was advised that at this time the veh is w

summary c contacted nna in regards to brake pedal concerns after dts-involment

orking as designed but the c is requesting to be present at the time of inspec

the c was advised that the concerns were normal

tion due to the c can demonstrate the c's concerns to the Master tech. rcas a

pologized to the c for the concern and advised the c that that rcas will have

to do some more research in regards to requesting another a dts-inspection

for the c to be present the c agreed and understood. rcas advised the c that r

cas will follow up with the nlt 6/4 . the c agreed and ended the call,

Created by ZVL175N at 2013-05-29 13:09:32

rcas-vl called s/m steve andrews and was advised that s/m advised dts-Chris Ch

ilders that the c was not happy with the diagnosis and s/m was advised that t

he c would have t go through the whole dts-inspection process, rcas requested

the ro's for the concern for possible dts inspection. s/m agreed

Created by ZVL175N at 2013-06-03 09:48:06

rcas-vl called s/m steve andrews and left vmx requesting ro's for dts inspect

ion

Created by ZKD176N at 2013-06-04 11:35:47

SRD-KD in review of case for DTS inspection SRD supports DTS

Created by ZVL175N at 2013-06-04 11:44:51

rcas-vl called Nissan technical support and spoke to patrick fitzgordon in reg

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 382

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 383

REQUESTED BY: lattad

CAR ID: CA3257077

ards to the concern and was advised that nna is aware that the brake pedal has a tendency to fall a little low and in some cases it is recommended to replace the master cylinder. rcas advised the the technical advisor that the mater cylinder has been replaced. rcas was advised that if the c stated that the brakes didn't stop it would be advised to refer the case to IIR and the IIR department will send a dts request for further assistance. Rcas was advised to have the c bring the vhe back to the dealership for further assistance and at that time be able to duplicate the concern for further assistance.

Created by ZVL175N at 2013-06-04 11:51:53

rcas-vl reviewed case with srd-kd and at this time dts-request is recommended.

Created by ZVL175N at 2013-06-04 11:56:13

rcas-vl submitted dts-request to dts-steven rust for review

Created by ZVL175N at 2013-06-04 11:59:42

rcas-vl called c on [REDACTED] and advised the c that rcas has processed the c's dts inspection and once rcas receives the dts date rcas will follow up with the c nlt 6/13/13 the c agreed and ended the call

Created by ZVL175N at 2013-06-04 12:00:21

rcas-vl called c on [REDACTED] and advised the c that rcas has processed the c's dts inspection and once rcas receives the dts date rcas will follow up with the c nlt 6/10/13 the c agreed and ended the call

Created by ZVL175N at 2013-06-10 06:42:45

rcas-vl contacted c on [REDACTED] and alt # [REDACTED] and advised the c that rcas hasn't received a dts inspection date but when rcas receives the date rcas will contact the c rcas setting follow up for 6/12/13

Created by ZVL175N at 2013-06-11 13:12:56

rcas-vl received email from dts-jimmy noles that the dts will be at the dealership today and if the c has time dt-jn will be able to inspect the veh.

Created by ZVL175N at 2013-06-11 13:14:50

rcas-vl called c on [REDACTED] and advised the c that master tech is available to inspect the veh today and the c stated that the c will be able to take the veh to the dealership in 10 mins. rcas agreed and advised the c that rcas will follow up with the c on 6/12/13 the c agreed and ended the call

Created by ZVL175N at 2013-06-12 08:42:42

rcas-vl called c on [REDACTED] and the c stated that the c met with dts-inspector and stated that the dts was very knowledgeable and the c is happy with the answers that was given but the c is very upset that the dealership was una

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 384

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 385

CAR ID: CA3257077

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

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: 06/12/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 386

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 387

CAR ID: CA3257077

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP7DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		17043	Georgia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 388

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 389

REQUESTED BY: lattad

CAR ID: CA3257077

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 17043

STATE: GA

DEALER NAME: CRONIC NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 390

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 391

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA3359151
STREET: [REDACTED]	VIN: 3N1CN7AP1DL [REDACTED]	
CITY: NORFOLK	YR/MDL: 2013.0 VSD	MILEAGE: 000800
ST/ZIP: VA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 5043 HALL NISSAN CHESAPEAKE
DLR PH: 757 673 8000	DENY:	RESP DLR: 5043 HALL NISSAN CHESAPEAKE
		REGION: 34 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)	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: 000800	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 06/06/13	XFER/RSPNSBLTY: 34 13 N
CONTACT (S):	FOLLOWUP DATE: 10/10/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 10/10/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 392

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 393

REQUESTED BY: lattad

CAR ID: CA3359151

C. A. R. COMMENTS

Created by VCA449N at 2013-06-28 08:27:17

Created by VCA449N at 2013-08-27 10:46:35

Created by VCA449N at 2013-09-25 09:02:52

Created by ZVA178N at 2013-06-06 10:05:44

Created by ZVA178N at 2013-06-06 10:38:06

RCAS noting additional follow up call placed to dlrshp and RCAS spoke with SM-Service Dept. Review

ARBS-CA notes attempted to reach C

ARBS-CA notes waiting for credit union info from customer

ARBS-CA received email from dealership stating will get account info

crr-av verified c info, case service dlr, how veh acquired, miles

Kamal. SM-Kamal confirmed that line B of c's RO was confirmed as a brake mast

Service Dept. Review

██████████ is no longer in service

Created by VCA449N at 2013-07-01 13:44:56

Created by VCA449N at 2013-09-26 14:42:04

er cylinder in need of replacement (the part needed is on national backorder-p

no previous cases

Service Dept. Review

ARBS-CA notes received call from SM-John

ARBS-CA sent email to Dealership to check status of account info

art had been CSC'ed and STP'ed per SM-Kamal), and that veh has been down at dl

Created by VCA449N at 2013-08-27 10:48:39

no open campaigns

Service Dept. Review

ARBS-CA left message with mother to review case

Created by VCA449N at 2013-10-01 06:04:15

c went with daughter to buy new veh

rshp since veh was brought in on 5/18 for service. RCAS thanked SM-Kamal for

Service Dept. Review

SM stated received 2014 Versa with same package

██████████

ARBS-CA sent email to dealership to check status of vehicle information, call ended mutually.

new 2013 versa bought

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 394

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 395

REQUESTED BY: lattad

CAR ID: CA3359151

SM to send over invoice

brake issue with veh

Created by VCA449N at 2013-08-29 10:22:07

Created by VCA449N at 2013-10-02 10:42:02

Created by ZSF176N at 2013-06-13 06:56:05

Service Dept. Review

SM stated customer has loan with Navy Fed Credit Union

ARBS-CA left message to review case with mother at [REDACTED]

ARBS-CA received account info from dealership

Created by VCA449N at 2013-07-03 07:51:12

RCAS Sue Farlow assisting RCAS Stephen Prosak.

Service Dept. Review

veh brought in to dlr for repairs approx 5 weeks ago.

ARBS-CA received email from C with phone number for credit union

Created by VCA449N at 2013-08-29 10:35:14

dlr has had veh 5 weeks, dlr cannot fix veh and is not returning c calls

NFCU LOAN NUMBER

RCAS-SF completing RHR for agent and uploading to case file.

Service Dept. Review

430014828635-68

ARBS-CA contacted sales manager John at the dealership, ARBS-CA advised waitin

ARBS-CA replied asking for account number

c has called an estimated 7 times with no response back.

RCAS-SF advising agent to review the completed RHR and ensure that CSM David M

Service Dept. Review

ackay has been notified prior to submitting for review.

amanda lancaster at dlrshp (receptionsit) was rude to c and hung up in c's ear

Created by VCA449N at 2013-07-03 08:12:18

Created by VCA449N at 2013-10-02 10:49:44

g for return of signed offer letter for replacement. ARBS-CA advised attempte

Service Dept. Review

ARBS-CA contacted credit union, Credit union stated Customer needs to contact

ARBS-CA received voicemail from customer stating SOC can take place with credi

c asked to speak to Mr. Bill Baker. Receptionist said no

d to reach customer and customer;'s mother all week.

RCAS-SF also advising agent to verify the days down for any RO's open for more

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 396

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 397

REQUESTED BY: lattad

CAR ID: CA3359151

c asked for someone of same level
Credit union and advised them of the new VIN
Sales manger stated would get in contact with customer and have customer retur
Service Dept. Review
than seven (7) days prior to submission.
t union
ARBS-CA will send packet to Morley
c got Amanda who asked in a irritated loud voice what c wanted?
Created by ZAG177N at 2013-07-08 08:43:42
Created by ZSP178N at 2013-06-13 08:43:20
n paperwork.
Service Dept. Review
Arbs-ag assisting Arbs-CA with replacement. Arbs-ag rec'd email from GM from
Created by VCA449N at 2013-09-04 06:51:41
Created by VCA449N at 2013-10-02 11:29:22
c stated that Amanda stated to c once asking for someone of the authority leve
RCAS noting email sent to CSM-David Mackay advising on RHR submission.
Service Dept. Review
ARBS-CA notes Morley 204881 sent via FedEx 796818357901
ARBS-CA notes waiting on fax from C
Created by ZRT176N at 2013-06-13 15:24:06
l to help c
Service Dept. Review
the dlrship.
ARBS-CA closed case
Created by VCA449N at 2013-09-11 11:40:27
DRTS received the RHR. The RHR was assigned to ARBS-Chad Alsup for review.
Service Dept. Review
" spoke with Jerrard at NFCU this evening and gave them the information on the
'well I can do that, if you give me an oppertunity" in same loud irritated voi
2014 Nissan Versa S Plus (3N1CN7AP8EL [REDACTED]).
ARBS-CA sent email to C to check status
ce
Created by VCA449N at 2013-10-08 13:08:50
Created by ZSP178N at 2013-06-14 07:02:12
Service Dept. Review
*** ¿Added after the case is closed.¿ ***

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 398

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 399

REQUESTED BY: lattad

CAR ID: CA3359151

Created by VCA449N at 2013-09-13 07:22:48

RCAS placed call to c at requested number [REDACTED], and left VMX with RCAS Service Dept. Review

then later stated, when c asked to speak to someone else because of not what w
What else is needed to complete this transaction? What documentation do we ne
ARBS-CA notes waiting on C to return paper work
ARBS-CA received call from C, C stated would like to make a 3 way call to revi
as being said to c but how it was said to c.
ed on this end"

name, case number and extension. RCAS setting further follow up for c for 6/2
Service Dept. Review

0 pending RHR determination.

Amanda responded, 'whatever,' and hung up on c.

Arbs responded requesting mock buyers order and invoice for the new vehicle.

Created by VCA449N at 2013-09-13 07:24:39

ew case with credit union. Credit union to fax letter stating approve SOC

Arbs also outlined timeframe for the buyback.

ARBS-CA sent email to dealership to advise

ARBS-CA waiting on docs from credit union

Created by VCA449N at 2013-06-18 08:34:29

ARBS-CA notes vehicle has been down more than 30 days for back-ordered part

c does not want to put daughter back into veh

Created by VCA449N at 2013-09-16 11:25:19

Created by ZAG177N at 2013-07-08 16:12:05

Arbs-ag received mock buyers order

ARBS-CA left message at [REDACTED]

ARBS-CA will take over the case

c has 6 nissan veh's

2014 Nissan Versa

advised to email or call back with new VIN, C states VIN on offer letter is no

Created by VCA449N at 2013-06-18 08:35:43

crr asked what c's ideal solution is

ARBS-CA requested sales docs and invoice

c asked to exchange veh.

t correct

VIN: 3N1CN7AP4EL [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 400

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 401

REQUESTED BY: lattad

CAR ID: CA3359151

Created by VCA449N at 2013-06-19 09:47:45

Created by VCA449N at 2013-09-16 13:39:23

DI had promised to c three days ago that c would have veh back in 24 hours, an

Selling Price: \$ 14368.00 (invoice)

ARBS-CA left message to review case with C

Business Tax: \$ 28.74

d dlr still hasn't called c back

Created by VCA449N at 2013-06-20 09:04:08

Created by VCA449N at 2013-09-17 10:37:27

crr gave case info

Titling Tax: \$598.68

ARBS-CA contacted C, C stated will fax over documents and get copy of registra

ARBS-CA notes RHR

crr sending case to RCAS for veh trade request

Lic/Reg: \$ 60.75

05/18/13 3066 miles

Created by ZVA178N at 2013-06-06 10:57:06

Doc Fee: \$ 599.00

tion

ARBS-CA sent email to dealership to advise

crr-av adding note:

--C state had to apply brake harder than usual

Total: \$15655.17

Created by VCA449N at 2013-07-15 10:56:18

Created by VCA449N at 2013-09-18 07:50:34

----dlr ordered brake master cylinder

Mother, Valerie is to be called at

757-440-4745 (work)

ARBS-CA notes waiting on return of signed offer letter

ARBS-CA received copy of vehicles registration

**part is on B/O

ARBS-CA notes part has been on B/O for over 30 day

ARBS-CA notes waiting on customer to send in signed offer letter

between 6 am to 4.30 pm EST

Created by VCA449N at 2013-07-17 14:40:50

ARBS-CA received email from C stating does not approve vehicle dealership foun

ARBS-CA will offer to replace or repurchase the vehicle

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 402

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 403

REQUESTED BY: lattad

CAR ID: CA3359151

Created by VCA449N at 2013-09-19 07:12:10

Created by ZSP178N at 2013-06-07 07:03:20

ARBS-CA received signed offer letter and copy of vehicles registration

Created by VCA449N at 2013-06-20 09:14:31

d

RCAS placed call to dlrshp and spoke with SM-Kamal. RCAS requested RO(s) from

ARBS-CA contacted C's mother, [REDACTED]

ARBS-CA sent email to customer to review

Created by VCA449N at 2013-09-19 07:18:32

dlrshp and was advised by SM-Kamal that SM-Kamal would send over ROs for veh.

Arbs-ag received mock buyers order

ARBS-CA advised NNA is offering to replace or repurchase at this time

Created by VCA449N at 2013-07-18 10:33:21

RCAS was additionally advised by SM-Kamal that c was in a loaner veh. RCAS

2014 Nissan Versa

ARBS-CA notes waiting on reply from C

ARBS-CA stated would like to have the vehicle replaced.

thanked SM-Kamal for information, call ended mutually.

Created by VCA449N at 2013-07-22 09:50:35

Created by ZSP178N at 2013-06-07 07:40:20

C stated will get credit union info and copy of the vehicle registration

VIN: 3N1CN7AP4EL [REDACTED]

ARBS-CA notes waiting on reply from C

C stated has worked with GM-John

RCAS placed call to c at [REDACTED] and left VMX with RCAS name, case number,

Selling Price: \$ 14368.00 (invoice)

and extension. RCAS placed call to c at [REDACTED] confirmed case concerns wi

ARBS-CA advised would contact GM and to start the replacement process

Business Tax: \$ 28.74

Created by VCA449N at 2013-07-30 10:16:46

ARBS-CA provided customer with all contact information

ARBS-CA sent email to C to check status of offer

th c. C requested to be traded into like veh due to back ordered part concern

Titling Tax: \$598.68

Created by VCA449N at 2013-06-20 09:20:54

Created by VCA449N at 2013-08-06 09:21:42

Lic/Reg: \$ 60.75

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 404

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 405

REQUESTED BY: lattad

CAR ID: CA3359151

s. RCAS advised on RHR process, and stated that RCAS would follow up with c o

ARBS-CA attempted to reach customer

ARBS-CA left message to review case with GM -John Foley

Doc Fee: \$ 599.00

n 6/12 with follow up for case for c. C stated c understood, call ended mutua

ARBS-CA attempted to reach customer at [REDACTED]

Created by VCA449N at 2013-06-21 09:37:19

lly.

Total: \$15655.17

ARBS-CA left message to review case with GM

Busy signal, unable to leave message

Created by VCA449N at 2013-09-19 07:28:18

Created by ZSP178N at 2013-06-07 07:43:55

5/18/13 3066 miles

ARBS-CA notes no reply from customer via email

Created by VCA449N at 2013-06-24 11:41:38

RCAS noting RO sent over from SM-Kamal. Line B on RO indicated the cause of t

ARBS-CA left message to get loan info and copy of vehicle current registration

ARBS-CA will close case until customer contact ARBS-CA

--C state had to apply brake harder than usual

he brake concern was a "misc concern." RCAS noting email sent to SM-Kamal requ

Created by VCA449N at 2013-06-25 11:20:11

Created by VCA449N at 2013-08-23 10:22:26

----dlr ordered brake master cylinder

esting clarification on diagnosis.

ARBS-CA left message with C to get copy of registration and bank info

ARBS-CA received email from dealership asking when dealership is getting the c

Created by ZSP178N at 2013-06-12 10:57:56

**part is on B/O

ARBS-CA notes part has been on B/O for over 30 day

Created by VCA449N at 2013-06-25 11:21:41

heck for the vehicle.

RCAS noting no response to RCAS follow up email. RCAS placed call to c at 757

8050907. RCAS advised that RCAS was still waiting on additional information f

ARBS-CA notes will send replacement offer letter to customer

ARBS-CA requested VPP

Created by VCA449N at 2013-09-19 07:28:37

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 406

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 407

REQUESTED BY: lattad

CAR ID: CA3359151

ARBS-CA sent check request to ARBS-SUP
Created by VCA449N at 2013-06-25 11:23:49
Created by VCA449N at 2013-08-23 11:02:05
rom dlrshp, and that RCAS would follow up with c on 6/14. C agreed, call ended
ARBS-CA left message to review case with SM-John, ARBS-CA advised waiting on c
ARBS-CA requested check in the amount of \$15,655.17 payable to the dealership
ARBS-CA sent replacement offer letter to C via FedEx 7965 3289 3210
d mutually.

Created by VCA449N at 2013-08-26 08:09:24

Created by VCA449N at 2013-09-20 13:24:57

Created by ZSP178N at 2013-06-12 10:58:30

redit union info

ARBS-CA notes phone number [REDACTED] is no longer in service

ARBS-CA requested fax number to credit union from customer

Created by VCA449N at 2013-06-27 14:33:37

RCAs noting call placed to dlrshp and msg left with SA-Bernard inquiring about

ARBS-CA sent email to C to get name and phone number for credit union

case for c.

Created by VCA449N at 2013-08-26 08:11:44

Created by VCA449N at 2013-09-24 06:29:05

ARBS-CA attempted to reach customer at [REDACTED]

ARBS-CA left message for mother (Valerie) to review case

ARBS-CA sent email to dealership to get account number for current loan

Created by ZSP178N at 2013-06-12 13:14:49

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 408

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 409

REQUESTED BY: lattad

CAR ID: CA3359151

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: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 10/10/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 410

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 411

CAR ID: CA3359151

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5043	Virginia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 412

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 413

REQUESTED BY: lattad

CAR ID: CA3359151

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5043

STATE: VA

DEALER NAME: HALL NISSAN CHESAPEAKE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 414

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 415

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA3379925
STREET: [REDACTED]	VIN: 3N1CN7AP7DL [REDACTED]	
CITY: CARENCRO	YR/MDL: 2013.0 VSD	MILEAGE: 001300
ST/ZIP: LA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 2911 GILES NISSAN
DLR PH: 337 988 1920	DENY:	RESP DLR: 2911 GILES NISSAN
	REGION: 32	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)
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: 1
VEHICLE MAINTAINED BY: GILES NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 06/10/13	XFER/RSPNSBLTY: 32 12 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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 416

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 417

CAR ID: CA3379925

C. A. R. COMMENTS

Created by ZAA111N at 2013-06-10 14:10:09

Created by ZMB175N at 2013-06-14 09:42:30

Rcas-MLB contacted c at 3:22 est on phone [REDACTED] to inform c that unf Service Dept. Review

ortunately the noise that c is hearing from c's brakes are a normal noise with Rcas-MLB contacted sm-Brandon who stated that c had several complaints, spongy brakes, thump noise in a/c, and a noise from brakes. Sm stated that sm does n the brakes. C stated that this is just not acceptable and c thinks that this is very poor of Nissan to have brakes like this. Rcas empathized with c and ad ot see where the brakes were resurfaced but if brakes were that just means the rotors were shaved to eliminate the squealing noise but eventually the noise vised c to take veh to another nissan dlr for a second opinion c stated that w ould be useless since this dlrshp already stated that nothing is wrong with c' will reoccur. Sm stated that shop foreman and general manager inspected c's ve h and compared to a like veh and found no concerns with c's veh.

s veh. Rcas apologized to c that c is so unhappy but urged c to have a second

Created by ZMB175N at 2013-06-19 11:29:12

opinion, c thanked rcas for the assistance and call was ended mutually.

Created by ZMB175N at 2013-06-20 13:36:04

Rcas-MLB contacted c at 1:28 est on phone [REDACTED] but c stated that c

*****CASE SUMMARY*****

is on duty and requested a call back after 2:00 central, rcas agreed and call

was ended mutually.

C CONTACTED CA BECAUSE C IS NOT HAPPY WITH THE NOISEY BRAKES. DLRSHIP DETERMINE

Created by ZMB175N at 2013-06-19 14:15:31

D NOISE TO BE NORMAL.

Rcas-MLB attempted to contact c at 4:14 est on phone # [REDACTED] but was pr ompted to vmx so rcas left a vmx requesting a call back.

Created by ZAA111N at 2013-06-10 14:16:15

crr-aa received a call from c

c stated that c has issues with the brakes and compressor with the veh

crr-aa verified c's information, no changes

c stated that c took veh to dlr and dlr replaced the compressor of the air con dition because of the noise that c encountered while driving the veh

c stated that c also has an issue with the brakes that were also reworked by t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 418

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 419

REQUESTED BY: lattad

CAR ID: CA3379925

he dlr

c stated that c doesn't trust the dlr because the dlr sell veh that has defect s and c was assisted by SA- Vic Moulliet and Mechanic-Steve

Crr-aa advised will escalate the file to RCAS for review and c will be receiving a call by the end of next buss day. C understood.

Crr-aa asked for further assistance. C declined.

Crr-aa provided to c name, ext # and file number

Leave file open-transferred file to RCAS

Created by ZMB175N at 2013-06-11 13:43:41

Rcas-MLB contacted c at 3:37 est on phone # [REDACTED]. C states that c thought that the a/c compressor was making the noise but when the shop supervisor test drove veh the shop supervisor thought that the noise was coming from the brakes so all the brakes were reworked. C stated that c was informed that the reason for the brakes making a noise is due to the humidity and the marsh but c wants to know how accurate this information is. C stated that c brought veh back to dlrshp due to the brakes being spongy and going to far down when applied, c is still at dlrshp so c does not know the next step yet. C stated that c has read alot of comments from consumers on line about c's veh's reliability being far below average. Rcas apologized to c that c has had these concerns and rcas will review c's case and follow up with c in 3 business days, c stated that if rcas finds brakes to be performing normally than c would like rcas to put this in writing, rcas apologized to c but explained that rcas cannot provide c with that in writing but will be glad to look into this for c, c understood and thanked rcas.

Created by ZMB175N at 2013-06-14 09:42:30

Rcas-MLB contacted sm-Brandon who stated that c had several complaints, spongy brakes, thump noise in a/c, and a noise from brakes. Sm stated that sm does not see where the brakes were resurfaced but if brakes were that just means the rotors were shaved to eliminate the squealing noise but eventually the noise will reoccur. Sm stated that shop foreman and general manager inspected c's veh and compared to a like veh and found no concerns with c's veh.

Created by ZMB175N at 2013-06-19 11:29:12

Rcas-MLB contacted c at 1:28 est on phone [REDACTED] but c stated that c is on duty and requested a call back after 2:00 central, rcas agreed and call was ended mutually.

Created by ZMB175N at 2013-06-19 14:15:31

Rcas-MLB attempted to contact c at 4:14 est on phone [REDACTED] but was pr

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 420

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 421

REQUESTED BY: lattad

CAR ID: CA3379925

ompted to vmx so rcas left a vmx requesting a call back.

Created by ZMB175N at 2013-06-20 13:33:47

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
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:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 422

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 423

CAR ID: CA3379925

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP7DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2911	Louisiana					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 424

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 425

REQUESTED BY: lattad

CAR ID: CA3379925

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2911

STATE: LA

DEALER NAME: GILES NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 426

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 427

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3379946
STREET: [REDACTED] **VIN:** 3N1CN7AP1DL [REDACTED]
CITY: FAR ROCKAWAY **YR/MDL:** 2013.0 VSD **MILEAGE:** 031000
ST/ZIP: NY [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 109 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 5316 FIVE TOWNS NISSAN
DLR PH: 516 239 0100 **DENY:** 0 **RESP DLR:** 5316 FIVE TOWNS NISSAN
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: 06/08/13 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 031000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: FIVE TOWNS NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 06/10/13 **XFER/RSPNSBLTY:** 26 02 N
CONTACT (S): **FOLLOWUP DATE:** 06/21/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 06/21/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 428

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 429

REQUESTED BY: lattad

CAR ID: CA3379946

C. A. R. COMMENTS

Created by null at 2013-06-10 14:12:43

Created by null at 2013-06-13 05:49:39

Franklin, TN 37068-5004

crr gave name,ext number.

Hi!

crr-JT transfer c to rcas vmx

Customer was here on sat.06/08. We told customer once we check the vehicle we

crr-JT exiting case

will let you know what is the next step. While we were checking the vehicle cu

Created by ZCP176N at 2013-06-17 11:09:48

stomer was trying to get out of this vehicle and go to new vehicle. After we c

heck the vehicle customer was still in the showroom and we told him rental com

rcas noting vmx from c's wife requesting call back to [REDACTED]

pany closeing at 12pm. He said he will let us know what is going on. Customer

rcas made outbound call to c on [REDACTED] at 1:09pm

comes back at 3pm and asking for the rental. Also customer was he not she. Cus

rcas reached vmx

rcas left vmx for call back

tomter is in rental since Monday 06/10 and we are waiting for the part

Created by ZCP176N at 2013-06-13 14:16:35

rcas exiting file and changing follow up date

Created by ZCP176N at 2013-06-19 11:31:19

rcas noting vmx from c

rcas noting vmx from c's wife requesting call back to [REDACTED]

rcas sending internal message to SM - Shrenik to get part name, part number, o

rcas made outbound call to c on [REDACTED] at 1:30pm

rder number, and ETA

c requested to be called 06/20 after 3pm

rcas made outbound call to c on [REDACTED] at 4:02pm

rcas agreed

rcas spoke with c's wife who will now be referred to as c

call ended mutually

rcas verified concerns

c states on Saturday c's husband went to the dlr to check the brakes because c

rcas exiting file and changing follow up date

Created by ZCP176N at 2013-06-20 13:27:25

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 430

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 431

REQUESTED BY: lattad

CAR ID: CA3379946

's brakes went all the way down when c was driving
c states that the SA told c that the repair was the master cylinder and the SA
rcas made outbound call to c's wife who will now be referred to as c on [REDACTED]
[REDACTED] at 3:24pm
told the SM to call the rental dept and SM said no because c is looking to ge
c states that veh is repaired and c got the veh back on 06/17
t another veh
c states that the sales dept messed up c's veh purchase by saying that the veh
rcas asked if the veh is operating as designed
c states that the master cylinder was repaired and c thinks that the brakes fe
was paid in full and it was not so c could not get a new veh
c states that c took the veh to the dlr on 06/10 and the part was not in and c
el a little weird
rcas understood
's husband had to walk to a rental place to go get a rental and there is a hol
c states that c would just like to get the VSC canceled now
d on credit card while c has the rental
c states that the dlr was ignoring c and no one has gotten back to c
rcas understood and advised c that rcas will pass the case to the VSC team who
c states that the dlr told c that the part was overnighted on 06/10 and the pa
will contact c before EOB on 06/24
c understood
rt is not in yet
call ended mutually
c states that c is not happy with the veh and Finance Manager - Alex was very
rcas updating case ownership to VSC team to assist c in cancelling contact
rude to and the dlr was not trying to help c at all
Created by ZKA999N at 2013-06-21 09:19:17
c states that the dlr just kept passing the call to everyone and would not tel
l c the information about the GM
vsc cancel
Created by ZKA999N at 2013-06-21 09:19:48
c states that c is paying \$430 a month and c wants the VSC cancelled and c jus
dealer complaint
t wants the veh repaired
Created by ZKA999N at 2013-06-21 09:21:53
rcas advised c that rcas will reach out to the dlr for more information and fo

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 432

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 433

REQUESTED BY: lattad

CAR ID: CA3379946

Follow up with c on 06/17

VSC Cancellation

Created by ZKA999N at 2013-06-21 09:33:15

c understood

call ended mutually

crr-ka returned case to rcas-cp

crr-ka sent internal message to rcas-cp informing that 2 separate cases should

rcas exiting file and changing follow up date

be created for dlr concern and VSC Cancellation request

Created by ZCP176N at 2013-06-14 14:09:06

Created by ZCP176N at 2013-06-21 09:36:35

rcas noting internal message from SM - Shrenik stating that the customer is coming to pick up the veh today

rcas noting veh was repaired

Created by ZJT177N at 2013-06-17 07:19:28

rcas exiting file and closing

case summary

c's wife called in, [REDACTED], and will refer to as c.

c called in with dlr complaint about back ordered part

c wants to be transferred to rcas ext number 457205.

c provided case number 11379946.

rcas verified that the veh has been repaired

crr verify c's contact information

rcas exiting file and closing

crr informed c that c will be routed to a vmx if rcas is not

available and crr-JT will send internal message to rcas,

c understood.

crr offered further assistance, c asked for the process of the cancellation of the vsc.

crr advised c to send the required docs, odometer statement,

cancellation request form and if the veh is paid off. the

lien sat letter to c's selling dlership. c stated that the dlership

advised c that they cannot process that request.

crr provide the mailing address:

NESNA

P.O. Box 685004 (A-4-F)

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 434

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 435

REQUESTED BY: lattad

CAR ID: CA3379946

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCDS
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: 06/21/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 436

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 437

CAR ID: CA3379946

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5316	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 438

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 439

REQUESTED BY: lattad

CAR ID: CA3379946

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5316

STATE: NY

DEALER NAME: FIVE TOWNS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 440

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 441

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3401812
STREET: [REDACTED] **VIN:** 3N1AB7AP3DL [REDACTED]
CITY: FAIRFAX **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 001029
ST/ZIP: IA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 912 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 40019 DAVE WRIGHT NISSAN
DLR PH: 319 393 0640 **DENY:** 0 **RESP DLR:** 40019 DAVE WRIGHT NISSAN
REGION: 24 **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:** 001029 **# NISSAN/INFINITI VEHICLES:** 4
VEHICLE MAINTAINED BY: NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 06/12/13 **XFER/RSPNSBLTY:** 24 07 N
CONTACT (S): **FOLLOWUP DATE:** 07/11/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/09/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 302500 CONTINUOUSLY VARIABLE TRANSMIS
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 442

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 443

REQUESTED BY: lattad

CAR ID: CA3401812

C. A. R. COMMENTS

Created by ZGT345N at 2013-06-13 11:28:54

Created by ZJS176N at 2013-06-12 07:54:45

C/S Check brake pedal goes to floor when first braking. Has to pump brakes.

Rcas understood.

Service Dept. Review

C thanked Rcas, call ended mutually.

**Dealer Removed and replaced brake master cylinder assy.

Rcas-gt called C on 3195211871 at 1:22pm est

Service Dept. Review

6/10-6/12/13 1029 miles Days Down 2

C stated that C is requesting a different/replacement vehicle.

Service Dept. Review

Created by ZGT345N at 2013-07-01 10:45:27

C/S diagnose why check engine light is on.

C stated that C has had the veh for 2 weeks and 2 days and the veh has been at

Service Dept. Review

**Dealer reinstalled vent control valve to correct.

Rcas sending correspondence request.

Service Dept. Review

the dlr more than C has driven it.

Check loose fuel cap warning light goes on and off dash.

Service Dept. Review

Setting follow up for 7/8

The master cylinder needed to be replaced after 2 days because it wouldnt stop

===

**Above repair addressed concern.

. It was dangerous.

Service Dept. Review

Created by ZGT345N at 2013-07-08 09:06:54

C/S check engine RPMS go up high to 4500 RPMS on highway.

Service Dept. Review

There is an issue with the transmission and the gas cap.

**Dealer could not duplicate on multiple test drives. RPM's go up on harderr a

Rcas validated mailing address. Setting follow up for 7/11 pending issuance of

The veh isnt safe to drive in C's opinion.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 444

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 445

REQUESTED BY: lattad

CAR ID: CA3401812

ccel and then drop back down when cruise speed is achieved. No problem found.
letter.

This is the first time C has ever had an issue with a brand new veh.

===

Created by ZJP177N at 2013-06-21 07:09:35

Rcas understood and apologized.

Arbs notes brake master cylinder replaced and evap canister replaced.

Created by ZSF308N at 2013-07-09 12:45:51

Rcas advised that Rcas would submit C's request for a replacement which could

Created by ZJP177N at 2013-06-21 07:14:53

MT SF received request for VSC Plan documents to be mailed to customer. MT SF
take from 5-10 business days.

Based upon the RHR provided and a good faith review of Cb

mailing docs along with cover letter to customer and sending notification to

Rcas advised that Rcas would contact the dlr to gather all of the information

agent to close the case.

and would followup by 6/21.

t in a position to offer a repurchase of this vehicle, as the vehicle has not
been subject to an unreasonable number of repair attempts for any warrantable

Created by ZGT345N at 2013-07-09 12:48:38

Rcas provided Rcas's contact information.

concerns. NNA will continue to honor the terms and conditions of all applicabl

C understood and thanked Rcas.

Rcas closing case, docs have been mailed.

--

C stated that the transmission keeps acting up and the dlr doesnt know whats w
e warranties. Arbs recommends 12/15k Basic Maintenance Plan to build c's confi
dence in the veh and the dealer. Arbs suggest DTS inspection after discussing
rong, but its dangerous.

Summary;

C called NNA requesting a repurchase due to issues with the transmission and g
Rcas apologized.

with FOM regarding RPM concern.

as cap. Repurchase denied. Rcas offered a maintenance plan as a goodwill gestu

Created by ZGT345N at 2013-06-21 09:22:35

C thanked Rcas,call ended mutually.

Rcas sending task to SRD for DTS review.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 446

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 447

REQUESTED BY: lattad

CAR ID: CA3401812

re. Plan approved, docs mailed, Closing case.

Setting follow up for 6/17 to contact the dlr, 6/21 to follow up with C.

===

Created by ZGT345N at 2013-06-17 09:32:18

Created by ZJE176N at 2013-06-21 09:25:49

Rcas-gt called DAVE WRIGHT NISSAN at 11:30am est

SRD-JE in review of case for DTS request. SRD reviewed case # 11330995 that wa

s created by technical assistance. SRD supports ARBS recommendation.

Sm-Keith agreed to fax Rcas a copy of the RO history.

Created by ZGT345N at 2013-06-21 09:32:52

Rcas thanked SM, call ended mutually.

Rcas called C on [REDACTED] at 11:27am est

Setting follow up for 6/19 to submit RHR.

===

Rcas informed C that that NNA was not in the position to repurchase the veh at

Created by ZGT345N at 2013-06-19 06:48:25

this time.

Rcas advised that Rcas could request a DTS to inspect the veh.

Rcas called NISSAN OF DUBUQUE at 8:43am est

C stated that C has not had an issue with the RPMS for a week now and C has be

Sm-Kevin agreed to fax Rcas a copy of the RO.

en watching it pretty closely.

Rcas thanked Sm, call ended mutually.

==

C agreed to contact Rcas if it happens again and then Rcas can request a DTS.

Created by ZGT345N at 2013-06-19 07:15:07

Rcas agreed.

Rcas offered C the 12 month/15K maintenance plan.

Rcas sending email to CSM to advise of C's RHR.

C thanked Rcas.

C stated that C's mileage is at 1,395 almost 1,400.

Rcas submitting RHR, setting follow up for 6/21

===

Rcas understood and agreed to submit that for approval and follow up next week

.

Created by ZRT176N at 2013-06-19 08:34:55

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 448

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 449

REQUESTED BY: lattad

CAR ID: CA3401812

C agreed, thanked Rcas, call ended mutually.

DRTS received the RHR. The RHR was assigned to ARBS-Jacinta Pederson for review. Rcas submitting plan for approval, setting followup for 6/26 pending approval.

w.

===

Created by ZJP177N at 2013-06-19 13:48:59

Arbs received RHR for review.

Created by ZGT345N at 2013-06-26 08:18:25

Created by ZJP177N at 2013-06-19 14:00:29

Rcas-gt called C on [REDACTED] at 10:17am est

Arbs notes service history.

Rcas left vmx advising that the VSC was pending. Rcas left contact information 3/14-3/19/13 100 miles Days Down 5 (not confirmed) and the case number.

C/S CEL is on.

Setting follow up for 6/28

===

**Dealer evap small leak smoke tested vehicle...Gas Cap not tight.

5/31-6/4/13 632 miles Days Down 4 (not confirmed)

Created by ZGT345N at 2013-06-26 08:18:59

Correction-7/1 to allow time to receive the VSC docs to send to C.

C/S Check RPMS went to 4500 and stayed there when driving at highway speeds. C

==

customer had to put in low gear and back to high gear in order to get RPMS to c

Created by ZKD176N at 2013-06-28 11:46:44

come back down.

**Dealer Could not duplicate at highway speeds.

SRD-KD in review of case for days to close no further assistance required from

C/S diagnose why check CEL on

SRD at this time.

Created by ZGT345N at 2013-07-01 10:40:29

**Dealer check engine light on for very small evap leak. no problem found.

C/S Check condition of gas cap and seal. Warning light was on and customer had

Rcas-gt called C on [REDACTED] at 12:35pm est

Rcas-gt advised that C's maintenance plan had been approved and inquired if C to remove and reinstall cap in order to get warning light to shut off

**Dealer No problems found at this time.. Normal Operation

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 450

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 451

REQUESTED BY: lattad

CAR ID: CA3401812

wanted the docs mailed or emailed to C.

C requested the docs to be mailed.

Performed engine recall and reprogrammed ECM per bulletin.

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
	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: 07/09/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 452

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 453

CAR ID: CA3401812

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP3DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		40019	Iowa					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 454

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 455

REQUESTED BY: lattad

CAR ID: CA3401812

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 40019

STATE: IA

DEALER NAME: DAVE WRIGHT NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 456

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 457

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3409333
STREET: [REDACTED] **VIN:** 3N1CN7APXDL [REDACTED]
CITY: HUNTLEY **YR/MDL:** 2013.0 VSD **MILEAGE:** 001830
ST/ZIP: IL [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 0 **PAID:** 521 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3229 WOODFIELD NISSAN, INC.
DLR PH: 847 310 1900 **DENY:** 0 **RESP DLR:** 3229 WOODFIELD NISSAN, INC.
REGION: 24 **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:** 001830 **# 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:** 06/13/13 **XFER/RSPNSBLTY:** 24 01 N
CONTACT (S): **FOLLOWUP DATE:** 07/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 08/30/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 458

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 459

REQUESTED BY: lattad

CAR ID: CA3409333

C. A. R. COMMENTS

Created by ZMS177N at 2013-06-13 10:32:11

Created by ZMS177N at 2013-06-13 10:38:51

C was concerned for the payment of the veh C has to make and C wanted to know Parts Dept. Review

RCAS advised c that vmx was left and c stated would attempt to contact ARBS ag RCAS Sandra Santiago received call from c stating that left veh at dlr since 4 RCAS thanked c & call was ended mutually.

rcas told c will send an email to ARBS Nathan MacDougal asking to call c.

RCAS translated the call for the c and ARBS. The c understood and agreed.

Therefore, you are hereby notified in writing of your breach of warranty and o

Total Deductions \$13,601.54

-29-13 due to issues with brakes and veh still at dlr and c is asking NNA to r ain on 7/15/13.and that ARBS contacted dlr

C gave thanks, and asked be transfer to rcas Arion Taylor.

Created by ZNM176N at 2013-07-16 14:47:29

crr-ms received a call from [REDACTED] c's son will now be referred as c, c stated t

f my clients' intent to pursue claims for breach of warranty in a cot.11t of l

if the payment should be made as C wants C's veh bought back.

Parts Dept. Review

RCAS provided c with RCAS'S name & extension.

Refund Amount \$816.93

ARBS-NM palced follow up call to dealer and finance dept about recieving sales aw should you fail to amicably resolve this matter.

CRR told C that C could make the payment, as if NNA does decide to repurchase eplace veh or gave money back to c.

hat a newly purchased veh been in service for 40 days ,bought at the beginning

Lien Payoff \$13,601.54

Parts Dept. Review

RCAS exiting case.

RCAS provided c with Name, Case and EXT #.

rcas transferred c to rcas Arion Taylor.

C gave thanks.

Created by ZNM176N at 2013-07-22 12:08:27

docs, reci no answer left Vm for Brian in finance requesting call back.

of April and still not fixed, dlr said master cylinder concern and part not

or trade in veh C would have in the balance in the repurchase of C's veh, if

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 460

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 461

REQUESTED BY: lattad

CAR ID: CA3409333

Parts Dept. Review

Please be advised that pursuant to Uniform Commercial Code B' 2-711(3) my client RCAS asked c if contact information had changed, c stated no.

RCAS exiting case.

Total Repurchase \$14,418.47

ARBS-NM emailed cust updated repurchase letter with usage fees waived as a courtesy

Created by null at 2013-07-15 12:14:50

Created by ZCM176N at 2013-07-17 08:55:30

Created by ZNM176N at 2013-07-31 15:01:51

C stated that c still paying for a vehicle that c does not have and c does not want

Parts Dept. Review

rcas exited case.

repurchase is approved, CRR did state that CRR would contact ARBS on behalf of c. c has a security interest in the vehicle for return of the amounts described above, yet available, dlr unable to do nothing and c asking type of compensation, c stated above, plus expenses in handling and inspecting the vehicle. Unless you are willing to aid SA-Russ Aumann;

ARBS-NM requesting two checks for voluntary vehicle repurchase. First check request

Created by ZNM176N at 2013-07-03 14:05:50

CRR Ayleen Torres received a call from c stating wants to speak with RCAS-Jennifer

C to assure this info was correct to not make the payment in the meantime.

Parts Dept. Review

Rcas-Catherine Martinez received a call from c stating wants to speak with: Rcs
rtsey.

to get the vehicle back.

ARBS-NM received call from spanish team and spanish speaking customer ARBS-NM advised

as Juanita Orona or ARBS Nathan McDougal

Created by ZJP179N at 2013-07-23 09:16:46

CRR provided c with name, Case and EXT #.

for Pou

will be willing to accept the return of the vehicle and pay this amount, my clients will

Part Name : not certain

Parts Dept. Review

RCAS informed c that agent can process c request but there is no guarantee that

it is in the amount of \$13,601.54 payable to NMAC. The second check request is

CRR asked c if any contact information such as address or phone #'s have changed

CRR exiting case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 462

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 463

REQUESTED BY: lattad

CAR ID: CA3409333

in the amount of \$816.93 payable to customer. NNA is repurchasing the vehicle
I hold the car and use it to the extent necessary to preserve it, to protect:

Part Number not certain

Parts Dept. Review

RCAS asked c if any contact information such as address or phone #'s have changed
RCAS Jennifer Pou received a call from c stating wants to speak with ARBS- Nat
sed c that due to days out of service NNA would like to offer to repurchase the
t request will be approved and process take up to 10 days to complete and agen
b.e security interest, and to minimize your damages. Moreover, my clients need
Created by null at 2013-06-24 16:22:40

due to being 60 days down due to parts delay for part Master Cylinder Part nu
e customers vehicle, ARBS-NM advised cust could expect to receive a repurchase
ed, c stated no

ged, c stated: no

han McDougal

Order Number Dealer Name and Code (where parts were ordered) Region Code Locat

Parts Dept. Review

t will call c with response on 6-28-13, c understood and also stated that c as
CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is
CRR called C @ [REDACTED] on 6:20pm EST

ion of the vehicle (business name, phone number, and contact person) SA-Russ A
ked help from dlr to cancel Gap Insurance and still waiting for cancellation.

number: D6010-3Ba6A, for repair to brake concern.

offer letter in the next 5-7 days. c agreed. C requested to have spanish tran

Parts Dept. Review

RCAS asked c if any contact information such as address or phone #'s have changed

Rcas ask for assistance due that rcas is not case owner.

return of the monies listed above before a substitute vehicle can be acquired
available, c accepted.

Created by ZNM176N at 2013-07-31 15:02:10

CRR left a vmx with case #, CRR name & extension. CRR also provided call bac

C stated Rcas JO was the interpreter.

ged, c stated no

. In addition, any attempt by you or your agents to repossess the car will be

Parts Dept. Review

RCAS informed c that unfortunately, agent can not assist with cancellation of
slation on all future calls as c is not comfortable communicating in english.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 464

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 465

REQUESTED BY: lattad

CAR ID: CA3409333

umann/ WOODFIELD NISSAN

Created by ZJP179N at 2013-07-03 14:12:36

CRR came back to c & thanked c for hold time.

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

c said veh been in service for almost 40 days

Gap Insurance that has to be direct with dlr.

k # of 1800-647-7261.

Rcas ask c that rcas CM can assist

RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS i

wrongful and may subject you to liability for conversion and for wrongful repo

Created by ZNM176N at 2013-08-02 13:45:44

CRR Exiting case

CRR explained that RCAS was available but CRR offered assistance. CRR informed

C stated was suppose to received email today but nothing c has received.

RCAS also informed c that dlr is waiting for a part to have veh fixed, c state

RCAS Jennifer Pou received a call from c stating wants to speak with RCAS-Ario

s available, c accepted.

ssession under Uniform Commercial Code B'B' 9-503 and 9-507, as well as any ot

ted within the end of next business day. c understood

ARBS-NM transmitted Morley Packet

Created by zme177n at 2013-06-24 17:25:51

crr-ms offered further assistance, c said no

C that RCAS was no longer in charge of C's case and that ARBS Nathan McDouga

d that c knows that dlr is waiting for a part but due to back order part, c ha

n Taylor

r applicable remedies.

RCAS came back to c & thanked c for hold time.

Rcas dvised c that rcas will send email to ARBS NM in reference. C agree.

C also stated waiting for fed ex doc.

crr-ms gave name, extension and case number

If the seller or, if applicable, the assignee, or any creditor subject to the

I now was in charge of assisting C.

Morley: 203536

RCAS asked c if any contact information such as address or phone #'s have chan

RCAS-Michelle Ellis received a call from c stating wants to speak with:CRR-Ayl

RCAS translated call for ARBS

s to pay for flight tickets instead of taking c veh for a trip to Florida that

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 466

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 467

REQUESTED BY: lattad

CAR ID: CA3409333

c planned ahead of time and did not take loaner to Florida to not abuse loaner
crr-ms leaving case open
C stated C was aware but wanted to speak with RCAS JP because C did not want to
speak with Torrey Torres
Fed Ex: 796378204675
FTC Holder Rule has filed a financing statement covering the goods, I demand,
and, c stated no
RCAS provided c with Name, Case and EXT #.
Rcas understood.
Created by ZAT111N at 2013-06-14 08:44:06
Created by ZNM176N at 2013-08-02 14:16:32
do not keep speaking to a different representative everytime C called.
pursuant to Uniform Commercial CodeB' 9-404, that you file a termination state
RCAS asked c if any contact information such as address or phone #'s have changed
RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS is
RCAS exiting case.
Rcas offer further assistance. C decline.
r veh.
ARBS-NM closing case pending morley, cust, or dlr contact
Created by zme177n at 2013-07-31 12:13:43
CRR warm transferred call to RCAS.
and, c stated: no
statement within ten (10) days to terminate your security interest, and forward a c
Rcas-at called svc dlr @ 10:25 am est on home # [REDACTED]
RCAS offered further assistance, c decline.
Rcas provided c with RCAS-CM'S name & extension.
is available, c accepted.
Created by zjm179n at 2013-08-22 14:10:18
CRR provided c with Name, and EXT #457228
copy to me. Since my clients have revoked acceptance, there is no outstanding s
RCAS advised the c that CRR is not available but RCAS has read the notes and a
Rcas-at spoke to SA-john regarding c as Sm was on vacation.
RCAS came back to c & thanked c for hold time.
Rcas exiting case.
RCAS-Michelle Ellis received a call from c stating wants to speak with: ARBS-
RCAS provided c with rcas name and ext#.
*** Added after the case is closed. ***

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 468

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 469

REQUESTED BY: lattad

CAR ID: CA3409333

Created by ZNM176N at 2013-07-18 07:43:00

CRR exiting case.

advised the c that the c is still responsible to make the payment while the RHR secured obligation. If you do not file a termination statement within ten (10)

Nathan McDougal

RCAS exit case.

RCAS explained that RCAS was unavailable and that RCAS advised c that ARBS Na

SA-John stated the veh is currently in service now, RO was opened 4/15/13. SA-

ARBS-NM notes 30day pay off info reci from NMAC

Created by ZAT111N at 2013-06-17 10:26:15

Created by ZJP179N at 2013-07-15 12:19:53

crr-jm received a call at 4:10pm from NMAC on behalf of c inquiring about check days and cooperate in removing the lien, you may be liable under Uniform Commercial Code in process. RCAS also advised the c that RCAS Jennifer Pou will contact the John stated that there was nothing indicating a part on order.

RCAS asked c if any contact information such as address or phone #'s have changed. Nathan McDougal was the case owner and if c allowed a hold for 2 min RCAS would 30 day payoff \$13601.54 good to 8/17/13

attempt to contact ARBS Nathan McDougal c accepted

c with a decision on 6/28/13 with a follow up decision. The c understood and agreed, c stated: no

ask if it was sent to NMAC crr-jm stated to NMAC rep that a message will be sent. RCAS-at asked why was the veh still sitting in service.

RCAS-at rec'd 2 vmx from c.

RCAS received warm transfer from CRR Ayleen Torres

Account Code B' 9-404(1) in the amount of \$100.00, plus any loss caused to my client
=====

agreed.

consequences by your failure to do so.

Per diem 1.11

RCAS asked c how can assist c states that c has not received letter from ARBS

RCAS- asked c to hold on the line from: 1-2 min while RCAS (verified some info

RCAS called ARBS Nathan McDougal and then united call with c. RCAS translated

SA-John stated advised there was a sublet hold. SA-John advised that SA had to

talk to ARBS-NM on check inquiry rep understood

call with ARBS and c. ARBS did state to c that Nissan will be repurchasing veh

(Connected to another dept), c accepted.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 470

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 471

REQUESTED BY: lattad

CAR ID: CA3409333

contact parts for more info & placed rcas-at on hold.

Created by ZNM176N at 2013-08-22 15:25:56

Interest paid \$211.49

██████████ and c would like to know what c should do with rental veh prov

Rcas-at called c @ 12:23 pm est on mobile # ██████████

RCAS provided c with RCAS'S name & extension.

To avoid any litigation, my clients merely request the return of fifty (50) pe

6 payments received

and that a letter would be mailed by the end of week 7/8/13 through 7/12/13 a

ARBS-NM email Morley VSPC to determine timeline for sending off pay off check

ided.

Rcas-at spoke to c. C asked if there was someone that speaks spanish because c

RCAS came back to c & thanked c for hold time.

RCAS exiting case.

rcent of the purchase price of the vehicle as compensation for its diminished

SA-John returned to the line & stated parts advised that the part was on CSC &

could not understand rcas-at.

Created by ZNM176N at 2013-06-25 07:34:41

nd that ARBS would contact upon mailing letter to c via FED EX. c understood R

Payment amount \$232.97

RCAS advised the c that ARBS is not available and RCAS left ARBS a VMX to call

RCAS called ARBS and left a vmx advising that c would like to know what c shou

there is no relaese date just a tentative ETA by the end of the month.

to NMAC.

value due to its defect and payment of our attorneys' fees pursuant to the fee

ARBS-NM notes service history.

CAS translated questions and concerns c had with ARBS. c understood conversati

Created by ZNM176N at 2013-07-18 07:52:16

Created by ZNM176N at 2013-08-30 14:23:10

ld do with rental and that c has not received letter advised could email or ca

Rcas-at advised c that rcas-at will have a bilingual agent call c back, c agre

Rcas-at agreed & asked parts info.

-shilling provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys'

the c. The c understood and agreed.

4/30/13 - 1,830 miles - 60 day - RO# 111854

ARBS-NM sent c repurcahse letter via email and Fed Ex: 796258392635

ed.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 472

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 473

REQUESTED BY: lattad

CAR ID: CA3409333

fees are minimal at this stage and we would prefer to resolve this matter with
RCAS with info on case

Morley confirmed check was sent to lienholder on 8/21 and arrived on 8/22. Clo
on and stated that c would like interpreter when c would call or ARBS would co
RCAS provided c with RCAS'S name & extension.

SA-john advised rcas-at would need to speak to parts & transferred rcas-at.

Created by ZJO176N at 2013-07-18 10:56:38

without the need for any more time spent on our part or on the part of your attorney
MPI

contact c. ARBS understood.

Rcas-at spoke to PM-Terry & inquired on parts info.

Rcas-at thanked c & ended call mutually.

RCAS exiting case.

RCAS sending ARBS Lundy Flowers email and ARBS Nathan McDougal
closing case.

Battery Test

call ended mutually with ARBS

Discussing case with TL-SO.

needs. A great deal of time, money and effort

PM-Terry advised:

RCAS-Juanita Orona c states that c previously has spoken with rcas for assistance

RCAS provided name, extension

RCAS sending ARBS an internal message to contact the c.

Brakes hit floor when applied - Dlr to replace Master Cylinder, awaiting part,
could be saved by all parties involved with a quick resolution of this claim.

Created by ZJO176N at 2013-07-31 14:28:24

Created by ZJP179N at 2013-06-17 11:38:18

ence, RCAS also recalls...c states wants to speak with: ARBS-Nathan McDougal.

Part Name: Master Cylinder

RCAS exiting case

RCAS provided c with Name, Case and EXT #.

***Attorney Representation -- Please Do Not Contact C., If C call please Refer

Created by ZNM176N at 2013-07-16 09:51:39

Part Name: Master Cylinder Part number: D6010-3Ba6A, CSC Order #:22809975, CS

Part number:D6010-3Ba6A

Rcas asked c if any contact information such as address or phone #'s have changed

RCAS calling dlr @8473101900@ 1:32 pm est and spoke with SM- Paul and asked SM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 474

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 475

REQUESTED BY: lattad

CAR ID: CA3409333

RCAS exiting case.

RCAS-Juanita Orona received a call from c stating wants to speak with: ARBS Na
ARBS-NM spoke with Brian from finance dept who agreed to fax over sales docs f
C Order Date:5/1/13

Created by ZRM176N at 2013-07-09 08:21:17

CSC Order #:22809975

C to their Attorney***

ged, c stated: all remains the same.

please fax all ro's 615-984-5654 any ro over 7 days needs technician time sta
than McDougal.

ARBS-NM notes current part ETA 6/28

***Attorney Representation -- Please Do Not Contact C., If C call please Refer

Created by ZRM176N at 2013-07-09 11:24:52

CSC Order Date:5/1/13

mps, please fax customer copies only. SM understood and stated would fax ASAP.
or vehicle purchased.

Rcas asked c if any contact information such as address or phone #'s have chan

RCAS was advised that c wants to speak with ARBS. RCAS understood. RCAS asked

Created by ZNM176N at 2013-06-25 07:37:04

Created by ZNM176N at 2013-07-16 11:12:42

c to hold on the line from 1-2 min while rcas tried to contact arbs, c agreed.

C to their Attorney***

DRTS, noting no action required, at this point, C was offered repurchase/repl

ged, c stated: all remains the same.

Out of Service Date: 4/15/13

RCAS understood and thanked call ended mutually.

acement per ARBS/Nathan M. ARBS/Lundy F to respond to Atty Ltr.

ARBS-NM spoke with c who requested to know when c would recieve repurchase off

ARBS-NM taking over CA File, ARBS-NM informed RCAS-JP via email, that ARBS-NM

C states that c's veh is not fixed & c wants the process to be hurried in ref

PM-Terry advised 6/4 the part was put on STP & it is currently showing a relea

Previous Cases - None

RCAS exiting case

RCAS was advised that c called earlier & wants to speak with ARBS. RCAS unders

Created by ZJP179N at 2013-06-17 16:16:45

Created by ZNM176N at 2013-07-10 15:30:27

erence to the buyback. C states c wants c's c's 6 payments back & c's \$500.00

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 476

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 477

REQUESTED BY: lattad

CAR ID: CA3409333

er letter, ARBS-NM informed that ARBS-NM was awaiting sales docs needed to com
Recalls/Campaigns - None
se date of 6/28.
tood.

will be c poc from this point fwd.

ARBS-NM reci call from c who stated that dlr has called c and requested that c

Created by ZJT999N at 2013-07-02 10:55:53

down payments. RCAS translated the conversation for c & ARBS.

DRTS, in receipt of Attorney Letter from Krohn & Moss dated 7/2/2013 rcv'd by
plete repurchase letter and ARBS-NM would work to ahve letter sent to customer

RCAS asked c to hold from 1-2 min while rcas tried to contact arbs, c agreed.

Rcas-at thanked PM-Terry & ended call mutually.

RCAS received fax of ro

=====

come pick up veh because repairs have been completed, c called ARBS-NM to hav

DRT on 7/8/2013, DRTS rcv'd on 7/9/2013, the letter states:

ontoday via email and sent via fed ex and cust should recieve tomorrow or thu

RCAS attaching to case

RCAS called ARBS @ [REDACTED] @ 4:16 pm est.

RCAS exiting case.

rcas received a c's call telling has been two month without the c's veh, and c

Created by ZNM176N at 2013-07-18 11:00:54

did not receive any call from NNA.

e ARBS-NM inform dlr that veh is being repurchased. ARBS-NM advised c that ARB

Please be advised that this office represents the above-named individuals rega

Rcas-at checked NMPS & found tentative release date of 6/28.

RCAS giving RCAS- Jonathan Spurling docs to submit RHR

RCAS translated call for Arbs & c.

rsday.

=====

ARBS-NM reci call from cust concerning repurcahse letter. C wanted to know why

Created by ZJO176N at 2013-07-16 11:15:36

rcas asked c what kind of assistance does c needed.

RCAS provided c with RCAS'S name & extension.

RCAS setting follow up 6-28-13

rding claims against your company pursuant to the Federal Magnuson-Moss Warran

S-NM would bring dlr up to speed. C was thankful.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 478

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 479

REQUESTED BY: lattad

CAR ID: CA3409333

C asked NNA to give c back the money of c gave to NNA for the c's veh, and oth

Created by ZJT999N at 2013-07-12 11:18:26

customer was not recieveing more in form of refund ARBS-NM informed c that NN

Rcas-at called c @ 10:41 am est on home # [REDACTED]

RCAS exiting case

RCAS exiting case.

RCAS - Received a call from the c.

ty Act with regard to the above-listed vehicle. Please direct all future conta

A performs repurcahse according to guidelines set by customer's state and based

Created by ZJP179N at 2013-06-18 13:52:49

Created by ZNM176N at 2013-07-31 14:45:35

cts and correspondence to our office.

er compensation for expenses that c has made, and c gave the phone number 773

Rcas-at noting the number was noy valid.

rcas Jose received a call from C asking to speak with rcas Jennifer Pou.

RCAS verified that all c's contact is the same. C states yes.

699 7100.

ARBS-NM spoke with cust who wanted to know when repurcahse would be completed

C states that c has left ARBS a vmx & hasn't been contacted rcas understood.

Having been formally: notified of our representation, you are instructed not t

off purchahse price from cust purchase agreement. ARBS-NM informed as a good

Rcas-at called c on mobile # [REDACTED]

rcas Jose asked c if any contact information such as address or phone #'s have

RCAS sending CSM email

ARBS-NM informed cust Repurcahse letter states that repurcahse can take from 2

changed.

o contact

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

RCAS exiting case

RCAS offered to try & contact the arbs agent & translate, c agreed.

rcas told c will send a task to ARBS Nathan McDougal asking call c.

will courtsey ARBS-NM could waive usage fees ARBS-NM sgreed to send c updated

-4 weeks C states that cust does not feel confortable in veh, ARBS-NM advsied

C gave thanks.

Created by ZJP179N at 2013-06-18 15:09:18

c stated no

letter with usage fees waived.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 480

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 481

REQUESTED BY: lattad

CAR ID: CA3409333

our clients under any circumstances. Direct all inquiries to this office. If RCAS asked c to hold on the line while rcas called called arbs - c agreed. Rcas-at setting follow up for 6/17 & exiting case.
Created by ZLF050N at 2013-07-19 14:17:01
Created by ZMA629N at 2013-06-14 10:41:15
RCAS connected with ARBS - : Nathan McDougal & translated the conversation for rcas exited case.
rcas Jose asked c permission to place call on hold for 1 minute to verify the RCAS sending parts coordinator email advising of case would complete repurchase as fast as possible, ARBS-NM requested cust send cop you fail to act in conformity with this directive, injunctive relief will be s ARBS-LF sent an attorney letter to the law firm to inform the firm that NNA ma c & ARBS. Arbs stated would document the conversation.
Created by ZKM179N at 2013-07-03 09:43:29
CRR-MC received a call from c stating that c received a message from vmx regard ought against you.
RCAS exiting case
technical info available.
y of vehicle registration. c agreed.
C agreed.
Created by ZJS111N at 2013-06-18 15:20:50
Created by ZNM176N at 2013-07-31 14:47:48
de the repurchase offer before the letter of representation was received. ARBS ding case.
RCAS Karen Maldonado received a call from c stating wants to speak with RCAS-J RCAS provided the c with rcas's name & extension & call was ended mutually. You are hereby notified that any settlement made with our clients requires pay ARBS-NM notes repurchase figures:
Created by ZJO176N at 2013-07-16 13:19:14
CRR-MC verified if any contact info changed. C said no.
-LF sent the letter via FedEx 796274664560.
ment of our attorneys' fees. If you settle directly with our clients and do no ose Matheus
rcas-jonathon spurling assisting
rcas Jose gave c thanks for the waiting.
Created by zme177n at 2013-07-22 11:07:30
CRR-MC explained to c that RCAS-AT called c today and was routed to vmx so fol

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 482

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 483

REQUESTED BY: lattad

CAR ID: CA3409333

C told was ok.

RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS i

rcas completed and submitted RHR

RCAS - Received a call from the c.

Repurchase

t make arrangements for payment of our attorneys' fees, we will file suit agai

Base Price \$13,823.68

Created by ZRT176N at 2013-06-19 08:12:51

low up date was scheduled 6/17/13. C understood.

nst you. In

rcas Jose told c will be transfer to the agent.

RCAS-Michelle Ellis received a call from c stating wants to speak with: ARBS-

RCAS verified that all c's contact is the same. C states yes

s available, c accepted.

addition, you are hereby notified of our attorneys' lien.

C gave thanks.

CRR-MC also gave RCAS-AT's ext 457206. C noted.

C states that c called Service & c was advised that c needs to take c's veh ba

DRTS received the RHR. The RHR was assigned to ARBS-Nathan McDougal for review

Interest paid \$211.49

Nathan McDougal

RCAS came back to c & thanked c for hold time.

ck. C was advised that c can keep the veh but c would be responsible for the c

CRR-MC offered to transfer c to RCAS- ext. C agreed.

Dealer Fees \$164.30

RCAS asked c if any contact information such as address or phone #'s have chan

RCAS explained that RCAS is on the line and will provide further assistance.

rcas Jose provided c with Name, Case and EXT #.

There is a defect present in my clients' automobile for which relief is sought

, and numerous attempts to repair the vehicle have been unsuccessful. The defe

Created by null at 2013-06-24 13:05:44

CRR-MC informed c that if call will be routed to vmx, CRR-MC will send interna

ged, c stated: no

harges. RCAS understood.

License Fee \$99.00

rcas Jose exiting file.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 484

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 485

REQUESTED BY: lattad

CAR ID: CA3409333

RCAS provided c with Name, Case and EXT #.

Created by ZJP179N at 2013-07-12 11:26:07

CRR-Ayleen Torres received a call from c stating wants to speak with RCAS-Jenn
ct includes, but is not limited to:

I message to notify representative that c called back. C agreed.

RCAS- asked c to hold on the line from: 1-2 min while RCAS (verified some info

RCAS exiting case.

RCAS offered to contact the ARBS agent for assistance, c agreed.

Tire Fee \$95.00

1. Defective brakes as evidenced by brakes hitting the floor on application; a

/Connected to another dept), c accepted.

Created by ZJT999N at 2013-07-03 10:00:32

CRR-MC offered further assistance. C declined.

ERT Fee \$25.00

ifer

RCAS asked c to hold on the line. RCAS spoke with Arbs & c was advised that if

RCAS received warm transfer from RCAS Jose Matheus

c called stating c has not received letter and to see if ARBS contacted dlr

CRR asked c if any contact information such as address or phone #'s have chang

CRR-MC provided name,case and extension number.

nd

RCAS came back to c & thanked c for hold time.

rcas received a warm transfer call from rcas Karen Maldonado-Rivera of c

the veh is ready that c can pick up the veh & the repurchase process will not

Total Purchase Price \$14,418.47

2. Any additional complaints made by our clients, whether:her or not they are

be effected. C understood & stated that c will pick up c's veh on 7-16-13.

CRR-MC exiting file.

C told did not receive a call from ARBS ARBS Nathan McDougal, and asked for in

ed, c stated no

Less Usage (waived) \$210.81

RCAS advised c that would attempt to contact ARBS- Nathan Mcdougal and left a

RCAS asked the c if the c spoke English and the c states not very well.

contained in your company's records or on any dealer repair orders.

Created by ZSS345N at 2013-06-17 09:06:13

CRR offered assistance

fo.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 486

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 487

REQUESTED BY: lattad

CAR ID: CA3409333

Loan Payoff* \$13,601.54

RCAS asked c if c has rcas's name & extension, c states yes.

RCAS asked the c if the c will like a translation? The c states yes.

vmx advising c had not received letter to contact c.

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#: D6010-3BA6A

CHECK ISSUED: Y

BYBACK ST: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 08/30/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 488

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 489

CAR ID: CA3409333

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3229	Illinois					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 490

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 491

REQUESTED BY: lattad

CAR ID: CA3409333

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3229

STATE: IL

DEALER NAME: WOODFIELD NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 492

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 493

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA3504423
STREET: [REDACTED]	VIN: 3N1CN7AP4DL [REDACTED]	
CITY: LADSON	YR/MDL: 2013.0 VSD	MILEAGE: 000800
ST/ZIP: SC [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 5145 HUDSON NISSAN
DLR PH: 843 553 1000	DENY:	RESP DLR: 5145 HUDSON NISSAN
		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)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 06/24/13	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000800	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: HUDSON NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 06/24/13	XFER/RSPNSBLTY: 34 07 N
CONTACT (S):	FOLLOWUP DATE: 07/02/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 07/02/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 494

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 495

REQUESTED BY: lattad

CAR ID: CA3504423

C. A. R. COMMENTS

alership.

Created by null at 2013-06-24 11:06:24

Created by ZGM346N at 2013-06-27 13:34:45

c understood

RCAS ADVISED C.A AGENT TO VERIFY THE DEALER ADDRESS WITH C WHEN THERE IS MORE

Rcas rcvd email reply from Tech-Patrick Fitz-Gordon stating:

rcas will keep case until TECHLINE replies that TECHLINE is involved in inspec

Service Dept. Review

crr-aa offered further assistance, c declined.

rcas advised C that C may use ANY Nissan Dealer for the C's warranty concerns

Rcas called c at 3:19 est at [REDACTED] & spoke to C & C's husband at the sa

Service Dept. Review

TECHLINE will check the pedal feel of the 14 Versa (if one is available) to at

THAN ONE DEALER WITH SAME NAME

tion, rcas-gm will then transfer case to correct rcas agent

Created by ZGM346N at 2013-06-29 08:45:13

Created by ZGM346N at 2013-07-01 07:16:57

crr-aa gave name, extension and case number.

me time.

Rcas will email the SM to let SM know that TECHLINE will be calling the dealer

Service Dept. Review

tempt to duplicate concern.

B

rcas advised C's that rcas spoke to TECHLINE that advised rcas

rcas rcvd email from TECH-PF stating TECH will follow up with dealer today

RCAS SENT EMAIL TO TECHLINE ADVISING TO CANCEL THE REQUEST FOR ASSISTANCE AS T

TECHLINE ANSWERED EMAIL:

to let dealer know rcas is getting TECHLINE involved in diagnosis

and to ask ABOUT THE TIRE ROTATION EVERY TIME AN OIL CHANGE IS DONE.

Crr-aa exiting the case

C states the SA-Gary told c that each time the c comes in for LOF that the ve

HE DEALER IN CASE WAS ENTERED INCORRECTLY.

RCAS: Customer states the brakes go all the way to the floor and sometimes don

rcas replied thanking TECH

Created by ZGM346N at 2013-06-28 10:25:31

Created by ZGM346N at 2013-06-28 10:54:36

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 496

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 497

REQUESTED BY: lattad

CAR ID: CA3504423

Created by ZGM346N at 2013-07-01 09:21:23

h will have to have the tires rotated

RCAS WILL RE-ISSUE THE REQUEST FOR ASSISTANCE

't stop the vehicle completely.

Created by ZGM346N at 2013-06-29 08:56:03

Dealer told the customer that Nissan is aware of this and there is no fix? TEC

No matter what the mileage was

Rcas rcvd email from TECHLINE - Patrick F. sating Tech followed up with SM-Den

rcas rcvd email from TECH-Patrick Fitz Gordon stating tech will follow up with

rcas rcvd vmx from c stating c's appt is on Monday 7/1/13 at 9:00 am est

Created by ZGM346N at 2013-06-28 10:35:34

C was advised the power train warranty would be voided.

dealer on monday 7/1/13

HLINE REPLY: This is not accurate.

nis and are going to road test 2 same vehicles for comparison.

rcas-gm sent TECHLINE assistance request at 10:55 am with CORRECT dealer info.

Created by ZGM346N at 2013-06-28 11:00:17

C states there is only 800 miles and this is ridiculous.

RCAS: Customer is scared to death to drive due to the brakes. Customer was tol

rcas putting case into name of correct agent & sending email advising of the

Rcas sent email at 12:35 pm est to TECHLINE requesting assistance at C's diagn

SM will follow up with Tech-PF after the inspection & will then determine if a

case

C states dealer said to the C there is nothing to do to the brakes & gave C rc

d the new 2014's also have these brakes.

ny further action is necessary based on SM's input.

osis for brake concern

rcas sent email to SM-Peter Gilson advising of the appt and that rcas has cont

acted TECHLINE to assist

as #

Created by ZGM346N at 2013-06-28 10:46:09

Created by ZGM346N at 2013-07-01 07:12:34

C states Dealer advised also that the reason why is the vacuum pump is not big

C asked if this is true, that the Warranty will be void if the c does not do t

enough and leaks air and causes the brake not to work properly. TECHLINE REP

rcas asked why the c was made to have an LOF and tire rotation at 800 miles an

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 498

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 499

REQUESTED BY: lattad

CAR ID: CA3504423

Rcas called c at 12:36 pm est at [REDACTED] & spoke to C to advise rcas rcvd email from TECHLINE advising to send updated info. rcas replied thanking the Tech-PF and advising that rcas is forwarding email t d then was told he has to do this tire rotation EVERY time C has an LOF? he tire rotations at each LOF.
LY: This is not accurate.
o correct RCAS-Agent Keyonna Goodwin & is also putting case into Keyonna Goodwin rcas called Hudson Nissan S.C at 9:07 am est & asked for SM-Mark Madgwick that rcas got the c's vmx and has set up the TECHLINE appt to assist with the diagnosis.
in responsibility and Keyonna Goodwin will work case from here on out. rcas asked for clarification.
Rcas checked the system to find the c has no extra VSC and asked if the C purc rcas left vmx advising & apologizing of case delay & states that rcas sent ema RCAS: what can you TECHLINE advise about the brake concern?
Also, does the veh need service at 800 miles?
follow up to call c on 7/3/13 for update
hased an extra warranty
il to TECHLINE advising of c's appt this morning
Rcas follow up with C no later than Wednesday with TECHLINE diagnosis.
rcas thanked Tech for assistance
Created by ZGM346N at 2013-06-29 06:20:59
Created by ZMG180N at 2013-06-25 13:46:49
C states NO, only what comes with the veh.
C's wife is so afraid the warranty will not be recognized at another Nissan de rcas left contact info for SM
TECHLINE REPLY: The vehicle does not need maintenance at 800 miles.
alership.
Created by ZGM346N at 2013-06-27 13:34:45
Rcas advised c that the Basic Warranty is 3 years or 36,000 miles which ever c rcas assisting rcas [REDACTED]
Rcas rcvd vmx from c stating c has the appt set for 9am monday morning but doe rcas will keep case until TECHLINE replies that TECHLINE is involved in inspec omes first.
rcas advised C that C may use ANY Nissan Dealer for the C's warranty concerns
Rcas called c at 3:19 est at [REDACTED] & spoke to C & C's husband at the sa rcas made outbound call to c @ 3:39 P.M. # [REDACTED] and call could not be co

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 500

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 501

REQUESTED BY: lattad

CAR ID: CA3504423

sn't know what to do next.

tion, rcas-gm will then transfer case to correct rcas agent

Created by ZGM346N at 2013-07-01 07:16:57

me time.

mpleted to look at number and try again.

please call the c

Rcas advised the warranty:

Rcas will email the SM to let SM know that TECHLINE will be calling the dealer

Created by ZGM346N at 2013-06-29 06:26:20

POWERTRAIN 1/16/2018 60,000

rcas advised C's that rcas spoke to TECHLINE that advised rcas

rcas noting this is the only number on file for c.

rcas rcvd email from TECH-PF stating TECH will follow up with dealer today

to let dealer know rcas is getting TECHLINE involved in diagnosis

and to ask ABOUT THE TIRE ROTATION EVERY TIME AN OIL CHANGE IS DONE.

c states that is what the c was told would be void if the c did not rotate tir

C states the SA-Gary told c that each time the c comes in for LOF that the ve

Rcas called c at 8:23 am est at [REDACTED] & spoke to C to advise that c goe

rcas replied thanking TECH

rcas setting follow update for 6/26/2013

Created by ZGM346N at 2013-06-28 10:54:36

Created by ZGM346N at 2013-07-01 09:21:23

es at each LOF regardless of mileage

h will have to have the tires rotated

rcas made outbound call to dlrshp @ 3:41 p.m. and got pout on hold 3 times and

s to appt, TECHLINE will call the dealer to assist with diagnosis.

c states c is OLD and barely drives the veh.

no advisor was available or sm was not there as well and no vmx to leave mess

No matter what the mileage was

Rcas rcvd email from TECHLINE - Patrick F. sating Tech followed up with SM-Den

rcas rcvd email from TECH-Patrick Fitz Gordon stating tech will follow up with

Rcas will follow up with c the day after the appt.

age

c thanked rcas for the call

C was advised the power train warranty would be voided.

dealer on monday 7/1/13

nis and are going to road test 2 same vehicles for comparison.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 502

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 503

REQUESTED BY: lattad

CAR ID: CA3504423

rcas apologized for the concern

Created by ZGM346N at 2013-06-28 11:00:17

C states there is only 800 miles and this is ridiculous.

follow up to call c on 7/2/13 with TECHLINE update

rcas asked c to make another appt for further diagnosis of the brakes & call r

rcas setting follow update for 6/26

SM will follow up with Tech-PF after the inspection & will then determine if a

cas with the info and rcas will contact TECHLINE to assist dealer with diagnos

Created by ZGM346N at 2013-06-26 08:58:57

Created by ZGM346N at 2013-06-29 08:27:36

C states dealer said to the C there is nothing to do to the brakes & gave C rc

ny further action is necessary based on SM's input.

rcas sent email to SM-Peter Gilson advising of the appt and that rcas has cont

acted TECHLINE to assist

as #

is.

rcas called c at [REDACTED] & call could not be completed as dialed

RCAS rcvd email from Hudson SM-Peter Gilson stating no VIN# shows in system

C asked if this is true, that the Warranty will be void if the c does not do t

c thanked rcas

rcas asked why the c was made to have an LOF and tire rotation at 800 miles an

rcas checked C's address to find C lives in SC - THIS IS NOT RCAS DISTRICT.

RCAS CHECKED C'S PERSON ACCOUNT TO FIND C'S #

rcas replied thanking the Tech-PF and advising that rcas is forwarding email t

C.A. AGENT DID NOT CONFIRM DEALER WHEN OPENING ACCOUNT

d then was told he has to do this tire rotation EVERY time C has an LOF?

follow up to 7/1/13 to call c if c has not called in by then

he tire rotations at each LOF.

o correct RCAS-Agent Keyonna Goodwin & is also putting case into Keyonna Goodw

Created by null at 2013-06-27 13:45:50

Created by ZGM346N at 2013-06-29 08:34:49

in responsibility and Keyonna Goodwin will work case from here on out.

rcas asked for clarification.

Rcas called c at 10:48 am est at [REDACTED] & left vmx for C asking for call

Rcas checked the system to find the c has no extra VSC and asked if the C purc

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 504

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 505

REQUESTED BY: lattad

CAR ID: CA3504423

back, C PICKED UP PHONE & ASKED RCAS TO HOLD TILL C GOT C'S WIFE
crr-ro received a call from c following up on the case,
follow up to call c on 7/3/13 for update
hased an extra warranty

Rcas called c at 10:27 am est at [REDACTED] & spoke to C to confirm the C li
rcas thanked Tech for assistance

Created by null at 2013-07-02 14:23:33

Created by ZGM346N at 2013-06-29 06:20:59

crr-ro verified and updated c's info.

C states NO, only what comes with the veh.

C'S WIFE - ELAINE

ves in SC and is taking veh to HUDSON in SC

crr-ro offered c to be transferred to RCAS ext # and advised c to leave a mess

C STATES THEY KNEW THE C LIVED IN SC WHEN C FIRST CALLED IN - HOW DID THIS GE

Rcas advised c that the Basic Warranty is 3 years or 36,000 miles which ever c

RCAS contacted dlrshp on 8435531000 @4:05pm.RCAS spoke with SM Dennis and sm s

Rcas rcvd vmx from c stating c has the appt set for 9am monday morning but doe

States Husband was driving & when braked the pedal went all the way to the flo

age if c is routed to vmx and that CRR will send an internal message to RCAS

omes first.

or board

sn't know what to do next.

tated c's veh checked out ok with c's veh inspection. SM drove with c and chec

T SO MESSED UP?

crr-ro offered further assistance;c declined

ked with 2013 Sentra and 2013 Versa to verify c's veh concern is normal. SM st

please call the c

Rcas advised the warranty:

rcas apologized for the confusion and states that rcas will take care of updat

veh was still moving.

ated c and sm determined 2013 Versa drove the same as c's versa. SM stated c w

Created by ZGM346N at 2013-06-29 06:26:20

crr-ro provided name and EXT#

Dealer told the C that Nissan is aware of the concern & that the 2014's have t

ing all the records & the only thing that will change for the c is the rcas ag

POWERTRAIN 1/16/2018 60,000

as satisfied with c's veh. SM stated sm advised c is c has any further concern

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 506

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 507

REQUESTED BY: lattad

CAR ID: CA3504423

crr-ro exiting case.

c states that is what the c was told would be void if the c did not rotate tires.

his concern as well.

Rcas called c at 8:23 am est at [REDACTED] & spoke to C to advise that c goe

Created by ZAA111N at 2013-06-28 08:27:25

C's new agent will be Keyonna Goodwin

Dealer will not do anything about this

es at each LOF regardless of mileage

's c should feel free to contact sm. RCAS thanked SM for information. RCAS wil

s to appt, TECHLINE will call the dealer to assist with diagnosis.

crr-aa received a call from c.

c states c is OLD and barely drives the veh.

C states this is dangerous to drive.

C thanked rcas for calling to clarify all this.

I close case.

Rcas will follow up with c the day after the appt.

Created by null at 2013-07-02 14:26:00

C's husband states the vacuum pump is not big enough & leaks air and causes th

c stated that c wanst to speak with rcas-gm

c thanked rcas for the call

rcas apologized for the concern

Rcas wished c well & ended call

¿CLOSING SUMMARY¿

Created by ZGM346N at 2013-06-29 08:42:03

crr-aa verified c's information, no changes

e brake not to work properly.

follow up to call c on 7/2/13 with TECHLINE update

rcas asked c to make another appt for further diagnosis of the brakes & call r

cas with the info and rcas will contact TECHLINE to assist dealer with diagnos

C had a concern with c's veh's brakes. C went to dlrshp and determined c's veh

Created by ZGM346N at 2013-06-29 08:27:36

crr-aa advised c that crr-aa will transfer the call to rcas and if c reach vmx

C states brake pedal goes all the way to the floor.

rcas sent email to c.a. agent, ca's TL, rcas TL to advise the agent DID NOT VE

C was made to rotate tires at 800 miles and C feels c did not need this.

has normal activity for c's veh. C was advised to follow up with dlrshp for f

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 508

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 509

REQUESTED BY: lattad

CAR ID: CA3504423

is.

leave a message providing best # to reach and best time that rcas can call c
RCAS rcvd email from Hudson SM-Peter Gilson stating no VIN# shows in system
RIFY DEALER.

back

c thanked rcas

C was also made to have an LOF done.

DEALER WAS LISTED IN NJ WHEN THE C LIVES IN SC.

rcas checked C's address to find C lives in SC - THIS IS NOT RCAS DISTRICT.

urther concerns.

C.A. AGENT DID NOT CONFIRM DEALER WHEN OPENING ACCOUNT

C has 3 yrs of oil changes with dealer and it needs to be done or c will lose

c understood

follow up to 7/1/13 to call c if c has not called in by then

RCAS ADVISED C.A AGENT TO VERIFY THE DEALER ADDRESS WITH C WHEN THERE IS MORE

RCAS is closing c's case.

Created by null at 2013-06-27 13:45:50

Created by ZGM346N at 2013-06-29 08:34:49

Created by ZVS932N at 2013-07-03 13:57:52

crr-aa offered further assistance, c declined.

THAN ONE DEALER WITH SAME NAME

the oil changes.

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

Created by ZGM346N at 2013-06-29 08:45:13

crr-aa gave name, extension and case number.

crr-ro received a call from c following up on the case,

C was told the brakes are soft & C does not want soft breaks.

Rcas called c at 10:27 am est at [REDACTED] & spoke to C to confirm the C li

Arbs notes that it appears that vehicle is running normal and there is no need

B

crr-ro verified and updated c's info.

rcas advised c that rcas will call TECHLINE to find out if this is a normal co

RCAS SENT EMAIL TO TECHLINE ADVISING TO CANCEL THE REQUEST FOR ASSISTANCE AS T

ves in SC and is taking veh to HUDSON in SC

Crr-aa exiting the case

crr-ro offered c to be transferred to RCAS ext # and advised c to leave a mess

C STATES THEY KNEW THE C LIVED IN SC WHEN C FIRST CALLED IN - HOW DID THIS GE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 510

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 511

REQUESTED BY: lattad

CAR ID: CA3504423

HE DEALER IN CASE WAS ENTERED INCORRECTLY.

condition or if there is a fix for this.

to proceed further with an IIR.

page if c is routed to vmx and that CRR will send an internal message to RCAS

Created by ZGM346N at 2013-06-28 10:25:31

rcas will call c by end of day of Friday 6/28/13 with update.

RCAS WILL RE-ISSUE THE REQUEST FOR ASSISTANCE

IT SO MESSED UP?

Created by ZGM346N at 2013-06-29 08:56:03

crr-ro offered further assistance;c declined

C wife is upset with brakes as this is not safe.

rcas apologized for the confusion and states that rcas will take care of update

rcas rcvd vmx from c stating c's appt is on Monday 7/1/13 at 9:00 am est

c husband does not want a recall but if this piece needs replaced well then N

Created by ZGM346N at 2013-06-28 10:35:34

crr-ro provided name and EXT#

changing all the records & the only thing that will change for the c is the rcas agent

rcas-gm sent TECHLINE assistance request at 10:55 am with CORRECT dealer info.

crr-ro exiting case.

agent.

NA needs to do something about it.

rcas putting case into name of correct agent & sending email advising of the

Rcas sent email at 12:35 pm est to TECHLINE requesting assistance at C's diagnosis

case

Created by ZAA111N at 2013-06-28 08:27:25

C's new agent will be Keyonna Goodwin

concern for brake concern

Rcas understood & provided c with rcas info & will call c as soon as rcas has

Created by ZGM346N at 2013-06-28 10:46:09

Created by ZGM346N at 2013-07-01 07:12:34

crr-aa received a call from c.

C thanked rcas for calling to clarify all this.

update - but no later than Friday

c stated that c wanted to speak with rcas-gm

c thanked rcas

Rcas called c at 12:36 pm est at [REDACTED] & spoke to C to advise

rcas rcvd email from TECHLINE advising to send updated info.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 512

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 513

REQUESTED BY: lattad

CAR ID: CA3504423

Rcas wished c well & ended call

Created by ZGM346N at 2013-06-26 09:05:31

Created by ZGM346N at 2013-06-29 08:42:03

crr-aa verified c's information, no changes

rcas called Hudson Nissan S.C at 9:07 am est & asked for SM-Mark Madgwick

that rcas got the c's vmx and has set up the TECHLINE appt to assist with the

crr-aa advised c that crr-aa will transfer the call to rcas and if c reach vmx

diagnosis.

rcas left vmx advising & apologizing of case delay & states that rcas sent ema

rcas sent email at 11:05 am est to Techline advising of c's concern and asked

rcas sent email to c.a. agent, ca's TL, rcas TL to advise the agent DID NOT VE

for update

il to TECHLINE advising of c's appt this morning

leave a message providing best # to reach and best time that rcas can call c

Rcas follow up with C no later than Wednesday with TECHLINE diagnosis.

RIFY DEALER.

back

Created by ZGM346N at 2013-06-26 12:04:56

C's wife is so afraid the warranty will not be recognized at another Nissan de

DEALER WAS LISTED IN NJ WHEN THE C LIVES IN SC.

rcas left contact info for SM

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 514

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 515

REQUESTED BY: lattad

CAR ID: CA3504423

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: 07/02/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 516

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 517

CAR ID: CA3504423

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		145	South Carolina					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 518

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 519

REQUESTED BY: lattad

CAR ID: CA3504423

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5145

STATE: SC

DEALER NAME: HUDSON NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 520

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 521

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3512908
STREET: [REDACTED] **VIN:** 3N1AB7AP4DL [REDACTED]
CITY: JONESBORO **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 012342
ST/ZIP: GA [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 612 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3991 NISSAN SOUTH
DLR PH: 770 968 1360 **DENY:** 0 **RESP DLR:** 3991 NISSAN SOUTH
REGION: 34 **DIST: SL/SV/PT:** 01 01 31

LETTER RECEIVED: 07/03/13 **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:** 012342 **# 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:** 06/25/13 **XFER/RSPNSBLTY:** 34 01 N
CONTACT (S): **FOLLOWUP DATE:** 07/31/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 08/02/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 522

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 523

REQUESTED BY: lattad

CAR ID: CA3512908

C. A. R. COMMENTS

Arbs reviewed with ARBS2-SG.

Created by null at 2013-07-01 09:36:47

Created by ZMC178N at 2013-06-25 13:50:36

Created by ZJP177N at 2013-07-24 12:58:11

crr-ro rcvd a call from c asking the status of the case.

Arbs replied to MB/BBB advising NNA is in a position to r/r the vehicle. Arbs a

crr-ro verified c's info.

c stated that there are no changes in the acct information.

waiting MB/BBB reply.

Created by ZRC999N at 2013-07-24 13:39:53

crr-ro transferred c to RCAS ext # and advised c if routed to vmx c can just

leave a message and crr-ro will send an internal message to RCAS.

NIS1322400. DRTS rec'd settlement from the BBB on 7/24/13, dated same. Nissan

c understood.

North America will repurchase [REDACTED] 2013 Nissan Sentra in accordance with

crr-ro exiting the case.

the Georgia Lemon Law. [REDACTED] will be contacted by a Nissan Representative

Created by ZAA178N at 2013-07-01 17:15:11

regarding implementation of this agreement. The terms of the above agreement a

RCAS-AA placed out bound call to C [REDACTED] [REDACTED] at 7:11PM EST 07/01/1

re to be carried out no later than 30 days from the date this letter is sent.

3. Advised call may be monitored. C was having concern with brakes, fixed 3 da

Created by ZJP177N at 2013-07-29 08:41:26

Arbs sent email to c.

ys after getting the car. Was fixed again, doing the same thing before getting

Created by ZJP177N at 2013-07-29 09:26:48

fixed previously. RCAS-AA advised to take vehicle back to the dealership. Wil

Arbs received c confirmation. Arbs sent loan information sheet to c for compl

l follow up on Wednesday. Was fixed by another dealership previously. Nissan M

etation.

orrow.

Created by ZJP177N at 2013-07-30 07:35:15

Created by ZRC999N at 2013-07-03 07:43:12

Arbs submitted settlement offer to c.

NIS1322400. DRTS recb

CCF states: Brakes, repair attempts 2.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 524

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 525

REQUESTED BY: lattad

CAR ID: CA3512908

Price of Vehicle \$20,407.48
Added Option \$297.50
Created by ZJP177N at 2013-07-03 08:49:10
Arbs received CCF for review.
Dealer Doc Fee \$798.50
Created by ZDR123N at 2013-07-03 10:05:23
Sales Tax \$1470.52
DRTS-DR contacted Adrian at dlr 3332 and requested all cc ro's
GA LL/ Title Fee \$20.00
DRTS-DR contacted Preston at dlr 3991 and requested all cc ro's
Interest Paid To Date \$1060.59
Created by ZDR123N at 2013-07-03 10:16:40
Usage Waived (\$0.00)
DRTS-DR rec'd docs from dlr 3991
NNA Refund to Ms. Pack \$977.06
Created by ZDR123N at 2013-07-05 08:45:53
NNA to pay Wells Fargo 23,077.54
Created by ZJP177N at 2013-07-30 09:21:53
DRTS-DR contacted reception and was told cc ro request would be emailed to S.M
Arbs received signed settlement offer.
. Mike as phones were having issues.
Created by ZJP177N at 2013-07-30 09:41:26
Created by ZRC999N at 2013-07-05 08:52:06
Arbs submitted ck payable to c in the amount of \$977.06.
NIS1322400. DRTS recb
Arbs submitted ck payable to lien holder in the amount of \$23,151.84.
CCF states: Brakes, repair attempts 2.
Created by ZDR123N at 2013-07-05 15:41:40
Created by ZJP177N at 2013-07-30 09:43:27
DRTS-DR contacted Mike at dlr 3332 and requested all cc ro's
NNA voluntary repurchased the vehicle due to 11 days out of service and two re
Created by ZDR123N at 2013-07-05 15:44:06
pair attempts for a brakes concern.
Created by ZJP177N at 2013-07-31 13:17:35
DRTS-DR rec'd docs from dlr 3332
Arbs received ck#0141457916 payable to lien holder in the amount \$23,151.84.
Created by ZJP177N at 2013-07-09 06:30:15

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 526

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 527

REQUESTED BY: lattad

CAR ID: CA3512908

Arbs notes service history.

Arbs received ck# [REDACTED] payable to c in the amount of \$977.06.

1/30-2/4/13 311 miles Days Down 6

Created by ZJP177N at 2013-08-02 07:23:15

Arbs mailed packet via Morley FedEx 796367306000.

C/S the brake pedal goes to the floor when braking.

Created by ZJP177N at 2013-08-02 07:23:55

**Dlr brake master cylinder failed. Replaced brake master cylinder, test drove

Arbs closing file.

, working as designed.

6/21-6/25/13 9,598 miles Days Down 5

C/S when braking, the entire vehicle shakes.

**Dlr performed SVC bulletin and cleaned rear drums.

C/S feels a hesitation when taking off

**Dlr vehicle working as designed..

recall NTB13-022...Dealer reprogrammed ECM.

Created by ZJP177N at 2013-07-09 06:38:53

Arbs responded to MRF via fax to DH/BBB.

Created by ZJP177N at 2013-07-11 09:10:06

Arbs received email from MB/BBB advising c is not willing to accept a DTS inspection.

Created by ZJP177N at 2013-07-11 09:23:52

Arbs replied to the MB/BBB advising NNA will offer a ECW/Brakes, Suspension, Steering and \$2000 cash settlement upon signing a release.

Created by ZJP177N at 2013-07-24 12:45:17

Arbs received update from MB/BBB advising c declined the settlement offer.

Created by ZJP177N at 2013-07-24 12:53:22

multiple repair attempt

Created by ZJP177N at 2013-07-24 12:53:41

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 528

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 529

CAR ID: CA3512908

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: S	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 08/02/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 530

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 531

CAR ID: CA3512908

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3991	Georgia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 532

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 533

REQUESTED BY: lattad

CAR ID: CA3512908

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3991

STATE: GA

DEALER NAME: NISSAN SOUTH

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 534

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 535

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3532773
STREET: [REDACTED] **VIN:** 3N1AB7AP4DL [REDACTED]
CITY: TORRANCE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 001790
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 6,120 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5230 CARSON NISSAN
DLR PH: 310 221 5119 **DENY:** 0 **RESP DLR:** 5230 CARSON NISSAN
REGION: 44 **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:** 001790 **# 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:** 06/28/13 **XFER/RSPNSBLTY:** 44 03 N
CONTACT (S): **FOLLOWUP DATE:** 07/05/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/05/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES WA PREMATURE WEAR/FAILURE
WT UNABLE DIAGNOSE/DUPLICATE
YE MULTIPLE REPAIR ATTEMPTS
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 536

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 537

REQUESTED BY: lattad

CAR ID: CA3532773

C. A. R. COMMENTS

Created by ZJL178N at 2013-06-28 14:14:12

Created by ZJL178N at 2013-06-28 16:20:55

c stated none.

C stated that C thinks veh should qualify for lemon law.

Service Dept. Review

crr-jl received call fr c

crr-jl thanked c and provided case number and ended the call.

RCAS advised C that RCAS is not versed in Lemon Law, and C may wish to seek mo

Service Dept. Review

crr-jl forwarded the case to RCAS

c said around March or April c went to NISSAN OF DOWNTOWN LA dlr

re info by reading the supplement to the warranty info booklet.

and have it diagnosed for brake failed concern,dlr informed c there's nothin

crr-jl -moved the case follow-up date to the next business

C stated that RCAS can do nothing for C.

Created by zme177n at 2013-07-01 10:13:33

g wrong

RCAS advised C that RCAS is providing the best resolution for C's request.

RCAS asked C if there were any other requests RCAS can try to honor.

RCAS-Michelle Ellis received a call from c stating wants to speak with: RCAS-

with c veh

C stated that C would like for NNA to repurchase the veh.

Michael Bristow

Two months ago c went to Carson dlr for the same issue c experienced ,again th

e dlr said the veh is good and there's nothing wrong with c veh.

RCAS advised C that RCAS cannot make that guarantee, however, RCAS will review

RCAS asked c if any contact information such as address or phone #'s have chan

c said last June 25 c went to dlr to have it diagnosed for the 3rd time

ged, c stated: no

the case for C's request.

according to Sa-Christopher Ayala there's a problem on c veh related to brake

RCAS advised C that process may take up to 10 business days.

RCAS transferred the c RCAS VMX

master cylinder.

RCAS advised C that RCAS will be in contact with C on 7/3/13 to followup regar

RCAS provided c with RCAS'S name & extension.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 538

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 539

REQUESTED BY: lattad

CAR ID: CA3532773

ding inspection, and any updates at that time, C agreed.

Dlr informed c that brake master cylinder was replaced and yet the problem st
RCAS exiting case.

Created by ZMB123N at 2013-07-01 10:52:05

ill there.

RCAS offered further assistance, C declined.

c wanted a car that doesn't have a factory issue

RCAS called and spoke to SD-Roy Schilder of Carson Nissan.

RCAS sent emails to SM-Lance of Nissan of DTLA, and SD-Roy Schilder requesting

c asking for car loaner extension c don't want to pull out veh to dlr, c said

ROs be faxed to RCAS ASAP.

SD stated that veh is currently at dlrshp, C is in a dlrshp loaner veh.

it's not safe to drive a car like that

RCAS setting followup for 7/3/13

SD stated that customer complaint is the brake pedal will go down after coming

Created by ZMB123N at 2013-07-03 17:54:25

just to prevent an accident c doesb

to a complete stop.

c insisted that nissan must covered that car rental for c until c veh will be

RCAS called c at 7:48pm EST on [REDACTED], left vmx.

SD stated dlrshp has verified the concern.

fix or replaced

RCAS tried [REDACTED] left vmx.

SD stated that dlrshp has contacted Techline, and was directed to replaced the
Brake Master Cylinder.

c veh current mileage is 1,790

RCAS setting followup for 7/5/13

c maintainance servicing dealer at CARSON NISSAN

RCAS also left vmx for SD-Roy inquiring of inspection results, and requested R

SD stated that TSM-Steve Lien is set to inspect the veh today, to determine is

concern is normal.

CRR-jl verified c information

Os be faxed to RCAS ASAP.

c provided best contact# [REDACTED] to reach c.

Created by ZMB123N at 2013-07-03 17:54:25

SD stated that if concern is normal, dlrshp will be contacting C to notify, a

crr-jl informed c that the case will be forwarded to RCAS for review and that

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 540

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 541

REQUESTED BY: lattad

CAR ID: CA3532773

nd loaner will need to be returned.

RCAS called c at 7:48pm EST on [REDACTED], left vmx.

c will receive a cll from RCAS by the end of the next business day for this is

RCAS tried [REDACTED], left vmx.

RCAS understood, thanked SD and disconnected.

Created by ZGY176N at 2013-07-01 11:23:18

RCAS setting followup for 7/5/13

sue

crr-gy received a follow up call from c. c provided case number and sated that

crr-jl asked c if there is anything else that

RCAS also left vmx for SD-Roy inquiring of inspection results, and requested R

crr-jl cn assist c with.

c want to speak to RCAS and provided RCAS name.

Os be faxed to RCAS ASAP.

Created by ZMB123N at 2013-07-05 14:58:15

crr-gy verified if any of c's contact information changed since the last time

c stated none.

c called in, c said none.

crr-jl thanked c and provided case number and ended the call.

RCAS called and left vmx for SD-Roy Schilder requesting inspection results, an

crr-gy offered to transfer c to RCAS extension number and if routed to vmx, c

crr-jl forwarded the case to RCAS

d ROs to be faxed to RCAS.

can leave message and the best number to reach c. crr-gy added that crr-gy wi

Created by ZMB123N at 2013-07-05 15:45:15

crr-jl -moved the case follow-up date to the next business

Created by ZJL178N at 2013-06-28 16:20:55

ll also be notifying RCAS that c called in, c agreed.

RCAS called c at 5:30pm EST on [REDACTED], reached C.

crr-gy offered further assistance, c declined.

crr-jl received call fr c

C stated that when C picked up the veh on Tuesday, C found that the veh was op

crr-gy gave name, extension and case number.

c said around March or April c went to NISSAN OF DOWNTOWN LA dlr

erating just fine.

and have it diagnosed for brake failed concern,dlr informed c there's nothin

crr-gy transferred the call to RCAS.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 542

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 543

REQUESTED BY: lattad

CAR ID: CA3532773

C stated that the brakes were working normally, C loves the veh, and is no longer exiting case.

Customer requesting a buyback on the veh.

Customer wrong

Created by ZMB123N at 2013-07-01 12:29:36

RCAS stated that was great news to hear.

with customer veh

RCAS asked C if there was anything further RCAS can do for C.

RCAS received message from C, RCAS noting message was left before C calling, but not received

Two months ago customer went to Carson dealer for the same issue customer experienced, again the

customer declined.

Customer received until after conversation with C.

Dealer said the veh is good and there's nothing wrong with customer veh.

Customer said last June 25 customer went to dealer to have it diagnosed for the 3rd time

RCAS advised C that C is always welcome to contact NNA CA to request assistance

RCAS received call from C.

according to Sa-Christopher Ayala there's a problem on customer veh related to brake

Customer stated that C was calling for updates on the case.

Customer, C thanked RCAS.

Customer stated the veh is having a concern in which when C is braking, the pedal will

master cylinder.

RCAS closing case.

Dealer informed customer that brake master cylinder was replaced and yet the problem still

Customer drop all the way down.

Summary

Customer called NNA CA to seek repurchase on veh as C was notified by dealer that veh

Customer stated the veh does stop, but the pedal just goes to the floor.

Customer still there.

Customer stated that C wants NNA to provide a resolution.

Customer wanted a car that doesn't have a factory issue

Customer was still exhibiting concern after repair, C found veh operating properly, and

Customer asking for car loaner extension customer don't want to pull out veh to dealer, customer said

Customer wishes to cancel request for RHR.

RCAS advised C that RCAS has spoken with the dealer, and RCAS was advised that

it's not safe to drive a car like that

TSM will be inspecting the veh today.

just to prevent an accident customer does

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 544

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 545

REQUESTED BY: lattad

CAR ID: CA3532773

RCAS asked C what C is requesting of NNA.
c insisted that nissan must covered that car rental for c until c veh will be
C stated that C wants NNA to provide to C a safe and reliable veh.
fix or replaced
RCAS advised C that RCAS can contact dlrshp to find out results of inspection,
and verify if any repairs are being recommended.
c veh current mileage is 1,790
C asked about the loaner as C was told that loaner would need to be given back
c maintainance servicing dealer at CARSON NISSAN
CRR-jl verified c information
today.
c provided best contact# [REDACTED] to reach c.
RCAS advised C that if inspection should find any concern,s that need repaired
crr-jl informed c that the case will be forwarded to RCAS for review and that
, dlrshp may extend loaner coverage of the veh, however, RCAS cannot make any
c will receive a cll from RCAS by the end of the next business day for this is
guarantees.
RCAS did advise C that NNA will not authorize a rental at this time, however,
sue
C may submit for review of reimbursement.
crr-jl asked c if there is anything else that
crr-jl cn assist c with.
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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 546

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 547

REQUESTED BY: lattad

CAR ID: CA3532773

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: 07/05/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 548

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 549

CAR ID: CA3532773

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5230	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 550

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 551

REQUESTED BY: lattad

CAR ID: CA3532773

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5230

STATE: CA

DEALER NAME: CARSON NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 552

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 553

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3595551
STREET: [REDACTED] **VIN:** 3N1AB7AP2DL [REDACTED]
CITY: ROSEDALE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 005100
ST/ZIP: NY [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 9,456 **RTL DLR:** NI NI
EVE PH: 917 **SUSP:** 0 **SVC DLR:** 2157 KOEPEL NISSAN INC
DLR PH: 718 898 7800 **DENY:** 0 **RESP DLR:** 2157 KOEPEL 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:** 005100 **# NISSAN/INFINITI VEHICLES:** 4
VEHICLE MAINTAINED BY: NISSAN DEALER
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 07/10/13 **XFER/RSPNSBLTY:** 26 03 N
CONTACT (S): **FOLLOWUP DATE:** 11/08/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 11/08/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY
OC NISSAN DEALER ISSUES 219000 NEW VEHICLE LEASE (NISSAN)
AG ENGINE MECHANICAL YX POOR OR IMPROPER OPERATION
BE NSN DEALER SALES DEPT. YY POOR SERVICE EXPERIENCE
BF NSN DEALER SERVICE DEPT. ZH CRITICISM
ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 554

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 555

REQUESTED BY: lattad

CAR ID: CA3595551

C. A. R. COMMENTS

~

1. c/s vehicle shakes at idle when vehicle is warm.

cated a dealer with the part C requested in order to repair the veh. C request

Created by null at 2013-07-10 08:21:06

Created by null at 2013-07-10 08:32:23

Created by null at 2013-08-07 13:47:20

Created by VBL045N at 2013-07-29 12:32:54

Created by ZBT203N at 2013-09-23 13:08:42

Created by ZRZ176N at 2013-10-28 14:16:53

RCAS-MM followed up with the Service Mgr Shrenik, RCAS advised of the customer

RCAS-MM noting that the customer has requested a buyback at this time. RCAS no

Service Dept. Review

vehicle warranties are being honored and for any manufacturing issue, the cust

view.

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

ARBS-BL notes no further repair history. Based on provided repair orders, ARBS

ARBS called C on [REDACTED] and C advised that the dealer told him the whee

Closing case; customer called seeking repurchase of vehicle due to the vehicle

Created by ZBT203N at 2013-09-09 14:12:40

dlr complaint

ing compensation to reduce his monthly payments.

omer understood. The customer stated that c will go and talk with the finance

RCAS called c's documented best # of [REDACTED] on 7/24/13 @10:28a EST.

RCAS-MM noting in review of the case, the customer was having technical conce

Repair:

's concern. SM stated that the customer hasn't brought the vehicle in to the d

Service Dept. Review

ting that after review of the case, that tech line needs to be involved with t

1. Verified customer concern and compared with a known good 2013 Sentra SR and

ARBS stated that NNA is not in a position to provide monetary compensation to

-BL does not note an unreasonable number of repairs, nor due noted repairs app

Created by null at 2013-07-10 08:34:12

CRR-AH received call from c requesting to speak with RCAS-BT

director at Keopal Nissan.

ealership as of today, rcas advised that the customer would like to bring it t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 556

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 557

REQUESTED BY: lattad

CAR ID: CA3595551

he customer's concerns.

l cylinder is broken and there is no fix for the issue. ARBS advised C that AR

RCAS called [REDACTED] on 9/9/13 @4:09p EST.

Reached c. RCAS advised c that RCAS has requested all docs from dealer, and ex
rns with the vehicle, but has NOT been able to set up an appointment with Five
Service Dept. Review

shaking. Customer's vehicle was found to be operating within spec and no prob

BS is unaware of this issue, however ARBS would speak with the dealer. C under

C as it was C's decision to trade the vehicle. C asked about a refund for floo

Created by ZMM176N at 2013-07-15 10:06:19

CRR advised c that decision was made but c still wanted to at least leave VMX

CRR-AH checked for previously related cases found:none

ear to substantially impact overall vehicle safety, value or use.

found it to be a normal characteristic of the vehicle. CONTACTED NISSAN DTS A

lem found. RHR was declined. C notified, no further action required at this ti

o Five Towns for a Diag. Sm stated that the c can ask to speak with the Servic

plained RHR process and timeframe. C understood. C states that c will be flyin

Reached c. RCAS advised c that RCAS rec'd all the docs and that RCAS has submi

Service Dept. Review

Towns Nissan. C stated that c wants to fiancne into a new vehicle through Koe

ARBS recommends c continue to work with dlr and possibly involve tech line if

CRR-AH checked for previously nonrelated cases found:none

e Mgr.

g out of the country tomorrow, and asked RCAS to call c's brother - the primar

me. RCAS noting customer called back to have RHR resubmitted. RHR re-declined.

ND PERFORMED A RAIDE IDLE RPM AS RECOMMENDED PER DTS FOR CUSTOMER SATISFACTION

pal Nissan.

RCAS-MM followed up with the Service Mgr Shrenik, RCAS advised of the customer

RCAS-MM noting in review of the case, the customer was having technical conce

r mats and other additions C purchased for the Sentra. ARBS advised C that NNA

Service Dept. Review

since c was out of country and c's brother was handling case

stood. Ended call.

tted RHR for re-review. C understood. C states that the brakes are very low -

.

Created by null at 2013-07-19 07:32:35

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 558

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 559

REQUESTED BY: lattad

CAR ID: CA3595551

Created by ZMM176N at 2013-07-15 13:26:52

Created by ZRZ176N at 2013-10-28 14:53:50

CRR-AH verified c's name, email and updated address, primary & alternative ph
CRR transferred

c's concern becomes verifiable in an effort to resolve.

is not in a position to refund C for the floor mats C purchased. ARBS advised
RHR den letter sent. No further action required.

rns with the vehicle, but has NOT been able to set up an appointment with Five
's concern. SM stated that the customer hasn't brought the vehicle in to the d
Service Dept. Review

weird noise in the back. C states it's scary to drive the vehicle. RCAS advise
y driver -

3/18/13 @ 1,554 miles RO# 72065 1 day down

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

ARBS called Koepfel Nissan on (718)898-7800 and spoke with SM-Tony. SM-Tony ad

Created by ZBT203N at 2013-08-02 07:43:29

Created by ZRC999N at 2013-10-07 12:20:18

C to contact the entity in which C bought the parts from to request a refund.

C understood

d that the concerns are noted. C thanked RCAS, call was ended mutually.

dealership as of today, rcas advised that the customer would like to bring it t

██████████ - ██████████

one numbers, VIN, mileage, how acquired veh, and srv dlr.

RCAS-MM followed up with the customer on ██████████ call placed at 3:24 Pm

Service Dept. Review

Towns Nissan. C stated that c wants to fiancne into a new vehicle through Koe

c called to speak with rcas-mm

Created by ZJC776N at 2013-09-09 15:01:22

Created by ZSI177N at 2013-08-28 11:52:50

CRR-AH checked for open campaigns found:none

C was unhappy and requested a repurchase of the Pathfinder. ARBS advised C th

DRTS rec'd CCF pertaining to case, reopening case.

Est. RCAS left a voicemail for the customer to call back. RCAS advised that Fi

o Five Towns for a Diag. Sm stated that the c can ask to speak with the Servic

pal Nissan.

RCAS agreed. RCAS advised c that RCAS will do so, and will have decision for c

RCAS calling c's brother, as requested, ██████████ - ██████████ on 8/2

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 560

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 561

REQUESTED BY: lattad

CAR ID: CA3595551

Request:

Service Dept. Review

vised the part is on back order and they should it by this week. ARBS understo
/13 @9:40a EST.

1. cS vehicle engine shakes after driving for a long while.

ARBS-JC rev'd case file, RHR & Ro's

at NNA is not in a position to repurchase the Pathfinder. C become frustrated.

Created by null at 2013-07-19 07:32:35

CRR-AH received a call from c stating c is having a vibrating problem in his n

crr-mg asked if crr-mg can assist c with anything

CRR-SI received a call from c stating that c wants to talk to RCAS-BT.

e Mgr.

NIS1328884. DRTS recb

no later than 8/2. C agreed, c thanked RCAS very much, call was ended mutual

od. SM transferred ARBS to Parts-RJ. Parts advised the part is on back order a

Service Dept. Review

ve Towns Nissan is willing to assist the cusotmer and diag the vehicle. RCAS a

3/5/13 @ 1,103 miles RO# 71070 1 day down

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

ARBS began to explain NNA's position and C hung up.

c asked for rcas-mm ext and for cs old case number c provided rcas-mm ext

C gave case number 11595551 and c said that c had a voicemail from RCAS-BT tha

Created by ZMM176N at 2013-07-15 13:26:52

dvised c to call the dealership at 516-239-0100 and ask to speak with the Serv

ew Sentra, c is stating that the dlr is giving him the run around and c just w

ly after RCAS confirmed c has RCAS' contact information.

nd Parts has no ETA. ARBS inquired about the part number. Parts provided: 4410

Reached c's vmx and left name, ext, and case number. Advised a decision has be

Repair:

Service Dept. Review

t/repurchase. CCF states: Transmission.

0-3SG0A. ARBS understood. Ended call.

1.No problem found. Test drove vehicle for 22 miles, no problem found.

ants to be in a non-shaking veh. C would like to either be in a different Sent

ARBS closing case as no further assistance is required.

c asked to be connected over to rcas-m

c called to speak with rcas-mm

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 562

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 563

REQUESTED BY: lattad

CAR ID: CA3595551

cie Mgr Shrenik. RCAS setting a follow up for 7/18, pending call back

Created by ZBT203N at 2013-07-24 08:44:19

Created by ZDR123N at 2013-10-08 07:33:09

en reached in the case - asked for callback to discuss.

RCAS-MM followed up with the customer on [REDACTED], call placed at 3:24 Pm

Request:

Service Dept. Review

t RCAS-BT will be not at work until tomorrow 08/29/2013. but c wants the case

1. c/s veh has a rough idle.

Created by ZBT203N at 2013-08-05 08:43:14

Created by ZET175N at 2013-07-16 08:53:31

Created by ZRZ176N at 2013-10-29 07:32:17

Created by ZRZ176N at 2013-11-08 15:37:39

crr-mg asked if crr-mg can assist c with anything

crr-mg understood and transferred over

Est. RCAS left a voicemail for the customer to call back. RCAS advised that Fi

ra with sunroof or in a Pathfinder. Wilson works at dlrshp. C is leasing veh w

RCAS did not refernece these RO's on the RHR

Service Dept. Review

Setting task to submit RHR.

to be fixed immediately and c requested to talk to the supervisor of RCAS-BT.

***Upon receipt of request from ARBS AZ, DRTS contacted Koeppel Nissan Dlr 215

7. DRTS spoke to Carmen in Service, and inquired on all Ro's that Dlr 2157 had

ARBS rec'd New RO # 84929 Aug. 19 - Aug. 19 Mileage 6487 1 day down

ARBS reviewed case with PC-Jimmy Pugh and notes there are no orders on file fo

c asked for rcas-mm ext and for cs old case number c provided rcas-mm ext

Created by ZKD176N at 2013-07-25 05:22:02

Created by ZMC177N at 2013-07-22 08:59:45

crr-si told c that crr-si will be escalating case to RCAS-SUP and advised c to

Crr te incoming call from c requesting to speak with rcas mm at extension 4573

dlr complaint, trade in

ith intent to purchase

RCAS rec'd vmx from both c and c's brother requesting that RCAS call C'S BROTH

repair:

Service Dept. Review

ve Towns Nissan is willing to assist the cusotmer and diag the vehicle. RCAS a

1. LOF

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 564

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 565

REQUESTED BY: lattad

CAR ID: CA3595551

1. Perform idle relearn.

76.

c asked to be connected over to rcas-m

Created by ZRZ176N at 2013-11-08 15:30:56

CRR-AH advised c that c's case would be transferred to RCAS and he will be con
divised c to call the dealership at 516-239-0100 and ask to speak with the Serv
ER back.

expect a call back withn 4-8 business hours.

for the VIN on this case. Carmen in Service verified that DRTS had all the Ro

NA received a call from c requesting to speak with RCAS-MM's supervisor.

r the part number(44100-3SG0A) provided by the dealer at this time.

Service Dept. Review

SRD-KD in review of case for days to close RHR to be submitted. No further ass

~

2.C/S check for noise in the rear wheels / Parts on Order

3/12/13 @ 1,308 miles RO# 71512 1 day down

ARBS reviewed TSB and notes part number is correct.

cie Mgr Shrenik. RCAS setting a follow up for 7/18, pending call back

Created by ZRZ176N at 2013-11-08 15:30:56

crr-mg understood and transferred over

CRR-SI exiting the case.

Crr te adv c this extension is not available and c has agreed to leave voice m

istance required from SRD at this time.

NA verified that c's info did not change.

's, but two that were prior to C's purchase (PDI and NY Safety Inspection). DR

tacted within the next business day

3. C/S check front windshield inner molding is loose / Secure

ail message.

ARBS called C on [REDACTED] and advised C that NNA's only offer is provide

Created by ZBT203N at 2013-07-24 08:44:19

Created by zjm179n at 2013-07-16 09:22:21

Created by ZKC177N at 2013-07-19 16:56:18

Created by ZRZ176N at 2013-10-29 08:04:12

Created by ZSO176N at 2013-08-29 08:50:55

C stated that c already went to the dlr and was referred back to NNA CA.

C understood.

RCAS calling c's brother, as requested, [REDACTED] - 917-567-1310 on 8/5

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 566

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 567

REQUESTED BY: lattad

CAR ID: CA3595551

Request:

TS requested customer copies of the two Ro's be sent. Carmen in Service advise /13 @10:41a EST.

1. c/s vehicle shakes at idle when vehicle is warm.

ARBS called C on [REDACTED] and advised C that NNA's only offer is provide ARBS called Koeppel Nissan on (718)898-7800 and spoke with SM-Tony. ARBS advise C left a vmx requesting a call back to [REDACTED] IM sent. Case reopened CRR-AH provided c with name, ext 457358, and case #.

CRR-jm received a call concern about rcas-mm wanting to speak with rcas Crr te no further information has been provided or updated on this case.

C stated that rcas-mm told c that rcas cannot get c out of the lease.

d the two Ro's would be sent. DRTS contacted Dlr 2157 on 10/08/13 at 8:54am es RO# 85564 Mileage 6775 Aug. 26 / Aug. 26 1 day down

Setting task to submit RHR.

TL reviewed case and transferred to RCAS-Britny Taylor to contact c ASAP to di and case follow up set to 7.22.13.

as a goodwill gesture a gold preferred VSC of 84 month/100,000 miles. C stated Created by ZKD176N at 2013-07-25 05:22:02

CRR-AH offered further assistance. C was satisfied & declined further assistance crr-jm stated to c that rcas-mm may not be in would c like to leave a message Crr te exiting case.

C/S check for noise in the rear / SOP

C stated that c had been having trouble with the veh and c wants to get out of ed SM that NNA is not showing an order from the dealer for the part. SM stated Reached c's brother's vmx and left name, ext, and case number. Advised a decision Repair:

discuss repurchase denial.

t.

1. Verified customer concern and compared with a known good 2013 Sentra SR and as a goodwill gesture a gold preferred VSC of 84 month/100,000 miles. C stated ce.

Created by ZBT203N at 2013-08-29 09:54:12

Created by ZDR123N at 2013-10-08 07:36:50

Created by zjm179n at 2013-07-16 09:22:21

Created by ZMC177N at 2013-07-22 08:59:45

C/S passenger side A pillar loose / parts on order

C understood

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 568

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 569

REQUESTED BY: lattad

CAR ID: CA3595551

f c's lease. c requested to speak with someone higher than
ion has been reached in the case - asked for callback to discuss.
SRD-KD in review of case for days to close RHR to be submitted. No further ass
the part was on restriction and could not be ordered. ARBS advised SM that ac
cording to our information there is no part restriction. SM stated ARBS would
Created by ZBT203N at 2013-08-06 10:21:47
CRR-AH created follow-up date of 7/11/2013
CRR-jm provided c with name, ext 457292, and case #.
CRR-jm received a call concern about rcas-mm wanting to speak with rcas
***DRTS received two Ro's from Dlr 2157 on 10/08/13 at 9:06am est.
found it to be a normal characteristic of the vehicle. CONTACTED NISSAN DTS A
istance required from SRD at this time.
NA received a call from c requesting to speak with RCAS-MM's supervisor.
rcas-mm.

RCAS WAS OOO ON 8/26/13, 8/27/13 AND 8/28/13.
RO#85692 Mileage 6775 Aug. 26 / Aug 28 2 days down
that doesn't help C. C stated C traded in the sentra and wants compensation f
~

Created by null at 2013-07-11 08:36:43
Created by ZBT203N at 2013-07-26 06:54:26
Created by ZDR123N at 2013-10-08 09:46:19
CRR-jm offered further assistance. C was satisfied & declined further assitan
crr-jm stated to c that rcas-mm may not be in would c like to leave a message
C/S states check for noise in the rear s/o parts / parts on order
NA apologized and advised c that case will be escalated to rcas' supervisor a
NA verified that c's info did not change.

ND PERFORMED A RAIDE IDLE RPM AS RECOMMENDED PER DTS FOR CUSTOMER SATISFACTION
need to speak with parts and transferred ARBS.

RCAS calling c's brother, as requested, [REDACTED] - [REDACTED] on 8/6
that doesn't help C. C stated C traded in the sentra and wants compensation f

./13 @12:13p EST.
ARBS left vmx advising that NNA recommends dealer to order part and CSC the or
ce.

C/S check both front pillar garnishes / Replace both front pillar garnishes V
C stated that c already went to the dlr and was referred back to NNA CA.
C understood

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 570

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 571

REQUESTED BY: lattad

CAR ID: CA3595551

***DRTS attached the Ro's to the case.

nd c will receive a call in 4-8 business hours. c understood.

NER file review; NNA to inform cs NNA does not offer new Sentra with sunroof o
or the inconvenience. ARBS advised C that C chose to trade the Sentra, ARBS di

RCAS called c's best # of [REDACTED] on 8/29/13 @11:51p EST.

RCAS missing 1 RO. RCAS emailed SM-Bob and Assistant SM-Anthony.

3/18/13 @ 1,554 miles RO# 72065 1 day down

B15AA

Created by ZDR123N at 2013-07-29 08:58:49

Created by ZMD345N at 2013-07-16 09:26:19

Created by ZRZ176N at 2013-10-24 07:51:17

CRR-jm provided c with name, ext 457292, and case #.

C stated that rcas-mm told c that rcas cannot get c out of the lease.

der so NNA can escalate.

NA-CSC offered further assistance, c declined.

or the inconvenience. ARBS advised C that C chose to trade the Sentra, ARBS di

Reached c's brother; known as c. RCAS advised that at this time, NNA is not in

Reached c's vmx and left name, ext, and case number. RCAS advised RCAS has ret

r Pathfinder. We will fulfill all obligations under the terms of the warranty

and repair any defects in material or workmanship. Cs needs to schedule appoin

a position to repurchase or replace the vehicle. C understood. C asked what

ARBS rec'd RHR, reviewed ROs and notes the following repair history:

Arbs spoke with the SA/Priamo Perez about the most recent RO's and the parts f

Created by ZRZ176N at 2013-10-29 08:09:49

CRR-jm offered further assistance. C was satisfied & declined further assistan

crr-md received call from c asking to speak with rcas

C stated that c had been having trouble with the veh and c wants to get out o

dn't advise C to trade any vehicle. C stated no one assisted C with the Sentra

DRTS-DR received the RHR. The RHR was assigned to ARBS-BL for review.

NA-CSC provided name, ext and file number.

Request:

urned from leave, and apologized for lack of contact. RCAS asked for callback

1. cS vehicle engine shakes after driving for a long while.

3/05/13... 1,103 miles... 1 day down

ARBS called Nissan of Queens (718)835-8300 and spoke to parts. Parts advised d

ce.

Created by VBL045N at 2013-07-29 12:31:23

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 572

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 573

REQUESTED BY: lattad

CAR ID: CA3595551

crr-md info still the same

dn't advise C to trade any vehicle. C stated no one assisted C with the Sentra f c's lease. c requested to speak with someone higher than

NA sending escalation message to rcas and exiting case.

or the noise heard in the rear should be in on 9/10/2013.

tment for vehicle diagnosis and repair under warranty. Should the dealer requi to discuss decision.

to do from here? RCAS advised that NNA is not in a position, and referred c to and C didn't feel safe in the veh. ARBS understood and advised C that ARBS lo ARBS-BL reviewed RHR:

-Concern:

Created by ZKM730N at 2013-08-29 12:05:50

Created by ZMC177N at 2013-07-22 08:59:58

Created by ZMD345N at 2013-07-16 09:26:19

crr-md informed c that crr will connect c to rcas ext and if vm picks up crr w c's supplemental warranty booklet. C understood and states c will pass the ms ealer has 20 in stock according to the computer. ARBS understood. ARBS advised rcas-mm.

Repair:

re technical assistance we have resources to assist. Until diagnosis and repai SA-Priamo Perez states this is a minor issue, just waiting on the part.

1.No problem found. Test drove vehicle for 22 miles, no problem found.

2/15/13 - 2/16/13 Mileage: 10 (2 days)

A: C/S the vehicle has a rough idle.

and C didn't feel safe in the veh. ARBS understood and advised C that ARBS lo case moved

Created by ZJC776N at 2013-09-09 15:02:33

crr-km received a call from c want to speak to RCAS. crr-km verified that ther

crr-md received call from c asking to speak with rcas

g to Brian Cordero. RCAS thanked c. Call was ended mutually.

ill send internal message for callback

NA apologized and advised c that case will be escalated to rcas' supervisor a of C's situation. Parts recommended C schedule an appointment. ARBS understoo r is complete we can offer no review/assistance.

~

-Action Taken:

Based upon the RHR provided and a good faith review of Cb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 574

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 575

REQUESTED BY: lattad

CAR ID: CA3595551

cated a dealer with the part C requested in order to repair the veh. C request

Created by ZBT203N at 2013-07-11 10:31:02

Created by ZMC177N at 2013-07-22 09:04:11

crr-md info still the same

crr-md offered further assistance c declined

d. Ended call.

e are no changes on contact information.

* Install intercept as per sales dept. - Install Accessories

nd c will receive a call in 4-8 business hours. c understood.

RCAS did not refernece these RO's on the RHR

3/5/13 - 3/5/13 Mileage: 1103 (1 day)

A: Performed idle relearn

ARBS rec'd New RO # 84929 Aug. 19 - Aug. 19 Mileage 6487 1 day down

best number to call c [REDACTED]

cated a dealer with the part C requested in order to repair the veh. C request

Closing case; customer called seeking repurchase of vehicle due to the vehicle

Created by ZRZ176N at 2013-10-29 08:24:09

crr-km advised c that crr-km will try to reach rcas first, crr-km advised c th

crr-md informed c that crr will connect c to rcas ext and if vm picks up crr w

crr-md provided case name and ext

NA-CSC offered further assistance, c declined.

RCAS emailed SM-Bob for more information on c's diagnostic and visits to deale

t in a position to offer a repurchase of this vehicle, as the vehicle has not

1. LOF

3/11/13... 1,308 miles... 1 day down

ARBS called C on [REDACTED] and advised C that the part is available at Nis

at crr-km will transfer c directly if rcas is reached, c understood. crr-km al

been subject to an unreasonable number of repair attempts for any warrantable

crr-md exiting case

* c/s veh has a rough idle - perform idle relearn

ill send internal message for callback

ing compensation to reduce his monthly payments.

NA-CSC provided name, ext and file number.

NA exiting case

r.

shaking. Customer's vehicle was found to be operating within spec and no prob

~

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 576

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 577

REQUESTED BY: lattad

CAR ID: CA3595551

2.C/S check for noise in the rear wheels / Parts on Order

3/12/13 - 3/12/13 Mileage: 1308 (1 day)

-Concern:

concerns.

Created by null at 2013-07-18 13:31:59

Created by ZMM176N at 2013-07-22 09:19:06

crr-md offered further assistance c declined

ing compensation to reduce his monthly payments.

lem found. RHR was declined. C notified, no further action required at this ti

NA sending escalation message to rcas and exiting case.

san of Queens. C understood and C advised that C would have the vehicle repair

so advised c that crr-km will still transfer c if vmx is reached, and then wil

3. C/S check front windshield inner molding is loose / Secure

A: C/S the vehicle shakes at idle when it is warm .

ARBS stated that NNA is not in a position to provide monetary compensation to

Created by ZJC776N at 2013-09-09 15:02:53

Created by ZMC177N at 2013-07-22 08:59:58

crr-md provided case name and ext

crr tammy

* c/s vehicle shakes at idle when vehicle is warm - verified customer concern

ed however C would still like the vehicle replaced. ARBS advised C that NNA is

I just send internal msg for c for rcas to call c back. C understood.

me.

RCAS called

RCAS-MM followed up with the customer after receiving notification that the cu

-Action Taken:

and compared with a known good 2013 Sentra SR and found it to be a normal char

Arbs recommendations:

ARBS stated that NNA is not in a position to provide monetary compensation to

case moved

c called in wanting to speak with someone about c case, has not heard from any

Created by null at 2013-08-07 13:47:20

Created by ZBT203N at 2013-07-11 11:45:14

crr-km offered further assistance, c declined. crr-km gave name & extension. c

crr-md exiting case

not in a position to replace the vehicle at this time. NNA's obligation is to

RO# 85564 Mileage 6775 Aug. 26 / Aug. 26 1 day down

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 578

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 579

REQUESTED BY: lattad

CAR ID: CA3595551

stomer has contacted NNA back. C thanked rcas for the vehicle. C stated that c
A: Compared with a known good 2013 Sentra SR; Found to be a normal characteris
acteristic of the vehicle. CONTACTED A NISSAN DTS AND PERFORMED A RAIDE IDLE R
*** Added after the case is closed. ***

C as it was C's decision to trade the vehicle. C asked about a refund for floo

Created by null at 2013-07-18 13:31:59

Created by ZMC177N at 2013-07-22 09:04:11

C/S check for noise in the rear / SOP

NNA will continue to honor the terms and conditions of all applicable warranti
now wants the vehicle bought back and wants to be placed into a new vehicle.

one since Tuesday

RCAS called [REDACTED] on 7/11/13 @1:42p EST.

repair the vehicle. C understood.

rr-km exiting case.

best number to call [REDACTED]

C as it was C's decision to trade the vehicle. C asked about a refund for floo

C inquired about what NNA is going to do for C since C has been driving around

Created by ZBT203N at 2013-08-30 08:47:08

CRR-AH received call from c requesting to speak with RCAS-BT

crr tammy

crr tammy advised c that there is a follow up set for today before 8pm for a c

C/S passenger side A pillar loose / parts on order

C stated that c wants to go back to Kopel Nissan. C stated that c was never ab

es.

PM AS RECOMMENDED PER DTS FOR CUSTOMER SATISFACTION.

Reached male who states that there are concerns with c's veh, but male is not
tic of the vehicle; Contacted DTS; Performed a raise idle RPM as recommended p
3/18/13 - 3/19/13 Mileage: 1554 (1 day)

all back

c called in wanting to speak with someone about c case, has not heard from any

c. RCAS was informed that c is working right niw, and asked for callback later

Created by ZBT203N at 2013-09-17 11:46:31

CRR advised c that decision was made but c still wanted to at least leave VMX

er DTS for Customer satisfaction.

le to make the appointment with Five Towns Nissan, based on a scheduling confl

NA exiting case

RCAS called [REDACTED] on 8/30/13 @10:23a EST.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 580

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 581

REQUESTED BY: lattad

CAR ID: CA3595551

r mats and other additions C purchased for the Sentra. ARBS advised C that NNA RO#85692 Mileage 6775 Aug. 26 / Aug 28 2 days down with this noise. ARBS advised C that NNA would look at compensation for the i 3/18/12... 1,554 miles... 2 days down

Created by ZMM176N at 2013-07-22 09:19:06

C/S states check for noise in the rear s/o parts / parts on order

c stated how is RCAS going to call c back if the VM says RCAS is only here unt

* c/s vehicle engine shakes after driving for a long while - no problem found.

ict. C wanted to know what needed to be done. RCAS advised that rcas needs to nconvenience after the vehicle is repaired. C understood.

one since Tuesday

. RCAS agreed, call ended mutually.

RCAS called [REDACTED] on 9/17/13 @1:42p EST.

Reached c. RCAS verified that c has questions for RCAS. C states that c is not

r mats and other additions C purchased for the Sentra. ARBS advised C that NNA

since c was out of country and c's brother was handling case

C inquired about the engine idle that was adjusted and C gets less miles per g

-Concern:

Created by ZMG180N at 2013-07-11 13:47:09

crr tammy advised c that there is a follow up set for today before 8pm for a c

CRR transferred

C/S check both front pillar garnishes / Replace both front pillar garnishes V

gather information from Kopel Nissan regarding the matter and Gregois Nissan,

happy with the decision reached. RCAS understood. RCAS advised c that based o

il 5pm

is not in a position to refund C for the floor mats C purchased. ARBS advised

RCAS-MM followed up with the customer after receiving notification that the cu

Reached c. RCAS advised c of NNA's decision. C states that the vehicle is not

Test drove vehicle for 22 miles, no problem found.

A: C/S the vehicle shakes after driving for a while

all back

allon. ARBS advised C to present to Nissan of Queens when he takes the vehicle

B15AA

Created by VBL045N at 2013-07-29 12:32:54

crr tammy advised c that RCAS does have until 8pm for a call back

C understood

c understood. RCAS advised that a report will need to be submitted, c understo

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 582

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 583

REQUESTED BY: lattad

CAR ID: CA3595551

is not in a position to refund C for the floor mats C purchased. ARBS advised n the info for the vehicle, NNA is not in a position to repurchase the vehicle rcas assisting rcas-Britny Taylor safe to drive. C states the noise is so horrible and so loud that the vehicle stomer has contacted NNA back. C thanked rcas for the vehicle. C stated that c -Action Taken:

ARBS-BL notes no further repair history. Based on provided repair orders, ARBS Arbs spoke with the SA/Priamo Perez about the most recent RO's and the parts f Created by ZSI177N at 2013-08-28 11:52:50

c stated how is RCAS going to call c back if the VM says RCAS is only here unt C to contact the entity in which C bought the parts from to request a refund. c understood

. C understood. C states c was advised that the vehicle needs a new wheel cyli in. C understood. C stated C would schedule an appointment. ARBS understood. is not safe to drive. C states that c will just have to file a lawsuit against now wants the vehicle bought back and wants to be placed into a new vehicle. od. C asked rcas to follow up wth the case within 1-2 business days, c unders rcas made outbound call to c @ 3:44 p.m. # [REDACTED] and rcas left vmx A: No problem found

-BL does not note an unreasonable number of repairs, nor due noted repairs app Created by ZKD253N at 2013-11-05 12:18:33

CRR-SI received a call from c stating that c wants to talk to RCAS-BT. C stated that c wants to go back to Kopel Nissan. C stated that c was never ab C to contact the entity in which C bought the parts from to request a refund. exiting case

for c with rcas contact information for c to return call as soon as possible il 5pm

nder, and that the dealer advised c that there is no part available, that Niss Nissan. C asked who to send the letter to? RCAS advised RCAS can provide mail or the noise heard in the rear should be in on 9/10/2013. tood. C thanked rcas for the follow up call.

8/19/13... 6,487 miles... 1 day down

an has not made replacement parts. RCAS understood. C states that c did some r C gave case number [REDACTED] and c said that c had a voicemail from RCAS-BT tha Created by ZMM176N at 2013-07-18 14:12:59

CRR-KDR received a call from c asking for a follow up on case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 584

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 585

REQUESTED BY: lattad

CAR ID: CA3595551

err tammy advised c that RCAS does have until 8pm for a call back
C was unhappy and requested a repurchase of the Pathfinder. ARBS advised C th
ear to substantially impact overall vehicle safety, value or use.

ing address. C states c is driving and asked RCAS to leave a vmx with the addr
le to make the appointment with Five Towns Nissan, based on a scheduling confl
rcas setting follow update for 7/12/2013

SA-Priamo Perez states this is a minor issue, just waiting on the part.

Advice c that case still on review by ARBS.

ARBS recommends c continue to work with dlr and possibly involve tech line if

-Concern:

Created by ZBT203N at 2013-07-12 08:23:54

Created by ZJC776N at 2013-09-09 15:02:33

c understood

C was unhappy and requested a repurchase of the Pathfinder. ARBS advised C th
e research online, and that the wheel cylinder is a very important part of the ve
ess. RCAS agreed, call was ended mutually.

ict. C wanted to know what needed to be done. RCAS advised that rcas needs to
RCAS-MM followed up with the service department and talked with the service mg
RCAS-MM noting that the case will be transferred back to Kopel Nissan, the cus
t RCAS-BT will be not at work until tomorrow 08/29/2013. but c wants the case

~

A: C/S check for noise in the rear wheels

Ask c if any contact has been change from the last time c called, c said "none
at NNA is not in a position to repurchase the Pathfinder. C become frustrated.

Based upon the RHR provided and a good faith review of Cb

c's concern becomes verifiable in an effort to resolve.

exiting case

gather information from Kopel Nissan regarding the matter and Gregois Nissan,
hicle, and that c does not feel safe driving this vehicle right now. C states

RCAS called dlr 2157 on 7/12/13 @10:22a EST.

r. RCAS was advised that the customer called a couple of days ago regarding th
to be fixed immediately and c requested to talk to the supervisor of RCAS-BT.

tomor has never been to Five Towns Nissan.

"

at NNA is not in a position to repurchase the Pathfinder. C become frustrated.

B: C/S both front windshield inner molding are loose; Check

Created by ZDR123N at 2013-07-29 08:58:49

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 586

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 587

REQUESTED BY: lattad

CAR ID: CA3595551

Created by ZMM176N at 2013-07-18 14:12:59

Created by ZMM176N at 2013-07-22 09:30:28

crr-si told c that crr-si will be escalating case to RCAS-SUP and advised c to c understood. RCAS advised that a report will need to be submitted, c understood the vehicle, but an appointment wasn't set up. RCAS noting that Sm stated that t RCAS called back @1:44p EST.

Reached SM-Bob's vmx and left name, ext, and request for call or email back on that c just wants a new Sentra. C states that c has not been rude or mean, that in a position to offer a repurchase of this vehicle, as the vehicle has not -Action Taken:

ARBS began to explain NNA's position and C hung up.

been subject to an unreasonable number of repair attempts for any warrantable case.

DRTS-DR received the RHR. The RHR was assigned to ARBS-BL for review.

expect a call back within 4-8 business hours.

the customer was going to call back.

Inform c that CRR-KDR will send internal message to ARBS.

Left consumer affairs mailing address. RCAS advised RCAS will be sending decision.

C asked rcas to follow up with the case within 1-2 business days, c understood.

RCAS-MM called the customer back on [REDACTED], c thanked rcas for the follow up.

RCAS-MM followed up with the service department and talked with the service manager.

t c just does not want the vehicle. RCAS verified c took vehicle back to Koepfel Nissan.

A: Parts on order

ARBS began to explain NNA's position and C hung up.

concerns.

Created by VBL045N at 2013-07-29 12:31:23

Created by ZBT203N at 2013-07-12 15:47:17

Created by ZMM176N at 2013-07-18 15:42:25

CRR-KDR leaving the case open.

CRR-SI exiting the case.

information in writing. RCAS advised c to call with any further questions.

Nissan. RCAS advised that RCAS can resubmit the RHR, but this is STILL not a problem.

r. RCAS was advised that the customer called a couple of days ago regarding the vehicle.

food. C thanked rcas for the follow up call.

follow up call. RCAS advised that the case will be transferred back to RCAS-BT, as

ARBS-BL reviewed RHR:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 588

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 589

REQUESTED BY: lattad

CAR ID: CA3595551

ARBS closing case as no further assistance is required.

B: Secure

Created by ZBT203N at 2013-08-06 10:21:47

Created by ZBT203N at 2013-09-17 12:03:14

Created by ZJC776N at 2013-09-09 15:02:53

Created by ZRZ176N at 2013-11-05 16:01:30

e vehicle, but an appointment wasn't set up. RCAS noting that Sm stated that t
omise that NNA will repurchase or replace the vehicle. C understood. C states
RCAS called [REDACTED] on 7/12/13 @5:31p EST.

RCAS-MM does not assist with Koeppel Nissan, c understood. C stated that c th
RCAS-MM followed up with the customer on [REDACTED], c thanked rcas for the
2/15/13 - 2/16/13 Mileage: 10 (2 days)

8/26/13... 6,775 miles... 3 days down

ARBS called C on [REDACTED] and C advised C traded the vehicle for a Pathfi
ARBS closing case as no further assistance is required.

Arbs recommendations:

follow up call. C stated that c has mechanical concerns with the vehicle. The
he customer was going to call back.

ought that RCAS-MM was in a higher position than RCAS-BT, rcas advised that RC
RCAS calling c's brother, as requested, [REDACTED] - [REDACTED] on 8/6
RCAS-MM noting that the case will be transferred back to Kopel Nissan, the cus
RCAS was OOO on 9/16/13.

Reached c. RCAS asked c to confirm concerns. C states that when c purchased th
that c would appreciate a re-review with the new info. C states the following
/13 @12:13p EST.

AS-MM and RCAS-BT are in the same position, just handel different dealerships,
-Concern:

concerns are present at this time:

Created by ZBT203N at 2013-09-20 07:46:26

Created by ZMM176N at 2013-07-18 15:42:25

Created by ZRZ176N at 2013-11-08 15:37:39

c stated has been trying to set up an appointment with Five Towns Nissan, but
e vehicle, c was never offered to test drive the vehicle.

* Install intercept as per sales dept. - Install Accessories

nder. ARBS understood. ARBS offered a gold preferred VSC of 84 month/100,000 m
NNA will continue to honor the terms and conditions of all applicable warranti
tomer has never been to Five Towns Nissan.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 590

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 591

REQUESTED BY: lattad

CAR ID: CA3595551

1. molding on the pillar falls off

3/5/13 - 3/5/13 Mileage: 1103 (1 day)

A: C/S check for noise in the rear S/O Parts are in

Created by ZMM176N at 2013-07-22 09:30:28

Created by ZRZ176N at 2013-11-08 15:37:39

C states c just fell in love with the vehicle. C states that 2 or 3 weeks after c understood. RCAS advised with the vehicle not making it to Five Towns Nissan es.

iles. C thanked ARBS for the offered but is interested in monetary compensation. RCAS-MM followed up with the customer on [REDACTED] c thanked rcas for the RCAS sent correspondence request and is due on 9/23. Setting follow-up accordingly. Reached c's brother; known as c. RCAS advised that at this time, NNA is not in the dealership doesn't have a vehicle available and c needs a vehicle. RCAS off

2. brakes feel really low

a position to repurchase or replace the vehicle. C understood. C asked what

B: C/S both front A Pillars are loose S/O Parts are in

Created by ZJC776N at 2013-09-09 15:01:22

* c/s veh has a rough idle - perform idle relearn

dlr complaint, trade in

ered to work with the customer and the dealership on the matter, c declined. C follow up call. C stated that c has mechanical concerns with the vehicle. The n and with it going back to Koeppel Nissan, that RCAS-BT will be assisting with ngly.

n to overcome the trade. ARBS understood and advised that ARBS would research

RCAS-MM called the customer back on [REDACTED], c thanked rcas for the follow

r purchase, the vehicle started shaking at stop lights. C states the dealer to

3/12/13 - 3/12/13 Mileage: 1308 (1 day)

3. noise is still present in the rear wheels, caused by wheel cylinder needing

-Action Taken:

ARBS-JC rev'd case file, RHR & Ro's

Created by ZBT203N at 2013-09-17 12:03:14

c stated has been trying to set up an appointment with Five Towns Nissan, but dlr complaint, trade in

h the case, c understood and thanked rcas for the updated information.

it and provide a response by 11/8/13. C understood. Ended call.

ld c that the computer is up to date and there is nothing wrong with the vehicle

stated that c has been talking with the finance director at Koepal Nissan reg

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 592

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 593

REQUESTED BY: lattad

CAR ID: CA3595551

to do from here? RCAS advised that NNA is not in a position, and referred c to w up call. RCAS advised that the case will be transferred back to RCAS-BT, as

3/5/13 @ 1,103 miles RO# 71070 1 day down

A: Parts on order

arding the current lease and looking into a new lease. C stated that c was adv

Created by ZRZ176N at 2013-11-08 15:30:56

c's supplemental warranty booklet. C understood and states c will pass the ms

* c/s vehicle shakes at idle when vehicle is warm - verified customer concern

le. C states the shaking got worse, and that there is a vibration in the gas p

RCAS-MM does not assist with Koeppel Nissan, c understood. C stated that c th

RCAS was OOO on 9/16/13.

replacement.

the dealership doesn't have a vehicle avaiable and c needs a vehcile. RCAS off and compared with a known good 2013 Sentra SR and found it to be a normal char

ARBS called C on [REDACTED] and advised C that NNA's only offer is provide

B: Replaced both front pillar garnishes

Created by ZBT203N at 2013-09-20 07:46:26

edal. C states that c's salesperson-Wilson told c to bring the vehicle 4 or 5

ered to work with the customer and the deaerlship on the matter, c declined. C

g to Brian Cordero. RCAS thanked c. Call was ended mutually.

ised to call CA to assist with getting the customer into a new lease, rcas apo

ought that RCAS-MM was in a higher position than RCAS-BT, rcas advised that RC

RCAS advised RCAS will get the new info and resubmit, calling c when docs are

RCAS-MM noting that the customer has requested a buyback at this time. RCAS no

Request:

~

1. c/s veh has a rough idle.

acteristic of the vehicle. CONTACTED A NISSAN DTS AND PERFORMED A RAIDE IDLE R

ARBS notes 3 visits for vehicle shaking at idle, 2 visits for noise for the re

as a goodwill gesture a gold preferred VSC of 84 month/100,000 miles. C stated

AS-MM and RCAS-BT are in the same position, just handel different dealerships,

ligzed and advised that NNA can't assist with the sales or the financiing on t

RCAS sent correspondence request and is due on 9/23. Setting follow-up accordi

stated that c has been talking with the finance director at Koepal Nissan reg

submitted. C understood. C thanked RCAS for the help. Call was ended mutually.

times to get lemon law in place. C states the RPM's are very high and that the

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 594

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 595

REQUESTED BY: lattad

CAR ID: CA3595551

ting that after review of the case, that tech line needs to be involved with t
arding the current lease and looking into a new lease. C stated that c was adv
ar wheels, and 8 days down.

Closing case; customer called seeking repurchase of vehicle due to the vehicle

Created by ZBT203N at 2013-09-03 12:17:09

c understood. RCAS advised with the vehicle not making it to Five Towns Nissa
he customer's concerns.

he vehicle, c asked what is CA for. RCAS advised that CA RCAS ensure that NNA
MPG is getting lower. C states c wants to take the vehicle to 5 towns Nissan
ngly.

PM AS RECOMMENDED PER DTS FOR CUSTOMER SATISFACTION.

repair:

that doesn't help C. C stated C traded in the sentra and wants compensation f

1. Perform idle relearn.

3/18/13 - 3/19/13 Mileage: 1554 (1 day)

Created by ZBT203N at 2013-07-24 08:43:03

Created by ZMS866N at 2013-09-23 13:05:25

Created by ZRZ176N at 2013-10-24 08:01:05

for 2nd diag. RCAS advised RCAS will set follow-up for 7/15. C thanked RCAS. C
ised to call CA to assist with getting the customer into a new lease, rcas apo
n and with it going back to Koeppel Nissan, that RCAS-BT will be assisting wit
or the inconvenience. ARBS advised C that C chose to trade the Sentra, ARBS di
RCAS emailed SM-Bob for updated RO's.

shaking. Customer's vehicle was found to be operating within spec and no prob
vehicle warranties are being honored and for any manufacturing issue, the cust
3/12/13 @ 1,308 miles RO# 71512 1 day down

all was ended mutually.

ARBS called C on [REDACTED] and left a vmx requesting a call back to discus

Created by ZDR123N at 2013-09-09 11:53:21

* c/s vehicle engine shakes after driving for a long while - no problem found.

dn't advise C to trade any vehicle. C stated no one assisted C with the Sentra
h the case, c understood and thanked rcas for the updated information.

lem found. RHR was declined. C notified, no further action required at this ti

ligized and advised that NNA can't assist with the sales or the financing on t

MT MS received request for letter to be mailed to the customer. MT MS mailing

omer understood. The customer stated that c will go and talk with the finance

RCAS emailed SM-Bob and Assistant SM-Anthony for all RO's pertaining to vehicl

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 596

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 597

REQUESTED BY: lattad

CAR ID: CA3595551

and C didn't feel safe in the veh. ARBS understood and advised C that ARBS lo
Created by ZMM176N at 2013-07-15 10:06:19
director at Keopal Nissan.

***DRTS received the RHR. The RHR was assigned to ARBS-Janelle Cantrall for re
e as customer has requested repurchase.

he vehicle, c asked what is CA for. RCAS advised that CA RCAS ensure that NNA
letter to customer and sending notification to agent to close the case.
me.

Request:

s repair history.

Test drove vehicle for 22 miles, no problem found.

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 598

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 599

CAR ID: CA3595551

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 11/08/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 600

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 601

CAR ID: CA3595551

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2157	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 602

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 603

REQUESTED BY: lattad

CAR ID: CA3595551

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2157

STATE: NY

DEALER NAME: KOEPEL NISSAN INC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 604

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 605

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3600312
STREET: [REDACTED] **VIN:** 3N1AB7AP2DL [REDACTED]
CITY: PASADENA **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 005200
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 11,176 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5258 PUENTE HILLS NISSAN
DLR PH: 626 626 2600 **DENY:** 0 **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:** 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:** 07/10/13 **XFER/RSPNSBLTY:** 44 05 N
CONTACT (S): **FOLLOWUP DATE:** 07/26/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/26/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	152000 FUEL PUMP
OF NNA., INC. ISSUES	153000 GEN. FUEL DELIVERY/INTAKE COMPO
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION
AZ NISSAN PRODUCT INQUIRIES	ZH CRITICISM
BO TIRE/WHEEL	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 606

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 607

REQUESTED BY: lattad

CAR ID: CA3600312

C. A. R. COMMENTS

5. Found brake pedal spongy

Created by ZML204N at 2013-07-10 17:26:11

Created by ZRT176N at 2013-07-19 10:51:17

Created by zst177n at 2013-07-11 15:43:41

Created by zst177n at 2013-07-26 13:22:30

Service Dept. Review

t on c's veh.

Action:

c stated that c was not aware the a fuel pump needs to be replaced.

DRTS received the RHR. The RHR was assigned to ARBS-Rob Dickens for review.

Rcas called c at [REDACTED] 3:13pmEST

Rcas called c at [REDACTED] 5:40pmEST

5. Bled brake fluid

Created by VRD551N at 2013-07-19 12:47:28

c stated that c was already driving the veh and c is not aware is veh is safe

Rcas left vmx inquiring if c had made decision.

Rcas left vmx stating rcas would be handling case.

06/28/13 @ 4,398 miles

ARBS rev'd RHR request. ARBS notes the following:

Rcas provided contact info.

to drive or not.

05/05/13 @ 1,449 miles

Action:

c is requesting for a new veh nna.

Rcas closing case.

Rcas setting follow up for c 7/12/13

1. SES light is on

Created by zst177n at 2013-07-11 15:45:37

crr-ml advised c that file will be transferred to rcas for review.

Request:

Summary: C called in with complaint on veh stating fuel pump needs to be repla

1. Tire light is flashing

2. Fuel level read incorrect after fill up

ced. C stated that veh was new and c was concerned with future concerns on veh

crr-ml advised c to expect a call within the next business day.

Rcas called c at [REDACTED] 5:44pmEST

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 608

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 609

REQUESTED BY: lattad

CAR ID: CA3600312

2. Veh feels like it has no power, feels like its pulling when accelerating

Action:

. C requested a repurchase on veh. Repurchase was denied and ARBS recommended c understood.

Number was inoperable

1. Resecured fuel filler

Action:

a reimbursement of a car payment. Rcas extended offer to c and c stated that c

Created by zst177n at 2013-07-12 16:20:14

crr-ml offered further assistance, c declined.

1. Replaced left rear tire sensor

2. SOP

crr-ml provided name, ext and file number.

had to think about accepting car payment or obtaining an attorney for the out

Rcas called c at [REDACTED] 5:57pmEST

07/02/13 @ 4,593 miles

2. Unable to duplicate concern

come of case. Rcas was unable to reach c to find out what decision c had come

crr-ml leaving file open, transferring resp to rcas.

Number was inoperable.

06/20/13 @ 3,670 miles

Action:

c stated that the best time to contact is is 12pm onward at c's cell# [REDACTED]

to. Rcas closing case

1. Fuel level read incorrect after fill up

[REDACTED]
Rcas called c at [REDACTED] 5:58pmEST

Request:

5. Found brake pedal spongy

Created by zst177n at 2013-07-11 15:43:41

C stated that c wants another veh

Request:

1. Replaced fuel level sensor

Action:

C stated that c regrets trading in veh due to all the issues with veh.

Rcas called c at [REDACTED] 5:40pmEST

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 610

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 611

REQUESTED BY: lattad

CAR ID: CA3600312

5. Bled brake fluid

ARBS feels that, after an objective review, the repair history is not unreason

C stated that veh is not safe

Rcas left vmx stating rcas would be handling case.

06/28/13 @ 4,398 miles

able. NNA is not in a position to repurchase the vehicle at this time.

C stated that veh needs fuel pump replaced.

Rcas provided contact info.

Action:

ARBS recommends reimbursement of a car payment.

C stated that it is too early to replace fuel pump and c is concerned for futu

Rcas setting follow up for c 7/12/13

1. SES light is on

Created by zst177n at 2013-07-11 15:45:37

Created by zst177n at 2013-07-22 16:58:24

re concerns.

2. Fuel level read incorrect after fill up

c stated that veh is a lemon

Rcas called c at [REDACTED] 6:36pmEST

Rcas called c at [REDACTED] 5:44pmEST

Action:

C inquired if c was requesting a trade in.

Number was inoperable

Rcas informed c that repurchase of veh was denied

1. Resecured fuel filler

Created by zst177n at 2013-07-12 16:20:14

Rcas informe c that trade ins are done at dlr

Rcas informed c that NNA was offering one car payment to c.

2. SOP

C stated that c doesnt want a trade in.

Rcas apologized for outcome of case.

Rcas called c at [REDACTED] 5:57pmEST

07/02/13 @ 4,593 miles

C is requesting repurchase.

C stated that c doesnt feel safe in veh and is concerned for future concerns o

Number was inoperable.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 612

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 613

REQUESTED BY: lattad

CAR ID: CA3600312

Action:

f veh.

Rcas informed c that rcas will need all ro's to start process.

1. Fuel level read incorrect after fill up

C stated c could fax ro's.

Rcas advised c that rcas is interested in assisting toward getting veh fixed.

Rcas called c at [REDACTED] 5:58pmEST

C stated that c wants another veh

C stated that dlr said veh had been fixed.

Rcas provided fax#

Request:

1. Replaced fuel level sensor

C stated that c is upset with dlr due to dlr replacing fuel pump sensor without

C stated that c regrets trading in veh due to all the issues with veh.

Rcas provided contact info.

ARBS feels that, after an objective review, the repair history is not unreasonable.

C declined further assistance.

C stated that veh is not safe

to c's knowledge.

able. NNA is not in a position to repurchase the vehicle at this time.

C asked if c would accept car payment reimbursement?

C stated that veh needs fuel pump replaced.

Rcas ended call.

ARBS recommends reimbursement of a car payment.

C stated c would either take reimbursement or get a lawyer.

C stated that it is too early to replace fuel pump and c is concerned for future

Rcas setting follow up for c 7/17/13

Created by zst177n at 2013-07-22 16:58:24

C stated that c had to discuss offer with spouse.

Rcas setting task for 7/16/13 for rhr process

re concerns.

C declined further assistance.

Created by zst177n at 2013-07-17 17:24:33

c stated that veh is a lemon

Rcas called c at [REDACTED] 6:36pmEST

C inquired if c was requesting a trade in.

Rcas called c at [REDACTED] 7:17pmEST

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 614

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 615

REQUESTED BY: lattad

CAR ID: CA3600312

Rcas informed c that repurchase of veh was denied

Rcas setting follow up with c 7/24/13 around 6pm

Created by zst177n at 2013-07-24 18:37:22

Number was inoperable

Rcas informe c that trade ins are done at dlr

Rcas informed c that NNA was offering one car payment to c.

C stated that c doesnt want a trade in.

Rcas apologized for outcome of case.

Rcas called c at [REDACTED] 8:35pmEST

C is requesting repurchase.

C stated that c doesnt feel safe in veh and is concerned for future concerns o

Rcas called c at [REDACTED] 7:18pmEST

Rcas left vmx prompting call from c.

f veh.

Rcas informed c tha rhr in progress.

Rcas informed c that rcas will need all ro's to start process.

Rcas provided contact info.

C stated c could fax ro's.

Rcas advised c that rcas is interested in assisting toward getting veh fixed.

Rcas informed c that process takes up to ten days.

Rcas setting follow up for c 7/25/13

Created by zst177n at 2013-07-25 16:37:00

C stated that dlr said veh had been fixed.

Rcas informed c it is policy to work toward getting veh fixed due to rhr not b

Rcas provided fax#

C stated that c is upset with dlr due to dlr replacing fuel pump sensor without guranteed.

Rcas called c at [REDACTED] 6:34pmEST

Rcas provided contact info.

C declined further assistance.

C stated c tired of wasting time at dlr with no fix.

Rcas left vmx inquiring if c had made decision.

t c's knowledge.

C asked if c would accept car payment reimbursement?

C declined further assistance

Rcas ended call.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 616

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 617

REQUESTED BY: lattad

CAR ID: CA3600312

Rcas provided contact info.

C stated c would either take reimbursement or get a lawyer.

Rcas setting follow up for c 7/17/13

Rcas setting follow up for c 7/24/13

Rcas setting follow up for c 7/26/13

Created by ZJS111N at 2013-07-18 17:33:17

Created by ZML204N at 2013-07-10 17:42:43

C stated that c had to discuss offer with spouse.

Rcas setting task for 7/16/13 for rhr process

C declined further assistance.

Created by zst177n at 2013-07-17 17:24:33

rcas-jonathon spurling assisting

vehicle concern

Created by ZML204N at 2013-07-10 18:22:09

Rcas called c at [REDACTED] 7:17pmEST

rcas completed and submitted RHR

Rcas setting follow up with c 7/24/13 around 6pm

Created by ZRT176N at 2013-07-19 10:51:17

Created by zst177n at 2013-07-24 18:37:22

crr-ml received a call from c.

Number was inoperable

c stated that c has been going back and forth to the dlr numerous times due to

DRTS received the RHR. The RHR was assigned to ARBS-Rob Dickens for review.

Rcas called c at [REDACTED] 8:35pmEST

Created by VRD551N at 2013-07-19 12:47:28

multiple problem with veh and c stated that c purchased a brand new veh this M

Rcas called c at [REDACTED] 7:18pmEST

Rcas left vmx prompting call from c.

ARBS rev'd RHR request. ARBS notes the following:

ay 2013.

Rcas informed c that rhr in progress.

Rcas provided contact info.

05/05/13 @ 1,449 miles

c stated the following dates on when c took veh to the dlr:

Rcas informed c that process takes up to ten days.

Rcas setting follow up for c 7/25/13

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 618

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 619

REQUESTED BY: lattad

CAR ID: CA3600312

05/05/13 due to tire pressure sensor, which dlr had replaced because of bad/ma

Created by zst177n at 2013-07-25 16:37:00

Rcas informed c it is policy to work toward getting veh fixed due to rhr not b

Request:

1. Tire light is flashing

eing guranteed.

lfunction sensor is the front driverside.

Rcas called c at [REDACTED] 6:34pmEST

06/20/13 c went to the dlr for an oil change and a week after 06/28/13 the che

2. Veh feels like it has no power, feels like its pulling when accelerating

C stated c tired of wasting time at dlr with no fix.

Rcas left vmx inquiring if c had made decision.

Action:

C declined further assistance

ck engine light came on and gas gauge was going crazy.

Rcas provided contact info.

1. Replaced left rear tire sensor

c stated that problem was fuel pump heat sensor and dlr had to replaced the pa

Rcas setting follow up for c 7/24/13

Rcas setting follow up for c 7/26/13

2. Unable to duplicate concern

Created by ZJS111N at 2013-07-18 17:33:17

Created by ZKD176N at 2013-07-26 05:26:27

rt on 07/02/13 and kept veh overnight.

06/20/13 @ 3,670 miles

07/10/13, today, c recevied a call from Veronica from the dlr and was told tha

rcas-jonathon spurling assisting

SRD-KD in review of case for days to close SRD sending email to TL-Lillian Rey

es and SRCAS-Andrew Czarney

rcas completed and submitted RHR

Request:

t the fuel pump part dlr had ordered is now ready and dlr needs to put the par

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 620

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 621

CAR ID: CA3600312

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: NP
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: 07/26/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 622

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 623

CAR ID: CA3600312

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5258	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 624

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 625

REQUESTED BY: lattad

CAR ID: CA3600312

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5258

STATE: CA

DEALER NAME: PUENTE HILLS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 626

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 627

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA3699816
STREET: [REDACTED]	VIN: 3N1CN7AP6DL [REDACTED]	
CITY: LAREDO	YR/MDL: 2013.0 VSD	MILEAGE: 001988
ST/ZIP: TX [REDACTED] VCAN:	IN SVC DATE:	
DAY PH: [REDACTED] PAID:	RTL DLR: NI NI	
EVE PH: [REDACTED] SUSP:	SVC DLR: 1805 FAMILY NISSAN OF LAREDO	
DLR PH: 956 523 8888 DENY:	RESP DLR: 1805 FAMILY NISSAN OF LAREDO	
	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: 001988	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: FAMILY NISSAN OF LAREDO		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 07/18/13	XFER/RSPNSBLTY: 32 02 N
CONTACT (S):	FOLLOWUP DATE: 08/27/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 08/27/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 628

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 629

REQUESTED BY: lattad

CAR ID: CA3699816

C. A. R. COMMENTS

Created by ZMW176N at 2013-07-18 08:24:06

Created by ZMW176N at 2013-07-29 14:00:58

oster.

Service Dept. Review

rcas advised c that rcas will follow up with c on 8/19/13

rcas sending arbs recommendations to csm for review.

Service Dept. Review

Created by ZMW176N at 2013-07-31 14:15:33

c was ok and rcas and c ended call

Service Dept. Review

rcas sent message to csm on recommendations

rcas setting follow up for 8/19/13

Service Dept. Review

Created by ZMW176N at 2013-08-16 10:56:22

rcas awaiting a decision.

Service Dept. Review

Created by ZMW176N at 2013-08-01 09:45:13

rcas called dlr and spoke with guillermo and was advised that the concern s ha

Service Dept. Review

rcas received a message from csm advising that if the veh is completely repair

ve been resolved and c has been notified that the veh is ready to be picked up

ed then a decision will be made to offer any compensation.

Created by ZMW176N at 2013-08-19 07:02:47

rcas called dlr and was not able to reach sm

Created by ZMW176N at 2013-08-01 13:44:24

rcas messaged sm requesting update on veh

Created by ZMW176N at 2013-08-19 10:23:55

rcas called c on [REDACTED] on 8/1/13 at 3:43 pm est

rcas called c on [REDACTED] on 8/19/13 at 11:17 am est

rcas left vmx with name file number and ext

rcas could not leave a message vmx box full

rcas setting follow up for 8/5/13

Created by ZKD176N at 2013-08-02 07:55:46

rcas called c on [REDACTED] on 8/19/13 at 11:19 am est

rcas left vmx with name file number and ext

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 630

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 631

REQUESTED BY: lattad

CAR ID: CA3699816

SRD-KD reviewed case

Created by ZMW176N at 2013-08-05 08:03:53

rcas setting follow up for 8/22/13

Created by ZMW176N at 2013-08-21 08:11:51

rcas called dlr and spoke with sm and was advised that brake concern has been

delivered with and c has not advised of any other concerns since repair has been completed

rcas called dlr and spoke with sm and was advised that vehicle has been picked up.

Created by ZMW176N at 2013-08-22 11:01:25

Completed.

Created by ZMW176N at 2013-08-05 08:15:47

rcas called c on [REDACTED] on 8/22/13 at 12:59 pm est

rcas called c on [REDACTED] on 8/5/13 at 10:05 am est

rcas left vmx with name file number and extension

rcas called c on [REDACTED] on 8/22/13 at 1:00 pm est

rcas spoke with c and was advised that there is still a current concern with the vehicle.

rcas could not leave a message as mailbox is full

c stated that the brake pedal goes to the floor and c stated that c had the vehicle

rcas setting follow up for 8/27/13

Created by ZMW176N at 2013-08-27 10:19:31

rcas called dlr a week after getting the vehicle back advising that the brakes are not

rcas called c on [REDACTED] on 8/27/13 at 12:17 pm est

working correctly.

rcas advised of the RHR decline c understood

rcas left vmx with name file number and extension.

rcas advised that rcas needs the vehicle taken back to the dlr for further diagnosis

rcas called c on [REDACTED] on 8/27/13 at 12:18 pm est

is.

rcas reached a vmx advising that mailbox is full

rcas advised that rcas will follow up on 8/9/13

rcas closing case pending c call back

rcas and c ended call

rcas called dlr and left vmx for sm advising that c needs to bring the vehicle in for further diagnosis.

rcas setting follow up for 8/9/13

Created by ZMW176N at 2013-08-08 14:29:46

rcas called dlr and was advised that c has not returned to the dlr for diagnosis

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 632

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 633

REQUESTED BY: lattad

CAR ID: CA3699816

Created by ZMW176N at 2013-08-09 11:51:46

rcas called dlr on 8/9/13 and was advised that c has not been back to the dlr for further diag.

rcas called c on [REDACTED] on 8/9/13 at 1:48 pm est

rcas spoke with c and was advised that c is taking veh to the dlr on 8/9/13

rcas advised that rcas will contact c on 8/14/13 to follow up on case.

rcas had to reiterate rhr decision to c and call was ended.

rcas setting follow up for 8/14/13

rcas setting task for 8/12/13 to be advised of diag

Created by ZMW176N at 2013-08-14 09:30:07

rcas called dlr on 8/14/13 at 11:23 am est

rcas spoke with sm and was advised that the veh is at the dlr and the pedal feels a little spongy and the dlr is going to replace the brake booster.

Created by ZMW176N at 2013-08-14 09:39:01

rcas called c on [REDACTED] on 8/14/13 at 11:36 am est

rcas left vmx with name file number and ext

rcas advised follow up of 8/19/13

rcas advised of the pending repair and the part ordered.

rcas setting follow up for 8/19/13

Created by ZMW176N at 2013-08-14 11:35:15

rcas received a call from c on 8/14/13 at 1:31 pm est

rcas spoke with c and advised of the repair that is going to be done on the veh

rcas advise that the first repair was for the master cylinder not the brake bo

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SNFA

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 634

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 635

REQUESTED BY: lattad

CAR ID: CA3699816

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: 08/27/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 636

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 637

CAR ID: CA3699816

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP6DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		1805	Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 638

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 639

REQUESTED BY: lattad

CAR ID: CA3699816

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 1805

STATE: TX

DEALER NAME: FAMILY NISSAN OF LAREDO

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 640

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 641

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3747922
STREET: [REDACTED] **VIN:** 3N1AB7APXDL [REDACTED]
CITY: MIAMI **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000000
ST/ZIP: FL [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 26 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3606 AUTONATION NISSAN KENDALL
DLR PH: 305 259 2600 **DENY:** 0 **RESP DLR:** 3606 AUTONATION NISSAN KENDALL
REGION: 34 **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:** 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:** 07/25/13 **XFER/RSPNSBLTY:** 34 03 N
CONTACT (S): **FOLLOWUP DATE:** 07/29/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/29/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

121500 GEN. BRAKE COMPONENT(S)

AD BRAKES

ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 642

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 643

REQUESTED BY: lattad

CAR ID: CA3747922

C. A. R. COMMENTS

Created by ZME176N at 2013-07-25 12:11:25

Created by ZME176N at 2013-07-29 06:06:49

Service Dept. Review

Rcas-me received message back from DTS-LR to SM-JR to seek out the tiger team

Service Dept. Review

for stp's

Created by ZME176N at 2013-07-29 07:26:34

Rcas-me calling SM Julio Rodriguez at 915am est and the veh is at dlr and dlr ordered the master cylinder.

SM stated that dlr did call twice.

SM stated that tech line recommended not to release veh until part is arrived.

Rcas asked if sm got an eta for the part and sm stated part has not arrived yet

Rcas recommended doing an STP

SM stated that part was VOR'ed but SM will find out about the parts

Rcas understood and asked SM how rcas can further help dlr with this case

SM stated no further assistance is necessary

SM stated c has been made aware and parts are being worked on to get to the dlr faster

SM stated that sm wanted to open the case for documenting purposes but rcas can close the case now

Rcas understood.

SUMMARY: C received request from dlr to open a case and document that c claims the brake pedal is going to the floor. SM stated sm called tech line who is assisting with repairs and SM will stp parts. SM stated c is aware and sm needs no further assistance

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 644

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 645

CAR ID: CA3747922

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

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: 07/29/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 646

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 647

CAR ID: CA3747922

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3606	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 648

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 649

REQUESTED BY: lattad

CAR ID: CA3747922

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3606

STATE: FL

DEALER NAME: AUTONATION NISSAN KEND

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 650

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 651

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3787136
STREET: [REDACTED] **VIN:** 3N1CN7AP4EL [REDACTED]
CITY: LAS VEGAS **YR/MDL:** 2014.0 VSD **MILEAGE:** 000137
ST/ZIP: NV [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 224 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3912 PLANET NISSAN
DLR PH: 702 876 8000 **DENY:** 0 **RESP DLR:** 3912 PLANET NISSAN
REGION: 44 **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:** 000137 **# 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:** 07/31/13 **XFER/RSPNSBLTY:** 44 07 N
CONTACT (S): **FOLLOWUP DATE:** 08/14/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 08/13/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
OC NISSAN DEALER ISSUES 221500 SALES PERSONNEL (NISSAN)
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)
BE NSN DEALER SALES DEPT. ZZ LACK OF FOLLOW-UP/NEVER CONTACTE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 652

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 653

REQUESTED BY: lattad

CAR ID: CA3787136

C. A. R. COMMENTS

arrives at the dlr approx 5 days after that so rcas expects the dlr should h
Created by ZUO176N at 2013-07-31 14:56:12
Created by ZUO176N at 2013-07-31 15:17:31
Service Dept. Review
ave the part no later than 08/15.
crr-hd received a call from c
Service Dept. Review
c wanted to file a dealer complaint directly to Planet Nissan specially to the
rcas set follow up for 08/08 to contact c.
Created by ZTD429N at 2013-08-05 17:50:04
sales person named JD and Steve and their Manager named Sam
c said that c took the veh last 7/27/13 because c was told by a nna dlr that
rcas made outbound call to c via phone number [REDACTED] at approx 7:42 pm and
spoke to c.
the brake master cylinder is causing the issue on the veh
c said that c was told first by the dlr that dlr will repair the veh asp but c
rcas advised c that c's part has an eta of 08/09 and the dlrshp is expected to
have the part no later than 08/15.
received a call from the dlr saying that the part that is needed is on backor
c understood.
dred and the veh wouldnt be ready for 3 weeks
c said that c tried to called the dlr but the sales dept and sales manager are
rcas advised c that rcas will contact c no later than 08/15 regarding the deli
avoiding c
very of c's part.
c said that if NNA will no asist c, c will refer to c's attorney
c stated that c is concerned about the veh registration.
c said that c only have 3 days after c have the veh back before c can registe
c would like the dlr to register c's veh for c and give c an extension
rcas advised c that c can ask the dlr to register c's veh but the dlr is indep
r the veh tom c's
crr-hd advised c that crr-hd will escalate the concern to rcas and c will rec
endently owned.
eive a call back from rcas by the end of the next business day. c understood.
rcas advised c that c can request an extension through the DMV.
crr-hd gave the case number, extension number and crr's name.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 654

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 655

REQUESTED BY: lattad

CAR ID: CA3787136

c stated that c does not want to go through the DMV c stated that c may have t
crr-hd offered further assistance, c declined.

o get c's lawyer involved.

c asked rcas what rcas role is if the dlrshp is independently owned.

crr-hd transferring the case to RCAS

Created by ZTD429N at 2013-08-01 19:10:42

rcas advised c that rcas can follow along with the veh repair

rcas advised that rcas cannot escalate the part to get to the dlr faster than

rcas made outbound call to c via phone number [REDACTED] at approx 8:58 pm

and spoke to c.

the part is already getting to the dlr.

c stated that c bought the veh 07/20. c stated that c had the veh for a bout a

c understood

call ended mutually.

week and the brake went all the way to the floor.

Created by ZTD429N at 2013-08-05 17:50:59

c stated that dlr advised the part would be at the veh 08/09.

c stated that c will be out of town 08/08 and will be out until about 08/16. c

rcas noting that rcas set a follow up for 08/14 to contact dlr and c regarding

part delivery

stated that c will only have 2 days to register the veh and c wants to know i

Created by ZTD429N at 2013-08-05 17:52:57

f c will be charged for the rental veh if c takes the rental on c's business t

correction:

rip. c stated that c has tried to contact sales and and cannot get anyone to a

nswer c's questions.

rcas noting that rcaswill contact c 08/14 but dlr 08/13

Created by ZTD429N at 2013-08-13 09:27:03

rcas advised c that rcas would have to contact the dlrshp for rental informati

on.

rcas made outbound call to dlrshp and spoke to sm-frank haverkamp.

rcas verified that c does not have an other concerns for rcas to address or an

sm advised that the veh has been repaired.

call ended mutually.

y more contact from rcas

Created by ZTD429N at 2013-08-13 09:30:49

rcas attempted to provide c with rcas contact information

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 656

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 657

REQUESTED BY: lattad

CAR ID: CA3787136

c stated that c cannot take rcas contact information but c stated that rcas ca rcas made outbound call to c via phone number [REDACTED] at approx 11:28 am and spoke to c.

n contact c if rcas needs any information from c.

call ended mutually

rcas verified that c knows the veh has been repaired

Created by ZTD429N at 2013-08-02 16:20:50

c stated hat c received the veh 08/08

Details of the reimbursement:

rcas understood.

Name of the repair facility: Chase

rcas verified that c has no further questions for rcas

rcas verified that c has rcas contact information

veh payment: 585.84

call ended mutually.

Tax: 0.00

Created by ZTD429N at 2013-08-13 09:34:19

Total Reimbursable Amount: 585.84

rcas closing the case

RCAS-TD Submitting Check Request: per FOM-Shenee Alexander

case summary

Created by ZTD429N at 2013-08-02 16:21:16

c called in for assistance with a backordered master cylinder. the part was r

rcas noting that the previous comments are for a different case.

Created by ZTD429N at 2013-08-02 16:27:31

received and the veh repaired. veh has been released to c. c is satisfied. rcas

closing the case.

rcas made outbound call to dlrshp and spoke to pm-tim whipple

pm advised that the part is csc and stp'd.

pm advised that the part number: D60103BA6A and order number: 14261693

pm advised that the part has a ship date of aug 9th

pm advised part name is brake master cylinder

call ended mutually

Created by ZTD429N at 2013-08-05 17:37:37

rcas noting that the ETA is 08/09

Created by ZTD429N at 2013-08-05 17:40:28

rcas made outbound call to c via phone number 702) 371-9529 at approx 7:39 pm

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 658

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 659

REQUESTED BY: lattad

CAR ID: CA3787136

and left vmx with case number and rcas contact information.
rcas advised in the vmx that rcas shows an eta of 08/09 but typically the part

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	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: 08/13/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 660

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 661

CAR ID: CA3787136

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP4EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3912	Nevada					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 662

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 663

REQUESTED BY: lattad

CAR ID: CA3787136

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3912

STATE: NV

DEALER NAME: PLANET NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 664

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 665

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA3790937
STREET: [REDACTED] **VIN:** 3N1AB7AP7DL [REDACTED]
CITY: LAKELAND **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 012689
ST/ZIP: FL [REDACTED] 6 **VCAN:** **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** **SVC DLR:** 3931 JENKINS NISSAN, INC.
DLR PH: 863 686 2800 **DENY:** **RESP DLR:** 3931 JENKINS NISSAN, INC.
REGION: 34 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 09/26/13 **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:** 012689 **# 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:** 08/01/13 **XFER/RSPNSBLTY:** 34 02 N
CONTACT (S): **FOLLOWUP DATE:** 11/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 12/04/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
AD BRAKES WL RUDE/DISOURTEOUS
BF NSN DEALER SERVICE DEPT. YE MULTIPLE REPAIR ATTEMPTS
ZM EXCESSIVE NOISE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 666

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 667

REQUESTED BY: lattad

CAR ID: CA3790937

C. A. R. COMMENTS

Arbs contacted SA/Peter who advised the vehicle is still at the dealer waiting

Created by ZCF749N at 2013-08-05 12:48:25

Created by ZMR179N at 2013-08-01 07:53:17

Created by ZRC999N at 2013-09-03 12:51:35

les) = \$1,981.36 Amount owed to you). In addition to this total the manufactur

RCAS-CF received ROs and attached to case.

RCAS-CF spoke with SM-Tom and SM states will ensure that a techline case gets

Service Dept. Review

when c meets with TO/DTS on 10/14/2013 DTS will hear the noise c is talking ab

Created by ZCF749N at 2013-08-14 17:22:50

created when VEH comes to DLRSHIP.

DRTS rec'd MRF pertaining to case, reopening case.

er will also be responsible for payoff of \$15,283.33 to Capital One. The manuf

on the master cylinder to arrive and there is no ETA. Arbs asked if c is in a

out. Arbs advised that would be a good idea. Arbs advised arbs would notify th

RCAS-CF called C on [REDACTED] at 2:45pm EST and reached VMX. RCAS-CF left mes

Service Dept. Review

Cases found: 11339171

er will also be responsible for payoff of \$15,283.33 to Capital One. The manuf

e SM of the upcoming date. C very appreciative.

on the master cylinder to arrive and there is no ETA. Arbs asked if c is in a

RCAS-CF sent email to SM-Tom to get PDI ROs sent to RCAS ASAP and to verify da

RCAS setting follow up for 8/21/13

sage for C to call back and provided name, number, extension and case#. RCAS i

Service Dept. Review

acturer will contact you to complete this transaction at a local Nissan facili

Created by ZCF749N at 2013-08-21 16:37:19

Created by ZJP177N at 2013-10-03 12:58:37

nformed will follow up again on 8/8/13.

open recalls: 2013 - Sentra Cold Idle ECM and TCM Reprogram

rental? SA yes. Arbs asked for the pn# 460103sG0A.

Service Dept. Review

ys down .

acturer will contact you to complete this transaction at a local Nissan facili

Arbs confirmed inspection with TO/DTS.

Created by ZCF749N at 2013-08-15 09:48:28

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 668

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 669

REQUESTED BY: lattad

CAR ID: CA3790937

NIS1326569. DRTS recb

RCAS-CF called C on [REDACTED] at 6:33pm EST and reached VMX. RCAS-CF left mes
RCAS-CF called C on [REDACTED] at 2:46pm EST and reached VMX. RCAS-CF left mes
rental? SA yes. Arbs asked for the pn# [REDACTED]

Service Dept. Review

Arbs confirmed vehicle has been at the dealer since 10/14/2013.

CCF states: Brake problems.

Created by ZJP177N at 2013-10-03 13:00:36

RCAS-CF called SM-Tom and SM states that on RO#6102401 VEH was only down one d
sage for C to call back and provided name, number, extension and case#. RCAS i

Service Dept. Review

ty within 30 days from the date of this letter, after which the BBB will follo

Arbs confirmed vehicle has been at the dealer since 10/14/2013.

Arbs contacted Chris/SM and advised SM of the upcoming inspection date and tim
ay. RCAS thanked SM. SM states will send RCAS PDI RO. RCAS thanked SM.

Created by ZDR123N at 2013-09-04 07:55:05

nformed will follow up again on 8/22/13.

nformed will follow up again on 8/8/13.

Service Dept. Review

ty within 30 days from the date of this letter, after which the BBB will follo

Created by ZCF749N at 2013-08-15 11:31:37

Created by ZJP177N at 2013-11-07 06:52:01

DRTS-DR contacted Denise at dlr 3931 and requested remaining RO's

e. SM appreciative of the info.

RCAS-CF called C on [REDACTED] at 6:34pm EST and RCAS was informed that C does
RCAS-CF setting follow-up for 8/8/13 and sending follow up email.

Service Dept. Review

w up with you to verify performance. The vehicle shall be turned over with no

Created by ZCF749N at 2013-08-05 13:00:04

Created by ZDR123N at 2013-09-04 08:18:27

Created by ZJP177N at 2013-10-17 14:52:04

Created by ZJP177N at 2013-11-07 06:52:01

not live at the number and call was disconnected.

RCAS-CF recieved PDI RO and attached to case.

Service Dept. Review

w up with you to verify performance. The vehicle shall be turned over with no

Arbs notes 3 repair attempts and currently 26 days out of service.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 670

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 671

REQUESTED BY: lattad

CAR ID: CA3790937

Arbs requested DTS inspection summary.

damage, allowing for normal wear only.

DRTS-DR contacted dlr 3931 and was told RO# 3115832 was created in error. Curr

RCAS-CF spoke with SM-Tom and SM states that C has not yet been back to DLRSH

RCAS setting follow up for 8/22/13.

RCAS submitted RHR.

Service Dept. Review

Arbs notes 3 repair attempts and currently 26 days out of service.

Created by ZJP177N at 2013-10-22 12:47:23

Created by ZMA179N at 2013-08-21 16:51:23

Created by ZRT176N at 2013-08-16 08:56:36

damage, allowing for normal wear only.

ent RHR is up to date.

. RCAS thanked SM.

Service Dept. Review

Arbs received TO/DTS inspection summary.

Created by ZJP177N at 2013-09-06 07:38:09

Created by ZJP177N at 2013-12-02 11:12:22

Created by ZUO176N at 2013-08-05 13:35:52

crr-ma c states that c received a call from rcas-cf. crr-ma asked c's name and

Dealer waiting on master cylinder to arrive, which has no ETA.

DRTS received the RHR. The RHR was assigned to ARBS-Angie McVey for review.

Service Dept. Review

Arbs emailed RE/BBB asking if BBB has received the signed repurchase offer.

Arbs responded to MRF via fax requesting a DTS inspection.

Created by ZRG178N at 2013-08-19 11:34:55

crr-hd received a call from c

Dealer waiting on master cylinder to arrive, which has no ETA.

DTS met with c of the morning of our scheduled DTS appointment, Oct 14th @ 10A

Service Dept. Review

zip code. crr-ma asked c if there is any changes on c's contact #; c said no.

Created by ZJP177N at 2013-11-07 06:55:13

Created by ZJP177N at 2013-12-02 13:05:39

Created by ZRC999N at 2013-09-16 13:05:36

crr-ma tried to contact rcas-cf, but crr-ma reached rcas-cf's VMX. crr-ma told

crr-rg received a call from c, on the onset of call ask for a Supervisor, stat

c wanted to know who called c

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 672

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 673

REQUESTED BY: lattad

CAR ID: CA3790937

M. C had two brake concerns that we could not duplicate during our joint vehicle
Service Dept. Review

Arbs received signed repurchase agreement

Created by ZJP177N at 2013-11-07 06:55:13

c said that c that rcas tried to contact [REDACTED] but no BRITTANY ALTENBACH

c that crr-ma will send rcas-cf an internal message to give c a call back; c

es that having an issue w/ the brakes, c states that it was fixed by the deal

le test drive.

NIS1326569. DRTS rec'd settlement from the BBB on 9/16/13, dated same. The man

Service Dept. Review

agreed. c asked for rcas'cf ext #457377.

Arbs advised RE/BBB NNA in a position to repurchase the vehicle.

Created by ZJP177N at 2013-12-02 13:21:16

C's vehicle concerns were as follows:

ership, but yesterday when veh. slows down, still hears noise from the brakes

Service Dept. Review

ufacturer agrees to repair your 2013 Nissan Sentra for any verifiable defects

who lives at that number

1. While braking and coming to a complete stop, the rear brakes would intermit

Arbs advised RE/BBB NNA in a position to repurchase the vehicle.

Arbs submitted ck request in the amount of \$1981.36 payable to c.

crr-hd apologized to c

crr-ma offered further assistance; c declined.

crr-rg verified c's information

under the terms of the New Vehicle Warranty. As indicated, you will be submit

Arbs submitted ck request in the amount of \$15,333.43 payable to lien holder.

Created by ZJP177N at 2013-11-15 07:40:52

crr-hd offered further assistance, c declined.

crr-ma gave name and ext #.

crr-rg told c Supvsr is unavailable

ing your Florida Motor Vehicle Defect Notification. After the manufacturer rec

tently make a groaning noise. Prior to our vehicle inspection, the dlr perform

Created by ZJP177N at 2013-11-15 07:40:52

Created by ZJP177N at 2013-12-02 13:21:42

crr-hd gave the extension number and crr's name.

crr-ma exiting the case.

crr-rg mentioned tired w/ this issue, stated don't want to trade in vehicle, s

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 674

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 675

REQUESTED BY: lattad

CAR ID: CA3790937

ed the NTB to address c's concern, but was unsuccessful.

eives your notice by registered or express mail, they must respond within 10 d

Arbs notes 3 repair attempts for a brake noise concern and 30 days oos.

As for the rear our repair attempt, DTS had the dlr to replace the all wheel b

ays and give you the opportunity to have the vehicle repaired at a reasonably

Created by ZCF749N at 2013-08-21 16:37:19

crr-hd exiting the case.

tates want to get a lawyer

accessible repair facility within a reasonable time after your receipt of the

Arbs notes 3 repair attempts for a brake noise concern and 30 days oos.

Created by ZCF749N at 2013-08-07 11:25:23

Created by ZJP177N at 2013-12-04 13:50:06

crr-rg told c this is case is already being handled by Regional officer

rake components (front and rear), front brake pads, front brake hardware, and

RCAS-CF called C on [REDACTED] at 6:33pm EST and reached VMX. RCAS-CF left mes

Arbs received ck# 0141475787 in the amount of \$1981.36 payable to c.

Created by ZJP177N at 2013-11-15 08:16:28

crr-rg told c since she gave me her best contact no., told c to get a feedback

RCAS-CF spoke with SM-Tom and SM states that C went to DLRSHP. SM states that

response. After the vehicle is delivered to that facility the manufacturer mus

rotors, and rear wheel cylinders, drums and bearings. Please note DTS/C could

sage for C to call back and provided name, number, extension and case#. RCAS i

Arbs received ck# [REDACTED] in the amount of \$15,333.43 payable to lien holde

Created by ZJP177N at 2013-11-15 08:16:28

nformed will follow up again on 8/22/13.

not duplicate c concern at the time of the vehicle inspection and this offer/r

parts are on restriction but DLRSHP may have parts available but waiting for c

regarding case by the Officer hanling this case

t correct the nonconformity within 10 days. You have listed problems with the

Arbs contacted lien holder Capital One/Casey and arbs was provided payoff info

brakes.

crr-rg gave c same case no., ext. no., leaving case open

epair was for customer satisfaction reasoning.

onfirmation.

r.

RCAS-CF called C on [REDACTED] at 6:34pm EST and RCAS was informed that C does

2. Intermittently, the C stated the brake pedal felt abnormal, spongy, when de

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 676

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 677

REQUESTED BY: lattad

CAR ID: CA3790937

Arbs contacted lien holder Capital One/Casey and arbs was provided payoff info

Created by ZAM175N at 2013-08-20 06:55:32

Created by ZCF749N at 2013-08-05 13:00:04

Created by ZDR123N at 2013-09-26 15:22:00

Created by ZJP177N at 2013-12-04 13:50:43

not live at the number and call was disconnected.

:

Arbs mailed Morley via Fedex 797306245444

DRTS-DR contacted Angel at dlr and requested remaining CC RO

pressed. Again we (the C and I) could not duplicate c's vehicle concern, and D

RCAS-CF spoke with SM-Tom and SM states that C has not yet been back to DLRSH

RCAS setting follow up for 8/22/13.

Review of the provided information showed the following warranty history:

\$15,283.33 through 11/25/2013

4/14/13 at 7,333 miles for

Created by ZCF749N at 2013-08-22 15:14:24

Created by ZDR123N at 2013-09-27 08:45:40

Created by ZJP177N at 2013-12-04 14:06:05

. RCAS thanked SM.

TS offered to replace the brake master cylinder for customer satisfaction reas

\$15,283.33 through 11/25/2013

Arbs closing file.

Concern

Created by ZCF749N at 2013-08-08 09:56:23

DRTS-DR rec'd remaining RO from dlr 3931

oning.

RCAS-CF called C on [REDACTED] at 4:47pm EST. C states has filed for lemon law

1. Multi point inspection

Created by ZDR123N at 2013-09-27 08:49:51

Created by ZJP177N at 2013-10-22 12:47:43

. C states VEH has been worked on 4 times for same concern. C states has conta

per dien 1.67

RCAS-CF called C on [REDACTED] at 11:43am EST. C states that does not want VEH

2. C states noise when slowing down to a stop./ Found noise coming from rear b

anymore. C states C's husband is deployed. C states that C does not have time

Arbs closing file pending c contact.

cted DLRSH and got into argument with DLRSH personnel. C states concern has

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 678

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 679

REQUESTED BY: lattad

CAR ID: CA3790937

DRTS-DR rec'd MVDN on 09/26/13, Letter is not dated to NNA Inc. sent via US Ce per dien 1.67

been going on for 5 months. C states should get a new VEH. C states never has

Created by ZRC999N at 2013-10-29 06:11:26

Interest to to date: \$631.69

rakes

rtified Mail.

to go back and forth to DLRSH. C states has been to DLRSH 4 times with conc Action Taken

DRTS rec'd case reopen from BBB, reopening case.

ern and has not yet been resolved. C states was informed by DLRSH that if C w had accident to cause any concern. C states brake noise can still be heard.

Interest to to date: \$631.69

Letter states:

11 payments @ 276.63

1. Inspection completed

ants repurchase that VEH will have to be inspected by DTS and C states did not

C states that spoke with manager at DLRSH and was informed that all VEHs make

NIS1326569-1R, DRTS recb

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as foll

11 payments @ 276.63

2. Apply brake fluid to brake cylinders on both sides

noises. C states that C has 3 year old child and has concerns with safety of

ows: 3 or more repair attempts have been made to repair the same substantial d

seeks repurchase. CCF states: Brake problems.

want to have to continue to go to DLRSH as C has already had VEH at DLRSH 4

8/13/13 at 13,337 miles for

brakes. C states that was informed by DLRSH to contact NNA. C states that C'

Created by ZDR123N at 2013-10-29 07:24:30

Created by ZJP177N at 2013-11-15 08:45:12

effect or condition. Customer description of issue is not legible on this MVDN

times for concern. C states that was offered another VEH but C's husband co-s

Concern

Created by ZJP177N at 2013-11-15 08:45:12

DRTS-DR contacted Keith at dlr 3931 and requested remaining CC RO.

igned and C's husband not available. RCAS informed that will inquire about get

Letter. C is requesting that NNA make a final attempt to correct the continuin

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 680

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 681

REQUESTED BY: lattad

CAR ID: CA3790937

s husband is deployed in military and does not want to keep going back to DLRS

1. Multi point inspection

Arbs emailed repurchase agreement to RE/BBB

Created by ZDR123N at 2013-10-29 11:19:53

g substantial defect(s) or condition(s). No response date is included in this HP.

ting DTS to DLRSHP and C agreed to have VEH inspected. C states that does not

2. C states noise while braking./ found creaking noise coming from rear brakes

Arbs emailed repurchase agreement to RE/BBB

C states does not want to go get approved for another VEH due to concerns. C s

DRTS-DR rec'd remaining Open RO

feel safe in VEH but would like someone to inspect VEH. RCAS informed will per letter.

3. Rental

Created by ZDR123N at 2013-09-27 08:50:18

Created by ZJP177N at 2013-11-07 06:20:48

(+) Down Payment w/trade \$1,300.00

form review and inquire if can get DTS to DLRSHP.

tates does not want VEH. C states has called Hill Nissan and does not want to

Action Taken

Arbs spoke to DTS/TO asking if DTS would be able to defend? DTS advised DTS un

(+) Down Payment w/trade \$1,300.00

DRTS-DR completed and added revised RHR to this case.

RCAS informed review can take 10 business days and C states understood. RCAS i

use Jenkins Nissan any further. RCAS informed that C can go to any Nissan DLRS

1. Inspection completed

able to defend.

(+) Additional Payments 11 x \$276.63 \$3,042.93

Created by ZDR123N at 2013-09-27 08:56:50

HP that C chooses to use.

nformed will follow up with C on 8/22/13 or sooner if can get DTS to inspect V

2. Replace both rear wheel cylinders

(+) Additional Payments 11 x \$276.63 \$3,042.93

Created by ZJP177N at 2013-11-07 06:42:27

C states that noises only came after C has owned VEH for 4 months and DLRSHP h

DRTS-DR contacted Angel at dlr 3931 and requested remaining CC RO.

EH and C states understood and call ended mutually.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 682

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 683

REQUESTED BY: lattad

CAR ID: CA3790937

3. Rental VEH under warranty

Arbs contacted SA/Peter who advised the vehicle is still at the dealer waiting as not yet been able to resolve concern.

Created by ZDR123N at 2013-09-27 08:57:08

(-) Less Usage (16,729 miles x 16,940.00)/120,000 \$2,361.57

RCAS setting follow up for 8/22/13.

Created by ZCF749N at 2013-08-08 10:34:28

C states will not take VEH back to Jenkins until DTS comes to DLRSHIP.

DRTS-DR rec'd remaining RO from dlr 3931

(-) Less Usage (16,729 miles x 16,940.00)/120,000 \$2,361.57

on the master cylinder to arrive and there is no ETA. Arbs asked if c is in a

Created by ZJP177N at 2013-10-03 07:27:28

No other RO's provided and no other repairs found in service history. No more RCAS-CF spoke with SM-Tom and SM states will send RCAS all ROs. SM states that RCAS states understands C's concern. RCAS informed that ARBS reviewed C's concern? SA yes. Arbs asked for the pn# 460103sG0A.

Total Amount Paid Less Deduction \$1,981.36

Arbs confirmed vehicle has been at the dealer since 10/14/2013.

Arbs contacted c and advised c arbs received MVDN for c brake noise issue. Arbs and NNA not going to repurchase VEH.

no RO was open longer than 7 days. RCAS thanked SM.

than 2 visits for anything was found. No tech line or DTS involvement found.

Total Amount Paid Less Deduction \$1,981.36

Check Payable to Capital One \$15,283.33

Created by ZJP177N at 2013-11-07 06:52:01

Created by ZKD176N at 2013-08-08 10:37:19

C states that will pursue lemon law and seek legal assistance if needed.

If there is still a complaint tech line should be involved in the repair.

SA reviewed c issue as arbs asked if the noise issue only happens when sitting

Arbs notes 3 repair attempts and currently 26 days out of service.

Check Payable to Capital One \$15,283.33

Created by ZAM175N at 2013-08-20 06:58:06

C states has considered going to Hill Nissan but C is not sure when C will go

on an incline? C stated the vehicle is parked overnight on a flat road. C stated

SRD-KD in review of case for DTS inspection SRD does not see that techline has

After careful evaluation, Nissan will not be able to offer repurchase or repla

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 684

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 685

REQUESTED BY: lattad

CAR ID: CA3790937

been contacted for Cs concerns. C has previous related case#11339171 for sam
Check Payable to [REDACTED] \$1,981.36

Dealer waiting on master cylinder to arrive, which has no ETA.

ed c knows this noise issue is not condensation after the vehicle has been sit
to the DLRSH. C states that has already filed the lemon law DOCS and C will w
ait to hear back from DOCS. C states will then allow DLRSH one last repair at
cement at this time as there have not been an unreasonable number of service a

Check Payable to [REDACTED] \$1,981.36

Created by ZJP177N at 2013-11-07 06:55:13

e concern techline never contacted in that case either. SRD recommends dlrshp
ting overnight. Arbs offered the DTS inspection and c agreed. C stated the noi
Arbs advised RE/BBB NNA in a position to repurchase the vehicle.

contacting techline.

Created by ZRC999N at 2013-11-18 08:48:22

se only happens when the vehicle sits for a long period of time. Arbs understo
tempt.

ttempts or days out of service. ~ ARBS recommends the RCAS get involved with t

Created by ZCF749N at 2013-08-12 14:16:13

Created by ZJP177N at 2013-11-07 06:20:48

C thanked RCAS for following up with C and C states will just wait for lemon l
he customer and dealer and follow through with involving tech line in repairs
NIS1326569-1R. DRTS rec'd settlement from the BBB on 11/18/13, dated same. The
od and advised will request the inspection date and call c back.

aw response. RCAS states understood. RCAS confirmed C has RCAS contact informa

Created by ZJP177N at 2013-10-03 07:31:44

Created by ZJP177N at 2013-11-07 06:20:48

if there is still a concern.

NIS1326569-1R. DRTS rec'd settlement from the BBB on 11/18/13, dated same. The
RCAS-CF spoke with SM-Tom and SM states C is coming in tomorrow to have wheel
Arbs spoke to DTS/TO asking if DTS would be able to defend? DTS advised DTS un
Arbs submitted DTS request.

Created by ZCF749N at 2013-08-20 07:42:03

cylinders replaced. RCAS informed for SM to send RCAS the ROs and SM agreed. R
manufacturer agrees to voluntarily repurchase your 2013 Nissan Sentra for the
tion and call ended mutually.

Arbs spoke to DTS/TO asking if DTS would be able to defend? DTS advised DTS un
CAS thanked SM.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 686

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 687

REQUESTED BY: lattad

CAR ID: CA3790937

Created by ZJP177N at 2013-10-03 12:52:12

manufacturer agrees to voluntarily repurchase your 2013 Nissan Sentra for the RCAS-CF sent ARBS-Angie McVey RHR results to CSM-David Mackay.

RCAS closing case as C is filing lemon law.

able to defend.

Arbs received proposed inspection date 10/14/2013 @ 10:00 am.

Created by ZCF749N at 2013-08-14 07:15:38

Created by ZCF749N at 2013-08-20 14:47:03

Created by ZCF749N at 2013-08-22 15:15:55

following amounts: \$1,300.00 (down payment/trade) + \$3,042.93 (11 additional

able to defend.

Created by ZJP177N at 2013-10-03 12:56:21

following amounts: \$1,300.00 (down payment/trade) + \$3,042.93 (11 additional

RCAS-CF sent email to SM-Tom to get ROs sent to RCAS ASAP.

RCAS-CF spoke with SM-Tom and SM states will ensure that a techline case gets

SUMMARY: C seeking assistance with multiple repair attempts due to brake noise

Arbs contacted c and advised c of the proposed inspection date of 10/14/2013 @

Created by ZCF749N at 2013-08-14 14:49:33

Created by ZJP177N at 2013-11-07 06:42:27

created when VEH comes to DLRSHHP.

. DLRSHHP performed repairs per bulletin. C requested repurchase and RCAS submi

payments of \$276.63 each) - \$2,361.57 (usage deduction calculated at 16,729 mi

10:00 am. C agreed. Arbs advised arbs would notify the SM of the inspection d

Created by ZJP177N at 2013-11-07 06:42:27

payments of \$276.63 each) - \$2,361.57 (usage deduction calculated at 16,729 mi

RCAS-CF sent CSM-David Mackay email to inform of RHR being filed.

RCAS setting follow up for 8/21/13

tted RHR. ARBS denied repurchase. C filed lemon law DOCS and will wait for fin

al repair attempt before going back to DLRSHHP.

Arbs contacted SA/Peter who advised the vehicle is still at the dealer waiting

ate and time. C stated c will take the vehicle to the dlr the night before so

Created by ZCF749N at 2013-08-14 14:50:25

Created by ZCF749N at 2013-08-20 14:47:03

les) = \$1,981.36 Amount owed to you). In addition to this total the manufactur

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 688

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 689

REQUESTED BY: lattad

CAR ID: CA3790937

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 05/22/14

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: 12/04/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 690

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 691

TIME: 9:19:07 AM

CAR ID: CA3790937

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: [REDACTED]

VIN: 3N1AB7AP7DL [REDACTED]

MAKE: N

IN SCV DATE:

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PLNL90613389	3931 Florida	4/29/2014	04/29/15	0029728	01/01/01	01/01/01
1		3931 Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 692

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 693

REQUESTED BY: lattad

CAR ID: CA3790937

CURRENT SERVICE CONTRACT

CONTRACT: PLNL90613389

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 4/29/2014

EXPIRES: 04/29/15 **MILES:** 0029728

CANCEL: 01/01/01 **MILES:** 0029728

TRANSFER: 01/01/01

TRANSACTION: 05/22/14

PRINTED: 05/24/14

DEALER NO: 3931 **STATE:** FL

DEALER NAME: JENKINS NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 694

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 695

REQUESTED BY: lattad

CAR ID: CA3790937

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES: **MILES:**

CANCEL: **MILES:**

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3931 **STATE:** FL

DEALER NAME: JENKINS NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 696

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 697

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3833542
STREET: [REDACTED] **VIN:** 3N1AB7AP6DL [REDACTED]
CITY: BRANDON **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000500
ST/ZIP: FL [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 876 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3740 AUTONATION NISSAN BRANDON
DLR PH: 813 623 1148 **DENY:** 0 **RESP DLR:** 3740 AUTONATION NISSAN BRANDO
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:** 000500 **# 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:** 08/08/13 **XFER/RSPNSBLTY:** 34 02 N
CONTACT (S): **FOLLOWUP DATE:** 09/10/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/10/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 698

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 699

REQUESTED BY: lattad

CAR ID: CA3833542

C. A. R. COMMENTS

Created by ZCF749N at 2013-08-23 17:14:33

Created by ZJU176N at 2013-08-08 09:34:35

Created by ZJU176N at 2013-08-08 09:37:48

med C to call and reschedule and RCAS will follow up again with C on 9/10/13 a
oncern until 8/8. SD states that VEH repaired 8/12. SD tested VEH 2 seperate t
Service Dept. Review

Crr-JL checked for previous related cases: None

imes to confirm concern resolved.

nd if C has concerns before 9/10/13 to call back and provided name, number, ex

RCAS-CF received VMX from C to call back on [REDACTED]

Service Dept. Review

Crr-JL checked for previously unrelated cases: None

RCAS-CF called C on [REDACTED] at 7:11pm EST and reached VMX. RCAS-CF left mes

SD states will email RCAS updated RO. RCAS thanked SD.

Service Dept. Review

tension and case#.

Created by ZCF749N at 2013-08-16 13:41:41

Crr-JL verified name, address, primary and alternate phone #, Cb

RCAS-CF called C on [REDACTED] at 3:08pm EST and reached VMX. RCAS-CF left mes

sage for C to call back and provided name, number, extension and case#. RCAS i

Service Dept. Review

email address, mileage, how veh was acquired, Srv Dir

nformed will follow up again on 8/26/13.

RCAS-CF sent email to SD-Mike to and warranty administrator-Monica Gonzalez to

sage that RCAS is aware C was not able to meet with DTS-Tom Osborn. RCAS infor

Service Dept. Review

Crr-JL checked for open recalls/campaign found: None

get RO ASAP.

med C to call and reschedule and RCAS will follow up again with C on 9/10/13 a

RCAS-CF called C on [REDACTED] at 7:13pm EST and reached VMX. RCAS-CF left mes

Service Dept. Review

Created by ZCF749N at 2013-08-16 14:29:44

Crr-JL received call from C stating that the C has had the veh for less than 3

nd if C has concerns before 9/10/13 to call back and provided name, number, ex

sage for C to call back and provided name, number, extension and case#. RCAS i

nformed will follow up again on 8/26/13.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 700

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 701

REQUESTED BY: lattad

CAR ID: CA3833542

RCAS-CF sent email to CSM-David Mackay to inform of C's request for RHR. tension and case#.

weeks & has had to take the veh into the dlrshp twice maybe 3 times (C doesn

Created by ZCF749N at 2013-08-16 15:05:56

RCAS setting follow up for 8/26/13

RCAS setting follow up for 9/10/13 and sending follow up email.

't remember) for brake issues. C states that the dlrshp worked on the veh & to

Created by ZCF749N at 2013-08-23 17:14:33

Created by ZCF749N at 2013-09-05 13:11:25

ld the C that they fixed the brakes but the C states that they aren't working

RCAS-CF received ROs from SD-Mike and attached to case.

again. C states that the C is scared that the C is going to hit a veh because

Created by ZJS111N at 2013-08-16 15:17:11

RCAS-CF called C on [REDACTED] at 3:07pm EST and reached VMX. RCAS-CF left mes

RCAS-CF received VMX from C to call back on [REDACTED].

RCAS-CF called C on [REDACTED] at 7:11pm EST and reached VMX. RCAS-CF left mes

rcas-jonathon spurling assisting

sage that RCAS is aware C was not able to meet with DTS-Tom Osborn. RCAS infor

when the C is has stopped & the C has the foot on the brake pedal & it the veh

med C to call and reschedule and RCAS will follow up again with C on 9/10/13 a

rcas completed and submitted RHR

sage for C to call back and provided name, number, extension and case#. RCAS i

will creep forward. C states that the Assistant service Manager-Howard Nardin

Created by ZDR123N at 2013-08-16 15:55:14

is the one assisting the C with the veh. C states that the C is unsure of the

nd if C has concerns before 9/10/13 to call back and provided name, number, ex

nformed will follow up again on 8/26/13.

DRTS-DR received the RHR. The RHR was assigned to ARBS-ASM for review.

RCAS-CF called C on [REDACTED] 1 at 7:13pm EST and reached VMX. RCAS-CF left mes

tension and case#.

veh mileage & knows its under 1,000 but maybe around 500. C states that the C

Created by ZZC176N at 2013-08-21 09:15:11

RCAS-CF called C on [REDACTED] at 3:08pm EST and reached VMX. RCAS-CF left mes

sage for C to call back and provided name, number, extension and case#. RCAS i

wants to be put in another car because the C does not trust the current veh.

Crr-JL advised C that RCAS will contact the C by the end of the next business

crr-zc received a call from c following-up on the case. crr-zc verified that t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 702

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 703

REQUESTED BY: lattad

CAR ID: CA3833542

nformed will follow up again on 8/26/13.

sage that RCAS is aware C was not able to meet with DTS-Tom Osborn. RCAS infor
day

here are no changes on contact information.

med C to call and reschedule and RCAS will follow up again with C on 9/10/13 a

RCAS setting follow up for 8/26/13

Created by ZCF749N at 2013-08-26 07:12:18

crr-zc advised c that crr-zc will try to reach rcas first, crr-zc advised c th
C understood

nd if C has concerns before 9/10/13 to call back and provided name, number, ex

at crr-zc will transfer c directly if rcas is reached, c understood. crr-zc ca

Crr-JL provided C with name, extension 457364, & case number #

RCAS-CF received email from DTS-Tom Osborn that DTS scheduled appointment for
tension and case#.

9/3/13 at 10am.

Crr-JL offered further assistance C was satisfied and declined the further ass
lled RCASb

RCAS setting follow up for 9/10/13 and sending follow up email.

ansfer c and then crr-zc will just send internal msg for c for rcas to call c

Created by ZCF749N at 2013-08-26 07:18:06

Created by ZCF749N at 2013-09-10 09:02:47

istance

back. C understood.

Crr-JL thanked C for calling Nissan C.A

RCAS-CF called C on [REDACTED] at 10:58am EST and reached VMX. RCAS-CF left me

RCAS-CF received VMX from C to call back on [REDACTED]

Created by ZCF749N at 2013-08-09 07:55:57

crr-zc offered further assistance, c declined. crr-zc gave name & extension. c

RCAS-CF called C on [REDACTED] at 9:13pm EST. RCAS informed C that NNA not abl

ssage for C to call back and provided name, number, extension and case#.

e to repurchase or replace VEH but will have DTS inspect VEH. C states underst

RCAS-CF called C on [REDACTED] at 11:01am EST and reached VMX. RCAS-CF left me

RCAS-CF spoke with SD-Mike to review C's case. SD states that was able to veri

rr-zc exiting case.

fy concern on flat plane. SD states contacted DTS-Tom Osborn on case. SD state

(internal msg was sent to responsible agent)

ood. RCAS informed appointment is for 9/3/13 at 10am. RCAS informed will follo

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 704

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 705

REQUESTED BY: lattad

CAR ID: CA3833542

message for C to call back and provided name, number, extension and case#.

Created by zjm179n at 2013-08-23 13:35:04

RCAS closing case due to lack of customer response after 3 contact attempts.

SD states that when coasts to complete stop then VEH will start rolling forward and br
w up with C on 8/30/13 to ensure that appointment still ok and C agreed. RCAS

akes torque and the brake pedal continues to go to the floor and VEH still con

C called at 3:34pm about status of case crr-jm explained to c that there is a

Created by ZCF749N at 2013-09-10 09:06:14

provided C with RCAS contact information and call ended mutually.

follow-up scheduled for today and c was transfered to rcas-CF vxm c understood

RCAS setting follow up for 8/30/13.

SUMMARY: C seeking repurchase after multiple brake repair attempt concerns. AR

tinues to roll. SD states that has to re-pump brakes to get to stop. SD states

BS denied repurchase and recommended DTS inspection. RCAS submitted DTS reques

Created by ZAM176N at 2013-08-23 13:45:28

Created by ZCF749N at 2013-08-26 08:35:50

that can duplicate concern constantly. RCAS informed SD to contact Techline a

Arbs-ASM submitted email to RCAS to inquire if days out of service verified.

nd provide all ROs to RCAS. SD agreed and RCAS thanked SD.

RCAS-CF spoke with SD-Mike and informed DTS-Tom Osborn will be at DLRSHP to in

t. DTS-Tom Osborn provided appointment date and time and C agreed. C did not s

Arbs received return email from RCAS advising the following dates have been co

Created by ZCF749N at 2013-08-09 08:29:47

how up for DTS inspection and RCAS made 3 contact attempts with no response.

spect C's VEH on 9/3/13 at 10am. SD thanked RCAS.

Created by ZCF749N at 2013-08-26 08:35:50

nfirmed:

RCAS-CF called C on [REDACTED] at 10:19am EST and reached VMX. RCAS-CF lef
4/1/13-4/16/13

RCAS-CF spoke with SD-Mike and informed DTS-Tom Osborn will be at DLRSHP to in

t message for C to call back and provided name, number, extension and case#. R

7/30/13-8/12/13

CAS informed will follow up again on 8/12/13.

spect C's VEH on 9/3/13 at 10am. SD thanked RCAS.

Arbs-ASM reviewed RHR:

Created by ZCF749N at 2013-08-30 16:40:46

RCAS-CF called C on [REDACTED] at 10:20am EST. RCAS informed that SD-Mike

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 706

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 707

REQUESTED BY: lattad

CAR ID: CA3833542

4/1/13-4/16/13 Mileage: 305 (17 days)

RCAS-CF called C on [REDACTED] at 6:36pm EST and reached VMX. RCAS left message was able to duplicate. RCAS informed that DLRSHIP is working with Techline to determine C/S brake pedal goes to floor - replaced brake master cylinder

and confirming C's DTS appointment at 9/3/13. RCAS-CF left message that RCAS will determine root cause of concern. C thanked RCAS and informed C wants C's VEH fixed
7/30/13-7/30/13 Mileage: 1,846 (1 day)

I follow up again with C on 9/5/13 and if C has concerns before 9/5/13 to call back. RCAS states understood. C states does not fully trust VEH and inquired about back and provided name, number, extension and case#.

C/S flapping like noise from psgr rear - unable to duplicate

and NNA giving C another VEH. RCAS informed can review and that review can take
7/30/13-8/12/13 Mileage: 1,885 (14 days)

approximately 10 business days. C states understood. RCAS informed that review does not guarantee

RCAS-CF called C on [REDACTED] at 6:39pm EST and reached VMX. RCAS left message guarantee repurchase and C states understood. RCAS informed will follow up with

C/S when sitting at light brake pedal goes to floor - replaced brake master cylinder

and confirming C's DTS appointment at 9/3/13. RCAS-CF left message that RCAS will
C on 8/23/13. RCAS provided C with RCAS contact information and call ended

I

I follow up again with C on 9/5/13 and if C has concerns before 9/5/13 to call back and provided name, number, extension and case#.

Created by ZAM176N at 2013-08-23 13:48:56

mutually.

Arbs-ASM notes the following:

RCAS setting follow up for 8/23/13.

RCAS setting follow up for 9/5/13.

2 concerns regarding brake pedal to floor - 2 repairs

Created by ZCF749N at 2013-08-12 10:16:56

Created by ZCF749N at 2013-08-30 16:40:46

32 days out of service

RCAS-CF called C on 8136618317 at 6:36pm EST and reached VMX. RCAS left message

RCAS-CF spoke with SD-Mike and SD states that brake master cylinder was replaced

C request of repurchase via RCAS

and confirming C's DTS appointment at 9/3/13. RCAS-CF left message that RCAS will
and SD states has test drove VEH and no concern found.

I follow up again with C on 9/5/13 and if C has concerns before 9/5/13 to call

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 708

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 709

REQUESTED BY: lattad

CAR ID: CA3833542

No DTS involved

RCAS informed for SD to send RCAS all ROs and SD agreed. RCAS thanked SD. back and provided name, number, extension and case#.

***Based on a good faith review, NNA is not in a position to offer a repurcha

Created by ZCF749N at 2013-08-13 17:57:52

RCAS-CF called C on [REDACTED] at 6:39pm EST and reached VMX. RCAS left messag

RCAS-CF sent email to SD-Mike to get ROs sent to RCAS.

se or replacement of this vehicle, as the vehicle has not been subject to an u

Created by ZCF749N at 2013-08-14 10:17:25

e confirming C's DTS appointment at 9/3/13. RCAS-CF left message that RCAS will

unreasonable number of repair attempts for any warrantable concerns that would

I follow up again with C on 9/5/13 and if C has concerns before 9/5/13 to call

RCAS-CF spoke with SD and SD states will get ROs to RCAS today. RCAS thanked S

substantially impair the use, safety, or value of the vehicle. NNA will contin

back and provided name, number, extension and case#.

D.

ue to honor the terms and conditions of all applicable warranties. Arbs would

Created by ZCF749N at 2013-08-15 07:42:49

RCAS setting follow up for 9/5/13.

recommend DTS inspection.***

Created by null at 2013-09-03 13:16:58

Created by ZCF749N at 2013-08-23 14:16:27

RCAS-CF received ROs from SD and attached to case.

called customer when DTS was at dealer and left message

Created by ZCF749N at 2013-08-15 15:24:19

RCAS-CF sent email with ARBS results to CSM-David Mackay.

Created by ZCF749N at 2013-08-23 14:39:42

Created by ZCF749N at 2013-09-05 13:11:25

RCAS-CF spoke with SD-Mike and SD states VEH repaired and returned to C today.

RCAS-CF called C on [REDACTED] at 3:07pm EST and reached VMX. RCAS-CF left mes

RCAS-CF received email from CSM to file DTS request.

SD states on RO 335939 that VEH was down from 8/8/13-8/12/13. SD states C refu

RCAS submitted DTS request.

sage that RCAS is aware C was not able to meet with DTS-Tom Osborn. RCAS infor

sed to drive VEH after dropped off on 7/30/13 and DLRSHP unable to duplicate c

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 710

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 711

REQUESTED BY: lattad

CAR ID: CA3833542

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

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: 09/10/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 712

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 713

CAR ID: CA3833542

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: C [REDACTED]

VIN: 3N1AB7AP6DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3740	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 714

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 715

REQUESTED BY: lattad

CAR ID: CA3833542

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3740

STATE: FL

DEALER NAME: AUTONATION NISSAN BRAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 716

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 717

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3840563
STREET: [REDACTED] **VIN:** 3N1AB7AP1DL [REDACTED]
CITY: CHATTANOOGA **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 003276
ST/ZIP: TN [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 999 999 9999 **PAID:** 2,943 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3855 HUNT NISSAN
DLR PH: 423 899 2525 **DENY:** 0 **RESP DLR:** 3855 HUNT NISSAN
REGION: 34 **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:** 003276 **# 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:** 08/09/13 **XFER/RSPNSBLTY:** 34 12 N
CONTACT (S): **FOLLOWUP DATE:** 09/25/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/25/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
AD BRAKES YX POOR OR IMPROPER OPERATION }
BF NSN DEALER SERVICE DEPT. YZ POOR TREATMENT
BG POWERTRAIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 718

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 719

REQUESTED BY: lattad

CAR ID: CA3840563

C. A. R. COMMENTS

Completed

Created by ZJD178N at 2013-08-09 11:04:58

Created by ZRG177N at 2013-08-09 11:36:45

crr-rg checked for open recalls/campaigns found: none

C stated dlrshp could not duplicate the concern. Dlrshp offered C recommendat ed.

RCAS keeping case open pending RHR decision.

Service Dept. Review

Completed

crr-rg advised c that this complaint would be forwarded to RCAS for further as crr-rg received call from c stating that c have a complaint on a dlr. c said t ions to help aid in diagnosing the concern and C is willing to follow those st RCAS setting follow up for 9/3/13 as customer contact is not needed to move ca

Service Dept. Review

son stated that Mountain view nissan treated c's mother like a venereal diseas

Created by ZLF050N at 2013-08-30 07:57:04

eps.

e. so son took mother and left dlr to go elsewhere. Dlr told mother that mothe hat c's veh transmission wont work when c use the veh. c brought the veh to hu se forward.

Service Dept. Review

istance and that c would be contacted within the end of the next business day

**ARBS-LF reviewed the repair history and at this time, NNA is not in a positi

Created by ZLF050N at 2013-08-30 07:46:19

C stated C is satisfied with the veh and not looking for another veh. C just .c understood

nt nissan today and the dlr told c that dlr cant do anything about it. c state r could not leave because dlr had already sold c's trade-in veh before new veh

Service Dept. Review

ARBS-LF notes the dealer service records:

crr-rg offered further assistance, c declined.

d that the dlr told c that c didnt keep the veh under control. c also stated t on to offer a repurchase or replacement of this vehicle, as the vehicle has no wants the current veh to be safe. RCAS understood.

was even bought and signed for.

crr-rg provided name, ext and case number.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 720

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 721

REQUESTED BY: lattad

CAR ID: CA3840563

hat the transmission should be replaced since the veh is still under warranty.

Open 11-20-12 Closed 11-24-12 Miles 10 RO 172764

RCAS explained until there is a proper diagnostic the concern cannot be address

Son stated took keys for trade in veh and left with mother.

t been subject to an unreasonable number of repair attempts for any warrantabl

c also stated that c was in the dlr for 3hrs and the dlr was not even replaci

Concern: PDI

crr-rg exiting case

e concerns that would substantially impair this vehicle. NNA will continue to

Hunt nissan treated c's momma right until now and keeps saying cannot fix veh

sed. C understood and stated C will continue to work with dlrshp to diagnose

Action Taken: Completed

c has had veh in 2 times during each recall on various things and that each ti

Created by ZJD178N at 2013-08-09 12:01:28

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

ng or repairing the veh and the veh was just in the garage. crr-rg asked c if

the concern.

ARBS-LF recommends that NNA offer the c one car payment for the c's inconvenie

c got the name of the SA c got to talk to. c said c was not paying attention t

crr-jd noting that crr-jd spoke intially with c and later spoke to c's son ALL

me c has had veh transmission looked at

Open 1-8-13 Closed 1-8-13 Miles 164 RO 221910

RCAS provided C with RCAS's contact info and case # and encouraged C to contac

AN who drives veh both will be referred to as c at this point.

Concern: Environmental Paint Protection

nce.

o SA's name.

t RCAS should RCAS be able to be of further assistance. C agreed and call end

Created by zrf176n at 2013-09-03 10:32:32

crr-rg verified c's name, vin, address, mileage, phone number & dlr.

c stated that veh has a transmission issue and dlr said there's nothing dlr ca

ed mutually.

Install Clear bra accessory kit

rcas asked what c would like as a solution

crr-rg checked for open recalls/campaigns found: none

c states nissan needs to get rid of this transmission design - it just doesn't

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 722

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 723

REQUESTED BY: lattad

CAR ID: CA3840563

Dealer Trade PDI

n do about it

RCAS closing case pending diagnostic/duplication of C's concerns.

RCAS-RLF left vmx on phone # [REDACTED] at 12:32pm EST.

Action Taken: Completed

As this is RCAS's 4th attempt to contact C, RCAS is closing case pending custo

Created by zrf176n at 2013-09-25 09:02:45

crr-rg advised c that this complaint would be forwarded to RCAS for further as
c seeking for assistance to fix veh issue.

work.

c gave cell [REDACTED]

crr-jd verified cb

Installed

mer callback.

sistance and that c would be contacted within the end of the next business day

***SUMMARY

Completed

Created by zrf176n at 2013-09-03 10:34:59

C requested a buyback. According to C when at a stop light at random veh will
c stated that c purchased veh at HUNT nissan.

.c understood

rcas stated since c asked for veh to be taken back under lemon law that there
crr-rg offered further assistance, c declined.

c stated that eversince then c had been at the dlr for 2 open campaigns and wa
is a 10 business day RHR process that rcas's will perform to ask for buyback o
not stop properly, then when taking off veh will not move but rpm goes way up
Open 3-28-13 Closed 3-28-13 Miles 293 RO 226692

***SUMMARY

Concern: Sentra Engine Idle NTB13-022

crr-rg provided name, ext and case number.

f veh. RCAS IS NOT PROMISING BUYBACK ONLY REVIEW OF VEH.

RCAS received C's buyback request do to transmission issues. RCAS obtained RO
s informed that veh will have a another campaign soon.

to about 4-5k and gears will not catch. C stated that veh unsafe and that c a
crr-rg exiting case

CS car feels sluggish when taking off from dead stop. Feels like it is going

c stated that c has been to the dlrshp earlier today to have veh inspected.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 724

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 725

REQUESTED BY: lattad

CAR ID: CA3840563

c understood

lmost got rear-ended in veh. C's buyback request was denied. C continued rep
s and submitted RHR. RCAS attempted to contact C during RHR process and was u
air attempts but dlrshp cannot duplicate the concern. C is going to work with

Created by ZJD178N at 2013-08-09 12:01:28

c stated that whenever c uses veh to turn a corner veh stops and does not want
nable to. Buyback was denied. RCAS unable to contact C to relay this informa
rcas stated in the mean time rcas will work with dlr to repair veh until decis
through all gears.

crr-jd noting that crr-jd spoke intially with c and later spoke to c's son ALL
dlrshp to aid in diagnosing the condition and contact RCAS if assistance is n
ion is made on if nissan will be in a possition to take veh back

MPI

tion.

to change gears.

AN who drives veh both will be referred to as c at this point.

c accepted.

c stated that c believes veh has a transmission problem and when dlr looked at
eeded.

***END SUMMARY

Tire Inspection

Action Taken: Perform recall, reprogram ECM

Created by ZVL177N at 2013-09-19 09:39:43

c stated that veh has a transmission issue and dlr said there's nothing dlr ca

***END SUMMARY

rcas gave case info

veh c was advised that nothing can be done for veh.

call ended mutually

c is very upset and stated that c feels that veh might be a lemon.

crr-vl received a call from c asking to be transferred to RCAS ext.

CVT inspected. Normal operation.

n do about it

Completed

crr-vl was given the case no. and then verified info of c.

c seeking for assistance to fix veh issue.

c stated that c feels unsafe using the veh.

rcas set task for case rcas and reset follow up for 3 business days

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 726

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 727

REQUESTED BY: lattad

CAR ID: CA3840563

Completed

Created by zrf176n at 2013-08-15 09:55:40

crr-jd verified cb

c stated that c was a previous owner of a 2005 sentra 3N1CB51DX5L [REDACTED] and th
c stated that c was unable to answer the call because c was out of town for an
at c just traded veh.

c stated that c purchased veh at HUNT nissan.

emergency.

Open 5-28-13 Closed 5-28-13 Miles 2,349 RO 230513

RCAS-RLF spoke with SA-Danny Pippin as SM-Joe VanDyke is on vacation. SA will

c added that just wants to take veh back and have c's 2005 sentra back or c wi

Concern: LOF

crr-vl told c crr-vl will try to dial c's extension.

c stated that ever since then c had been at the dlr for 2 open campaigns and wa
fax ROs to RCAS.

Created by zrf176n at 2013-08-15 15:06:23

crr-vl told c crr-vl reached the vmx and offered to transfer c so c can leave

ll bring back veh crushed to NNA.

MPI

s informed that veh will have a another campaign soon.

a msg and crr-vl will just leave an internal msg for RCAS to call c back, c ag

crr-jd informed c that the case will be forwarded to a regional office and our

c stated that c has been to the dlrshp earlier today to have veh inspected.

RCAS-RLF left vmx for C on phone # [REDACTED] at 5:05pm EST. RCAS provided ca

Tire Inspection

Action Taken: Completed

c stated that whenever c uses veh to turn a corner veh stops and does not want
reed.

regional office specialist will mediate between c and the dlrshp to work for

se # and contact info.

a resolution.

Completed

crr-vl offered further assistance before transfer; c declined.

RCAS setting follow up for 8/20/13 as customer contact is not needed to move c
to change gears.

ase forward.

Completed

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 728

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 729

REQUESTED BY: lattad

CAR ID: CA3840563

crr-jd told c that c will be contacted before the end of the next business day
crr-vl gave name and ext. no.
c stated that c believes veh has a transmission problem and when dlr looked at

Created by zrf176n at 2013-08-16 08:56:40

crr-vl exiting case.

Open 7-1-13 Closed 7-1-13 Miles 2,702 RO 232773

veh c was advised that nothing can be done for veh.

c is very upset and stated that c feels that veh might be a lemon.

Concern: PC 213 Sentra B17 OCS NTB13-032

Created by zrf176n at 2013-09-20 07:13:52

crr-jd verified the best contact number to reach c at, which is: [REDACTED] -

RCAS-RLF spoke with SA-Danny Pippin as SM-Joe VanDyke is on vacation. SA stat
ALLAN c's son

c stated that c feels unsafe using the veh.

ed SA has gathered ROs and will be faxing them to RCAS later today.

MPI

RCAS-RLF received vmx from C's son requesting a callback on phone # [REDACTED]
85.

crr-jd offered further assistance to c. c declined.

c stated that c was a previous owner of a 2005 sentra 3N1CB51DX5L [REDACTED] and th
RCAS and SA also spoke about opening a Techline case for C should C wish to co
Tire Inspection

Action Taken: Inspected and replaced 2 OCS sensors.

at c just traded veh.

Created by zrf176n at 2013-09-20 10:26:24

crr-jd gave name, extension number and case number to c.

ntinue repair attempts during the RHR process.

c added that just wants to take veh back and have c's 2005 sentra back or c wi

Completed

Created by zrf176n at 2013-08-19 06:26:27

crr-jd left case open

RCAS-RLF spoke with C on phone # [REDACTED] at 12:21pm EST. C requested RCAS

Completed

Created by ZVA178N at 2013-08-12 15:02:32

ll bring back veh crushed to NNA.

RCAS-RLF received ROs and attached them to case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 730

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 731

REQUESTED BY: lattad

CAR ID: CA3840563

Speak with C's son, now referred to as C.

Created by zrf176n at 2013-08-19 09:55:57

crr-jd informed c that the case will be forwarded to a regional office and our

Open 8-6-13 Closed 8-6-13 Miles 3,250 RO 235105

rcas amanda vanca assisting rcas rikki ford calling c at [REDACTED] at 4.34 p

RCAS requested an update on the veh concerns. C stated that the veh is still h

aving issues and also has a few new ones. C had to drive the veh to CA due to

Concern: CS there is a clicking noise from the right rear wheel area when brak

m EST

RCAS-RLF submitted RHR.

regional office specialist will mediate between c and the dirshp to work for

a family emergency. After exiting the highway veh would not go over 20mph.

a resolution.

Created by ZRT176N at 2013-08-19 15:47:51

es are applied.

phone rang many times and automated voice picked up stating party being called

crr-jd told c that c will be contacted before the end of the next business day

DRTS received the RHR. The RHR was assigned to ARBS-Brian Lee for review.

is not picking up and call will be disconnected. 58P.

MPI

This happened several times on the trip. Veh would not accelerate.

C further stated that veh is having an issue on braking. At least three times

Created by zrf176n at 2013-08-20 16:38:02

rcas exiting call

Tire Inspection

Action Taken: Inspected

crr-jd verified the best contact number to reach c at, which is: [REDACTED] -

during the trip, C applied brakes and the pedal went straight to the floor.

RCAS-RLF left vmx for C on phone # [REDACTED] at 6:37pm EST. RCAS provided ca

ALLAN c's son

C also stated C's windshield will not unfog.

Completed

rcas calling [REDACTED] C's son at [REDACTED] at 4.37 pm EST

se # and contact info.

Completed

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 732

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 733

REQUESTED BY: lattad

CAR ID: CA3840563

crr-jd offered further assistance to c. c declined.

C stated that C has not scheduled further service at this time.

rcas introduced self and asked c to go over veh concerns please

RCAS setting follow up for 8/23/13 as customer contact is not needed to move c
ase forward.

c began and then stated son would be better able to describe what is going on

crr-jd gave name, extension number and case number to c.

Open 8-9-13 Closed 8-9-13 Miles 3,276 RO 235353

RCAS then advised C of buyback denial. C understood. RCAS explained that a b

Concern: CS there is a clicking noise from the right rear wheel area when brak

Created by zrf176n at 2013-08-23 13:18:40

crr-jd left case open

uyback decision is based largely on repair attempts on the veh, so having the

c handed phone to son, now referred to as c.

Created by ZRG177N at 2013-08-09 11:36:45

es are applied.

RCAS-RLF left vmx for C on phone # [REDACTED] at 3:18PM EST. RCAS provided cas

veh in for further service is very important. C understood and agreed to allo

crr-rg received call from c stating that c have a complaint on a dlr. c said t

c stated when turning the corner the veh just quits, and when you mash it down

e # and contact info.

MPI

w RCAS to transfer C to dlrshp to schedule further service.

(gas pedal) nothing happens

hat c's veh transmission wont work when c use the veh. c brought the veh to hu

RCAS and C agreed to a follow up on 9/25 and RCAS transferred C to SA-Mike.

RCAS setting follow up for 8/23/13 as customer contact is not needed to move c

Tire Inspection

1. two recalls so far on veh

Action Taken: Replaced wheel cylinder per NTB13-031A

ase forward.

Created by zrf176n at 2013-09-23 10:25:00

nt nissan today and the dlr told c that dlr cant do anything about it. c state

2. son states dlr will not repair veh and transmission just is the way it is

Completed

Created by zrf176n at 2013-08-23 13:19:01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 734

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 735

REQUESTED BY: lattad

CAR ID: CA3840563

d that the dlr told c that c didnt keep the veh under control. c also stated t
RCAS-RLF spoke with SM-Joe VanDyke. C is scheduled for service on 9/24 at 9:3
0am.

Completed

Correction:

c states:

hat the transmission should be replaced since the veh is still under warranty.

at a stop light at random veh will not stop properly, then when taking off veh

c also stated that c was in the dlr for 3hrs and the dlr was not even replaci

Created by zrf176n at 2013-09-25 08:43:46

Follow up is 8/28/13.

Open 8-13-13 Closed 8-13-13 Miles 3,355 RO 235589

Concern: LOF

Created by zrf176n at 2013-08-28 09:58:17

ng or repairing the veh and the veh was just in the garage. crr-rg asked c if

RCAS-RLF spoke with SM-Joe VanDyke. SM stated that dlrshp cannot duplicate C'

will not move but rpm goes way up to about 4-5k and gears will not catch. C s

c got the name of the SA c got to talk to. c said c was not paying attention t

MPI

RCAS-RLF left vmx for C on phone # [REDACTED] at 11:57am EST. RCAS provided c
s concerns.

tated that veh unsafe and that c almost got rear-ended in veh.

ase # and contact info.

Created by zrf176n at 2013-09-25 09:00:46

c stated will trade veh or give it back to nissan under lemon law.

o SA's name.

Tire Inspection

Action Taken: Completed

crr-rg verified c's name, vin, address, mileage, phone number & dlr.

c stated c will put veh in a crusher and pay to have shipped to nissan if need

RCAS noting this is the 3rd unreturned call to C.

RCAS-RLF spoke with C on phone # [REDACTED] at 10:56am EST.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 736

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 737

REQUESTED BY: lattad

CAR ID: CA3840563

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: NP
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: 09/25/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 738

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 739

CAR ID: CA3840563

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3855	Tennessee					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 740

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 741

REQUESTED BY: lattad

CAR ID: CA3840563

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3855

STATE: TN

DEALER NAME: HUNT NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 742

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 743

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA3841924
STREET: [REDACTED] **VIN:** 3N1AB7AP1DL [REDACTED]
CITY: LUTZ **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 006000
ST/ZIP: FL [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 1,440 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5001 WESLEY CHAPEL NISSAN
DLR PH: 813 751 1300 **DENY:** 180 **RESP DLR:** 5001 WESLEY CHAPEL NISSAN
REGION: 34 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 08/09/13 **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:** 006000 **# 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:** 08/09/13 **XFER/RSPNSBLTY:** 34 02 N
CONTACT (S): **FOLLOWUP DATE:** 10/24/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/28/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES ZM EXCESSIVE NOISE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 744

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 745

REQUESTED BY: lattad

CAR ID: CA3841924

C. A. R. COMMENTS

Created by ZRC999N at 2013-08-09 13:21:33

Created by ZRC999N at 2013-08-09 13:23:28

Private Agency Fee: \$79.00

tion date and time.

Arbs emailed TO/DTS confirming inspection date and time.

County Tax: \$50.00

NIS1324177. DRTS recb

Created by ZJP177N at 2013-09-06 07:03:56

e to be resolved or C doesn't want the car. CCF states: Rear brakes make noise

Tire/Bat/LL: \$8.50

Arbs contacted Bill/SM and advised SM of the inspection date. SM appreciative

Lic/Reg Fee: \$135.40

when braking, repair attempts 4.

Created by ZDR123N at 2013-08-12 07:50:32

Doc Stamps \$92.05

of the info.

Created by KTO594N at 2013-09-11 20:07:02

DRTS-DR left vmx with Taylor requesting all cc ro's

Finance Charge: \$1,915.84

Created by ZJP177N at 2013-08-12 09:04:09

DTS-T.O. update.

Subtotal \$23,925.06

Arbs received MRF.

Less Usage (10,266/ miles120,00) \$20,400.00 (\$1,745.22)

The DTS meet with the C. [REDACTED], on the scheduled DTS appt on 9/11/13 @ 10

AM. The C has the following vehicle concerns.

Created by ZDR123N at 2013-08-12 12:20:28

Total Less Deductions \$22,179.84

1. Intermittent rear brake noise even after the dlr preformed the NTB that add

DRTS-DR left vmx with Gene and requested all cc ro's.

NNA Payoff to Santander Consumer \$25,263.46

Created by ZDR123N at 2013-08-12 12:56:51

Deficiency Due from [REDACTED] (\$3,083.62)

resses this concern, The DTS couldn't verify stated concern, but offered the C

Created by ZJP177N at 2013-10-23 09:49:28

DRTS-DR rec'd conformation that the RO's would be sent from dlr 5001.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 746

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 747

REQUESTED BY: lattad

CAR ID: CA3841924

to replace the rear brake wheel cylinders, since the NTB was updated to this action.

Arbs received email stating c will not be making the next payment to lien hold

Created by ZDR123N at 2013-08-12 12:57:25

2. The brake pedal feels spongy, intermittently, may or may not be related to DRTS-DR rec'd conformation from Beverly that the RO's would be sent from dlr 5 er.

001.

Created by ZJP177N at 2013-10-23 09:56:50

line 1 rear brake noise concern. The DTS couldn't duplicate c's concern, but r

Arbs emailed updated offer to c and BBB.

Created by ZDR123N at 2013-08-13 10:47:51

equested the dlr to replace the brake master cylinder and flush the brake hydraulics.

Created by ZJP177N at 2013-10-24 13:35:17

DRTS-DR rec'd RO's from dlr

Arbs notes service history.

Created by ZJP177N at 2013-08-13 13:38:00

The DTS expects the vehicle repairs should be completed on Friday, Sept 13th.

5/31/2013 2,902 miles Days Down 1

Arbs received call from RE/BBB. Arbs advised NNA is requesting a DTS inspectio

As for consumer handling, [REDACTED] was very pleasant and loves her Nissan Sen

C/S states that there is creaking noise coming from rear brakes.

n.

tra. C purchased the vehicle 6 months ago and has no service contracts. She i

Created by ZRC999N at 2013-08-20 13:36:28

**Dir Verified customer complaint. Performed repair per bulletin NTB13-031

s 8 months pregnant with their first child.

6/11/2013 3,487 miles Days Down 1

If possible, the DTS is requesting CA to settle case with the C after the repa

NIS1324177. DRTS rec'd settlement from the BBB on 8/20/13, dated same. The man

C/S that rear drums are creaking; especially the right side

irs are complete and C is happy. Once C is satisfied, offer a maintenance cont i

ufacturer agrees to repair your 2013 Nissan Sentra for any verifiable defects

**Dir Is back after repair on April 20. Re-lubed cylinder bores, contact point

ract or a few car payments, but this is DRTb

under the terms of the New Vehicle Warranty. As indicated, you will be submitt

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 748

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 749

REQUESTED BY: lattad

CAR ID: CA3841924

ing your Florida Motor Vehicle Defect Notification. After the manufacturer rec
s and springs.

sts Nissan mails out baby congratulation card in one month time.

6/17/2013 3,892 miles Days Down 1

Dlr's WO #123863, dated 9/11/13

eives your notice by registered or express mail, they must respond within 10 d

ays and give you the opportunity to have the vehicle repaired at a reasonably

C/S Customer states creaking noise in rear of vehicle all the time while braki

current odometer reading at the time of the veh inspection, 8,670

accessible repair facility within a reasonable time after your receipt of the

C's () cell phone # 8

ng.

Created by ZDR123N at 2013-09-17 10:31:22

**Dlr Found noise in rear brake performed bulletin NTB13-031.

response. After the vehicle is delivered to that facility the manufacturer mus

6/20-6/26/2013 4,052 miles Days Down 7

DRTS contacted Anacrio at dlr and requested DTS inspection RO

t correct the nonconformity within 10 days. You have listed problems with brak

Created by ZDR123N at 2013-09-18 08:21:41

C/S noise coming from brakes.

e noise.

Created by ZDR123N at 2013-08-28 07:49:09

**Dlr unable to duplicate.

DRTS-DR contacted dlr 5001 and was told no RO' s with at DTS inspection in sy

C/S brake pedal works while pressing all the way down, not like before.

DRTS-DR confirmed with dlr that current RHR is up to date.

stem. DRTS-DR sent internal email to ARBS-JP asking for more info about DTS in

Created by ZDR123N at 2013-08-28 09:41:57

**Dlr unable to duplicate

spection dlr location.

9/11/-9/13/2013 8,670 miles Days Down 3

Created by ZDR123N at 2013-09-18 09:11:36

DRTS-DR rec'd MVDN on 08/26/13, dated 08/21/13 to NNA Inc. sent via Certified

C/S rear brake noise.

DRTS-DR rec'd DTS inspection RO from dlr 5001

US Mail.

Created by ZJP177N at 2013-09-19 14:20:52

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 750

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 751

REQUESTED BY: lattad

CAR ID: CA3841924

***Dir replaced rear wheel cylinders.

Letter states:

Arbs received vmx from c.

C/S Occasional spongy brake pedal at the time of noise.

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as foll

Created by ZJP177N at 2013-09-19 14:24:53

**Dir/DTS replaced master cylinder.

ows: 3 or more repair attempts have been made to repair the same substantial d

Arbs left vmx for c 813-507-1410

Created by ZJP177N at 2013-10-24 13:35:44

effect or condition. Brakes continue to make noise upon braking and also brakes

Arbs notes 5 repair attempts for squeaky brakes and 14 days down.

Created by ZRC999N at 2013-09-23 12:36:12

low. C is requesting that NNA make a final attempt to correct the continuing

Created by ZJP177N at 2013-10-25 13:27:21

NIS1324177-1R. DRTS recb

substantial defect(s) or condition(s). No response date is included in the let

Arbs received ck payable to lien holder in the amount of \$25,471.32.

tates: "I want this issue to be resolved or I do not want the car". CCF states

ter.

Arbs mailed via [REDACTED]

Created by ZJP177N at 2013-08-29 12:51:11

: Rear brakes make noise when braking.

Arbs left vmx for c [REDACTED]

Created by ZJP177N at 2013-09-23 14:21:45

Created by ZJP177N at 2013-10-25 13:37:25

Arbs closing file.

Arbs responded to MRF via email to RE/BBB.

Created by ZJP177N at 2013-09-03 10:12:07

Arbs received vmx from c 813-504-1410 Raymi Pabon.

Created by ZJP177N at 2013-10-03 07:04:37

Created by ZRC999N at 2013-10-28 06:39:07

Arbs notes arbs offered \$2k and ECW/Brakes

Created by ZJP177N at 2013-09-03 14:17:49

NIS1324177-1R. DRTS rec'd settlement from the BBB on 10/28/13, dated same. The

Arbs left vmx for c 813-507-1410.

Created by ZJP177N at 2013-10-15 06:20:44

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 752

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 753

REQUESTED BY: lattad

CAR ID: CA3841924

manufacturer agrees to voluntarily repurchase your 2013 Nissan Sentra for the Arbs received c decision to repurchase.

Created by ZJP177N at 2013-09-05 10:15:54

following amounts: \$20,400.00 (purchase price) + \$324.33 (sales tax) + \$899.00 (dealer fee) + \$19.95 (electronic filing fee) + \$79.00 (private agency fee)

Arbs contacted c and explained the reason for arbs's call. C stated the brakes

Created by ZJP177N at 2013-10-15 06:21:41

+ \$50.00 (county tax) + \$8.50 (tire/battery & LL fee) + \$135.40 (license/regis

Arbs requested payoff info from AF/NMAC.

squeak and the pedal goes to far down when pressed. Arbs offered a DTS inspec

Created by ZJP177N at 2013-10-21 12:50:26

tion and c agreed. Arbs advised arbs would submit the request for the DTS and

tration fee) + \$92.05 (Doc Stamps) + \$1,745.22 (usage deduction calculated per

Arbs called lien holder and spoke to Mauricio advising payoff info through 11/

FL LL at 10,266 miles) - \$25,263.46 (payoff to Santander Consumer) = \$3,083.6

once arbs has been provided a date arbs will call back.C understood.

2 (Amount you will be responsible to pay). The manufacturer will contact you t

4/2013 \$25,318.16 per diem \$10.94.

Created by ZJP177N at 2013-09-06 06:21:59

Arbs received DTS acknowledgement from LR/DTS to TO/DTS.

Created by ZJP177N at 2013-10-23 09:48:39

o complete this transaction at Wesley Chapel Nissan within 30 days from the da

Actual Price Paid: \$20,400.00

Created by ZJP177N at 2013-09-06 06:58:28

te of this letter, after which the BBB will follow up with you to verify perfo

Arbs received proposed inspection date of 9/11 @ 10:00 am.

rmance. The vehicle shall be turned over with no damage, allowing for normal w

Sales Tax: \$324.33

Created by ZJP177N at 2013-09-06 07:00:36

ear only.

Predelivery Service Fee: \$899.99

Arbs contacted c and provided inspection date and time. C confirmed the inspec

Electronic Fee: \$19.95

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 754

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 755

CAR ID: CA3841924

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: NP
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: S	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 10/28/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 756

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 757

CAR ID: CA3841924

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5001	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 758

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 759

REQUESTED BY: lattad

CAR ID: CA3841924

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5001

STATE: FL

DEALER NAME: WESLEY CHAPEL NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 760

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 761

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4014614
STREET: [REDACTED] **VIN:** 3N1AB7APXDL [REDACTED]
CITY: PLACENTIA **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000000
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 1,809 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5162 STADIUM NISSAN
DLR PH: 714 633 8430 **DENY:** 0 **RESP DLR:** 5162 STADIUM NISSAN
REGION: 44 **DIST: SL/SV/PT:** 06 06 36

LETTER RECEIVED: 08/30/13 **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:** 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:** 08/30/13 **XFER/RSPNSBLTY:** 44 06 N
CONTACT (S): **FOLLOWUP DATE:** 09/20/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/18/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 108500 PANEL (DOOR/TAILGATE)
AB BODY YX POOR OR IMPROPER OPERATION
AU INTERIOR (NON-ELECTRIC) 254500 TIRE (TIRE/VALVE/TUBE)
BO TIRE/WHEEL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 762

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 763

REQUESTED BY: lattad

CAR ID: CA4014614

C. A. R. COMMENTS

Created by ZRC999N at 2013-08-30 10:46:33

Created by ZRC999N at 2013-08-30 10:50:53

DRTS KP attached RHR.

Created by ZRC999N at 2013-09-13 07:29:54

NIS1326409. DRTS recb

hicle repaired. CCF states: Floor carpet was vandalized from Buana Park Nissan

NIS1326409. DRTS recb

not sent in a Signed CCF. Recb

, repair attempts 3. Driver door frame pane windshield need repair, repair att

Created by ZDC777N at 2013-09-18 09:58:36

empts 4. All tires were exchanged without my consent, repair attempts 1.

ARBS closing the case as no further action is needed.

Created by 12345678 at 2013-08-30 11:14:55

DRTS KP called dealer 5162 to request R.O. documents. SA Melissa will fax.

Created by 12345678 at 2013-09-03 10:18:09

DRTS KP called dealer 5162 to request R.O. documents. SA Melissa states she wi
ll fax again.

Created by 12345678 at 2013-09-03 11:48:13

DRTS KP received and attached R.O.s from dealer 5162.

Created by ZDC777N at 2013-09-05 08:46:52

ARBS-DC notes the dealer service records:

RO 376934 Opened 4-9-13 Closed 4-9-13 (1 Day) Miles 7622

Concern: customer states when applying brakes feels too soft

Action Taken: NEC to bleed brake system and remove any air bubbles

RO 380100 Opened 5-30-13 Closed 5-30-13 (1 Day) Miles 11433

Concern: customer states driverb

ding

Action Taken: adjust carpet and resecure driverb

orrect

ARBS notes 2 days out of service, 1 repair attempt for brake concern, and 1 re

pair attempt for rear carpet concern.

Created by ZDC777N at 2013-09-05 09:12:25

ARBS notes corrected dealer service record information:

ARBS-DC notes the dealer service records:

RO 376934 Opened 4-9-13 Closed 4-9-13 (1 Day) Miles 7622

Concern: customer states when applying brakes feels too soft

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 764

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 765

REQUESTED BY: lattad

CAR ID: CA4014614

Action Taken: NEC to bleed brake system and remove any air bubbles

RO 380100 Opened 5-30-13 Closed 5-30-13 (1 Day) Miles 11433

Concern: customer states driverb

ding

Action Taken: adjust carpet and resecure driverb

orrect

RO 382245 Opened 7-3-13 Closed 7-25-13 (22 Days) Miles 13,000 (parts ordered a

nd RO left open vehicle only down for one day)

Concern: customer states driverb

Action Taken: SOP

Concern: customer states carpet cut too short

Action Taken: SOP

RO 383947 Opened 7-31-13 Closed 7-31-13 (1 Day) Miles 14887

Concern: customer states a pillar trim coming off driverb

Action Taken: replace driverb

Concern: customer states carpet cut too short and keeps pulling out of door

Action Taken: replaced carpet

RO 384395 Opened 8-7-13 Closed 8-7-13 (1 Day) Miles 15,350

Concern: customer states lights for shifter assembly not working

Action Taken: replaced bulb

ARBS notes 5 days out of service, 1 repair attempt for brake concern, 3 repair

attempts for rear carpet concern, and 1 repair attempts for the shifter assem

bly light.

Created by ZDC777N at 2013-09-05 09:18:39

ARBS sent the BBB MRF response to the BBB auto line and BBB rep Daniel Hernand

ez. Nissan North America is not in a position to repurchase or replace the ve

hicle.

Created by 12345678 at 2013-09-05 09:27:29

DRTS KP called Buena Park Nissan, 5093, and spoke with SA Nitin to ask if they

have any R.O.s for this vehicle. SA states they have not seen the vehicle.

Created by 12345678 at 2013-09-05 09:45:43

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 766

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 767

REQUESTED BY: lattad

CAR ID: CA4014614

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
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 09/18/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 768

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 769

CAR ID: CA4014614

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5162	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 770

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 771

REQUESTED BY: lattad

CAR ID: CA4014614

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5162

STATE: CA

DEALER NAME: STADIUM NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 772

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 773

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4015528
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: SYRACUSE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000000
ST/ZIP: NY [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** **SVC DLR:** 5099 BILL RAPP PONTIAC, INC.
DLR PH: 315 437 2501 **DENY:** **RESP DLR:** 5099 BILL RAPP PONTIAC, INC.
REGION: 26 **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:** 16
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 08/30/13 **XFER/RSPNSBLTY:** 26 07 N
CONTACT (S): **FOLLOWUP DATE:** 08/30/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 08/30/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 774

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 775

REQUESTED BY: lattad

CAR ID: CA4015528

C. A. R. COMMENTS

Created by ZME538N at 2013-08-30 12:38:37

Created by ZME538N at 2013-08-30 12:41:27

Service Dept. Review

RCAS opening case for dlrshp regarding a 'soft brake concern'

RCAS Dlrshp states customer has a complaint of the brake pedal going soft at idle or at stop, customer stated car has actually moved with pedal pressed down. Dlrshp did duplicate the brake pedal fade, but never duplicated car moving with pedal applied. Dlrshp inspected for brake leaks none found, tech line explained that its a normal condition of the car esp when using a/c system due to small engine displacement and increased vacuum load. Techline said dlrshp should open a CA due to possible legal action.

Created by ZME538N at 2013-08-30 12:49:41

RCAS called dlrshp to speak with SM who is already out of the office. Verified with SA-Larry the veh was NOT in an accident and the veh has been picked up.

Thanked for assistance. Call ended mutually.

RCAS closing case as IIR is not needed.

RCAS sending dlrshp case number.

Case Summary:

Opened infield case as veh did have a problem with the brake fading. When brake pedal is pressed it will fade down more. C stated to dlrshp that the veh did move forward. Veh has been to the dlrshp and picked up. Closing case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 776

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 777

REQUESTED BY: lattad

CAR ID: CA4015528

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: 08/30/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 778

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 779

CAR ID: CA4015528

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5099	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 780

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 781

REQUESTED BY: lattad

CAR ID: CA4015528

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5099

STATE: NY

DEALER NAME: BILL RAPP PONTIAC, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 782

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 783

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4017985
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: BALDWINVILLE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 017788
ST/ZIP: NY [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: 0 **PAID:** **RTL DLR:** NI NI
EVE PH: 315 **SUSP:** **SVC DLR:** 5099 BILL RAPP PONTIAC, INC.
DLR PH: 315 437 2501 **DENY:** **RESP DLR:** 5099 BILL RAPP PONTIAC, INC.
REGION: 26 **DIST: SL/SV/PT:** 07 07 37

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 08/30/13
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:** 017788 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: BILL RAPP NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 08/30/13 **XFER/RSPNSBLTY:** 26 07 N
CONTACT (S): **FOLLOWUP DATE:** 09/13/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/13/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 784

REQUESTED BY: lattad

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 785

CAR ID: CA4017985

C. A. R. COMMENTS

Created by null at 2013-08-30 17:46:45
Created by ZIT999N at 2013-09-01 10:11:34
Service Dept. Review
CRR-IT received an email response from c
firstname : Richard
Service Dept. Review

lastname : [REDACTED]
Service Dept. Review
email : richneen_[REDACTED]
From: richneen_2_[REDACTED])
homephone : [REDACTED]
Sent: Sun Sep 01 13:03:56 GMT 2013
address1 : 16 pine st
To: nnaconsumeraffairs@nissan-usa.com
address2 :
Subject: Re: Your inquiry to Nissan ζ ref:_00DA09j8L._500F0GrOG0:ref ζ
city : baldwinsville
the model is Sentra SV 2013
twitter :
Vin #3N1AB7AP8DL [REDACTED]
state : NY
The mileage is 17788
Bill Rapp Nissan , 3446 Burnett Ave, Syracuse, NY 13206
zip : 13027
Created by ZIT999N at 2013-09-01 10:15:11
owner : false
*****E-mail case logged*****
make : Nissan
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com
source : NissanContactUs
Method of contact: E-mail
vin :
CRR-IT checked for open recalls/campaigns/upgrades found: none
dealerstate : NY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 786

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 787

REQUESTED BY: lattad

CAR ID: CA4017985

dealersname : Bill Rapp

comments : I drive a 2013 Sentra for work. The brake pedal fades intermittent

E-mail sent to: [REDACTED]

ly, usually in stop & go traffic. The dealer said this is normal, I find it v

Method of contact: E-mail

ery hard to believe it is normal. They said one off the showroom floor does t

Summary:

CRR-IT informed c that c's case will be forwarded to RCAS and RCAS will contac

he same thing. We have eight in our company fleet only this one is a 2013, an

d may be the last one in the fleet. Please give me an acceptable answer.

t c before the end of the next business day

Created by ZIT999N at 2013-08-31 15:34:58

CRR-IT leaving case open

Created by ZIT999N at 2013-09-01 10:15:19

firstname : Richard

case moved

lastname : Pfeiffer

Created by ZME538N at 2013-09-03 15:26:31

email : [REDACTED]

homephone : [REDACTED]

RCAS calling C on [REDACTED] @ 5:23 pm left msg with C's wife. that RCAS cal

address1 : 16 pine st

led leaving ext 457392. Call ended mutually. Making follow up 9/4

address2 :

Created by ZME538N at 2013-09-04 11:36:36

city : baldwinsville

RCAS received vmx from C to call back.

RCAS calling C on [REDACTED] @ 1:34 pm est. Spoke with C's wife and C is at

twitter :

state : NY

work. Adv to have C call RCAS and leave msg when is the best time to call. C'

s wife agreed. making follow up for 9/9. Call ended mutually

zip : 13027

Created by ZME538N at 2013-09-04 12:19:53

owner : false

make : Nissan

RCAS received call from C, and verified concern. C states this did not happen

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 788

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 789

REQUESTED BY: lattad

CAR ID: CA4017985

source : NissanContactUs

until TSB was preformed, and has been duplicated by SA. C states spoke with S A-Larry, and SM-John. C is about to stop driving the veh, which is a company vin :

dealerstate : NY

veh. (related case # 12015528) Please call c on [REDACTED] C's cell and onl

dealersname : Bill Rapp

y way to contact C. Adv C would be in contact by 9/9 after research was comple

comments : I drive a 2013 Sentra for work. The brake pedal fades intermittent ted. C agreed. Call ended mutually.

ly, usually in stop & go traffic. The dealer said this is normal, I find it v

RCAS called dlrshp to verify on goings with other case that belongs to the pla ce of employment. Techline was contacted concern was duplicated, both on Veh ery hard to believe it is normal. They said one off the showroom floor does t and new veh. veh is functioning correctly at this time. Thanked for assistan he same thing. We have eight in our company fleet only this one is a 2013, an ce.

d may be the last one in the fleet. Please give me an acceptable answer.

Created by ZIT999N at 2013-08-31 15:35:51

Created by ZME538N at 2013-09-10 06:59:11

CRR-IT contacted c on c's homephone # [REDACTED] and left vmx

RCAS calling C on [REDACTED] @ 8:56 am est. leaving vmx for C to call ext 4 57392, case #, and follow up 9/13

CRR-IT leaving case open

Created by ZIT999N at 2013-08-31 15:37:39

Created by ZME538N at 2013-09-13 10:06:03

*****E-mail case logged*****

RCAS Calling C on [REDACTED] @ 11:58 am est. Spoke with C. who stated when

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

the weather was hot/warm the brake pedal would get spongy or go to the floor.

Method of contact: E-mail

when the weather began to get cooler the brake pedal went back to normal. The

CRR-It checked for open recalls/campaigns/upgrades found: none

veh is alright now. Adv C will close the case and if concern does happen aga

in to please call back. Thanked for assistance call ended mutually closing ca

E-mail sent to: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 790

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 791

REQUESTED BY: lattad

CAR ID: CA4017985

se.

Method of contact: E-mail

Case Summary:

Summary:

C brake pedal goes to the floor or fades when the weather is hot. When the we

CRR-IT asked for more information

ather is cooler the brakes are fine. Dlrshp contacted Techline veh functioni

CRR-IT leaving case open

Created by ZIT999N at 2013-08-31 15:37:47

ng normally. Closing case.

case pending

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 792

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 793

CAR ID: CA4017985

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 09/13/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 794

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 795

CAR ID: CA4017985

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

MAKE: N

IN SCV DATE:

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5099	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 796

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 797

REQUESTED BY: lattad

CAR ID: CA4017985

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5099

STATE: NY

DEALER NAME: BILL RAPP PONTIAC, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 798

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 799

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4035162
STREET: [REDACTED] **VIN:** 3N1AB7AP4DL [REDACTED]
CITY: LEVITTOWN **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 009000
ST/ZIP: PA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 512 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3109 PREMIUM NISSAN, LTD.
DLR PH: 914 576 7600 **DENY:** 0 **RESP DLR:** 3109 PREMIUM NISSAN, LTD.
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:** 009000 **# 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:** 09/03/13 **XFER/RSPNSBLTY:** 26 01 N
CONTACT (S): **FOLLOWUP DATE:** 09/20/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/19/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 800

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 801

REQUESTED BY: lattad

CAR ID: CA4035162

C. A. R. COMMENTS

Created by null at 2013-09-04 12:02:08

Created by null at 2013-09-19 12:00:01

Created by ZJE777N at 2013-09-03 09:42:27

Dates: 03/29/13-03/29/13 Mileage: 30 RO#: 228605 Days:1

1. New York State inspection

RCAS contacted dlr 9145767600 at 1:47pm EDT. Spoke to SM-Jag stated c needs a RCAS received VM from c at 7:50am EDT. Returned call [REDACTED] at 1:56pm ED

2. Performed battery and electrical system check using ESP-800 midtronics hand

T. Spoke to c, advised c that NNA unable to offer a repurchase at this time.

wheel cylinder and that part is on backorder. Spoke to Roy in parts and provid

C stated vehicle still in the he shop at this time. Advised c can resubmit the

ed order number 20446794 and part number 441003sg0a.

held tester and attach printout on RO

3. Clean and detail

RCAS checked NMPS still stating that order status is VOR

repurchase once c gets vehicle back from dealer. Advised c no guarantee that

DLR ACTIONS:

if RCAS resubmits the RHR that the outcome will be different. Closed case pend

RCAS contacted dlr 9145767600 at 1:57pm EDT. Spoke to PM-Gary advised to updat

1. Completed New York State inspection

e the order status to CSC

ing customer call back.

2. Completed vattery and electrical system check

RCAS contacted c [REDACTED] at 1:59pm EDT. Spoke to male stated c no longer wo

3. Completed clean and detail

rks there. Removing number from case

Dates: 04/01/13-04/02/13 Mileage: 33 RO#: 228700 Days:2

RCAS contacted c [REDACTED] at 2:01pm EDT.Left message provided name,numbe

1. Left front tire has a bulge

r,extension, and case number. Set follow up for 9/6/2013

Created by null at 2013-09-04 12:50:37

DLR ACTIONS:

1. Tire inspection and mount and balance.

crr-ro received a call from c following up on the case,

crr-roverified and updated c's info

Dates: 06/28/13-07/03/13 Mileage: 6,905 RO#: 231917 Days:6

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 802

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 803

REQUESTED BY: lattad

CAR ID: CA4035162

1. Customer states brake pedal going to the floor. Has to pump brake. It falls
c wants to talk to RCAS
c requested to be transferred to RCAS ext # and crr-ro advised c to leave a m
when at stop

2. MPI

essage if c is routed to vmx

3. Customer states airbag light off is always on

crr-ro advised c that RCAS will be contacting c again on 9/06/2013. c understo

4. Customer states tire pressure light on board

od

5. Lube oil and filter change

crr-ro offered further assistance;c declined

crr-ro provided case# name and EXT#

DLR ACTIONS:

1.PG14AA replace master cylinder assembly

crr-ro exiting case.

2. Completed MPI

Created by null at 2013-09-04 15:00:58

3. NPF cannot duplicate customer complaint

RCAS received VM form c at 1:37pm EDT. Returned call [REDACTED] at 4:58pm ED

4. OO done as part of service

T. Spoke to c, advised that RCAS contacted dlr and advised RCAS contacted dlr

5. Completed oil change.

to upgrade order status. C stated wants Nissan to repurchase the vehicle.C sta

Dates: 07/08/13-07/12/13 Mileage: 7,079 RO#: 232243 Days:5

ted the dlr has had the vehicle for over 30 days. Set follow up for 9/9/2013

1. Customer states scraping noise from rear brakes

Created by null at 2013-09-05 07:54:31

2. Customer states brake pedal falls when stopped at light

RCAS contacted dlr 9145767600 at 9:54sam EDT. Left mesage for SM-Jag

3. Customer states airbag light on board when someone is sitting in the the ri

Created by null at 2013-09-06 06:56:18

ght front seat

RCAS contacted dlr 9145767600 at 8:26 am EDT. Spoke to SM-Jag requested all R

4. Customer states tire pressure light on board

O's for this Vin number faxed to fax number 615-967-3680.

Created by null at 2013-09-09 12:04:53

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 804

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 805

REQUESTED BY: lattad

CAR ID: CA4035162

DLR ACTIONS:

1. Clean and adjust rear brakes. Road test and verify noise from rear brakes.

RCAS received faxed copy of RO's form dealer. Submitting RHR.

RCAS contacted c [REDACTED] at 2:00pm EDT. Dialed the number three times recei

Rear brakes out of adjustment perform clean and adjust rear brakes. Road test.

Noise gone.

ved message stating call could not be completed as dialed each time. Removing

2. Npf cannot duplicate customer complaint

number from case

3. NPF cannot duplicate customer complaint

RCAS contacted c [REDACTED] at 2:02pm EDT. Left message advising RHR request

4. OO done as part of service

was submitted today and will follow up 9/16/2013.

Dates: 07/16/13-07/18/13 Mileage:7,493 RO#: 232553 Days:2

Provided name,number,extension, and case number. Set follow up for 9/16/2013

1. Customer states noise when applying brakes from the rear

Created by ZDR123N at 2013-09-09 13:44:35

2. MPI

***DRTS notes the Ro's were not attached to the case. DRTS is setting a task f

DLR ACTIONS:

or RCAS Becky Sheehan to attach the Ro's to the case and resubmit the RHR for

1. Rear cylinders noisy. Internal failure. Road test to verify concern. Inspec

review.

Created by ZRT176N at 2013-09-10 08:56:26

t and located both rear wheel cylinders internally malfunctioning and noisy up

DRTS received the RHR. The RHR was assigned to ARBS-Anna Naraeva for review.

on application. Remove and replace both rear wheel cylinders. Road test noise

Created by null at 2013-09-16 09:11:55

gone

2. Completed MPI

RCAS contacted c [REDACTED] at 11:09am EDT. Dialed the number three times rece

Created by ZAN790N at 2013-09-18 14:19:50

ived message stating call cannot be completed as dialed each time. Removing nu

mber from case

Veh out of service for 16 days, 2 repair attempts for brakes noise, 2 repair

attempts for air bag light.

RCAS contacted c [REDACTED] at 11:11am EDT. Left message provided name,numb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 806

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 807

REQUESTED BY: lattad

CAR ID: CA4035162

ARBS reviewed repair history. NNA is not in a position to offer a repurchase or extension, and case number. Set follow up for 9/18/2013

Created by null at 2013-09-16 10:25:09

of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair

RCAS received VM from c at 10:01am EDT. Returned call [REDACTED] at 12:24pm

EDT. Left message provided name, number, extension, and case number.

of this vehicle.

Created by null at 2013-09-16 14:44:31

NNA will continue to honor the terms and conditions of all applicable warranties.

es.

RCAS received VM from c at 11:15am EDT. Returned call [REDACTED] at 4:43pm EDT

Created by null at 2013-09-19 06:13:30

DT. Spoke to c, advised still working on the RHR. Set follow up for 9/19/2013

Created by ZAN790N at 2013-09-18 14:18:01

RCAS contacted c [REDACTED] at 8:12am EDT. Left message provided name, number, extension, and case number.

ARBS reviewed RHR with following repairs that were complete at the time:

extension, and case number. Set follow up for 9/20/2013

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 808

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 809

CAR ID: CA4035162

IIR-DATE:

3RD PRY: NI

BYBACK ST:

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

TRANS DATE: 00/00/00

PART#:

OPENED BY:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 09/19/13

OLM:

OWNER FIRST: [REDACTED]

CHECK REQUESTED: Y

CHECK ISSUED: Y

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 810

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 811

CAR ID: CA4035162

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3109	Pennsylvania					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 812

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 813

REQUESTED BY: lattad

CAR ID: CA4035162

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3109

STATE: NY

DEALER NAME: PREMIUM NISSAN, LTD.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 814

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 815

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4049169
STREET: [REDACTED]	VIN: 3N1AB7AP0DL [REDACTED]	
CITY: LAS VEGAS	YR/MDL: 2013.0 SEN	MILEAGE: 000000
ST/ZIP: NV [REDACTED] VCAN:	IN SVC DATE:	
DAY PH: [REDACTED] PAID:	RTL DLR: NI NI	
EVE PH: [REDACTED] SUSP:	SVC DLR: 5179 HENDERSON NISSAN	
DLR PH: 702 558 5800 DENY:	RESP DLR: 5179 HENDERSON NISSAN	
	REGION: 44	DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED: 09/04/13	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: 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: 09/05/13	XFER/RSPNSBLTY: 44 07 N
CONTACT (S):	FOLLOWUP DATE: 10/15/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 10/17/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 816

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 817

REQUESTED BY: lattad

CAR ID: CA4049169

C. A. R. COMMENTS

Created by ZBP179N at 2013-09-05 06:24:34

Created by ZBP179N at 2013-09-05 06:37:16

of attorney fees. Please review this offer with your client and advise me of h
DRTS rec'd an attorney letter from the Law Offices of Ilona Altman on 09/04/13
is response within 30 days.

, dated 08/30/13 via US Mail. Letter states their office represents C pursuant

Thank you for allowing Nissan to review this matter.

Created by VCA449N at 2013-09-16 06:49:43

to Nevada Lemon Law and Magnuson-Moss Warranty Act. Attorney states C has exp
ARBS-CA sent offer via FedEx 796690985346

experienced numerous problems with C's vehicle. Attorney states C requests that N

Created by VCA449N at 2013-09-20 08:37:26

NA comply with the above statutes and pay all attorney fees and costs. Signed

ARBS-CA notes letter received on 9/17

Ilona Altman.

ARBS-CA waiting on reply from ATTY

Previous cases:

11223886

Created by VCA449N at 2013-09-20 08:37:43

10758319

Reference: 11131

10758309

Ship (P/U) date: Sep 16, 2013

Delivery date: Sep 17, 2013 9:38 AM

*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CA
LL PLEASE REFER C TO THEIR ATTORNEY.*****

Sign for by: C.FRAKES

Created by ZBP179N at 2013-09-05 09:22:13

Delivery location: LAS VEGAS, NV

Delivered to: Receptionist/Front Desk

DRTS called Dir # 5179 and requested any new RO's since RO # 392048. SA-Chris
agreed to fax RO's. Provided name and fax #.

Service type: FedEx Priority Overnight

DRTS called Dir # 3452 and requested any and all RO's. SM-Mark agreed to email

Packaging type: FedEx Envelope

Number of pieces: 1

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 818

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 819

REQUESTED BY: lattad

CAR ID: CA4049169

RO's. Provided name and email address.

Created by ZBP179N at 2013-09-05 09:24:10

Weight: 0.50 lb.

DRTS rec'd RO's from Dlr # 5179 and attached to case.

Special handling/Services: Deliver Weekday

Created by ZBP179N at 2013-09-05 09:38:24

Tracking number: 796690985346

Created by VCA449N at 2013-09-23 10:39:04

DRTS rec'd RO's from Dlr # 3452 and attached to case.

ARBS-CA notes waiting on reply from ATTY

Created by ZBP179N at 2013-09-10 10:06:32

Created by VCA449N at 2013-09-26 14:53:45

DRTS completed RHR and attached to case.

ARBS-CA sent email to ATTY to check status of case

Created by VCA449N at 2013-09-16 06:37:37

ARBS-CA received RHR

Created by VCA449N at 2013-09-30 09:24:18

03/01/13 1837 miles

ARBS-CA notes waiting on reply from ATTY

Created by VCA449N at 2013-10-08 12:45:40

--C states brake pedal goes to the floor

ARBS-CA contacted ATTY, verified waiting on reply from ATTY

----Dlr bleed system

7 days down

Created by VCA449N at 2013-10-17 10:20:33

03/14/13 2262 miles

aRBS-CA notes not reply from ATTY

ARBS-CA closed case

--C states brake pedal goes to the floor

----Dlr replaced brake master cylinder

28 days down

05/10/13 3158 miles

--C states clunk noise coming from the trans / brake pedal goes to the floor / vehicle vibrates and stalls / vehicle pulls to the right

----Dlr reprogrammed TCM / Bled air out of brake system / adjusted idle up / p reformed 4 wheel alignment

8 days down

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 820

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 821

REQUESTED BY: lattad

CAR ID: CA4049169

05/30/13 3996 miles

--C states feels steering wheel shakes

----Dlr balanced both tires

1 day down

07/17/13 7104 miles

--C states brakes feel like they will not grab

----Dlr could not duplicate concern

2 days down

Created by VCA449N at 2013-09-16 06:40:25

ARBS-CA notes vehicle in 4 times for brake concern, pedal going to the floor,

last repair dealer could not duplicate concern

4 repair attempts, 46 days down

Created by VCA449N at 2013-09-16 06:48:31

ARBS-CA sent letter to ATTY stating NNA could offer \$3,000 cash to settle

Dear Mr. Altman:

This office is in receipt of your letter dated August 30, 2013 in regards to the above-referenced Nissan customer and his Nissan vehicle. I have taken the time to review the complaint.

Based on the information available, Nissan is willing to offer a cash settlement in the amount of \$3,000.00 to resolve this matter. This offer is inclusive

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 822

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 823

REQUESTED BY: lattad

CAR ID: CA4049169

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: 10/17/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: ELISEO

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 824

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 825

CAR ID: CA4049169

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5179	Nevada					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 826

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 827

REQUESTED BY: lattad

CAR ID: CA4049169

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5179

STATE: NV

DEALER NAME: HENDERSON NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 828

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 829

NAME: [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA4080983
STREET: [REDACTED] **VIN:** 3N1AB7AP0DL [REDACTED]
CITY: MILLVILLE **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 001800
ST/ZIP: NJ [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 6,516 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2790 TEAM NISSAN, INC.
DLR PH: 856 696 2277 **DENY:** 0 **RESP DLR:** 2790 TEAM NISSAN, INC.
REGION: 26 **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:** 001800 **# 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:** 09/10/13 **XFER/RSPNSBLTY:** 26 04 N
CONTACT (S): **FOLLOWUP DATE:** 10/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/22/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 830

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 831

REQUESTED BY: lattad

CAR ID: CA4080983

C. A. R. COMMENTS

but brake pedal going to the floor and veh moving is not characteristic and th

Created by ZCR177N at 2013-09-10 12:26:08

Created by ZGM346N at 2013-09-12 16:41:59

crr-js gave name and ext

Rcas called c at 2:36 pm est at [REDACTED] & spoke to C to advise the part a

rcas thanked C

Service Dept. Review

the concern is not duplicated. c understood and asked for some time to get thi

Created by ZGM346N at 2013-09-23 07:18:01

crr-js exiting case

e brake master cylinder - may need replaced

Rcas called C at 6:38 pm est at [REDACTED] & left vmx asking C to call Rcas

rrived today at dealers.

s completed. c would like a call back on 10/9/13

Service Dept. Review

at 8003436913 ext 458139

Created by ZAC180N at 2013-10-01 08:36:58

Created by ZSB177N at 2013-10-08 13:56:45

c was not called by dealer yet.

Rcas setting follow up to call C on 9/25/13 if the C has not called in yet

rcas will have C return for further diagnosis/repairs & submit TECHLINE templa

Service Dept. Review

Created by ZGM346N at 2013-09-23 07:40:03

crr-ac received a call from c following-up on the case. crr-ac verified that t

crr-sb received a call from a guy at the dlrdhp stating that c brought back th

rcas advised c to make appt & then let rcas know so that rcas may Contact Tech

rcas called C at 6:40 pm est at [REDACTED] & left same vmx as on day #

Service Dept. Review

te to assist with repairs.

call c again on 9/13/13

e veh; dlr said that they cant duplicate the prob; dlr,c and crr-sb was on a c

here are no changes on contact information. crr-ac informed c on the follow up

rcas rcvd call from C stating C called the dealer & told dealer rcas advised C

Rcas thanked Jackson for assisting

Service Dept. Review

Support to assist

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 832

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 833

REQUESTED BY: lattad

CAR ID: CA4080983

Created by ZGM346N at 2013-09-13 08:14:35

Created by ZGM346N at 2013-09-16 09:37:05

c understood & thanked rcas

date 10/1/13

conference call; crr-sb reiterate the notes of rcas

Service Dept. Review

to call for brake concern & to leave the veh a day or two.

crr-ac advised c that crr-ac will try to reach rcas first, crr-ac advised c th

crr-sb verified there are no changes on c's contact info

follow up to call c if c has not called by 10/15/13

rcas called c at 11:33 am est at [REDACTED] & left vmx asking for call back

Rcas called dealer at 9:53 am est at [REDACTED] & spoke to SM-Rob Lewis tha

(this is not what rcas said to C, rcas advised C the veh MAY need to be at dea

at 8003436913 ext 458139

at crr-ac will transfer c directly if rcas is reached, c understood. B crr-ac

Created by ZGM346N at 2013-10-15 14:16:01

crr-sb dlr request to transfer the call to rcas for c

lers for a day or two, depending on findings)

t states nothing is wrong with this veh.

alled RCASb

C states appt is on Monday 9/30/13 @9:30

Even the owner of dealer drove with C

rcas called c at 11:34 am est at [REDACTED] & left same vmx as on day#

Rcas called c at 4:13 pm est at [REDACTED] & spoke to C to ask when C's appt

crr-sb advised c that crr-sb will try to reach rcas first, crr-sb advised c tha

C complained in 7/17 of creaking noise when coming to stop

is.

Monday the 30th - Francis is the SA C spoke to & dealer will have rental avai

ransfer c and then crr-ac will just send internal msg for c for rcas to call c

rcas called c at 11:35 am est at [REDACTED] & got no answer

t crr-sb will transfer c directly if rcas is reached, c understood. crr-sb als

401 miles

back. C understood.

follow up to call c again tomorrow 9/17/13

lable.

o advised c that crr-sb will still transfer c if vmx is reached, and then will

Wednesday C will have veh repaired.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 834

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 835

REQUESTED BY: lattad

CAR ID: CA4080983

bulletin replaced rear wheel cylinders

Created by ZGM346N at 2013-09-16 11:31:50

c stated that c wants to speak to a supervisor.

rcas advised C to hold onto rental receipts for reimbursement - C states C doe

rcas asked - tomorrow? 10/16/13

send internal msg for c for rcas to call c back. c understood.

crr-ac advised c that crr will just send an internal message to rcas superviso

crr-sb offered further assistance, c declined. crr-sb gave name & extension. c

C states yes.

parts were on national b/o for repairs

rcas rcvd vmx from C returning rcas call.

s not think the dealer will charge the C.

call C back at [REDACTED]

C was taken out of veh & put in rental on 8/7/13

r adn will just expect a call from rcas within the day. c understood.

Rcas will call C day after diagnosis with update on 10/1/13

rcas will call C on Thursday 10/17/13 for update

rr-sb exiting case.

Created by ZGM346N at 2013-09-16 11:39:34

crr-ac offered further assistance, c declined. crr-ac gave name & extension. c

c thanked rcas

C understood

(internal msg was sent to responsible agent)

veh was repaired & released back to the C 8/20/13

Call C with diag. update on 10/1/13

C complaint of brake pedal to the floor, dealer never duplicated this.

Created by ZGM346N at 2013-10-15 14:22:12

Created by ZSB177N at 2013-10-08 13:57:20

rcas called c at 1:34 pm est at [REDACTED] & was advised by C's son to call

rr-ac exiting case.

adding noted below:

C drove a similar vehicle and

C on cell [REDACTED]

Created by ZKD176N at 2013-09-26 06:57:47

(internal msg was sent to responsible agent)

Rcas called TECHLINE at 4:17 pm est & spoke to Mike to explain C's brake conce

9/9/10 C came in stating the brake pedal will not 'hold' the C needs to push t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 836

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 837

REQUESTED BY: lattad

CAR ID: CA4080983

Created by ZRG345N at 2013-10-01 15:19:59

crr-sb informed c and the dlr about on the follow-up date.

rcas asked son to tell C that rcas called.

rn & dealer stating dealer will order parts & repair.

SRD-KD in review of case for days to close no further assistance required from

Created by ZRG345N at 2013-10-08 14:18:02

he brake pedal but it has to go to the floor

rcas asked to send template for techline assistance, Mike agreed & advised rca

Rcas assisting Rcas Glenda McDonald

son agreed

SRD at this time.

brakes have a pressure release valve and if C wants to push the brake hard, it

Created by ZAG179N at 2013-09-30 13:43:01

rcas called C at 1:35 pm est at [REDACTED] & left vmx advising C that in ord

rcas called dlrshp and spoke to SM-Rob who advised the c has had the SA, Tech,

Rcas received a vmx from Sm advising the sm had the c in the dlrsp and c advis

s to send template

crr ag received call from c asking to speak with rcas GM

ed rcas advised c to take the veh back into the dlrshp and sm did not advise r

er to avoid the 'phone tag' Rcas is asking C to make another appt for further

rcas thanked Mike

SM and the Owner ride in the veh and there has been nothing found wrong with

will go to the floor.

cas of this and that rcas is causing the c to have to go back and forth when i

Created by ZGM346N at 2013-10-15 14:27:16

crr ag informed c that rcas GM is currently out of the office today

diagnosis.

SM states so this can be done, all Nissan's are like this.

the brakes. SM advised if c can come in and drive with the SM and duplicate th

crr ag c asked to speak with someone who can assist c

e concern SM will put the c in a loaner veh but so far nothing has been found

rcas sent email at 4:26 pm est to Techline requesting assistance with c's repa

Rcas will contact TECH SUPPORT that will work with dealer on the diagnosis.

t is unnecessary, sm requested a call back from rcas.

Tried to explain this to the C and C's 6'4 (large) son

crr ag c stated that c wanted to bring veh to the dlr today but the dlr inform

ir on 10/16/13

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 838

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 839

REQUESTED BY: lattad

CAR ID: CA4080983

Rcas asked C to not make appt for Sat. as TECH SUPPORT does not work Sats. rcas called dlrshp and requested the SM who is was not available, rcas request SM did note in system that brakes were checked again.

wrong with the brakes. C is complaining of a normal characteristic of the brak

Created by ZGM346N at 2013-10-16 06:02:15

ed a msg be left for SM to call rcas back as SM clearly advised rcas to have t

ed c that c cannot bring veh in until dlr hears from rcas regarding the loaner

es. c has rode in like veh's and still complains. Sm feels the c won't go away

rcas advised if no loaner veh, rcas will reimburse C for rental up to

When son was trying to duplicate this to the dealer the son was literally

\$35 day for non Nissan

and is recommending DTS. Sm has already replaced parts on the brakes and the

he veh brought back into the dlrshp.

pressing the brake to the floor, forcing the pedal down.

rcas rcvd email from TECH-Michael Farrell advising that tech will follow up wi

/rental veh c is requesting for

\$45 Nissan veh

C asked dealer to take the veh back & C wants replacement vehicle, Dealer trie

concern is normal. Sm advised rcas to put in case the family is overweight an

Created by ZGM346N at 2013-10-08 15:02:53

crr ag transferred call to SRD KD

th dealer & offer assistance

\$150.00 total no gas, no insurance.

Created by ZGM346N at 2013-10-17 09:09:18

crr ag transfer completed

d is complaining of the brake going all the way to the floor, sm advised the b

d to get C into another veh but the cost was too much for the C.

rcas rcvd task to call C

Created by ZGM346N at 2013-10-08 15:21:08

crr ag exiting case

Please call rcas when appt is made at 8003436913 ext 458139

rakes are designed to do this. Rcas thanked sm\

rcas rcvd email from TECH-MF stating

Scott is the owners son & exec manager

Created by ZGM346N at 2013-09-17 06:00:13

Created by ZKD176N at 2013-09-30 13:45:16

Rcas called c at 5:03 pm est at [REDACTED] & spoke to C to apologize that C

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 840

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 841

REQUESTED BY: lattad

CAR ID: CA4080983

rcas called con [REDACTED] and left vmx advising rcas will conta

Rcas thanked SM for info and asked for Faxed docs

The dealer replaced the master cylinder and returned the vehicle to the custom

Created by ZUO176N at 2013-09-13 14:17:01

ct c again on 10/2/13. leaving contact info for rcas.

er before we were able to reach them this morning. I provided my direct line

has been inconvenienced again by going back to dealers

Rcas rcvd vmx from C returning rcas call

SRD-KD received call from CRR stating C was to take veh to dlrshp and dlrshp a

call back at [REDACTED]

Created by ZJS175N at 2013-10-01 15:45:24

crr-hd received a call from c

dvised C not to bring veh to dlrshp until dlrshp speaks with RCAS-Glenda McDon

in the event there are any additional concerns with this vehicle.

rcas explained that rcas was out ill & rcas-rg was assisting & the SM did not

ald. SRD advised CRR RCAS-Gm was OOO and to transfer call SRD.

Created by ZGM346N at 2013-09-17 15:20:55

Created by ZGM346N at 2013-10-17 09:11:36

c wanted to know the status of the case

get the correct information from rcas-gm regarding tech support info before rc

received a call from c stating that c would like to be transferred to ext 4581

33.

as-gm was ill.

crr-hd asked if any of the contact information has changed, c said no

Rcas called c at 11:09 am est at [REDACTED] & left vmx asking C to call rcas

rcas called c at 5:18 pm est at [REDACTED] & left vmx asking for call back

SRD spoke with C. C stated C had appt for today for brake concern and dlrshp c

alled C and advised C not to come to dlrshp until dlrshp hears from C. C state

crr-hd advised c that crr-hd will transfer c and if reached VM crr-hd will sen

crr-js verified for update with c's information

C states C drove another same veh & the brakes feel better - C states C is sti

rcas called at 5:20 pm est at [REDACTED] & left same vmx as on day#

re:repair update to 8003436913 ext 458139

call c again on 10/22/13

call C again tomorrow 9/18/13

crr-js called ext and reach VMX

d dlrshp did not have rental for C. SRD advised C that SRD reviewed case and R

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 842

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 843

REQUESTED BY: lattad

CAR ID: CA4080983

d internal message and will state that c wants a call back c said yes.

ll sitting at dealers & will return inside to get the SM.

CAS-GM advised C that RCAS-GM would reimburse C for rental. C stated C does no

Created by ZGM346N at 2013-09-18 14:21:18

Created by ZGM346N at 2013-10-22 13:36:32

crr-js informed c that crr-js will lwave internal message.

Rcas advised C that rcas will call the SM & then call C back in a few minutes.

sending an internal message.

crr-hd transferred c

crr-js transfered c to the vmx of rhonda

C understood

Rcas called c at 3:34 pm est at [REDACTED] & spoke to C that states repairs

rcas called c at 4:12 pm est at [REDACTED] & left vmx asking for call back 8

t have money for rental and C advised RCAS-GM of this. SRD apologized to C and

003436913 ext 458139

advised C that follow up is set for 10/1 and RCAS-GM will follow up with C to

are working good - so far so good.

crr-hd exiting the case

c understood

Created by ZGM346N at 2013-09-13 14:25:35

crr-js gave name and ext

C states brakes have not gone to the floor yet

rcas called at 4:14 pm est at [REDACTED] & spoke to C that states C did get

rcas called dealer at 856-696-2277 & spoke to SM-Rob Lewis to advise that rcas

see what could be worked out. C asked if SRD can call dlrshp and take care of

crr-js exiting case

Rcas rcvd call from C asking for call back at [REDACTED]

rcas vmx.

rcas was glad to hear this & made sure C had rcas contact # and advised C to c

rental. SRD advised C that SRD does not work cases and call was transferred t

was out sick & rcas-gm had contacted tech line prior to rcas leaving on sick

all rcas should C need further assistance.

Created by ZGM346N at 2013-09-13 14:35:10

Created by ZRG345N at 2013-10-02 07:02:42

leave

o SRD due to RCAS-GM was not available. SRD advised C according to notes C was

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 844

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 845

REQUESTED BY: lattad

CAR ID: CA4080983

Rcas asked if C has made appt yet. C states no as C can't afford to pay for re advised that C would be reimbursed. C stated C does not have money for rental C agreed

ntal up front.

rcas called c at 4:26 pm est at [REDACTED] & spoke to C that states this is

Rcas received a vmx from c asking for a callback or [REDACTED]

Tech line advised rcas to have the veh come back in for the master cylinder to and RCAS-GM was aware of this. SRD again apologized to C and advised C that R be checked

intermittent only

Rcas apologized that rcas can only reimburse the C

Rcas called c on [REDACTED]

rcas thanked C for choosing Nissan and ended call

\$35 day for non Nissan

CAS-GM will follow up with C 10/1. SRD asked if C needed RCAS-GM information.

happens when at light or stop sign the pedal will go all the way to the floor

rcas closing case

rcas left a vmx for c to contact rcas back as rcas has attempted to return the

SM states SM is Leary to do this - but did look online to find some similar c

\$45 Nissan veh

and the veh will slowly start to move - As is no brake what soever.

Created by ZGM346N at 2013-10-22 13:37:48

C stated no C had it. C stated C hopes to get this taken care of soon. SRD agr

c's vmx.

oncerns

\$150.00 total no gas, no insurance.

and agreed to have tech line assist with the diagnosis.

CASE SUMMARY

Created by ZRG345N at 2013-10-02 07:03:20

C then will release or pump brake to get brakes to work

eed and advised C that SRD will advise RCAS-GM of Cs concerns. C thanked SRD

C CALLED WITH BRAKE CONCERN.

C states this happens every time the C drives at least once sometimes several

C was in SM's office by this time & SM told C that dealer will order part for

rcas advised C to ask if dealer has loaner veh's and if not let rcas know and

set follow up for 10/3/13

SRD sending email to RCAS-GM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 846

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 847

REQUESTED BY: lattad

CAR ID: CA4080983

Created by ZJS175N at 2013-10-01 08:04:16

Created by ZRG345N at 2013-10-03 15:02:57

DEALER COULD NOT DUPLICATE CONCERN

rcas will contact dealer to try to work something out for the C.

this concern

times.

C states C can just sit at dealers for a couple hours if C has to

Dealer could not duplicate.

Rcas called c on [REDACTED]

RCAS CONTACTED TECH LINE THAT ADVISED OF BRAKE MASTER CYLINDER REPAIRS

Rcas spoke to C to advise that rcas will follow up with SM-Rob for part ETA &

received a call from c stating that c would like to be transferred to ext 4581

39.

call C on or before Friday 10/11/13 with update

RCAS ADVISED SM OF THIS & SM/DEALER REPAIRED VEH

Rcas asked if Team Nissan is the only dealer that has looked at the vehicle.

rcas spoke to c who rcas advised the c to take the veh back into the dlrshp an

Rcas understood

crr-js verified for update with c's information

C SATISFIED WITH REPAIRS AT TIME OF CASE CLOSING

c states c does not feel safe in this veh - Rcas assured C that SM-Rob advised

C states Yes

C will call for appt & call rcas back

d sm will ride with the c if a duplication, sm will put c in a loaner. c thank

Call C on 9/23/13 if C has not called in yet

Created by ZGM346N at 2013-10-22 13:38:29

crr-js called ext and reach VMX

ed rcas,, rcas advised rcas will need the c to go and get a second opinion if

rcas looked for 2nd dealer to see if C can go for 2nd opinion - no other deale

rcas the veh is safe & SM would never put C into veh if it was not safe.

Created by ZGM346N at 2013-09-23 07:17:21

crr-js informed c that the case follow uo is today 10/01

C understood

rcas closing case in TL-Brett Locher name due to DTC

rs are close to the C.

the concern is not duplicated. c understood and asked for some time to get thi

crr-js advised c to wait for a phone call.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 848

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 849

REQUESTED BY: lattad

CAR ID: CA4080983

follow up to check part ETA & call C on 10/11/13
rcas called c at 9:13 am est at [REDACTED] & spoke to C that states C has no
Rcas will call TECH SUPPORT to see how to proceed & call C no later than Tuesd
s completed. c would like a call back on 10/9/13
with TL authorization
ay 9/17/13
Created by ZGM346N at 2013-10-11 12:36:09
Created by ZRG345N at 2013-10-03 15:02:57
c stated c would like to talk to a supervisor.
t made an appt yet & will make it today.
Created by ZGM346N at 2013-09-16 09:32:58
crr-js informed c that a supervisor will take 4-8hrs for the response. advised
C states dealer gave C a loaner when brakes were bad.
Rcas called c on [REDACTED]
rcas called dealer at 2:32 pm est at [REDACTED] & was advised SM was out to
c to wait for the phone call from rep.
Hopefully dealer will give C another one this time.
lunch, tech did not know how to transfer to vmx,
Rcas called TECHLINE at 11:27 am est & spoke to Jackson to advise of C's veh c
rcas spoke to c who rcas advised the c to take the veh back into the dlrshp an
crr-js informed c that crr-js will lwave internal message.
d sm will ride with the c if a duplication, sm will put c in a loaner. c thank
oncern & asked how to proceed.
rcas advised C to ask first as dealers may need to reserve the loaners.
rcas asked to check on part for rcas & was advised the part arrived today.
Created by ZGM346N at 2013-10-11 12:38:52
c understood
c understood & will call rcas back with appt date.
ed rcas,, rcas advised rcas will need the c to go and get a second opinion if
Jackson states there is a characteristic with the brake pedal dropping.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 850

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 851

REQUESTED BY: lattad

CAR ID: CA4080983

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: 06/12/14	09/25/13	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: 10/22/13	MICROFILM:	
RESP CAA:	OLM:	DOM:	
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 852

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 853

CAR ID: CA4080983

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MUNF01832892	2790	New Jersey	6/4/2014	06/04/15	0023479	01/01/01	01/01/01
2	RCCJ69705704	2790	New Jersey	9/2/2013	07/05/15	0040000	01/01/01	01/01/01
3	RCCL99705704	2790	New Jersey	9/2/2013	10/05/16	0039000	09/02/13	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 854

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 855

REQUESTED BY: lattad

CAR ID: CA4080983

CURRENT SERVICE CONTRACT

CONTRACT: MUNF01832892

OWNER NAME: [REDACTED]

PLAN TYPE: U

PLAN TERM: F

DEDUCTABLE: 0

EFFECTIVE: 6/4/2014

EXPIRES: 06/04/15 **MILES:** 0023479

CANCEL: 01/01/01 **MILES:** 0023479

TRANSFER: 01/01/01

TRANSACTION: 06/12/14

PRINTED: 06/14/14

DEALER NO: 2790 **STATE:** NJ

DEALER NAME: TEAM NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 856

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 857

REQUESTED BY: lattad

CAR ID: CA4080983

CURRENT SERVICE CONTRACT

CONTRACT: RCCJ69705704

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: J

DEDUCTABLE: 100

EFFECTIVE: 9/2/2013

EXPIRES: 07/05/15 **MILES:** 0040000

CANCEL: 01/01/01 **MILES:** 0040000

TRANSFER: 01/01/01

TRANSACTION: 09/25/13

PRINTED: 09/28/13

DEALER NO: 2790 **STATE:** NJ

DEALER NAME: TEAM NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 858

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 859

REQUESTED BY: lattad

CAR ID: CA4080983

CURRENT SERVICE CONTRACT

CONTRACT: RCCL99705704

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: L

DEDUCTABLE: 100

EFFECTIVE: 9/2/2013

EXPIRES: 10/05/16 **MILES:** 0039000

CANCEL: 09/02/13 **MILES:** 0039000

TRANSFER: 01/01/01

TRANSACTION: 09/25/13

PRINTED: 09/07/13

DEALER NO: 2790 **STATE:** NJ

DEALER NAME: TEAM NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 860

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 861

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4090232
STREET: [REDACTED] **VIN:** 3N1AB7AP3DL [REDACTED]
CITY: SAN DIEGO **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 005235
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 655 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5377 MOSSY NISSAN CHULA VISTA
DLR PH: 619 397 6578 **DENY:** 0 **RESP DLR:** 5377 MOSSY NISSAN CHULA VISTA
REGION: 44 **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:** 005235 **# 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:** 09/11/13 **XFER/RSPNSBLTY:** 44 07 N
CONTACT (S): **FOLLOWUP DATE:** 09/25/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 09/25/13 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	185000 BRAKE PEDAL
AU INTERIOR (NON-ELECTRIC)	YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 862

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 863

REQUESTED BY: lattad

CAR ID: CA4090232

C. A. R. COMMENTS

Created by ZAJ178N at 2013-09-11 15:09:56

Created by ZAJ178N at 2013-09-11 15:14:48

Created by ZTD429N at 2013-09-16 09:10:42

Service Dept. Review

sm advise rcas that the veh has been repaired an released to the customer

C called saying that the dlr tried to fix the veh for 4 times already. Dlr al

RCAS NOTING THAT CASE CANNOT BE DATANETTD

rcas thanked sm and call ended mutually

Service Dept. Review

Created by ZTD429N at 2013-09-16 10:09:54

Created by ZTD429N at 2013-09-25 10:50:25

ready replaced some of the parts but still, the issue is there. C said that e

rcas made outbound call to c [REDACTED] at 1247 EST

rcas noting that email was received from sm advising that the veh was diagnose

verytime c have to pushed the brake pedal, brake pedal have to be pushed thru

d. sm advised that the veh needs an ABS Module. sm advised that dlr cleared th

rcas avised c that rcas is aware that veh has been repaired

upto the flooring before it will brake. Also, the vdc light keeps on going o

e trouble code and test drove and the light returned. sm advised that sm order

n and off. C and the dlr does not know what to do anymore. C would like Nissa

rcas left vmx asking for call back in regards to case

ed the module 09/13.

n to check on c's veh.

rcas left name, phone, and ext

Created by ZTD429N at 2013-09-16 10:20:55

CRR-JA apologize and explained that the case will be forwarded to RCAS and a r

rcas closing the case

epresentative from RCAS will give c a callback before the end of the next busi

rcas made outbound call to the dlrshp and spoke to parts manager assistant-chr

is

ness day.

CRR-JA is forwarding the case to RCAS for review.

rcas inquired about eta of abs module

chris advised that the module has an eta of 09/18/13

CRR-JA offered further assistance. C declined.

call ended mutually

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 864

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 865

REQUESTED BY: lattad

CAR ID: CA4090232

CRR-JA provided c the case number,
Created by ZTD429N at 2013-09-17 11:04:25
name and extension number.
Created by ZAJ178N at 2013-09-11 15:16:24
rcas made outbound call to c [REDACTED] at 1301 EST
C said that the SA is Gabriel Zeneno.
rcas left vmx asking for call back in regards to case
Created by ZTD429N at 2013-09-12 13:30:20
rcas left name, phone, and ext
rcas informed c that c's part should be at the dlrshp within the next couple o
rcas made outbound call to dlrshp and spoke to sm-chad gibson
f business days
rcas inquired about c's concern.
rcas informed c rcas will be in contact with c again by 09/20
sm advised that the veh was at the dlr on 08/09/2013 at 84217 miles. sm advise
d that c's complaint was that the brakes were going to the floor. sm advised t
rcas setting follow up for 09/20
hat the dlr replaced the brake booster and bled the brake system and then conc
rcas made outbound call to c [REDACTED] at 1304 EST
ern was no longer found
rcas reached Mossy Nissan Chula Vista
rcas disconnected the call.
sm advised that the veh was at the dlr for a concern with brakes going to the
Created by ZTD429N at 2013-09-18 10:56:52
floor. sm advised that the brake master cylinder was replaced on 06/26/13 and
rcas made outbound call to dlr and spoke to assistant pm-chris
then concern was no longer found
chris advised that the abs module was received at the dlr yesterday.
sm advised that c has an open RO with the complaint of the VDC light going off
at times but right now there are no tech notes in the RO. sm advised that sm
call ended mutually.
rcas made outbound call to the sm-chad to request feedback on c's veh repair.
will get an update and provide update to rcas.
call ended mutually.
rcas left vmx with rcas contact information.
Created by ZTD429N at 2013-09-12 17:28:20
Created by ZTD429N at 2013-09-18 10:59:04

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 866

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 867

REQUESTED BY: lattad

CAR ID: CA4090232

rcas emailed sm requesting feedback on c's veh repair
rcas made outbound call to c [REDACTED] at 1921 EST
Created by ZTD429N at 2013-09-19 12:54:06
rcas reached Mossy Nissan parts department
call ended mutually
rcas emailed sm requesting feedback on c's veh repair
Created by ZTD429N at 2013-09-19 12:54:33
rcas made outbound call to c [REDACTED] at 1922 EST
rcas apologized for c's veh concerns
rcas received an email from sm advising that veh is not yet repaired
Created by ZTD429N at 2013-09-20 12:38:27
rcas verified c's brake concerns
c stated that c has the veh.
rcas made outbound call to the dlrshp to speak with sm
c stated that c's veh can brake its just the pedal has to be pushed all the wa
rcas left vmx inquiring about c's veh repair
rcas emailed sm inquiring about c's veh repair
y to the floor.
Created by ZTD429N at 2013-09-20 16:53:50
c stated that the dlrshp is waiting for an actuator to come in
c stated that the dlrshp has not contacted c
rcas made outbound call to c [REDACTED] at 1850 EST
rcas advised advised c that rcas can work with the dlr to help repair c's veh
rcas spoke to c
c verified that c's veh is at the dlrshp.
rcas provided c with rcas contact information
c stated that c was advised that the dlr still has not fully repaired c's veh
rcas advised c that rcas will be in touch with c no later than 09/17
c understood
rcas understood
call ended mutually.
rcas advised c that rcas will keep checking with the dlrshp and contact c no l
ater than 09/25
Created by ZTD429N at 2013-09-13 14:47:11
c understood
rcas made outbound call to the dlrshp and left vmx for sm
call ended mutually.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 868

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 869

REQUESTED BY: lattad

CAR ID: CA4090232

rcas requested a call back regarding more information on c's open RO and actua

Created by ZTD429N at 2013-09-23 11:54:11

tor repair.

rcas made outbound call to the dlrshp and spoke to sa-gabriel as sm could not
rcas noting that rcas emailed sm requesting more information on c's open RO an
be reached

d actuator repair.

Created by ZTD429N at 2013-09-13 15:40:05

sa advised that the veh is still being repaired and dlrshp should have more of
an update for rcas by 09/25

rcas made outbound call to the dlrshp and spoke to parts manager assistant-chr
is

rcas understood

call ended mutually.

chris advised that there is no actuator on order.

chris spoke with service and service advised chris that the dlr was still tryi

Created by ZTD429N at 2013-09-25 10:44:36

ng to decide what part will be best for c's veh concern

rcas made outbound call to the dlrshp and spoke to sm

call ended mutually.

rcas inquired about veh repair

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 870

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 871

REQUESTED BY: lattad

CAR ID: CA4090232

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: 09/25/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: MOISES

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 872

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 873

CAR ID: CA4090232

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP3DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5377	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 874

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 875

REQUESTED BY: lattad

CAR ID: CA4090232

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES: **MILES:**

CANCEL: **MILES:**

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5377 **STATE:** CA

DEALER NAME: MOSSY NISSAN CHULA VIST

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 876

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 877

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4102791
STREET: [REDACTED]	VIN: 3N1AB7AP7DL [REDACTED]	
CITY: MURFREESBORO	YR/MDL: 2013.0 SEN	MILEAGE: 018035
ST/ZIP: TN [REDACTED]	VCAN: Y	IN SVC DATE:
DAY PH: [REDACTED]	PAID: 6,524	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 5132 VICTORY NISSAN SOUTH
DLR PH: 931 684 6811	DENY: 0	RESP DLR: 5132 VICTORY NISSAN SOUTH
	REGION: 34	DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED: 11/06/13	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: 018035	# NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: VICTORY NISSAN SOUTH		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 09/13/13	XFER/RSPNSBLTY: 34 04 N
CONTACT (S):	FOLLOWUP DATE: 12/23/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 12/20/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 878

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 879

REQUESTED BY: lattad

CAR ID: CA4102791

C. A. R. COMMENTS

4 more yrs that c does not want to drive. rcas advised c that rcas can submit

A. No problem found at this time, has twin I Beam rear suspension, will feel d
Arbitration Specialist

B. C/s noise when apply brakes

C. C/s wipers not working correctly

Created by null at 2013-09-13 12:46:40

Created by ZAJ179N at 2013-12-12 10:01:51

Created by ZMG000N at 2013-09-23 08:14:18

crr-mcr asked for further assistance, c declined.

crr-mcrwas not able to provide name,extension and case number as call got disc
cs wife now being refereed to as c called at 9:51 asking to speak with rcas
e and time. The customer understands that she must be there.

nd will be calling her to schedule a date and time for the replacement. ARBS w
NIS1330606. DRTS recb

re in the backseat the backseat passengers complain that the veh is swaying. s
Service Dept. Review

to repurchase the vehicle, but we would like to extend her steering, suspensi
Actions

a infomed rcas that the tech felt a slight vibration so the tire pressure was
an rhr per c's request that the veh be repurchased but with c's complaint bei
Best contact number [REDACTED]

C. C/s wipers not working correctly

Created by ZAJ179N at 2013-12-12 10:01:51

Created by ZRC999N at 2013-11-06 07:53:11

crr-mcrwas not able to provide name,extension and case number as call got disc
e and time. The customer understands that she must be there.

ifferent from independent suspension

ill call the customer next week to see if this has corrected the concern. Left

Mandy JOHNSON

on, and brakes warranty to ease her concerns. C accepted and thanked. ARBS adv
onnected.

rcas-mg spoke with sm-mike. sm informed rcas that c's veh was at the dlrshp fr
Service Dept. Review

vehicle to be repurchased or replaced. CCF states: Vehicle sways back and for
Actions

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 880

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 881

REQUESTED BY: lattad

CAR ID: CA4102791

ARBS called the c @ [REDACTED], confirmed Dec 19th appt and asked [REDACTED]

B. Could not duplicate concern

corrected and the tires were road force balanced. sa did advised that the tech

Created by ZRC999N at 2013-11-06 07:53:11

crr asked if cs account information changed c declined

crr-mcr sent internal message to assigned rcas.

Customer Quality & Dealer Network Development

ised of time frame. C thanked again. The call ended mutually.

ng that c just does not like the design of the veh rcas can not guarantee the

om 9-20-13 to 9-21-13. sm informed rcas that the dlrshp was unable to duplicat

onnected.

Service Dept. Review

Thanks,

th while driving, lots of motion, repair attempts 4.

vmx with this information.

Actions

A. Found rear exhaust shield deformed, possible ran something over, tech strai

Arbitration Specialist

ARBS called the c @ [REDACTED] confirmed Dec 19th appt and asked [REDACTED]

Created by ZAJ179N at 2013-11-25 08:04:11

Created by ZMG000N at 2013-10-07 09:32:15

crr-mcr sent internal message to assigned rcas.

c stated if c does not speak with rcas now c is going to escalate to superviso

did not fel a sway. sa advised rcas that sa could not duplicate c's concerns

DRTS notes never rec'd CCF dated 11/1/13, or MRF dated 11/05/13 from BBB, DRTS

DRTS rec'd MRF pertaining to case, reopening case.

e c's concern that when sitting in the back seat the veh feels like it is sway

anna would be in the position to offer a repurchase. c understood but stated th

Open date 9/30/13... Mileage 20,105... RO 36256... 1 day down

Service Dept. Review

Thanks,

A. Found rear exhaust shield deformed, possible ran something over, tech strai

A. performed inspection/found noise to be brake booster when stepping on brake

ARBS called the c @ [REDACTED], c states the tires were replaced but she has

ARBS emailed the BBB:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 882

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 883

REQUESTED BY: lattad

CAR ID: CA4102791

at c feels that nna should stand behind the design of the veh and if c is not
Concerns

Created by ZAJ179N at 2013-12-04 10:28:23

Created by ZMG000N at 2013-10-07 09:32:15

DRTS rec'd MRF pertaining to case, reopening case.

had to pull from the BBB web page.

ing. sm advised that 3 techs test drove c's veh and did not feel anything abno
orn to meet with DTS, not Mr. She agreed. Thanked. The call ended mutually.

r

rcas-mg notating received internal message from crr-mcr.

Service Dept. Review

with the wipers.

A. C/s vibration and rattle when 500 RPM possible exhaust

A. performed inspection/found noise to be brake booster when stepping on brake

ARBS rec'd email from BBB:

Created by ZAJ179N at 2013-11-06 08:03:00

Created by ZMG000N at 2013-09-17 14:19:22

crr advised rcsa of c's contact and advised that c requests follow up contact

crr called rcas and reached vmx and explained to c c can leave a vmx

Daniel,

ghtened

NIS1330606. DRTS recb

not had enough time with the vehicle. ARBS gave contact number and told c to
orn to meet with DTS, not Mr. She agreed. Thanked. The call ended mutually.

rcas-mg notating received internal message from crr-mcr.

rml. sm informed rcas that c did mention a concern with the wipers not cleari
satisfied with the design nna should repurchase the veh. rcas stated that rcas

Service Dept. Review

ARBS notes name on case is [REDACTED]; changed last name to [REDACTED]

B. C/s noise when apply brakes

call when she had had enough time. C thanked ARBS. The call ended mutually.

c declined and asked case to be escalated

Created by ZAJ179N at 2013-12-12 10:05:06

crr advised rcsa of c's contact and advised that c requests follow up contact

ghtened

Hi Mandy,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 884

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 885

REQUESTED BY: lattad

CAR ID: CA4102791

Mandy JOHNSON

ng the center of the windsheild but concern also was not duplicated. sm advise
NIS1330606. DRTS recb
on 10-10-13 @ 9am cst.

pedal. This is a normal condition

rcas-mg placed call to c at 4:19pm on [REDACTED] # has been disconnected.

Service Dept. Review

We have inspected Mrs. Cawthorneb

will doc c's cocnern and complaint with veh design. rcas informed c that rcas

Actions

B. no problem found

Created by ZAJ179N at 2013-11-06 08:16:53

Created by ZAJ179N at 2013-11-25 10:23:26

Created by ZAJ179N at 2013-12-12 10:05:06

Created by ZMG000N at 2013-09-17 14:21:05

crr explained it will pro long case but crr can escalated case with a 4-8 busi
d that the wipers worked fine. rcas thanked sm for info and call was ended mut
I just called and left her a voicemail. In my notes it said she was supposed

[REDACTED]
on 10-10-13 @ 9am cst.

pedal. This is a normal condition

rcas notating no vmx from c at this time.

rst inspection repairs corrected the concern and the vehicle is operating as d

Service Dept. Review

vehicle to be repurchased or replaced. CCF states: Vehicle sways back and for
will submit rhr and decision can take up to 10 business days. rcas verified c

A. Found rear exhaust shield deformed, possible ran something over, tech strai

ARBS called c at [REDACTED] to let her know that we would like to send out a

ARBS called Nissan of Murfreesboro @ [REDACTED], spoke to SM-Mike and advi

ARBS rec'd email from BBB - Daniel Hernandez:

B. no problem found

B. Open circuit/blown fuse. Replaced 20amp accessory fuse

Created by ZDT877N at 2013-10-07 14:23:01

Customer Quality & Dealer Network Development

esigned. We offered [REDACTED] an Extended Warranty on the Steering, Suspe

has only taken veh to nissan of murfreesboro and vistory nissan south. rcas ad

ness hour call back c understood crr provided ext and c hung up

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 886

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 887

REQUESTED BY: lattad

CAR ID: CA4102791

rcas-mg placed call to c at 4:20pm on # [REDACTED]. rcas left vmx for c to return
rcas notating no vmx from c at this time.

Service Dept. Review

to call us by 11/26 to let us know how the car was, but that didn't
usually.

vehicle to be repurchased or replaced. CCF states: Vehicle sways back and forth
ARBS called Nissan of Murfreesboro @ (615) 893-0252, spoke to SM-Mike and advised
ARBS-DT in review of case and RHR and notes customer has requested repair or
ARBS notes veh down for 7 days concerning Brakes, CVT, wipers, swaying, vibration
B. Open circuit/blown fuse. Replaced 20amp accessory fuse

Created by ZDT877N at 2013-10-07 14:23:01

Created by ZMG000N at 2013-09-23 13:28:46

Created by ZMG000N at 2013-09-26 08:32:45

Customer Quality & Dealer Network Development

DTS because the dlr has not been able to duplicate her concerns. The customer is
aggravated

Good afternoon Amanda,

extension, and Brakes to ease her concerns. She accepted this offer and we are
hopefully she responds to my voicemail.

return call. rcas provided name and ext #458143.

th while driving, lots of motion, repair attempts 4.

advised c that rcas will follow up with c on or before 10-10-13 and call was ended

Arbitration Specialist

ARBS-DT in review of case and RHR and notes customer has requested repair or
ARBS notes veh down for 7 days concerning Brakes, CVT, wipers, swaying, vibration

B. no problem found

C. Operating as designed, no problem found

Created by ZMG000N at 2013-09-18 13:51:57

ended mutually.

repurchase citing vehicle sway. Customer also states windshield does not clear

I just talked to Mrs. Cawthorne so I wanted to give you a quick update. The customer

rcas-mg notating vmx received dated 9-24-13. vmx was not received until 9-26-13

rcas-mg placed call to c at 3:28pm on # [REDACTED]. rcas left vmx for c to return

advised him of followup DTS appt. Thanked. The call ended mutually.

Thank you,

th while driving, lots of motion, repair attempts 4.

requesting the extension today. She should have the information within 6-8 weeks,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 888

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 889

REQUESTED BY: lattad

CAR ID: CA4102791

ut done with Nissan and their "idiot mechanics," but she agreed to the DTS ins 3 due to rcas being ooo 9-25-13. rcas notating that there were no vmx received and the dealership should be able to pull up this warranty information within Arbitration Specialist

ARBS notes veh down for 7 days concerning Brakes, CVT, wipers, swaying, vibrat as customer feels it should. ARBS-DT notes the following repair history:

C. Operating as designed, no problem found

Created by ZMG000N at 2013-09-26 09:08:40

Daniel Hernandez

DRTS notes never rec'd CCF dated 11/1/13, or MRF dated 11/05/13 from BBB, DRTS epurchase citing vehicle sway. Customer also states windshield does not clear ion, pull, and an inoperable outlet. ARBS notes no dupes on: 9 of complaints, pection. Wednesdays are bad for the c, so will tell the DTS that. ARBS will re rcas-mg spoke with c on [REDACTED]. rcas spoke with c's wife. rcas will refer rn call. rcas provided name and ext #458143.

sed him of followup DTS appt. Thanked. The call ended mutually.

ustomer says that the rear tires were replaced and vehicle realigned last Frid 09/20/13 - 18,990 miles - Customer stated when sitting in the back seat it fel 10 business days (obviously skipping holidays).

as customer feels it should. ARBS-DT notes the following repair history:

ay. She hasnb

Created by ZAJ179N at 2013-12-12 08:38:20

Created by ZAJ179N at 2013-12-12 10:05:29

Created by ZSB177N at 2013-09-23 13:56:13

Dispute Resolution Specialist

DRTS notes never rec'd CCF dated 11/1/13, or MRF dated 11/05/13 from BBB, DRTS from c dated 9-25-13.

ion, pull, and an inoperable outlet. ARBS notes no dupes on: 9 of complaints,

Open date 7/18/13... Mileage 10,848... RO 33997... 1 day down

q a DTS and call the c with the date and time asap. The call ended mutually.

rcas-mg sent message to sm-brandon of victory nissan south requeing all ro's to as c.

with 1 replaced fuse, 1 tire pressure adjustment, and 1 straightened rear exha

09/20/13 - 18,990 miles - Customer stated when sitting in the back seat it fel

and pdi for veh be sent to rcas.

Created by ZAJ179N at 2013-11-06 08:21:54

Created by ZAJ179N at 2013-12-06 07:03:04

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 890

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 891

REQUESTED BY: lattad

CAR ID: CA4102791

Created by ZAJ179N at 2013-12-12 08:38:20

Created by ZAJ179N at 2013-12-12 10:05:29

Created by ZMG000N at 2013-09-26 09:08:40

crr-sb received a call from c following-up on the case. crr-sb verified that t had to pull from the BBB web page.

Open date 7/18/13... Mileage 10,848... RO 33997... 1 day down

rcas informed c that rcas spoke with sa-angie and was advised of c's concerns sheb

t as though the vehicle was swaying - Dlr could not duplicate. Customer stated Thanks,

with 1 replaced fuse, 1 tire pressure adjustment, and 1 straightened rear exha

ARBS emailed DTS:

ARBS rec'd a call from the c. C states the swaying is still present, though th

ARBS rec'd email from BBB - Daniel Hernandez:

ARBS req'd DTS: F17783

Concerns

had to pull from the BBB web page.

here are no changes on contact information.

rcas-mg sent message to sm-brandon of victory nissan south requeting all ro's

rcas-mg sent message to sm-mike of nissan of murfreesboro to send rcas ro for s tomorrow and let us know how everything is.

t as though the vehicle was swaying - Dlr could not duplicate. Customer stated ust shield due to c possibly running over something.

windshield wipers stick at times - Dlr could not duplicate.

with sway while sitting in the rear seats and windsheild wipers. c stated that and pdi for veh be sent to rcas.

ARBS-DT notes no further repair history. Based on provided repair orders, ARBS

ARBS emailed DTS:

ARBS notes no techline or DTS.

ARBS rec'd email from BBB - Daniel Hernandez:

c knew that taking the veh to the dlrhsp was going to be a waste of time. c s

Concerns

Created by ZAJ179N at 2013-11-06 08:21:54

Created by ZRM176N at 2013-11-06 10:11:39

crr-sb advised c that crr-sb will try to reach rcas first, crr-sb advised c th

e tires did help. ARBS asked C if the would like to see if the DTS can swing b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 892

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 893

REQUESTED BY: lattad

CAR ID: CA4102791

Mandy JOHNSON

Thanks,

ust shield due to c possibly running over something.

veh.

windshield wipers stick at times - Dlr could not duplicate.

ack by to do a follow up. C said yes and would like to meet him at Stones Rive

A. C/s front seat belts will twist ad bind

Alright, I finally got in touch with the customer. She confirmed the DTS agre

ARBS-DT notes no further repair history. Based on provided repair orders, ARBS

ARBS notes no techline or DTS.

ARBS sending out DTS, c has agreed.

at crr-sb will transfer c directly if rcas is reached, c understood. crr-sb al

Bryan,

Created by ZAJ179N at 2013-11-06 08:21:54

Created by ZMG000N at 2013-10-02 14:47:11

Customer Quality & Dealer Network Development

Daniel Hernandez

DRTS, reformatted RCAS RHR, a few RO's were not in correct order.

-DT notes no repairs; hence NNA is not in the position to repurchase at this t

rcas-mg sent message to sm-mike of nissan of murfreesboro to send rcas ro for

tated that the dlrshp does not believe c about the sway felt while sitting in

A. C/s front seat belts will twist ad bind

Alright, I finally got in touch with the customer. She confirmed the DTS agre

Arbitration Specialist

ARBS notes no techline or DTS.

ARBS req'd DTS: F17783

Bryan,

Created by ZAJ179N at 2013-11-07 07:14:18

Dispute Resolution Specialist

-DT notes no repairs; hence NNA is not in the position to repurchase at this t

ime. ARBS-DT has no goodwill recommendation. Update provided to RCAS.

placed call to Victory Nissan South, verified with service cashier Angie, no

rcas-mg spoke with sm-mike. rcas advised sm that rcas has not received ro for

r Nissan because it is closer. ARBS said would email DTS and call C back. C th

so advised c that crr-sb will still transfer c if vmx is reached, and then wil

the rear seats. c stated that c's grandchildren do not want to ride in c's veh

veh.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 894

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 895

REQUESTED BY: lattad

CAR ID: CA4102791

additional ROs.

anked. The call ended mutually.

ARBS rec'd email from DTS:

ARBS req'd DTS: F17783

ARBS sending out DTS, c has agreed.

B. C/s vehicle might have a slight pull

because c stated that the grandchildren get sick from the swaying. rcas under

Created by ZAJ179N at 2013-11-25 10:24:04

Created by ZAJ179N at 2013-12-19 13:49:20

Created by ZMG000N at 2013-10-02 14:47:11

Created by ZMG000N at 2013-10-10 09:17:57

ement, I am sending out the settlement letter on this one now. If you can, ju

I confirmed with her and asked that SHE be there and not her husband.

ime. ARBS-DT has no goodwill recommendation. Update provided to RCAS.

I send internal msg for c for rcas to call c back. c understood.

veh. sm agreed to fax requested doc.

ARBS req'd ECW via CST00032171

ARBS responded:

ARBS sending out DTS, c has agreed.

attached reformatted RHR to case.

B. C/s vehicle might have a slight pull

Created by null at 2013-09-13 12:49:22

Created by ZMG000N at 2013-10-03 08:23:34

Created by ZRM176N at 2013-11-06 10:11:39

crr-sb offered further assistance, c declined. crr-sb gave name & extension. c

ement, I am sending out the settlement letter on this one now. If you can, ju

I confirmed with her and asked that SHE be there and not her husband.

Letb

rcas-mg placed call to c at 10:44am on # [REDACTED]. rcas spoke with c's wife

rcas-mg spoke with sm-mike. rcas advised sm that rcas has not received ro for

stood and apologized. rcas informed c that if c is not satisfied with the dlsh

Actions

Bryan,

Created by ZAJ179N at 2013-11-06 11:31:35

Created by ZAJ179N at 2013-11-07 07:14:18

Created by ZAJ179N at 2013-12-20 12:58:58

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 896

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 897

REQUESTED BY: lattad

CAR ID: CA4102791

Created by ZRM176N at 2013-11-06 10:11:39

CRR-MG checked for previously related cases found:0

I also called and confirmed with Nissan of Murfreesboro.

p not being able to duplicate concern then rcas would suggest making an appt t
rcas-mg spoke with sm-brandon. rcas advised sm tat rcas has not et received ro
. rcas will refer to as c.

rr-sb exiting case.

st give her a call when you have the appointment date ready for her.

Thanks, Daniel!

veh. sm agreed to fax requested doc.

advise the customer that it is mandatory that I meet with them, and that they al

Actions

ARBS notes the following repair history from RHR, RO, Cpia:

Created by ZAJ179N at 2013-11-07 07:14:18

Created by ZMG000N at 2013-10-03 08:23:34

CRR-MG checked for previously nonrelated cases found:0

DRTS, reformatted RCAS RHR, a few RO's were not in correct order.

ECW approved. Closing case.

I also called and confirmed with Nissan of Murfreesboro.

(internal msg was sent to responsible agent)

I spoke to her this morning and got the same message. I hope this corrects her
low enough time for a test drive if necessary. Please also alert the Service M

says the tires helped some but she is still experiencing some s
o take the veh to another dlrhsp for a second opinion. rcas suggested making s
rcas informed c that nna has completed rhr per c's request that nna repurchase
's for veh. sm agreed to fax rcas docs today. rcas thanked sm and call was end
st give her a call when you have the appointment date ready for her.

anager of this appointment.

ARBS rec'd email from DTS:

A. Seat belts operating as designed
concerns.

Created by ZCR177N at 2013-09-25 07:21:21

CRR-MG verified and updated c's name, address, primary & alternative phone num

DRTS, reformatted RCAS RHR, a few RO's were not in correct order.

ed mutually.

Open date 5/6/13... Mileage 265... RO 31826... 1 day down

or replace c's veh. rcas informed c that at this time nna is not in the posit

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 898

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 899

REQUESTED BY: lattad

CAR ID: CA4102791

rcas-mg spoke with sm-brandon. rcas advised sm tat rcas has not et received ro

Thanks,

Thanks!

ure to request that a tech ride with c to c can point out what c is feeling. c
waying. Is there any point at which you can meet [REDACTED] for a follow u
ARBS rec'd email from DTS:

A. Seat belts operating as designed

bers, email, VIN, mileage, how acquired veh, and srv dlr.

Concerns:

Created by ZMG000N at 2013-10-03 09:49:11

c's wife called in behalf of c and now referred as c. c want to talked to rcas
ion to honor c's request. rcas advised c that nna will continue to honor the t
p at Stones River Nissan in Murfreesboro to drive her vehicle to determine if
placed call to Victory Nissan South, verified with service cashier Angie, no
Regards,

's for veh. sm agreed to fax rcas docs today. rcas thanked sm and call was end
stated that c does not feel the concern in the front seat. rcas understood an

Thanks,

Thanks!

Thank you,

A. C/s that the brake pedal is soft and feels vibration when braking

B. vehicle tracking straight no work performed

crr-cr verified that there are no changes in c's contact info

CRR-MG checked for open campaigns found:0

d advised c that c should let the dlrshp know as much info about the concern a
Daniel Hernandez

ed mutually.

erms and conditions of all applicable warranties. c asked rcas what c's next s
Letb

placed call to Victory Nissan South, verified with service cashier Angie, no
rcas-mg received roc's from victory nissan south.

there is still a concern or if the vehicle is operating as designed? Do I need

_____ additional ROs.

B. C/s that the vehicle does not have power going uphill, feels hesitation th

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 900

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 901

REQUESTED BY: lattad

CAR ID: CA4102791

Bryan HAYDEN

Created by ZMG000N at 2013-10-03 09:49:11

crr-cr told c that crr-cr will try to connect the call to rcas, c agreed

CRR-MG received a call from c stating cs veh sways when c drives.

Daniel Hernandez

Letb

[REDACTED]

Open date 9/16/13... Mileage 18,334... RO 35847... 1 day down

rcas attached docs to case.

s possible. c understood. rcas informed c that rcas will follow up with c on t
tep is call an attorney? rcas informed c that rcas can not advise c what c sho
to submit another DTS request?

additional ROs.

Created by ZMG000N at 2013-10-03 09:50:36

crr-cr told c that crr-cr reached rcas vmx, crcc-r told c that crr-cr will goi

c states the windshield whippers don't clear the rain off all the way c states

Customer Quality & Dealer Network Development

Dispute Resolution Specialist

en finally starts pulling

he status of diag appt on 9-23-13. c thanked rcas and call was ended mutually.

[REDACTED]

Open date 9/16/13... Mileage 18,334... RO 35847... 1 day down

Product Service Support

rcas-mg received roc's from victory nissan south.

uld do but if c is not satified with nna's decision rcas can suggest that c co
vise the customer that it is mandatory that I meet with them, and that they al

Actions:

Arbitration Specialist

attached reformatted RHR to case.

Concern: C/s back seat feels bad swaying motion, has called Customer Service c

Created by ZMG000N at 2013-09-23 08:14:18

Dealer Technical Specialist

Dispute Resolution Specialist

if u put r washer fluid ti wipe the glass it does not wash it just wipes the

[REDACTED]

ng to send an internal msg to rcas that c is requesting for an immediate callb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 902

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 903

REQUESTED BY: lattad

CAR ID: CA4102791

ntact the BBB to file a claim. c stated that c wants something in writing that rcas attached docs to case.

rcas-mg contacted sm-brandon. rcas advised that rcas only received an ro from vise the customer that it is mandatory that I meet with them, and that they al

3-2013 and 5-2013. rcas advised sm that rcas will need all the veh ro's. sm un ack, c understood

A. Found road noise from tires and road surfaces, no pedal vibration, brakes w Concern: C/s back seat feels bad swaying motion, has called Customer Service c

Created by ZAJ179N at 2013-11-06 11:31:35

Created by ZAJ179N at 2013-11-26 08:23:30

Created by ZMG000N at 2013-10-03 09:50:36

Created by ZRC999N at 2013-12-12 09:10:09

Customer Quality & Dealer Network Development

fluid right off. c states the wipers also froze on cs veh and was stuck to cs low enough time for a test drive if necessary. Please also alert the Service M nna will not stand behind the veh and repair the concern. rcas apologized and rcas-mg spoke with sm-mike. sm informed rcas that c's veh was at the dlrshp fr advised c that neither dlrshp has ben able to duplicate c's concern. c stated Arbitration Specialist

ARBS called and confirmed with c. C agreed.

ARBS rec'd call from c stating that she is having more problems. The veh now b ase#

Created by ZAJ179N at 2013-11-06 11:31:35

Created by ZRC999N at 2013-12-12 09:10:09

CRR-CR offered further assistance, c declined.

Customer Quality & Dealer Network Development

derstood and advised that the receptionist faxed the docs. sm stated that sm w hood and took paint off of cs veh c states when u pull your seat up and pull i low enough time for a test drive if necessary. Please also alert the Service M om 9-20-13 to 9-21-13. sm informed rcas that the dlrshp was unable to duplicat orking to specs. at this time

rcas-mg contacted sm-brandon. rcas advised that rcas only received an ro from

3-2013 and 5-2013. rcas advised sm that rcas will need all the veh ro's. sm un anager of this appointment.

Arbitration Specialist

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 904

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 905

REQUESTED BY: lattad

CAR ID: CA4102791

ARBS notes the following repair history from RHR, RO, Cpia:

ase#

B. Found vehicle working as designed new generation CVT and may have to press

Created by ZAJ179N at 2013-12-06 08:40:21

CRR-CR provided name, ext

e c's concern that when sitting in the back seat the veh feels like it is sway

ill have all veh ro's sent. rcas thanked sm and call was ended,

NIS1330606. DRTS rec'd settlement from the BBB on 12/12/13, dated same. A Niss

ounces at 50 mph. The customer states it was back to back traffic and when she

t back it does not automatically works.

that anyone that drives in c's veh can feel the veh sway. rcas apologized. rc

accelerator pedal further

Action: Verified C concern, rear wheels out of balance, road force balance, ad

anager of this appointment.

Arbitration Specialist

ARBS called and left the service manager a message about the inspection date a

ARBS notes the following repair history from RHR, RO, Cpia:

ARBS rec'd email from DTS:

as advised c that rcas can send c a letter that states that nna is not in the

Created by ZKD176N at 2013-10-03 12:35:04

crr-cr existing the case

CRR-MG advised c that c need diagnoses so case can get sent to rcas

derstood and advised that the receptionist faxed the docs. sm stated that sm w

ing. sm advised that 3 techs test drove c's veh and did not feel anything abno

NIS1330606. DRTS rec'd settlement from the BBB on 12/12/13, dated same. A Niss

slowed down, the veh bounced up and down. C took the veh to the Shelbyville d

Action: Verified C concern, rear wheels out of balance, road force balance, ad

an DTS will inspect [REDACTED] 2013 Sentra at an authorized Nissan deale

Created by null at 2013-09-25 07:58:53

Created by ZAJ179N at 2013-11-20 07:47:05

C understood.

I can meet her I am waiting on a BBB hearing date an as soon as I have it I ca

ill have all veh ro's sent. rcas thanked sm and call was ended,

lr and they were too busy to do anything for her. ARBS asked if she could see

nd time.

Open date 5/6/13... Mileage 265... RO 31826... 1 day down

Open date 6/14/13... Mileage 6,925... RO 32959... 1 day down

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 906

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 907

REQUESTED BY: lattad

CAR ID: CA4102791

position to repurchase or replace c's veh. rcas verified c's correct address a

Regards,

rmal. sm informed rcas that c did mention a concern with the wipers not cleari

SRD-KD assisting RCAS Mellisa Gosnell

an DTS will inspect [REDACTED] 2013 Sentra at an authorized Nissan deale

ARBS rec'd email from DTS:

Concerns:

Created by ZRT176N at 2013-10-04 08:39:00

CRR-MG provided c with name, ext 457368, and case #.

cs wife now being refereed to as c called at 9:51 asking to speak with rcas

if the Murfreesboro dlr could fit her in for a diagnosis. C states she will ca

justed tire pressure

n get a date for this inspection. But I need to meet her not her husband he is

ng the center of the windsheild but concern also was not duplicated. sm advise

Open date 5/6/13... Mileage 265... RO 31826... 1 day down

Regards,

s:

SRD completing and submitting RHR

225 LOXLEY LN

A. C/s brakes making a scraping noise when applying brakes

ARBS responded to DTS email:

Best contact number [REDACTED]

Concerns:

Created by ZRT176N at 2013-10-04 08:39:00

CRR-MG offered further assistance. C was satisfied & declined further assistan

DRTS received the RHR. The RHR was assigned to ARBS-Derek Tackett for review.

d that the wipers worked fine. rcas thanked sm for info and call was ended mut

I met with the [REDACTED] Friday. The brake incident was resolved prior to m

justed tire pressure

ll them and call ARBS back with an appointment date, time, location. C will al

ok with the vehicle

rship. Warrantable non-conformities verified during inspection will be repaire

B. C/s accessory outlet inoperable

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 908

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 909

REQUESTED BY: lattad

CAR ID: CA4102791

Bryan,

ce.

Concerns:

Created by ZTA000N at 2013-10-07 09:03:57

crr asked if cs account information changed c declined

DRTS received the RHR. The RHR was assigned to ARBS-Derek Tackett for review.

MURFREESBORO, TN 37127

Open date 9/20/13... Mileage 18,990... RO 300989... 2 days down

rship. Warrantable non-conformities verified during inspection will be repaired

so call ARBS back when has someone in the back of the vehicle to see if the sw

ually.

y inspection. We replaced the wiper blades and clay bared the windshield to re

A. C/s that the brake pedal is soft and feels vibration when braking

aying issue has been corrected.

Bryan HAYDEN

C. C/s wipers not working correctly

Created by ZMG000N at 2013-09-23 13:28:46

Created by ZTA000N at 2013-10-07 09:03:57

CRR-MG closed file pending diagnoses

crr-ts received a call from c's wife referred to as c.

c stated if c does not speak with rcas now c is going to escalate to superviso

d under the direction of the Nissan DTS. [REDACTED] will be contacted by a

I have called and advised both the customer and the service manager of the dat

Open date 9/20/13... Mileage 18,990... RO 300989... 2 days down

rcas apologized that rcas was unable to delivery a more favorable decision to c

solve the wiper incident. The swaying incident was found to be a tire incident

A. C/s that the brake pedal is soft and feels vibration when braking

Actions

Bryan HAYDEN

Concerns:

Created by ZAJ179N at 2013-11-26 10:27:55

Created by ZWC178N at 2013-09-16 09:51:50

crr-ts received a call from c's wife referred to as c.

crr-ts verified c;s contact information, c stated nothing has changed.

d under the direction of the Nissan DTS. [REDACTED] will be contacted by a

e and time. The customer understands that she must be there.

in this case but requested that c contact rcas if c has any questions or conc

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 910

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 911

REQUESTED BY: lattad

CAR ID: CA4102791

Product Service Support

r

rcas-mg placed call to c at 3:28pm on [REDACTED]. rcas left vmx for c to retu
. The tires are being replaced to resolve the incident.

A. performed inspection/found noise to be brake booster when stepping on brake
ARBS rec'd vmx from c stating she has a diagnostic appt with Stones River Niss

B. C/s that the vehicle does not have power going uphill, feels hesitation th
Concerns:

crr called rcas and reached vmx and explained to c c can leave a vmx

crr-ts advised c that c's case is under review.

crr-ts verified c;s contact information, c stated nothing has changed.

crr-wc received a call from c following-up on the case. crr-wc verified that t

Dealer Technical Specialist

erns in the future c feels rcas may be able to assist with. rcas verified c ha

Nissan Representative regarding implementation of this agreement, including t

Product Service Support

rn call. rcas provided name and ext #458143.

Thanks,

A. C/s when sitting in the back seat they feel it swaying and makes back seat
an @ 8:30 tomorrow. No call back needed.

B. C/s that the vehicle does not have power going uphill, feels hesitation th

Bryan HAYDEN

c declined and asked case to be escalated

Created by ZAJ179N at 2013-12-06 08:40:42

Created by ZSB177N at 2013-09-23 13:56:13

crr-ts advised c that c's case is under review.

crr-ts transferred c to rcas ext and c agreed to leave vmx.

here are no changes on contact information.

Nissan Representative regarding implementation of this agreement, including t

pedal. This is a normal condition

Product Service Support

s rcas contact info and call was ended mutually.

A. C/s when sitting in the back seat they feel it swaying and makes back seat

ARBS responded:

B. Open circuit/blown fuse. Replaced 20amp accessory fuse

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 912

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 913

REQUESTED BY: lattad

CAR ID: CA4102791

Created by ZAJ179N at 2013-11-26 11:23:27

Created by ZMG000N at 2013-10-10 09:22:50

crr explained it will pro long case but crr can escalated case with a 4-8 busi

crr-sb received a call from c following-up on the case. crr-sb verified that t

crr-ts offered further assistance, c declined.

crr-ts transferred c to rcas ext and c agreed to leave vmx.

c stated that when to VICTORY NISSAN SOUTH as CRR-MG advised c to take veh fir

Dealer Technical Specialist

en finally starts pulling

he date, time and location of the inspection and repairs. The terms of the abo

Product Service Support

ARBS called dlr @ (615) 893-0252, spoke with Mike, req'd that results from dia

Bryan,

C. Operating as designed, no problem found

crr-ts offered further assistance, c declined.

crr-ts provided c name, extension and case number.

Customer Quality & Dealer Network Development

Dealer Technical Specialist

en finally starts pulling

he date, time and location of the inspection and repairs. The terms of the abo

here are no changes on contact information.

ness hour call back c understood crr provided ext and c hung up

passenger sick

rcas-mg attached rhr denial letter to case.

st to a Dlr for c's veh to be diagnosed before case transfer to RCAS.

Actions:

Alright. I told her it would take me a bit to get the inspection date. As soon

Arbitration Specialist

Created by ZAJ179N at 2013-11-20 07:51:35

Created by ZMG000N at 2013-09-26 08:32:45

Created by ZMG000N at 2013-10-10 09:23:10

crr-sb advised c that crr-sb will try to reach rcas first, crr-sb advised c th

crr-ts exiting the case.

crr-ts provided c name, extension and case number.

c stated that c been advised by SA Angie White that SA cannot find any issue w

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 914

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 915

REQUESTED BY: lattad

CAR ID: CA4102791

gnostic appt be sent to me after the appointment. SM agreed. Thanked. The call
Open date 7/18/13... Mileage 10,848... RO 33997... 1 day down
passenger sick
ve agreement are to be carried out no later than 30 days from the date this le

Actions:

ARBS called the c @ [REDACTED] - number has been disconnected.
as you know, let me know. And I am trying to work on this hearing date b
at crr-sb will transfer c directly if rcas is reached, c understood. crr-sb al
B. C/s wipers get stuck at times and do not clean the center of the windshield
Concerns
Created by ZAJ179N at 2013-12-10 13:51:10
Created by ZMR177N at 2013-10-07 09:25:52
crr-ts exiting the case.
ended mutually.
ith c's veh is just that the tire pressure should be 30 not 35 psi
rcas-mg notating vmx received dated 9-24-13. vmx was not received until 9-26-1
rcas-mg sent request that c be sent rhr denial leter.
ve agreement are to be carried out no later than 30 days from the date this le
3 due to rcas being ooo 9-25-13. rcas notating that there were no vmx received
A. C/s front seat belts will twist ad bind
A. Found road noise from tires and road surfaces, no pedal vibration, brakes w
ARBS called and confirmed with c. C agreed.
ARBS called c @ [REDACTED] - left vmx asking for a call back to confirm that
ARBS rec'd email from BBB:
B. C/s wipers get stuck at times and do not clean the center of the windshield
Created by ZAJ179N at 2013-12-02 13:57:54
Created by ZMG000N at 2013-10-10 09:25:03
Created by ZMR177N at 2013-10-07 09:25:52
c stated that c's veh been shaking, juddering since c got the veh
let you know as soon as I know.

[REDACTED] called-in in behalf of spouse, will be refered as the c for this
so advised c that crr-sb will still transfer c if vmx is reached, and then wil
tter is sent.

Actions:

A. Found road noise from tires and road surfaces, no pedal vibration, brakes w
ARBS called and confirmed with c. C agreed.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 916

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 917

REQUESTED BY: lattad

CAR ID: CA4102791

ARBS called dlr @ (615) 893-0252, spoke to SM - Mike. SM states customer did n
B. C/s vehicle might have a slight pull
case. c provided case number:12102791
concerns have been resolved.
c stated that almost 5 different people
from c dated 9-25-13.

I send internal msg for c for rcas to call c back. c understood.

██████████ called-in in behalf of spouse, will be refered as the c for this
rcas-mg setting case follow up to check if letter has been sent 10-16-13
Still no luck getting a call back from the customer. Any chance you have hear
Thanks,
tter is sent.

Actions

Actions:

case. c provided case number:12102791

Created by ZAJ179N at 2013-11-20 09:10:34

Created by ZAJ179N at 2013-12-12 09:59:48

Created by ZMG000N at 2013-09-26 09:03:55

Created by ZMS866N at 2013-10-15 08:35:36

crr-mcr asked has any of the contact info changed, c said none.

crr-sb offered further assistance, c declined. crr-sb gave name & extension. c

d from the customer?

notice that there is something wrong with c's veh. c stated that c want NNA to

orking to specs. at this time

ot come to her appointment on 11/27. ARBS thanked SN. The call ended mutually.

A. No problem found at this time, has twin I Beam rear suspension, will feel d

ARBS rec'd vmx from c asking for call backat ██████████ states the issue ha

A. Seat belts operating as designed

Created by ZAJ179N at 2013-12-04 09:17:38

Created by ZAJ179N at 2013-12-12 09:59:48

crr-mcr asked has any of the contact info changed, c said none.

crr-mcr checked case. c complaining, stated that c is tired being transferred

Daniel Hernandez

fix the problem with c's veh.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 918

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 919

REQUESTED BY: lattad

CAR ID: CA4102791

Mandy JOHNSON

MT MS received request for letter to be mailed to the customer. MT MS mailing working to specs. at this time

rcas-mg placed call to c at 10:44am on # [REDACTED]. rcas apologized and a rr-sb exiting case.

A. No problem found at this time, has twin I Beam rear suspension, will feel d ARBS called and left the service manager a message about the inspection date a ARBS called the c @ [REDACTED], left vmx asking for a call back about the ve ARBS rec'd email from DTS:

B. Found vehicle working as designed new generation CVT and may have to press

B. vehicle tracking straight no work performed

crr-mcr checked case. c complaining, stated that c is tired being transferred

crr-wc advised c that case will be transferred to rcas for review.

Customer Quality & Dealer Network Development

Dispute Resolution Specialist

divised c that rcas was ooo and did not received c's vmx until today. c underst

(internal msg was sent to responsible agent)

letter to customer and sending notification to agent to close the case.

s not been corrected.

to vmx. c requesting to speak w/ a live rep.

Arbitration Specialist

ARBS called and left the service manager a message about the inspection date a

ARBS called c back and notes that the c has not had her tires replaced yet. Th

ARBS rec'd email from DTS:

B. Found vehicle working as designed new generation CVT and may have to press

Created by ZAJ179N at 2013-12-10 13:51:26

Created by ZCR177N at 2013-09-25 07:21:21

Created by ZMG000N at 2013-10-15 08:39:09

crr-mcr informed c that assigned rcas is currently coordinating with higher of

crr-wc advised c to expect a call within the next business day.

h and saying that spoke with SM - Mike who stated she did not come to her diag

ifferent from independent suspension

ood. rcas informed c that rcas did speak with sm-mike on 9-23-13 in regards to

Open date 9/16/13... Mileage 18,334... RO 35847... 1 day down

to vmx. c requesting to speak w/ a live rep.

accelerator pedal further

ARBS responded to BBB:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 920

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 921

REQUESTED BY: lattad

CAR ID: CA4102791

Concern: C/s back seat feels bad swaying motion, has called Customer Service c

Created by ZAJ179N at 2013-12-19 13:39:56

crr-mcr informed c that assigned rcas is currently coordinating with higher of c's concern with the veh feeling like it is swaying andwitht the windsheild w c's wife called in behalf of c and now referred as c. c want to talked to rcas c understood.

ey are on order. ARBS told the c ARBS will call the dlr and see if there is an fice to further review case. crr-mcr apologized as c was transferred to vmx. c I can meet her on the Thursday the 19th at Nissan of Murfreesboro at 9:30am iffereent from independent suspension

nd time.

nostic appt. Left contact info

rcas-mg received case in regards to c's request that the veh be repurchased or accelerator pedal further

ARBS rec'd email from DTS:

ase#

B. Could not duplicate concern

Created by ZAJ179N at 2013-12-04 09:19:42

crr-cr verified that there are no changes in c's contact info

crr-wc offered further assistance, c declined.

Daniel,

ETA and call back, as NNA would not want to make any decisions until the repa

fice to further review case. crr-mcr apologized as c was transferred to vmx. c

I can meet her on the Thursday the 19th at Nissan of Murfreesboro at 9:30am

ipers not clearing the windsheil and at this time neither concern has been dup

nd time.

replaced due to the dlrhsp being unable to duplicate c's concern that when an

rr-mcr advised that rcas is in the best position to disclose further info rega

Action: Verified C concern, rear wheels out of balance, road force balance, ad

ARBS emailed BBB - Daniel:

B. Could not duplicate concern

crr-cr told c that crr-cr wil try to connect the call to rcas, c agreed

crr-wc provided name, ext and case number.

irs have been made and the c can see if the concern has been addressed. C than

I spoke to her and she would like the DTS to schedule another meeting with her

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 922

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 923

REQUESTED BY: lattad

CAR ID: CA4102791

I was able to meet with [REDACTED] today and test drive the vehicle with he
licated. c stated that c knew that nna was not going to do anything but c was
Open date 6/14/13... Mileage 6,925... RO 32959... 1 day down
rding case. crr-mcr advised c to expect a call from the assigned rcas by 10/10
rr-mcr advised that rcas is in the best position to disclose further info rega
yone sits in the rear seats of the veh they become car sick due to the veh fee

/13. c understood.

crr-cr told c that crr-cr reached rcas vmx, crcc-r told c that crr-cr will goi
crr-wc leaving case open, transferring resp to rcas.

Daniel,

for this new problem. I agreed and requested another meeting, but the DTS is
justed tire pressure

just speaking with c's pastor and was advised that the pastors veh is the same
ked ARBS. The call ended mutually.

ling like it is swaying and therefore not being able to recommend a repair. ve

Open date 6/14/13... Mileage 6,925... RO 32959... 1 day down

Open date 9/30/13... Mileage 20,105... RO 36256... 1 day down

rding case. crr-mcr advised c to expect a call from the assigned rcas by 10/10

r. The vehicle is operating as designed. I explained this to her and she under

/13. c understood.

ARBS responded to DTS email:

Bryan HAYDEN

Concerns:

Created by ZAJ179N at 2013-11-20 09:13:20

Created by ZWC178N at 2013-09-16 10:07:21

crr-mcr assured that crr-mcr will be more than happy to send an internal mess

h has been to 2 different dlrshps with the same determination that the veh is

[REDACTED] called me and told me there was a jumping in her vehicle and th

ng to send an internal msg to rcas that c is requesting for an immediate callb

Open date 9/20/13... Mileage 18,990... RO 300989... 2 days down

Open date 9/30/13... Mileage 20,105... RO 36256... 1 day down

still trying to determine when he has to go to those hearings, so he has not s

stood. I am not saying she was happy but she is not upset. I told her I would

way and people complain of getting car sick in the veh as well. c stated that

ack, c understood

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 924

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 925

REQUESTED BY: lattad

CAR ID: CA4102791

age to the assigned rcas to notify that c called-in. c acknowledged and thanke
ARBS called the dir at 931.684.6811 to check on ETA of tires, SM - Brandon sai
ARBS responded to DTS email:

at she had scheduled a diagnostic appointment for it. I called the dealership
Bryan HAYDEN

cheduled a follow up time for the customer yet.

Concerns

Concerns:

crr-mcr assured that crr-mcr will be more than happy to send an internal mess
crr-wc adding note

forward her concerns to engineering.

operating normally. nna declined c's request to repurchase or replace the veh.

the veh is the same model and yr as c's. c stated that there is a problem wit

A. C/s brakes making a scraping noise when applying brakes

A. C/s when sitting in the back seat they feel it swaying and makes back seat

age to the assigned rcas to notify that c called-in. c acknowledged and thanke

Bryan,

Concerns

Created by ZAJ179N at 2013-12-19 13:47:47

CRR-CR offered further assistance, c declined.

crr-wc spoke to c's wife name juliane cawthorn herein referred as c

d crr-mcr.

d he was just about to call the c to let her know they have come in and will s

h the design and c wants c's veh fixed or c wants nna to repurchase the veh. r

Product Service Support

rcas advised c of the decision and sent rhr denial letter. letter has been sen

Thanks,

to find out the results, and she did not come to the appointment. I called her

A. C/s brakes making a scraping noise when applying brakes

A. C/s vibration and rattle when 500 RPM possible exhaust

and she did not answer. Have you spoken to her since the last time noted in t

ARBS called the c @ [REDACTED], c states she met with him and he said it was

Bryan,

cas understood c's position but advised c that without being able to duplicate

c confirmed best contact number [REDACTED]. c also stated that best contact

chedule a time for her to come in. ARBS thanked SM. The call ended mutually.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 926

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 927

REQUESTED BY: lattad

CAR ID: CA4102791

CRR-CR provided name, ext

crr-wc exiting case

d crr-mcr.

passenger sick

Product Service Support

t. rcas closing case.

A. C/s vibration and rattle when 500 RPM possible exhaust

B. C/s accessory outlet inoperable

B. C/s wipers get stuck at times and do not clean the center of the windshield

c confirmed best contact number: [REDACTED]. c also stated that best contact

Created by ZAJ179N at 2013-11-20 09:14:53

Created by ZMG000N at 2013-09-17 14:17:58

Created by ZRC999N at 2013-11-06 07:53:11

crr-cr existing the case

c's concern or there being a possible part redesign there s no way to change

Dealer Technical Specialist

his email chain?

I have called and advised both the customer and the service manager of the dat

Mandy JOHNSON

the design of the vehicle and there is nothing else he can do. ARBS explained

time is:**9AM CST**

Actions:

ARBS called the c @ [REDACTED] to let her know that the dlr has the tires a

B. C/s accessory outlet inoperable

B. C/s noise when apply brakes

Created by null at 2013-09-25 07:58:53

crr-mcr asked for further assistance, c declined.

Customer Quality & Dealer Network Development

Dealer Technical Specialist

DRTS rec'd MRF pertaining to case, reopening case.

I have called and advised both the customer and the service manager of the dat

rcas-mg spoke with sa-angie. sa informed rcas that c states that when people a

Thanks,

that because the vehicle is operating as designed, NNA is not in the position

the way the veh is designed. c stated that c is not going to pay for a veh for

time is:**9AM CST**

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 928

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 929

CAR ID: CA4102791

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: 12/20/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 930

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 931

CAR ID: CA4102791

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP7DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5132	Tennessee					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 932

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 933

REQUESTED BY: lattad

CAR ID: CA4102791

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5132

STATE: TN

DEALER NAME: VICTORY NISSAN SOUTH

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 934

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 935

REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA4141583
STREET: [REDACTED]	VIN: 3N1CN7AP9EL [REDACTED]	
CITY: WESLACO	YR/MDL: 2014.0 VSD	MILEAGE: 001000
ST/ZIP: TX [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3754 CHARLIE CLARK NISSAN
DLR PH: 956 423 6975	DENY:	RESP DLR: 3754 CHARLIE CLARK NISSAN
		REGION: 32 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: 001000	# 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: 09/19/13	XFER/RSPNSBLTY: 32 01 N
CONTACT (S):	FOLLOWUP DATE: 10/30/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 10/31/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 936

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 937

REQUESTED BY: lattad

CAR ID: CA4141583

C. A. R. COMMENTS

Created by ZCR177N at 2013-10-28 07:21:42

Created by ZEM333N at 2013-09-19 13:27:40

Created by ZMW176N at 2013-09-23 09:35:44

Created by ZRB177N at 2013-09-30 12:51:17

Louisville, KY 40213

Service Dept. Review

c called to follow the case, c said that c tried to contact arbs but c never r

Created by ZAN790N at 2013-10-28 09:33:15

CRR-RB received call from [REDACTED] (husband), now referred as c.

rcas spoke with dlr on 9/20/13 and spoke with sd ruben and requested all docs

Service Dept. Review

c asking to speak with rcas-marie

received call.

for this veh

malfunctioning brand new versa

Service Dept. Review

Created by ZAN790N at 2013-10-28 12:54:37

crr-cr verified that there are no changes on c's account

crr-rb tried to reach rcas however is unavailable

rcas received all docs for this veh and has attached to case.

Service Dept. Review

Created by ZMW176N at 2013-09-23 09:50:15

crr-cr told c that crr-cr will send an internal msg to c that c called in and

crr informed c that crr will end internal message to rcas

Repurchase calculations:

Service Dept. Review

asking for a callback

Base Price \$18,104.13

c declined to be transferred to rcas ext to leave a message

rcas called c on 956) 650-2963 on 9/23/13 at 11:37 am est

crr-cr noting that c's best phone number is [REDACTED] and c said that arbs c

crr-rb informed c of schedule follow up date

ETCH \$299.00

rcas spoke with c and verified the concerns with the veh.

an call anytime of the day

c verified c's call back number [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 938

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 939

REQUESTED BY: lattad

CAR ID: CA4141583

rcas was advised that c wants the veh bought back.

Sales Tax \$1,131.51

c does not feel safe in this veh.

CRR-CR offered further assistance, c declined.

CRR-RB offered further assistance. c declined

Dealer Inventory Tax \$35.86

CRR-CR provided name, ext

CRR-RB provided c with crr name and extension number

License Fee \$77.75

rcas was advised that c went to trade the veh in and the dlr advised that c wo

crr-cr existing the case

CRR-RB leaving the case

Inspection Fee \$23.75

uld be upside down and advised for the customer to keep the veh for 6 months.

Created by ZMC177N at 2013-10-28 08:02:56

Created by ZMW176N at 2013-10-02 13:57:42

rcas advised of the RHR process and advised that rcas has already started by c

Title Fee \$28.00

CRR-CSC received a call from c requesting to speak with ARBS.

Documentary Fee \$149.00

ontacting the dlr to obtain further information.

rcas called c on [REDACTED] on 10/2/13 at 3:56 pm est

C stated that nna agreed to buyback the veh however c did not get any response

Finance charges \$447.94

rcas provided c with contact information

rcas spoke with c and advised that rcas will follow up with c on case on 10/7/

13

from nna after that. C added that c tried to get intouch with ARBS and rcas h

rcas and c ended call

Total Purchase Price \$20,296.94

as rhr process is half done.

Loan Payoff* good until 11/27/13 \$20,388.24

owever c did not get any callback. C added that c is still paying for the veh

rcas setting follow up for 9/30/13

Amount owed by c at surrender -\$91.30

and c cannot purchase a new veh because of the pending credit. CRR paologized

c understood and call was ended

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 940

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 941

REQUESTED BY: lattad

CAR ID: CA4141583

rcas setting task for 9/25/13 to complete RHR and informed c the notes on the case.
Created by ZAN790N at 2013-10-28 12:56:01
Created by ZEM333N at 2013-09-19 13:33:23
Created by ZMW176N at 2013-10-07 09:05:06
ARBS emailed copy of the repurchase offer to c. Copy of the offer is attached
crr-em received a call from c stating that c purchasded a brand new but the veh
CRR informed c that crr will send an internal message to ARBS that c is reques
rcas sent a message to arbs AN on 10/7/13
is malfunctioning for more than 3 times. veh shuts down when driving on the f
rcas advised that rcas is awaiting a decision on RHR
ting for a call back. c stated that c has ARBS number and c requested to be co
to the case.
Created by ZAN790N at 2013-10-07 09:49:55
Created by ZAN790N at 2013-10-28 12:56:31
nnected. c provided [REDACTED].
reeway. c brought veh to dlr and was informed that dlr cannot do something abo
ARBS received below email from c:"
ARBS reviewed RHR with following repairs that were complete at the time:
CRR offered to transfer c to NA- C agreed.
ut it. c spoke with FINANCE Manager - angela and Angela's husband who is the o
Anna,
CRR added that if crr-csc reached vmx,
Dates: 8/26/13-9/4/13 Mileage: 806 RO#: 210325 Days:8
wner of the dlr also informed c that they cannot do something about it
A. Customer states brake pedal must be pressed all the way down for vehicle to
CRR asked c if c still want to be
crr-em c want a buy back on the veh
This only shows a \$91.30 refund to us after the vehicle is paid off. That does
crr-em informed c that case will be escalated to rcas
make a complete stop, and when stopped, vehicle tries to jump forward, RPM ga
not even cover one car payment made to the bank. We have already paid \$480 an
transferred and CRR will send an internal message
crr-em best number to reach c [REDACTED]
d we will have to pay another \$480 before the payoff from Nissan is made. I am
to ARBS stating that c requested for a callback. c agreed and provided 956650
uge fluctuating

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 942

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 943

REQUESTED BY: lattad

CAR ID: CA4141583

2963 as the best number to reach c. .

B. Customer states engine making clicking sound when on
confused, you said we would get a refund of our payments.

crr-em c understood

C. MPI

CRR-CSC offered further assistance, c declined.

crr-em offered further assistance, c declined.

Please advise.

crr-em provided case#, name and ext #

CRR provided name, ext and file number.

DLR ACTIONS:

-Sara Saldana"

A. Confirmed customer concern found idle to be fluctuating at a stop due to be

Created by ZAN790N at 2013-10-28 12:57:57

crr-em leaving case open

transferred c to ARBS and recahed vmx.

ARBS called c and explained the repurchase offer. ARBS advised c that c will n

Created by ZKD176N at 2013-09-25 07:39:49

CRR-CSC sending internal message and exiting file.

ing out of calibration. Performed idle relearn and closed throttle position re

Created by ZML204N at 2013-10-28 08:20:35

eed to bring \$91.30 to surrender since NNA will payoff c's loan. C understood.

learn.

SRD-KD assisting RCAS Marie Woodruff

B. Unable to duplicate concern

crr-ml received a call from [REDACTED] [REDACTED], son in law of c, referred now

C states c will sign the offer and will send to ARBS tomorrow. C thanked and d

SRD completing and submitting RHR

as c.

C. Completed

Created by ZMW176N at 2013-09-25 08:06:14

isconnected the call.

Created by ZAN790N at 2013-10-29 13:06:37

c stated that veh had been paid off and c made a first payment.

Dates: 9/12/13-9/13/13 Mileage: 1521 RO#: 211491 Days:2

rcas advised csm bob brissie of pending rhr

A. Customer states vehicle shakes when on and while driving

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 944

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 945

REQUESTED BY: lattad

CAR ID: CA4141583

ARBS received signed repurchase offer from c. Copy is attached.

Created by ZDR123N at 2013-09-25 11:13:55

c stated that 2nd payment is due again and c doesn't have the veh for 2 months

B. Customer states vehicle turned off when on at stop

Created by ZAN790N at 2013-10-29 13:21:33

DRTS-DR received the RHR. The RHR was assigned to ARBS-AN for review.

now due to malfunction.

ARBS submitted check request in the amount of \$20,388.24 to the name Ally.

C. Customer states right rear tire need to be refill with nitrogen

Created by ZMW176N at 2013-09-30 10:10:32

crr-ml advsied c that case is bieng handled by ARBS

Created by ZAN790N at 2013-10-31 13:53:26

crr-ml will send an IM to arbs specialist to contact c.

D. MPI

rcas called c on [REDACTED] on 9/30/13 at 12:07 pm est

ARBS transmitted c's case to [REDACTED] case # [REDACTED], hard copies were ma

c h/u

DLR ACTIONS:

rcas left vmx with name file number and ext

A. Related to line B

crr-ml unable to provide the case#, name and ext#

iled via FedEx track # 797045528574.

rcas advised setting follow up for 10/7/13

B. Test drove vehicle for over 15 miles and unable to duplicate concern checke

Created by ZAN790N at 2013-10-31 13:55:56

crr-ml exiting the case.

rcas ended call

Case closed.

Created by ZAN790N at 2013-10-28 08:50:42

d for DTcb

rcas setting follow up for 10/7/13

ARBS called c. C states c emailed all docs on 10/10. ARBS advised c that docs

Created by ZAN790N at 2013-10-31 13:58:11

g at this time.

rcas setting task for 10/3/13 to check on RHR

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

Created by null at 2013-09-30 10:13:15

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 946

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 947

REQUESTED BY: lattad

CAR ID: CA4141583

C. Refill rear right tire with nitrogen

were not received and asked to resend them.

C emailed copies of sales agreement, title application receipt and Ally bank s
CRR-AH received call from c stating that c just recieved a call but phone only

D. Completed

Morley package is attached to the case.

Created by ZAN790N at 2013-11-13 14:17:22

Dates: 9/18/13- OPEN Mileage: 1782 RO#: 211997

rang once and c could not pick up, C requested to be transferred to RCAS-MW's
tatement. ARBS received email from c and attached docs to the case.

A. Customer states that the brake, ABS, slip on and slip off, and airbag light
ARBS apologized for a delay and advised c that will gather payoff info from AI

Created by ZAN790N at 2013-11-13 14:17:22

VMX

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

came on and the vehicle turn off customer waited for 5 minutes and the vehicl
CRR warm transfer to VMX

ly bank and will send c the repurchase offer.

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

C understood

C understood, thanked and disconnected the call.

e turned back on.

ARBS received the check from Morley after surrounding from c in the amount of

B. MPI

Created by ZAN790N at 2013-10-28 09:07:04

Created by ZET176N at 2013-09-30 12:25:59

ARBS called Ally bank spoke to agent-Cecile to get payoff info.

ARBS received the check from Morley after surrounding from c in the amount of
crr-et confirmed that no contact info has changed.

DLR ACTIONS:

\$91.30. The amount that c owed after the repurchase.

A. RO currently opened, engine diagnosis

crr-et informed that the follow-up date is set 10/7/2013.

Payoff amount good until 11/7/13 is \$20,200.24 (10 days payoff)

\$91.30. The amount that c owed after the repurchase.

crr-et received call from c. c would like to be transferred to RCAS. crr-et un

Per diem: \$9.40

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 948

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 949

REQUESTED BY: lattad

CAR ID: CA4141583

Vehicle was out of service for 27 days (last RO is still Open), veh turns off

by itself 2 concerns.

derstood and informed c that if RCAS is not available c will be routed to vmx

Finance charge: \$447.94

and c can leave a message then crr-et will send an internal message to RCAS an

ARBS calculated 30 day payoff amount good until 11/27/13 is \$20,388.24

Created by ZAN790N at 2013-10-07 10:01:32

ARBS called c and advised that NNA will repurchase c's veh. ARBS advised c to

ARBS forwarded the check to ATS-Susan Fresh.

d asked to give c a callback. c agreed and thanked crr-et.

Physical address:

Ally Bank

Case remains closed.

crr-et offered further assistance, c declined.

provide sales agreement, registration and bank statement. ARBS advised c to ma

Case remains closed.

crr-et provided name, ext.

ke the payment to avoid a negative effect on c's credit history. C understood,

Payment Processing Center

6716 Grave Lane Bld 9 Suite 190

ARBS provided c with email and phone #. C thanked and disconnected the call.

crr-et exiting case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCMV

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 950

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 951

REQUESTED BY: lattad

CAR ID: CA4141583

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: 03/25/14

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: 10/31/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: SYLVIA

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 952

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 953

CAR ID: CA4141583

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP9EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PLNL90206199	3754 Texas	2/18/2014	02/18/15	0013819	01/01/01	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 954

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 955

REQUESTED BY: lattad

CAR ID: CA4141583

CURRENT SERVICE CONTRACT

CONTRACT: PLNL90206199

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 2/18/2014

EXPIRES: 02/18/15 **MILES:** 0013819

CANCEL: 01/01/01 **MILES:** 0013819

TRANSFER: 01/01/01

TRANSACTION: 03/25/14

PRINTED: 03/29/14

DEALER NO: 3754 **STATE:** TX

DEALER NAME: CHARLIE CLARK NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 956

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 957

REQUESTED BY: lattad

NAME: [REDACTED]

SC: NONE

CAR ID: CA4236657

STREET: [REDACTED]

VIN: 3N1CN7AP9EL [REDACTED]

CITY: EUREKA

YR/MDL: 2014.0 VSD **MILEAGE:** 000000

ST/ZIP: CA [REDACTED]

VCAN: Y

IN SVC DATE:

DAY PH: [REDACTED]

PAID: 6,815

RTL DLR: NI NI

EVE PH: [REDACTED]

SUSP: 0

SVC DLR: 211A MCCREA NISSAN

DLR PH: 707 442 1741

DENY: 0

RESP DLR: 211A MCCREA NISSAN

REGION: 44 **DIST: SL/SV/PT:** 04 04 34 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: 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: 09/30/13

XFER/RSPNSBLTY: 44 04 N 44 10 N

CONTACT (S):

FOLLOWUP DATE: 10/21/13

INF-NET (Y/N):

SEVERITY: 9

CLOSE DATE: 10/21/13

INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

103500 STEREO/CD/RADIO

AA AUDIO/VIDEO/NAVI

WA PREMATURE WEAR/FAILURE

AD BRAKES

138000 ENGINE ASSEMBLY

AG ENGINE MECHANICAL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 958

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 959

REQUESTED BY: lattad

CAR ID: CA4236657

C. A. R. COMMENTS

Action Taken: 1. Test drove veh to operating temp and inspected for leaks, none

Created by ZDS177N at 2013-10-04 09:38:06

Created by ZOF176N at 2013-09-30 10:40:16

e concerns that would substantially impair this vehicle. NNA will continue to

Service Dept. Review

found. Test drove with defrost on and inspected. Only visible wetness is from

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

rcas calling MCCREA NISSAN at 11:35 a.m. est

Service Dept. Review

ARBS-LF recommends that offer the c one car payment and an ECW for the body an

found. Test drove with defrost on and inspected. Only visible wetness is from

rcas spoke with SM- [REDACTED] and advised of c's repurchase request.

Service Dept. Review

a/c evaporator. Normal operation

d interior and an ECW for the engine for the c's inconvenience.

Service Dept. Review

SM advised veh is currently in shop. SM advised will fax rcas all RO's, includ

a/c evaporator. Normal operation

Created by ZDS177N at 2013-10-15 18:28:53

ing open RO.

2.No duplication

rcas agreed, thanked SM, call was ended

rcas calling 7076014572 at 8:25 p.m. est

2.No duplication

Created by ZDS177N at 2013-10-04 09:41:54

rcas spoke with c and advised rcas was able to review for possible assistance

3.Could not duplicate

in repurchase. rcas advised unfortunately, NNA is not offering assistance.

rcas calling McCrea Nissan at 11:39 a.m. est

3.Could not duplicate

c understood. c stated c has c's lemon law lawyer ready. c thanked rcas and en

rcas spoke with SM and advised rcas will also need tech time stamps for RO's o

4.Verified slight pedal drop after holding a stop for more than 90sec. Turned

ded call.

pen 7+ days

4.Verified slight pedal drop after holding a stop for more than 90sec. Turned

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 960

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 961

REQUESTED BY: lattad

CAR ID: CA4236657

rcas submitting RHR denial request letter

SM advised current RO has been open exactly 7 days.

Created by ZDS177N at 2013-10-17 15:54:52

off veh and depressed brake pedal and held, pedal dropped a small amount then

rcas advised will get tech time stamps once RO is completed

off veh and depressed brake pedal and held, pedal dropped a small amount then

rcas noting, per system issues, rcas-Jonathon Spurling will assist with submis

SM agreed, call was ended

rcas noting warranty history, per CPIA:

sion of RHR denial letter

stopped. Brake pressure does bleed off slightly. No fluid leaks, replaced mast

08/19/13 RO 6002305 OPEN DT: 09/18/13 COMPL DT: 10/02/13

Created by ZMS866N at 2013-10-21 10:06:06

stopped. Brake pressure does bleed off slightly. No fluid leaks, replaced mast

09/18/13 RO 6003025 OPEN DT: 08/19/13 COMPL DT: 09/06/13

er cylinder

MT MS received request for letter to be mailed to the customer. MT MS mailing

Created by ZDS177N at 2013-10-04 11:34:42

er cylinder

letter to customer and sending notification to agent to close the case.

Created by ZJS111N at 2013-10-21 10:12:24

Open 9-18-13 Closed 9-30-13 Miles 2,027 RO 6003025

rcas received and attached RO's

Created by ZDS177N at 2013-10-04 18:01:54

Open 9-18-13 Closed 9-30-13 Miles 2,027 RO 6003025

rcas-jonathon spurling assisting rcas-danielle spurling

Concern: 1.Veh vibrates and almost dies when driving, accelerating, and coming

rcas calling [REDACTED] at 7:52 p.m. est

rcas closing case as letter sent to c

Concern: 1.Veh vibrates and almost dies when driving, accelerating, and coming

rcas spoke with c, rcas advised is still gathering information from dlr to rev

iew for possible buyback of veh.

to a stop

c understood. c stated c just picked up veh from dlr. c stated veh pulls to th

to a stop

2.Drivers window squeals badly when operated

e right badly while on highway. c stated c also tried to move the mirror with

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 962

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 963

REQUESTED BY: lattad

CAR ID: CA4236657

2.Drivers window squeals badly when operated
the switch and it did not work. c stated c will be taking veh back in next wee

3.Drivers seat falling apart
k

3.Drivers seat falling apart
rcas understood. rcas advised will follow up with update no later than 10/09.
Action Taken: 1.No duplication
rcas advised c to inform rcas if veh is taken back to dlr
Action Taken: 1.No duplication
c agreed. c stated c is very stressed over veh. c stated earlier in the week c

2.Lubed glass runner with silicone
had heart failure because of veh. c stated c ended up in the hospital.
2.Lubed glass runner with silicone
rcas apologized.

3.Verified poor quality/workmanship. Installed trim assy back, removed headres
c thanked rcas, call was ended

3.Verified poor quality/workmanship. Installed trim assy back, removed headres
Created by ZDS177N at 2013-10-11 09:24:03
rcas received and attached missing ROs
t, R&R seatback cover.
Created by ZDS177N at 2013-10-11 09:29:43
t, R&R seatback cover.
Open 9-27-13 Closed 10-4-13 Miles 2,257 RO 6003283
rcas sharing case with CSM-Fernando Hernandez per RHR request
Created by ZDS177N at 2013-10-11 09:48:16
Open 9-27-13 Closed 10-4-13 Miles 2,257 RO 6003283
Concern: 1.Stereo starting cutting out and started smoking under the dash
rcas completed and submitted RHR for review
Concern: 1.Stereo starting cutting out and started smoking under the dash
Created by ZDR123N at 2013-10-11 11:09:18
Action Taken: 1.Speaker unit, check operation of radio, would work at times th
DRTS-DR received the RHR. The RHR was assigned to ARBS-LF for review.
Action Taken: 1.Speaker unit, check operation of radio, would work at times th
Created by ZDS177N at 2013-10-14 11:35:03
en quit. Stations would come in then would lose reception. Speakers would pop
rcas calling MCCREA NISSAN at 1:30 p.m. est
en quit. Stations would come in then would lose reception. Speakers would pop

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 964

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 965

REQUESTED BY: lattad

CAR ID: CA4236657

rcas spoke with sa-Shannon and inquired if there is an open RO for veh
sa stated there are no open RO's for veh
then left side quits. Some smoke came out of dash/radio area.
rcas thanked sa, call was ended
then left side quits. Some smoke came out of dash/radio area.
Created by ZLF050N at 2013-10-14 13:50:08
Created by ZLF050N at 2013-10-14 13:50:40
ARBS-LF sent an email to RCAS-DS requesting time stamps on the repairs.
Created by ZLF050N at 2013-10-14 13:50:08
ARBS-LF notes the dealer service records:
Created by ZDS177N at 2013-10-14 14:44:52
ARBS-LF notes the dealer service records:
rcas calling MCCREA NISSAN at 4:36 p.m. est
Open 8-19-13 Closed 9-11-13 Miles 1,576 RO 6002305
rcas spoke with SM and requested time stamps
Open 8-19-13 Closed 9-11-13 Miles 1,576 RO 6002305
SM advised time stamps were sent for RO 6003025
Concern: 1.Fluid leaking under veh
rcas requested time stamps for RO 6003283
Concern: 1.Fluid leaking under veh
SM agreed, call was ended
2.Veh idles rough and erratic and almost died
Created by ZDS177N at 2013-10-14 15:15:02
2.Veh idles rough and erratic and almost died
rcas received and attached tech time stamps. rcas sent email to ARBS-LF to adv
3.Veh smelled funny when running
ise.
3.Veh smelled funny when running
Created by ZLF050N at 2013-10-15 15:25:42
4.Brake pedal goes to the floor
**ARBS-LF reviewed the repair history and at this time, NNA is not in a positi
4.Brake pedal goes to the floor
on to offer a repurchase or replacement of this vehicle, as the vehicle has no
Action Taken: 1.Test drove veh to operating temp and inspected for leaks, none
t been subject to an unreasonable number of repair attempts for any warrantabl

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 966

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 967

REQUESTED BY: lattad

CAR ID: CA4236657

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
	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: 10/21/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 968

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 969

CAR ID: CA4236657

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP9EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		211A	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 970

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 971

REQUESTED BY: lattad

CAR ID: CA4236657

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 211A

STATE: CA

DEALER NAME: MCCREA NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 972

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 973

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4243753
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: PEMBROKE PINES **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 008000
ST/ZIP: FL [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 966 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5378 PALMETTO57 NISSAN
DLR PH: 305 626 2600 **DENY:** 0 **RESP DLR:** 5378 PALMETTO57 NISSAN
REGION: 34 **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:** 008000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: PALMETTO57 NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 10/01/13 **XFER/RSPNSBLTY:** 34 03 N
CONTACT (S): **FOLLOWUP DATE:** 10/28/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/28/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 974

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 975

REQUESTED BY: lattad

CAR ID: CA4243753

C. A. R. COMMENTS

Created by ZJT999N at 2013-10-01 09:20:12

Created by ZJT999N at 2013-10-03 14:31:35

C told will be there.

Rcas @ 3.20 PM EST @ [REDACTED] left a vxm to C telling C that DTS assured C

Service Dept. Review

Rcas called SM Erick Valline to ask SM for ROs, and c veh's repair.

Rcas told C follow up on 10/18/13 to call C to remind the inspection.

Service Dept. Review

the performance of C's veh is normal.

Rcas exited case.

Rcas follow up on 10/28/13 to call C again.

SA Peter Alvarez told that SM Erick is ooo until next Monday, but told that C'

Service Dept. Review

Created by ZJT999N at 2013-10-16 12:46:49

Rcas exited case.

Service Dept. Review

s veh will be repair for tomorrow, and dlr will send the ROs to RCAS tomorrow as well.

Created by ZJT999N at 2013-10-28 13:04:00

Rcas called dlr to make the appointment for the DTS Inspection on 10/21/13 at

Service Dept. Review

10:00 AM at dlr.

Rcas @ 3.01 PM EST @ [REDACTED] called C telling that RCAS- advised C that th

Rcas gave thanks to SA peter for the assistance.

Service Dept. Review

e call may be recorded for quality purposes, and told C that DTS assured C the

Rcas exited case.

Service Dept. Review

SM Erick was ooo, but assistant manager Peter Alvarez received a vxm asking to

Created by ZJT999N at 2013-10-08 12:51:49

make the appointment.

performance of C's veh is normal.

C asked call back later, because is working.

Rcas gave thanks to dlr.

Rcas left a vxm to SM Erick Vallina asking for C veh ROs.

Rcas exited case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 976

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 977

REQUESTED BY: lattad

CAR ID: CA4243753

Rcas sent an email to Senior DTS Larry Rowe telling the info of DTS appointment

Rcas sent a task to SRD Team asking assistance to take the C veh repair order.

Created by ZJT999N at 2013-10-28 18:31:29

Rcas exited case.

t.

Created by ZKD176N at 2013-10-08 13:09:00

Rcas @ 8.19 PM EST @ [REDACTED] called C telling that RCAS- advised C that th

Rcas exited case.

Created by ZJT999N at 2013-10-18 13:34:10

e call may be recorded for quality purposes, and told C that DTS assured C the SRD-KD sent email to RCAS Megan Esposito asking RCAS-ME best contact at dlrsh performance of C's veh is normal.

p to gather RO's. SRD copies RCAS-Jose Matheus on email.

Rcas @ 6.01 PM EST @ [REDACTED] called C telling that RCAS- advised C that th

Created by ZDR123N at 2013-10-11 13:44:05

C told did not agree the opinion of the Senior DTS Larry Bowe, and C does not

e call may be recorded for quality purposes, and remind C that on 10/21/13 at

10:00 AM at dlr will be the DTS Inspection.

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

like the attention that dlr gave to C. C added is deceived with NNA because NN

A did not change the veh to another.

Created by ZJT999N at 2013-10-11 13:45:56

C told will be there.

Rcas asked C to verify C's address.

Rcas re-send the RHR.

SUMMARY.

C verified the address:

Rcas exited case.

Rcas let c know will receive a letter to report how was assisted.

C called stating 3 times has been taking Veh to dlr with issues with Veh's bra

Created by ZAM176N at 2013-10-12 06:11:38

Lourdes Melendez

8661 SW 16TH ST

Arbs-ASM reviewed RHR:

kes, and C does not feel sure with this veh. C asked NNA C wants for Nissan to

8/14/13-8/20/13 Mileage: 5,954

give C another Veh.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 978

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 979

REQUESTED BY: lattad

CAR ID: CA4243753

PEMBROKE PINES, FL 33025 3306

C/S noise when braking - performed bulletin NTB13-031A

Rcas sent a RHR.

US

10/1/13-10/9/13 Mileage: 8,394

ARBS Angie Mathis decided NNA is not in a position to offer a repurchase or r

Rcas told C follow up on 10/24/13 to call C again.

C/S brake light on - replaced master cylinder

replacement of this vehicle, as the vehicle has not been subject to an unreason

Rcas exited case.

able number of repair attempts for any warrantable concerns that would substan

Created by ZAM176N at 2013-10-12 06:13:06

Created by ZJT999N at 2013-10-18 13:42:47

Arbs-ASM notes the following:

Rcas made the QAS Validation Status Mailing Address.

tially impair the use, safety, or value of the vehicle. NNA will continue to h

FL applicable LL

onor the terms and conditions of all applicable warranties. Arbs would recomme

Rcas attached the repurchase letter to case.

2 repairs regarding brakes

nd DTS inspection to verify brakes are operating as designed.***

Rcas sent the correspondence request.

Rcas exited case.

Rcas sent a DTS.

Request via RCAS

Created by ZJT999N at 2013-10-18 14:17:41

No DTS involvement

Senior DTS Larry Bowe assured C the performance of C's veh is normal.

b

***Based on a good faith review, NNA is not in a position to offer a repurcha

Rcas called dlr to verify the appointment for next Monday at 10:00 AM.

Rcas closing case.

SA Jeff (did not give the last name) verified the appointment on 10/21/13 at 1

se or replacement of this vehicle, as the vehicle has not been subject to an u

0:00 AM.

unreasonable number of repair attempts for any warrantable concerns that would

Rcas sent an email to Senior DTS Larry Rowe telling that dlr and are ready for

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 980

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 981

REQUESTED BY: lattad

CAR ID: CA4243753

substantially impair the use, safety, or value of the vehicle. NNA will continue DTS Inspection on 10/21/13.

ue to honor the terms and conditions of all applicable warranties. Arbs would Rcas exited case.

recommend DTS inspection to verify brakes are operating as designed.***

Created by ZJT999N at 2013-10-14 18:02:46

Created by ZMS866N at 2013-10-22 09:32:41

MT MS received request for letter to be mailed to the customer. MT MS mailing

Rcas @ 7.57 PM EST @ [REDACTED] called C telling that RCAS- advised C that letter to customer and sending notification to agent to close the case.

the call may be recorded for quality purposes, and told C that NNA is not in a

Created by ZJT999N at 2013-10-24 15:22:51

position to offer a repurchase or replacement of this veh, as the veh has not been subject to an unreasonable number of repair attempts for any warrantable

Rcas @ 5.20 PM EST @ [REDACTED] called C telling that RCAS- advised C that the concerns that would substantially impair the use, safety, or value of the vehicle call may be recorded for quality purposes.

C asked Rcas call back tomorrow, because was busy.

. NNA will continue to honor the terms and conditions of all applicable warranties.

Rcas told C follow up on 10/25/13 to call C again.

ties, Rcas will try to get a DTS inspection to verify brakes are operating as designed.

Rcas exited case.

Created by ZJT999N at 2013-10-25 11:02:12

C told was deceived with this bad veh.

Rcas received an email from Senior DTS Larry Rowe telling met C at dlr RO 1093

Rcas told C follow up on 10/17/13 to call C with info of DTS Inspection.

15 at 8919 miles. There were no actual problems with C's veh, but C expressed

Rcas exited case.

Created by ZJT999N at 2013-10-14 18:15:55

dissatisfaction with C veh's performance. C felt it should have more power and shift differently, she was making comparisons to C previous veh. Senior DTS

Rcas sent a DTS Request to Senior DTS Larry Rowe.

Larry explained that comparisons of this veh to a larger sport utility veh is

Rcas exited case.

Created by ZKD176N at 2013-10-15 11:45:05

not valid. This veh is a nicely equipped economy veh but because fuel economy

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 982

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 983

REQUESTED BY: lattad

CAR ID: CA4243753

is a priority it uses a 4-cylinder engine and a CVT transmission. Senior DTS a SRD-KD in review of case for DTS inspection SRD supports DTS

Created by ZJT999N at 2013-10-15 16:05:41

assured C the performance of C's veh is normal.

Rcas exited case.

Rcas received an email from Senior DTS Larry Rowe telling has placed this on M

Created by ZJT999N at 2013-10-25 11:05:33

onday the 21st at 10 AM.

Rcas @ 6.01 PM EST @ [REDACTED] called C telling that RCAS- advised C that the c

Rcas sent an email to Senior DTS Larry Bowe giving thanks for the assistance.

all may be recorded for quality purposes, and told C that on 10/21/13 at 10:00

Rcas exited case.

AM at dlr will be the DTS Inspection.

Created by ZJT999N at 2013-10-25 13:22:56

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 984

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 985

CAR ID: CA4243753

BYBACK ST:

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

OPENED BY:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 10/28/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 986

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 987

CAR ID: CA4243753

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5378	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 988

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 989

REQUESTED BY: lattad

CAR ID: CA4243753

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5378

STATE: FL

DEALER NAME: PALMETTO57 NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 990

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 991

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4249874
STREET: [REDACTED]	VIN: 3N1CE2CP3EL [REDACTED]	
CITY: MACOMB	YR/MDL: 2014.0 VER	MILEAGE: 000000
ST/ZIP: IL [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3364 GALESBURG NISSAN, CORP.
DLR PH: 309 342 4121	DENY:	RESP DLR: 3364 GALESBURG NISSAN, CORP.
		REGION: 24 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: 0
VEHICLE MAINTAINED BY: NONE		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 10/02/13	XFER/RSPNSBLTY: 24 07 N
CONTACT (S):	FOLLOWUP DATE: 10/02/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 10/02/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES	218000 REPLACEMENT PART PURCHASE (NIS)
BD NSN DEALER PARTS DEPT.	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 992

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 993

REQUESTED BY: lattad

CAR ID: CA4249874

C. A. R. COMMENTS

@09/03-ZPB027N

Created by 12345678 at 2013-10-02 01:04:41

Created by 12345678 at 2013-10-02 01:05:25

CRR-PB ADVISED C THAT SM-JIM WILL CALL CRR-PB BACK.

WHEN POSSIBLE, HAVE PARTS TO PERFORM RECALL AT THE TIME OF A SERVICE APPOINTME

****C'S CELLULAR IS [REDACTED] ****_C UNDERSTOOD. @09/03-ZPB027N

NT SO THAT ANOTHER TRIP IS NOT NECESSARY. I LIVE 50 MILES FROM THE DEALER.

Created by ZGT345N at 2013-10-02 06:43:03

CRR-PB CONFIRMED WITH SA-JENNIFER THAT C PICKED UP VEH AND C DID NOT PAY ANY

Rcas-gt called C on [REDACTED] at 8:42am est

THING OUT OF POCKET. SA-JENNIFER ADVISED CRR-PB THAT RECALL WAS PERFORMED,

CALIPER, ROTOR, PAD WERE REPLACED AND FREEZE PLUG. @09/03-ZPB027N

Rcas left vmx advising that C's survey was rec'd and documented.

Closing case.

CRR-PB SPOKE WITH C'S WIFE. C'S WIFE STATED THAT C THINKS THAT BRAKES ARE

==

STILL BAD. C STATED THAT PEDAL GOES DOWN TO THE FLOOR IS VERY SPONGY.

C STATED THAT C WILL DRIVE VEH FOR A COUPLE DAYS TO SEE IF BRAKES HAVE AIR IN

LINES. C THANKED CRR-PB FOR ALL OF CRR-PB'S HELP. C ADVISED CRR-PB THAT C WILL

CALL CRR-PB BACK IF NEEDED. CRR-PB ADVISED C THAT CRR-PB WILL CLOSE FILE BUT

IF C CALLS BACK CRR-PB WILL REOPEN CASE. C UNDERSTOOD. FILE CLOSED.

@09/03-ZPB027N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCAV

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 994

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 995

REQUESTED BY: lattad

CAR ID: CA4249874

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: 10/02/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 996

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 997

CAR ID: CA4249874

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CP3EL3 [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3364	Illinois					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 998

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 999

REQUESTED BY: lattad

CAR ID: CA4249874

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3364

STATE: IL

DEALER NAME: GALESBURG NISSAN, CORP.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,000

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,001

REQUESTED BY: lattad

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HENDERSON
ST/ZIP: NV [REDACTED]
DAY PH: 0
EVE PH: [REDACTED]
DLR PH: 702 207 8000

VCAN:
PAID:
SUSP:
DENY:

SC: MULTI CONTRACT **CAR ID:** CA4288727
VIN: 3N1AB7AP1DL [REDACTED]
YR/MDL: 2013.0 **SEN** **MILEAGE:** 017018
IN SVC DATE:
RTL DLR: NI NI
SVC DLR: 3902 UNITED NISSAN
RESP DLR: 3902 UNITED NISSAN
REGION: 44 **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:** 017018 **# 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:** 10/08/13 **XFER/RSPNSBLTY:** 44 07 N
CONTACT (S): **FOLLOWUP DATE:** 11/29/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 12/04/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 208500 SENTRA
OF NNA., INC. ISSUES 302500 CONTINUOUSLY VARIABLE TRANSMIS
AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION
BG POWERTRAIN ZH CRITICISM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,002

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,003

REQUESTED BY: lattad

CAR ID: CA4288727

C. A. R. COMMENTS

Again, Nissan is pretty much telling me they still haven't received the progra

Created by ZGY176N at 2013-10-08 09:53:30

Created by ZPM777N at 2013-11-04 14:41:34

Created by ZPM777N at 2013-11-06 12:18:53

Created by ZTD429N at 2013-10-15 17:46:10

crr rt-asked c if there's any change with account information, c said no

CRT-PM notes the VSC contract as available for download on the NESNA website.

ncern.

ntinue to be investigated.

rcas spoke to c

Service Dept. Review

Created by ZPM777N at 2013-11-06 12:18:53

crr rt-c's waiting for arbs to contact c

CRT-PM has downloaded the VSC maintenance contract and attached to case file

CRT-PM notes being advised that DTS involvement would not be beneficial due to

CRT-PM placed outbound call to C at [REDACTED], left VMX stating that CRT-

C states that C has been putting 91 octane fuel, and this seems to help the ru

m for my vehicle and this is now been a month and still no answers and when th

rcas advised c that NNA is not in a position to repurchase and replace the veh

rcas made outbound call to [REDACTED] at 1943 EST

Service Dept. Review

crr rt-c's waiting for arbs to contact c

CRT-PM has downloaded the VSC maintenance contract and attached to case file

CRT-PM notes that a REBUTTAL response will need to be drafted and submitted to

ere will be I have no idea. So again I'm stuck driving this vehicle that doesn

ning, however C does not believe that C should have the added expense of the

PM just checked for the VSC maintenance contract for processing, and it is not

rcas spoke to c

Service Dept. Review

this concern currently being under investigation.

available as of yet.

Created by ZPM777N at 2013-11-12 07:57:31

crr rt-informed c that arbs is working on the case

CRT-PM notes that a REBUTTAL response will need to be drafted and submitted to

CRT-PM notes the only solution available at this time is to suggest that C use

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,004

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,005

REQUESTED BY: lattad

CAR ID: CA4288727

c stated that c does not want to have a concern with the veh every couple mont
higher grade fuel in an economy car.

rcas advised c that c's case is still being reviewed

Service Dept. Review

't function correctly!! And although I'm still expected to pay my car payment
a higher grade fuel until a resolution becomes available.

as I agreed, Nissan is trying to offer my free oil changes I mean come on how

Created by ZPM777N at 2013-11-12 07:57:31

crr rt-informed c that arbs is working on the case

CRT-PM advised that C can return call anytime, otherwise CRT-PM will follow up

CRT-PM apologized to C for C's experience, and states that CRT-PM would like t
hs.

rcas advised c that rcas still expects to have a decision no later than 10/22

Service Dept. Review

the BBB prior to 11-13-13

Created by ZPM777N at 2013-10-31 10:30:59

crr rt-told c will send int msg to arbs to request for callback

CRT-PM notes having submitted the following REBUTTAL response to the BBB regar
c understood

does that even compare to a \$535.00 a month car payment against a \$30.00 oil c

o contact the DLR for more information regarding C's concerns, and follow up w

rcas apologized that rcas was not able to provide c with the resolution c was

Service Dept. Review

the BBB prior to 11-13-13

with C on 11-07-13.

Created by ZPM777N at 2013-11-07 08:29:10

crr rt-told c will send int msg to arbs to request for callback

CRT-PM notes having submitted the following REBUTTAL response to the BBB regar

CRT-PM placed outbound call to C at [REDACTED], spoke with C.

c stated that c has the veh and the veh still has a vibration

expecting

hange every 3 months! It's a joke so basically I'm stuck and Nissan can really

ith C on 10-31-13.

Service Dept. Review

careless. They won't put me in another vehicle or even offer me a rental. I h

Created by ZPM777N at 2013-11-07 08:29:10

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,006

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,007

REQUESTED BY: lattad

CAR ID: CA4288727

crr rt-c agreed

CRT-PM is setting follow up with C for 11-07-13

CRT-PM states that CRT-PM has spoken with the DLR and the DLR had stated the s
C states that this would be fine, and C terminated call.

ding C's concern;

rcas provided rcas contact information to c

rcas understood

Service Dept. Review

ad to borrow a friends car to drive to California this pass weekend because I
ame status as waiting for an updated ECM programing to become available for Cs
call ended mutually.

Created by ZPM777N at 2013-11-06 06:33:18

crr rt-c agreed

CRT-PM notes having submitted the following REBUTTAL response to the BBB regar
c stated that c hopes rcas is getting c out of the veh

ding C's concern;

Service Dept. Review

can't even trust my vehicle to make it, that's just sad!

CASE ID: [REDACTED]

crr rt-offered further assist, c declined

CRT-PM notes having submitted the following REBUTTAL response to the BBB regar

CRT-PM notes setting follow up with DLR for 10-29-13, and with C for 10-31-13.

CRT-PM notes the VSC request has not yet been processed.

rcas advised c that rcas cannot guarantee assistance

rcas closing the case

Service Dept. Review

' vehicle.

CASE ID: [REDACTED]

Created by ZPM777N at 2013-10-29 08:55:08

Created by ZPM777N at 2013-11-11 12:58:01

Created by ZTD429N at 2013-10-23 10:30:41

crr rt-offered further assist, c declined

C states so that is it?

ding C's concern;

rcas verified that c has no further questions or concerns for rcas

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,008

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,009

REQUESTED BY: lattad

CAR ID: CA4288727

Service Dept. Review

call ended mutually

case summary

crr rt-provided name and ext no

CRT-PM is setting follow up with C for 11-07-13

CRT-PM notes that the VSC contract is not available on the NESNA website as of

CRT-PM placed outbound call to DLR UNITED NISSAN at [REDACTED], requested

C states that C is just stuck with a vehicle that does not run properly, or sh

ding C's concern;

On November 12, 2013, you provided the following information:

Service Dept. Review

11-11-13.

CASE ID: 37103687

c called in and requested rhr. NNA declined. rcas closing the case

Created by ZPM777N at 2013-11-06 12:12:02

Created by ZTD429N at 2013-10-16 10:32:19

crr rt-provided name and ext no

ift properly.

On November 12, 2013, you provided the following information:

to speak with SM-Vance King, left message with SA-GREG requesting return call.

CASE ID: [REDACTED]

Created by ZPM777N at 2013-10-25 15:35:23

Created by ZPM777N at 2013-10-29 13:12:08

crr rt-exiting case

CRT-PM notes receiving the following BBB REBUTTAL complaint from C;

CRT-PM notes setting follow up for 11-12-13 to check for policy availability o

C states that when C is accelerating, and C gets the vehicle up to speed, the

rcas noting that rcas submitted RHR

Thank you for allowing Nissan North America another opportunity to review Mrs.

Case ID: [REDACTED]

Created by ZRC999N at 2013-10-17 09:10:07

crr rt-exiting case

CRT-PM placed outbound call to DLR UNITED NISSAN at [REDACTED], requested

n NESNA.

On November 07, 2013, you provided the following information:

Thank you for allowing Nissan North America another opportunity to review Mrs.

Transmission, converter issue on veh

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,010

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,011

REQUESTED BY: lattad

CAR ID: CA4288727

vehicle does not shift down a gear.

Created by ZAM175N at 2013-11-21 08:40:15

Created by ZPM777N at 2013-10-25 15:37:05

Created by ZPM777N at 2013-11-06 06:33:18

CRT-PM advised C that C's vehicle has a CVT transmission, and advised C that t
DRTS received the RHR. The RHR was assigned to ARBS-Angie McVey for review.

On November 07, 2013, you provided the following information:

Password: 8CA2F0E63

to speak SM-VAN STEEN or SD-CLAYTON KING, left a message with SA-Amber request
Valle-Castro's concern regarding her 2013 Nissan Sentra.

Contacted customer and advised file is pending confirmation of payoff. Once o

Created by ZPM777N at 2013-11-06 06:33:18

Created by ZTD429N at 2013-10-22 13:27:44

CRT-PM notes receiving the following BBB complaint from C;

he vehicle doe not have gears.

ing return call.

Response due by: 11-13-13

Thank you for allowing Nissan North America another opportunity to review [REDACTED]

[REDACTED] s concern regarding her 2013 Nissan Sentra.

11/01/2013 KWB EMAIL Forward Business response to Consumer

btained the offer letter will be sent.

Case ID: [REDACTED]

CRT-PM explained the operation of a CVT transmission.

CRT-PM notes the VSC request has not yet been processed.

Nissan North America is currently working with [REDACTED] to resolve he

rcas made outbound call to c [REDACTED] at 1527 EST

SA-AMBER states that SM-VS and SD-CK have been in a meeting all day and will m

Thank you for allowing Nissan North America another opportunity to review Mrs.

11/04/2013 WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/s

Created by ZAM175N at 2013-11-21 09:59:06

CRT-PM notes the VSC request has not yet been processed.

C states that C is just stuck then until NISSAN comes up with an update for Cs

Nissan North America is currently working with [REDACTED] to resolve he

ost likely not be able to call back today, but SA-AMBER will make sure that th

Password: [REDACTED]

rcas spoke to c

[REDACTED] concern regarding her 2013 Nissan Sentra.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,012

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,013

REQUESTED BY: lattad

CAR ID: CA4288727

Contacted Prestige Financial at 888-822-7422 and spoke with Laura who confirmed they get the message.

(he DID NOT accept the response from the business.)

rcas advised c that rcas is still reviewing c's case and hopes to have an update

Response due by: 11-01-13

r vehicle concerns, and would appreciate the opportunity to continue working w

██████████ concern regarding her 2013 Nissan Sentra.

' vehicle?

Consumer's Original Complaint :

CRT-PM apologizes, and states that CRT-PM would be happy to suggest further di

CRT-PM thanks SA-AMBER for the assistance, call ends mutually.

d the following payoff information:

for c by 10/25

Nissan North America is currently working with ██████████ to resolve he

r vehicle concerns, and would appreciate the opportunity to continue working w

When I spoke to Nissan consumer affair rep. He stated that it still stood tha

10 day payoff = \$21,612.98 good til 12/1/13

agnosis at a different NISSAN DLR.

Brand new vehicle master cylinder replaced in May, beginning of Oct. vehicle h

CRT-PM is setting follow up with C for 11-07-13

c understood

ith her until all of her concerns have been addressed.

Nissan North America is currently working with ██████████ to resolve he

t they were not going to swap me into a different vehicle so basically answer

aving computer issues, vehicle idling low and vibrating rough.

call ended mutually.

CRT-PM is setting follow up with C for 11-07-13

CRT-PM is setting follow up with SM-VS for 10-30-13

C states declines further diagnosis.

ith her until all of her concerns have been addressed.

per diem = \$12.32

r vehicle concerns, and would appreciate the opportunity to continue working w

was no, rep had no information on the "program" needed for my vehicle, and la

Created by ZAM175N at 2013-10-22 13:44:17

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,014

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,015

REQUESTED BY: lattad

CAR ID: CA4288727

Created by ZPM777N at 2013-10-29 14:03:53

Created by ZPM777N at 2013-11-06 12:12:02

CRT-PM states that CRT-PM knows that C has already been reimbursed for 1 month

Mailing address = [REDACTED], Salt Lake City Utah [REDACTED]

[REDACTED] is welcome to contact Nissan Consumer Affairs at 1-800-647-7

On Feb.2013 vehicle was purchased from United Nissan in Las Vegas Nevada. On M

r vehicle concerns, and would appreciate the opportunity to continue working w

st when I spoke to rep still didn't have a answer on when my vehicle was going

ay 2013 vehicle was taken into dealership due to brake pedal locking up prob

Created by ZAM175N at 2013-11-21 10:27:55

Created by ZPM777N at 2013-11-06 12:12:02

CRT-PM placed outbound call to SD-CLAYTON KING at [REDACTED], left VMX req

History as provided by RCAS:

ith her until all of her concerns have been addressed.

ly payment of C's vehicle, however

[REDACTED] is welcome to contact Nissan Consumer Affairs at 1-800-647-7

to be repaired. When I spoke to rep he did offer oil changes for 2 years and

261 with any further questions related to this concern.

5/14/13 at 4741 miles

CRT-PM notes receiving the following BBB REBUTTAL complaint from C;

CRT-PM states that in the interest of customer satisfaction, CRT-PM would like

ith her until all of her concerns have been addressed.

I told rep what else can I do?? Nissan refuses to put me in a rental or give m

lem was due to a master cylinder that needed to be replaced, part was on back

The bank would not provide the interest paid to date. The calculations and of

uesting return call.

261 with any further questions related to this concern.

Concern

Created by ZPM777N at 2013-10-30 14:28:10

CRT-PM notes receiving the following BBB REBUTTAL complaint from C;

e a time when my vehicle will be fixed, I'm not happy with their offer however

fer letter were formulated and sent to the customer without the interest and a

[REDACTED] is welcome to contact Nissan Consumer Affairs at 1-800-647-7

order for appx 2 weeks. On Oct 2013 vehicle once again was submitted to deal

to offer C a 2 yr basic maintenance program fro C's vehicle that will include

1. c states car would not start and brake pedal stayed low and would not relea

Case ID: 37103687

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,016

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,017

REQUESTED BY: lattad

CAR ID: CA4288727

CRT-PM placed outbound call to DLR UNITED NISSAN at (702) 207-8000, requested
ership due to vehicle idling low at stops sounded like vehicle wanted to die,

██████████ is welcome to contact Nissan Consumer Affairs at 1-800-647-7

n email was sent asking the customer to obtain the interest and advising the o

oil changes and tire rotations for C's vehicle for 24 months or 30,000 miles.

seems they can careless the issue I'm having with their product!!! still want

Thank you.

261 with any further questions related to this concern.

another issue was vehicle doesn't want to shift gears when driving to certain

a replacement vehicle however been told no twice so doubt the answer will cha

Case ID: ██████████

C states that C would really appreciate that.

ffer letter would be resent with the adjustment once received.

se

Thank you.

to speak SM-VAN STEEN or SD-CLAYTON KING, left message with SA-CHRIS requestin

261 with any further questions related to this concern.

2. Tire inspection

Created by ZAM175N at 2013-11-21 14:21:06

Created by ZPM777N at 2013-11-12 08:02:56

CRT-PM confirms C's vehicle mileage as 17,018

g a return call.

nge. The vehicle is still driving horrible.

Password: ██████████

speed. I filed a complaint with Nissan Corporation regarding my concern and sa

11/05/2013 KWB EMAIL Forward Consumer Rebuttal to Business

3. Multipoint inspection

Created by ZPM777N at 2013-11-12 08:02:56

CRT-PM confirms c's email address as correct.

Customer called and left a message with interest or \$3096.01. The offer lette

fety issue I have driving vehicle and asked to be placed into another vehicle

Response due by: 11-13-13

Thank you.

4. Performed recall P3212

Created by ZPM777N at 2013-11-06 12:18:53

CRT-PM is setting follow up with DLR for 10-31-13

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,018

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,019

REQUESTED BY: lattad

CAR ID: CA4288727

CRT-PM placed outbound call to C at [REDACTED] left VMX stating that the CRT-PM states that CRT-PM will submit the VSC request, and advises C that it c
Response due by: 11-13-13

r was updated and resent to the customer via email.

Thank you.

that has no problems. On 10/23/13 Tracy from Nissan Corporation called and let
11/01/2013 KWB EMAIL Forward Business response to Consumer

Action Taken

an take up to 10 days to received the contract approval.

Created by ZAM175N at 2013-12-02 12:51:54

Created by ZPM777N at 2013-10-31 09:07:29

Created by ZPM777N at 2013-11-07 13:54:50

CRT-PM notes that a REBUTTAL response will need to be drafted and submitted to

CRT-PM placed outbound call to C at [REDACTED], left VMX stating that the
me know my request was denied and if I had any problems is future to contact

11/01/2013 KWB EMAIL Forward Business response to Consumer

1. Replaced Brake Master Cylinder, bled system, topped off fluid, test drove c

Created by ZPM777N at 2013-11-07 13:54:50

CRT-PM placed outbound call to DLR UNITED NISSAN at (702) 207-8000, requested

CRT-PM states that CRT-PM will follow up with C on 11-05-13 for the status of

her again. I don't feel this vehicle as reliable and to this date 10/23/13 veh

Offer letter was sent to customer and signed copy has been returned. Calculat

the BBB prior to 11-13-13

VSC Maintenance contract ha become available, and CRT-PM has emailed C a copy

11/04/2013 WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/s
ar working as designed.

Created by ZPM777N at 2013-11-07 08:29:10

CRT-PM placed outbound call to C at [REDACTED], left VMX stating that CRT-

icle is still not fixed and I was denied to be placed in a car rental by deale

ions are as follows:

the requested VSC.

to speak SM-VAN STEEN or SD-CLAYTON KING, spoke with SA-Rueben

VSC Maintenance contract ha become available, and CRT-PM has emailed C a copy

11/04/2013 WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/s

2. Complete

Amount

CRT-PM notes having submitted the following REBUTTAL response to the BBB regar

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,020

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,021

REQUESTED BY: lattad

CAR ID: CA4288727

CRT-PM placed outbound call to C at [REDACTED], left VMX stating that CRT-
C states that this will be fine, call ends mutually.

of the original VSC contract, requested return call.

rship, they stated Nissan doesn't want to pay for me to be in a rental and if

SA-RUEBEN states that SM-VS and SD-CK are not available, however SA-RUEBEN is

3. Complete

Created by ZPM777N at 2013-10-31 10:40:39

ding C's concern;

he DID NOT accept the response from the business.)

I wanted a rental I would have to take it up with Nissan Corporation. I make a

of the original VSC contract, requested return call.

PM just checked for the VSC maintenance contract for processing, and it is has

Purchase Price: \$19,839.00

the assistant SM and would be happy to assist.

4. Complete

CASE ID: [REDACTED]

Created by ZPM777N at 2013-11-12 08:04:24

CRT-PM notes having submitted VSC request for 24 month / 30,000 mile BASIC PLU

CRT-PM states that CRT-PM is contacting DLR on behalf of our C.

he DID NOT accept the response from the business.)

monthly payment of \$535.62 on a vehicle that is not running right or to it's

PM just checked for the VSC maintenance contract for processing, and it is has

Sales Tax \$1,699.38

10/4/13 at 15,810 miles

been processed and should be available for download on 11-12-13.

Created by ZPM777N at 2013-11-12 08:04:24

CRT-PM states that C stated that C is waiting on a programing update for C's v
expectations.

Interest Paid \$3,096.01

On November 07, 2013, you provided the following information:

S maintenance contract with service every 3 mo. / 3,750 miles plan MRNG.

When I spoke to Nissan consumer affair rep. He stated that it still stood tha

been processed and should be available for download on 11-12-13.

Concern

Consumer's Desired Resolution:

CRT-PM has been advised to transfer case ownership to ARBS-AM for further cons

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,022

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,023

REQUESTED BY: lattad

CAR ID: CA4288727

Doc Fee \$499.00

ehicle.

Thank you for allowing Nissan North America another opportunity to review Mrs.

When I spoke to Nissan consumer affair rep. He stated that it still stood tha

1. Customer states at idle with a/c off veh seems to almost stall

CRT-PM advised that C can return call anytime, otherwise CRT-PM will follow up

CRT-PM has been advised to transfer case ownership to ARBS-AM for further cons

CRT-PM is setting follow up for 11-05-13 for contract availability.

CRT-PM states that C did not understand due to the fact that if NTB13058 and N

Is asking to be switched to a different Nissan Sentra that has no issues, and

t they were not going to swap me into a different vehicle so basically answer

Valle-Castro's concern regarding her 2013 Nissan Sentra.

VTR and DPP fees \$642.00

2. Customer states transmission does not upshift at times

Aftermarkets \$395.00

Created by ZPM777N at 2013-11-01 09:31:20

CRT-PM advised that C can return call anytime, otherwise CRT-PM will follow up

ideration.

is reliable.

Nissan North America is currently working with [REDACTED] to resolve he

TB13022 had been applied to C's vehicle, that there is no indication that an a

t they were not going to swap me into a different vehicle so basically answer

3. Tire inspection

BBB Processing

CRT-PM notes having submitted the following response to the BBB regarding C's

dditional programing would be available.

ideration.

r vehicle concerns, and would appreciate the opportunity to continue working w

Title fee \$28.25

was no, rep had no information on the "program" needed for my vehicle, and la

with C on 11-12-13.

10/23/2013 web BBB Case Received by BBB

4. Multipoint inspection

concern;

Created by ZAM175N at 2013-11-14 09:58:37

ith her until all of her concerns have been addressed.

Repurchase Total: \$26,198.64

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,024

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,025

REQUESTED BY: lattad

CAR ID: CA4288727

SA-RUEBEN states that the DLR has been having a lot of problems with the sentr was no, rep had no information on the "program" needed for my vehicle, and la with C on 11-12-13.

10/24/2013 kdb BBB Member Complaint Reviewed by BBB Operator
Action Taken

as and versa in their area with stalling and running poorly due to the dry des

CASE ID: [REDACTED]

Created by ZAM175N at 2013-11-14 09:58:37

[REDACTED] is welcome to contact Nissan Consumer Affairs at 1-800-647-7 st when I spoke to rep still didn't have a answer on when my vehicle was going Use at 15,810 miles/100K x 19,839 \$(3,136.55)

1.

10/24/2013 Otto EMAIL Send Acknowledgement to Consumer

261 with any further questions related to this concern.

Email was sent to the customer on 11/13 and confirmation was received from the

On November 01, 2013, you provided the following information:

Previously Goodwilled Payment: \$(267.81)

sert atmosphere.

st when I spoke to rep still didn't have a answer on when my vehicle was going

10/24/2013 Otto EMAIL Inform Member of Complaint

2.

CRT-PM is setting follow up with C for 11-12-13

Email was sent to the customer on 11/13 and confirmation was received from the

Payoff \$(21,982.58)

SA-Reuben confirmed that the DLR has applied both TSB's available, and contact

Thank you.

Thank you for allowing Nissan North America the opportunity to review [REDACTED]

to be repaired. When I spoke to rep he did offer oil changes for 2 years and

3. Complete

Created by ZPM777N at 2013-10-28 14:57:46

Created by ZPM777N at 2013-11-07 13:54:50

CRT-PM is setting follow up with C for 11-12-13

customer advising the documents needed for repurchase would be gathered and s

ed TECHLINE, and TECHLINE advised to wait for the updated programing to become

le-Castro's concern regarding her 2013 Nissan Sentra.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,026

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,027

REQUESTED BY: lattad

CAR ID: CA4288727

Settlement Total: \$811.70

to be repaired. When I spoke to rep he did offer oil changes for 2 years and

4. Complete

available.

Created by ZPM777N at 2013-11-11 12:58:01

CRT-PM placed outbound call to C at [REDACTED], left message stating that

CRT-PM placed outbound call to C at [REDACTED], left VMX stating that CRT-

customer advising the documents needed for repurchase would be gathered and s

I told rep what else can I do?? Nissan refuses to put me in a rental or give m

Nissan North America is currently working with [REDACTED] to resolve he

Processing check requests per the above as a voluntary repurchase due to a sta

Created by ZPM777N at 2013-11-11 12:58:01

ent.

I told rep what else can I do?? Nissan refuses to put me in a rental or give m

ll concern that could not be resolved. Vehicle has been out of service since

NNA has received the complaint filed with the BBB, and requested a return call

PM just checked for the VSC maintenance contract for processing, and it is has

r vehicle concerns.

SA-Rueben states that TECHLINE indicated that NNA will be coming out with a ne

10/4/13. Customer has lost faith.

According to the file documentation tech line advised dealer to return vehicle

been processed and should be available for download on 11-12-13.

CRT-PM notes that the VSC contract is not available on the NESNA website as of

e a time when my vehicle will be fixed, I'm not happy with their offer however

ent.

In consideration of [REDACTED] patience while resolving her concerns,

w program due address the stalling of the vehicle.

Created by ZSW999N at 2013-12-04 14:39:23

CRT-PM advised that C can return call anytime, otherwise CRT-PM will follow up

CRT-PM notes that the VSC contract is not available on the NESNA website as of

e a time when my vehicle will be fixed, I'm not happy with their offer however

File pending documents from the customer.

SA-Rueben states the DLR has had engineers from Japan and Mexico at the DLR as

to the customer and advise customer that a better grade of fuel should be use

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,028

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,029

REQUESTED BY: lattad

CAR ID: CA4288727

we have provided [REDACTED] with a complimentary vehicle maintenance c
11-11-13.

CRT-PM placed outbound call to C at [REDACTED], spoke with C
DRTS attached Factory Invoice.

d. There was no evidence indicating a manufacturing defect. There have been
File pending documents from the customer.

ontract for her 2013 Nissan Sentra.

seems they can careless the issue I'm having with their product!!! still want
well as the DLR's DTS-FRANK GIFFORD, so TECHLINE is well aware of the problem
with C on 11-12-13.

.
11-11-13.

Created by ZAM175N at 2013-12-04 15:23:55

Created by ZRT177N at 2013-11-18 12:08:17

C states that C's vehicle is driving like crap.

[REDACTED] is welcome to contact Nissan Consumer Affairs at 1-800-647-7
no more than 2 visits. It appears the vehicle is currently operating as desig
seems they can careless the issue I'm having with their product!!! still want
261 with any further questions related to this concern.

a replacement vehicle however been told no twice so doubt the answer will cha
Checks received. Processed into Morley (12288727) mailed via FedEx 7973062454

Created by ZRT177N at 2013-11-18 12:08:17

CRT-PM is setting follow up with C for 11-12-13

CRT-PM notes setting follow up for 11-12-13 to check for policy availability o

CRT-PM thanked SA-RUEBEN for the information, call ends mutually.

C states that the vehicle drives horribly.

ned. The customer previously received reimbursement for car a car payment in
44. No further action required.

a replacement vehicle however been told no twice so doubt the answer will cha

Created by ZPM777N at 2013-10-31 09:43:03

Created by ZPM777N at 2013-11-08 12:38:32

err rt-received call today from c

CRT-PM notes setting follow up for 11-12-13 to check for policy availability o

C states that C is very disappointed with NISSAN for denying C's request to pu
Thank you.

the amount of (\$267.81). Given this information Nissan would not be willing t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,030

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,031

REQUESTED BY: lattad

CAR ID: CA4288727

Created by ZPM777N at 2013-11-04 12:12:09

crr rt-received call today from c

CRT-PM notes consulting TECHLINE

CRT-PM notes NNA CA having received the following BBB REBUTTAL Response from C

File Closed.

nge. The vehicle is still driving horrible.

n NESNA.

o offer repurchase or replacement at this time. If there is further concerns

t C into another sentra.

;

ARBS recommends getting the DTS involved to inspect the vehicle.

Created by ZPM777N at 2013-11-12 07:25:22

crr rt-c provided case no [REDACTED]

CRT-PM notes confirmation of an ongoing investigation regarding the concern th

CRT-PM notes the VSC request has not yet been processed.

C states that C took the dealer 2 weeks ago and spoke with SA-Brian.

nge. The vehicle is still driving horrible.

11/05/2013 KWB EMAIL Forward Consumer Rebuttal to Business

11/08/2013 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer in
at C is describing.

Created by ZPM777N at 2013-11-12 07:25:22

Created by ZTD429N at 2013-10-23 10:22:30

crr rt-c provided case no [REDACTED]

C states that [REDACTED] states that the DLR is waiting for a program that NNA is w

11/05/2013 KWB EMAIL Forward Consumer Rebuttal to Business

crr rt-asked c if there's any change with account information, c said no

CRT-PM notes no resolution available at this time, however the concern will co

CRT-PM notes the VSC contract as available for download on the NESNA website.

CRT-PM will set follow up for VSC request processing for 11-06-13.

icated he/she DID NOT accept the response from the business.)

orking on, and should be coming out soon for C's vehicle and to address C's co

rcas made outbound call to c [REDACTED] at 1527 EST

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,032

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,033

CAR ID: CA4288727

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SNFA
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	02/06/14	03/25/14
3RD PRY: NI	PART#:		
BYBACK ST: S	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		
CLOSE: Y	CLOSE DATE: 12/04/13	MICROFILM:	
RESP CAA:	OLM:	DOM:	
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,034

REQUESTED BY: lattad

CHECK REQUESTED: Y

CHECK ISSUED: Y

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,035

CAR ID: CA4288727

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MRNG22225734	3902	Nevada	11/7/2013	11/07/15	0047018	02/04/14	01/01/01
2	PLNL90645979	3902	Nevada	2/19/2014	02/19/15	0030075	01/01/01	01/01/01
2		3902	Nevada					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,036

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,037

REQUESTED BY: lattad

CAR ID: CA4288727

CURRENT SERVICE CONTRACT

CONTRACT: MRNG22225734

OWNER NAME: [REDACTED]

PLAN TYPE: R

PLAN TERM: G

DEDUCTABLE: 0

EFFECTIVE: 11/7/2013

EXPIRES: 11/07/15 **MILES:** 0047018

CANCEL: 02/04/14 **MILES:** 0047018

TRANSFER: 01/01/01

TRANSACTION: 02/06/14

PRINTED: 11/10/13

DEALER NO: 3902 **STATE:** NV

DEALER NAME: UNITED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,038

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,039

REQUESTED BY: lattad

CAR ID: CA4288727

CURRENT SERVICE CONTRACT

CONTRACT: PLNL90645979

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 2/19/2014

EXPIRES: 02/19/15 **MILES:** 0030075

CANCEL: 01/01/01 **MILES:** 0030075

TRANSFER: 01/01/01

TRANSACTION: 03/25/14

PRINTED: 03/29/14

DEALER NO: 3902 **STATE:** NV

DEALER NAME: UNITED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,040

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,041

REQUESTED BY: lattad

CAR ID: CA4288727

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3902

STATE: NV

DEALER NAME: UNITED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,042

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,043

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4334019
STREET: [REDACTED] **VIN:** 1N4AB7AP3DN [REDACTED]
CITY: SAN BERNARDINC **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 001123
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 1,584 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3472 NISSAN OF SAN BERNARDINO
DLR PH: 909 885 3883 **DENY:** 0 **RESP DLR:** 3472 NISSAN OF SAN BERNARDINO
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:** 001123 **# 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:** 10/15/13 **XFER/RSPNSBLTY:** 44 05 N
CONTACT (S): **FOLLOWUP DATE:** 12/30/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	208500 SENTRA
OF NNA., INC. ISSUES	227000 GEN. POWERTRAIN COMPONENT
AZ NISSAN PRODUCT INQUIRIES	YX POOR OR IMPROPER OPERATION
BG POWERTRAIN	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,044

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,045

REQUESTED BY: lattad

CAR ID: CA4334019

C. A. R. COMMENTS

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line
could show me. I said of course and we went to the car. She was able to make i
Created by null at 2013-10-15 11:45:33
Created by null at 2013-10-15 12:07:28
Created by ZJP179N at 2013-10-16 10:56:50
ged, c stated no
he c will be there. ARBS-LF thanked the c and ended the call.
RCAS sending CSM Fernando Hernandez email
Service Dept. Review
ARBS-LF left the direct line number and ended the call
Created by null at 2013-10-15 12:07:28
Created by ZLF050N at 2013-11-06 12:15:04
RCAS calling c @ [REDACTED] @12:53 pm est and left c a vmx advising RCAS was cal
RCAS explained that ARBS will be notified that C contacted requesting info of
RCAS giving RCAS- Jonathan Spurling docs to submit RHR
Service Dept. Review
t happen but only when she stepped on the brake and tried to shift at the same
case.
Created by ZLF050N at 2013-11-06 12:15:04
Created by ZLF050N at 2013-12-04 12:38:13
CRR checked for previous related cases and found: none
ling to confirm info and provide a follow up date
RCAS exiting case
Service Dept. Review
t happen but only when she stepped on the brake and tried to shift at the same
ARBS-LF called the dealer at 1:03pm on 11-6-13
ARBS-LF called the dealer at 1:32pm cst on 12-4-13
Created by ZJP179N at 2013-10-21 11:03:06
CRR checked for previous related cases and found: none
C understood.
RCAS provided name ext and case #
Service Dept. Review
time not giving the solenoid time to operate before trying to shift. I advise
ARBS-LF called the dealer at 1:03pm on 11-6-13
ARBS-LF talked to the service director-Guss
CRR checked for previous unrelated cases and found: none

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,046

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,047

REQUESTED BY: lattad

CAR ID: CA4334019

RCAS calling c [REDACTED] @ 12:55 pm est and # was a main company line and cou

RCAS calling c @ [REDACTED] @ 12:54 pm est and spoke with wife of c [REDACTED]

RCAS offered further assistance. C decline further assistance.

Service Dept. Review

time not giving the solenoid time to operate before trying to shift. I advise

ARBS-LF informed the SD of the TSB for the rough idle and the SD stated that t

ARBS-LF talked to the service director-Guss

CRR checked for previous unrelated cases and found: none

d that she needs to step on the brake first then shift the car. I advised that

iguez who is referred to as c and advised that there was no part ordered and c

ld not get ahold of c RCAS deleting # from account.

RCAS provided c with Name, Case and EXT #.

Service Dept. Review

advised that veh feels of having worse concern RCAS advised that c could take

ARBS-LF talked to the service director-Guss

CRR verified cb

d that she needs to step on the brake first then shift the car. I advised that

he dealer will contact the c to have the repair completed. ARBS-LF thanked the

RCAS exiting case

RCAS exiting case.

Service Dept. Review

ARBS-LF informed the SD of the inspection and the SD stated that the dealer wi

Created by ZJP179N at 2013-10-16 10:57:20

Created by ZLF050N at 2013-11-01 16:11:01

CRR verified cb

if they were able to demonstrate the concern in the future, to go to the deal

SD and ended the call.

Service Dept. Review

veh for a second opinion and have veh diagnosed and RCAS advised would contac

ARBS-LF called the c at 5:04pm cst on 11-1-13

ARBS-LF informed the SD of the inspection and the SD stated that the dealer wi

Created by ZLF050N at 2013-12-30 15:10:57

d veh, mileage, and srv dlr. done

if they were able to demonstrate the concern in the future, to go to the deal

RCAS setting follow up 10/17/13

Service Dept. Review

t again on 10/30/13 c stated that c has RCAS contact info and case #

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,048

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,049

REQUESTED BY: lattad

CAR ID: CA4334019

ARBS-LF called the c at 4:10pm cst on 12-30-13

ARBS-LF went over the case with the c and the c stated that the c likes the ve

Created by ZCM176N at 2013-10-16 12:25:37

d veh, mileage, and srv dlr. done

er and show one of the advisors and they would contact me about it. I've attac

ll have a bay ready and put the c in a loaner if needed. ARBS-LF thanked the S

RCAS setting follow up 10/30/13

Service Dept. Review

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line

Created by ZJS111N at 2013-10-21 11:04:09

CRR checked for open campaigns found: none

hed a copy of the repair order.

hicle and either wants the vehicle repaired or to be put in a new vehicle with

ll have a bay ready and put the c in a loaner if needed. ARBS-LF thanked the S

Rcas-Catherine Martinez received a call from c stating wants to speak with: Rc

Service Dept. Review

ARBS-LF left the direct line number and ended the call

as Jennifer Pou

CRR checked for open campaigns found: none

D and ended the call.

hed a copy of the repair order.

out this problem. ARBS-LF stated that NNA will contact a DTS to look at the ve

rcas-jonathon spurling assisting

Service Dept. Review

Created by ZLF050N at 2013-11-12 16:14:48

Created by ZLF050N at 2013-11-19 15:06:52

Created by ZLF050N at 2014-01-06 14:59:31

CRR received a call from wife of C (now referred to as C) stating C has taken

hicle and make a decision from there. The c stated that is fine and the c will

Rcas asked c if any contact information such as address or phone #'s have chan

rcas completed and submitted RHR

Service Dept. Review

ARBS-LF called the c at 3:57pm cst on 1-6-13

Created by ZBP179N at 2013-10-21 12:02:16

Created by ZLF050N at 2013-11-12 16:14:48

Created by ZLF050N at 2013-11-19 15:06:52

CRR received a call from wife of C (now referred to as C) stating C has taken

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,050

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,051

REQUESTED BY: lattad

CAR ID: CA4334019

ged, c stated: no

Service Dept. Review

wait for the inspection date and time. ARBS-LF thanked the c and ended the ca

ARBS-LF called the c at 3:27pm cst on 11-19-13

ARBS-LF the c stated that the vehicle has been repaired and works great. The c

***DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for revie

DTS Inspection Notes:

II.

newly purchased 2013 Sentra to dlrship 3 times for a vibration while driving.

Rcas advised c that Rcas will verify if Rcas is available. Rcas warm transfer

Service Dept. Review

ARBS-LF went over the DTS notes with the c and the c stated that the c underst

call to Rcas JP

Created by ZLF050N at 2013-11-06 08:49:57

I met with the mother and son for this inspection. The mother doesn't speak En

newly purchased 2013 Sentra to dlrship 3 times for a vibration while driving.

Service Dept. Review

stated that the c does not need any additional assistance at this time. ARBS-

w.

ARBS-LF received an email from DTS-DB stating:

ARBS-LF went over the DTS notes with the c and the c stated that the c underst

C believes vibration has to do with transmission. Veh is now at NISSAN OF SA

Created by ZLF050N at 2013-10-23 11:07:32

I met with the mother and son for this inspection. The mother doesn't speak En

LF thanked the c and ended the call.

Rcas provided c with RCAS-CM'S name & extension.

ands the inspection notes and the c is no longer having the shifting concern.

ARBS-LF notes the dealer service records:

C believes vibration has to do with transmission. Veh is now at NISSAN OF SA

Created by ZLF050N at 2014-01-06 15:00:23

glish so I was talking to the son and he was interpreting. When they arrived a

I can inspect this vehicle on Monday, 11/11, at San Bernardino Nissan at 10am.

Rcas exiting case.

ands the inspection notes and the c is no longer having the shifting concern.

ARBS-LF is closing the case at this time due to the vehicle has been repaired.

Created by ZJP179N at 2013-10-16 12:45:30

glish so I was talking to the son and he was interpreting. When they arrived a

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,052

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,053

REQUESTED BY: lattad

CAR ID: CA4334019

N BERNARDINO and C was told that dlrship has to wait for part and does not know
Open 10-14-13 Closed 10-14-13 Miles 1,087 RO 241926

Please advise the customer that I will need him to take me for a test drive to

Concern: 1. RPMb

N BERNARDINO and C was told that dlrship has to wait for part and does not know
to demonstrate his concerns for me.

RCAS received warm transfer from RCAS Catherine Martinez

The customer stated that the customer is still having a concern with the rough idle and the
that the dealer, they advised Gus, service advisor, that the vehicle would jolt in

Created by ZLF050N at 2013-11-06 12:02:39

op

RCAS received call from customer

The customer stated that the customer is still having a concern with the rough idle and the
that the dealer, they advised Gus, service advisor, that the vehicle would jolt in
when it will arrive. Customer requests that Nissan help Customer to get part as soon as possible

2. Perform MPI

ARBS-LF called the customer at 1:00pm cst on 11-6-13

customer asked if there is any way that NNA could put the customer into a Altima. ARBS-LF stated
not to drive or reverse. After that I asked the son to demonstrate to me what he

RCAS confirmed info obtained by CRR

when it will arrive. Customer requests that Nissan help Customer to get part as soon as possible

3. Perform tire check

ARBS-LF informed the customer of the inspection time and date and the customer stated that the

customer asked if there is any way that NNA could put the customer into a Altima. ARBS-LF stated
customer stated that part that vehicle needs customer was advised by dealer that part was not even

not to drive or reverse. After that I asked the son to demonstrate to me what he
possible.

Action Taken: 1. Reprogrammed ECM and reset base idle

customer stated that NNA will review the case again for a replacement. ARBS-LF thanked the
the customer will be there. ARBS-LF thanked the customer and ended the call.

made.

possible.

was referring to and he told me that at times the shifter would not come out of

2. Complete

customer stated that NNA will review the case again for a replacement. ARBS-LF thanked the
b

Created by ZLF050N at 2013-11-06 12:15:04

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,054

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,055

REQUESTED BY: lattad

CAR ID: CA4334019

c then gave wife [REDACTED] phone and would be refer to as c was referring to and he told me that at times the shifter would not come out o

3. Complete

ARBS-LF called the dealer at 1:03pm on 11-6-13

b

c then stated that c is not happy with what is occurring with veh, c states th e c and ended the call.

f park. I asked about the jolting into gear and he said that wasn't an issue.

ARBS-LF talked to the service director-Guss

at when veh goes to dlr now brake pedal goes completely down and transmission

b

e c and ended the call.

f park. I asked about the jolting into gear and he said that wasn't an issue.

Open 10-15-13 Closed 10-15-13 Miles 1,119 RO 241969

ARBS-LF informed the SD of the inspection and the SD stated that the dealer wi

b

Concern: 1. Thereb

Created by ZLF050N at 2013-12-12 14:11:38

He also pointed out that the vehicle has a vibration at idle. At that time, I

jolts when shifting gears. c states c would like another veh

b

Created by ZLF050N at 2013-12-12 14:11:38

He also pointed out that the vehicle has a vibration at idle. At that time, I

ll have a bay ready and put the c in a loaner if needed. ARBS-LF thanked the S

op

RCAS advised c that process takes 10 business days and another veh was not gua

2. Thereb

advised him that some vibration is normal on these vehicles and that his was n

ARBS-LF called the dealer at 3:07pm cst on 12-12-13

b

D and ended the call.

ranteed and RCAS would contact in regards to part on 10/21/13 and in regards t

advised him that some vibration is normal on these vehicles and that his was n

ARBS-LF called the dealer at 3:07pm cst on 12-12-13

b

Created by ZLF050N at 2013-11-27 11:56:53

nt all the way down to the floor

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,056

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,057

REQUESTED BY: lattad

CAR ID: CA4334019

o RHR 10/30/13.

3. Perform tire check

ARBS-LF received a vmail from the c requesting a call back.

ARBS-LF talked to the service director-Guss

b

c understood

of abnormal. I said I would check it to make sure everything was ok, but the v

4. Perform MPI

ARBS-LF called the c at 12:53pm cst on 11-27-13

ARBS-LF talked to the service director-Guss

b

of abnormal. I said I would check it to make sure everything was ok, but the v

RCAS asked c

Action Taken: 1. Per tech line, concern still under investigation

ARBS-LF informed the dealer of the time and dates that the c can bring the veh

ARBS-LF the c stated that the c wanted to update the phone numbers on the case

b

ibration would never go away. The son demonstrated to me two times that the sh

Why do you want to return the vehicle to Nissan North America? c is not happy

2. Could not duplicate

ARBS-LF informed the dealer of the time and dates that the c can bring the veh

b

because the c only uses the [REDACTED] now. ARBS-LF stated that NNA will upda

ibration would never go away. The son demonstrated to me two times that the sh

with how veh feels and the concern veh currently has

3. Complete

b

icle in and the SD stated that the dealer will set the appointment for 12-16-1

ifter would not come out of park when stepping on the brake. It appeared that

te the numbers. ARBS-LF thanked the c and ended the call.

Where is the vehicle currently? with c

4. Complete

Created by ZLF050N at 2013-12-11 09:57:03

dlr

icle in and the SD stated that the dealer will set the appointment for 12-16-1

ifter would not come out of park when stepping on the brake. It appeared that

Where was the vehicle purchased? NISSAN OF SAN BERNARDINO

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,058

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,059

REQUESTED BY: lattad

CAR ID: CA4334019

3 at 9:00am. ARBS-LF thanked the SD and ended the call.

ARBS-LF called the dealer at 10:53am cst on 12-11-13

Created by ZLF050N at 2013-10-28 08:04:47

dlr

he was in fact stepping on the brake, but I couldn't be sure. I took the vehic

Was it purchased new or used? new

3 at 9:00am. ARBS-LF thanked the SD and ended the call.

ARBS-LF is taking over the case for the vehicle transmission concern. The vehi

ARBS-LF talked to the service director-Guss

b

he was in fact stepping on the brake, but I couldn't be sure. I took the vehic

Where is the vehicle serviced? not yet but would do services at NISSAN OF SAN

ARBS-LF asked for an update and the SD stated that the c had an appointment se

b

BERNARDINO

cle was inspected / repaired 2 times and was at the dealer for a total of 2 da

Created by ZLF050N at 2013-12-12 14:14:25

le back to the shop and tried the shifter about 40 times and it worked perfect

b

Created by ZLF050N at 2013-12-12 14:14:25

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?no

le back to the shop and tried the shifter about 40 times and it worked perfect

t for 12-5-13 and the c never showed up. ARBS-LF asked if the dealer has calle

ys.

ARBS-LF called the c at 3:12pm cst on 12-12-13

b

Created by ZLF050N at 2013-10-29 14:38:15

d the c to reschedule and the SD stated that the dealer left the c a message b

ly every time. I checked the base idle adjustment and it was set correctly. I

RCAS setting follow up 10/21/13 for Part info... and for RHR- 10/30/13 and tas

ARBS-LF called the c at 3:12pm cst on 12-12-13

ARBS-LF called the c at 3:37pm cst on 10-29-13

b

k

ly every time. I checked the base idle adjustment and it was set correctly. I

ut the c has not called back. ARBS-LF thanked the SD and ended the call.

ARBS-LF informed the c that the dealer has set the appointment for 12-16-13 at

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,060

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,061

REQUESTED BY: lattad

CAR ID: CA4334019

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line

b

Created by ZJP179N at 2013-10-17 16:20:24

Created by ZLF050N at 2013-12-11 09:59:11

then asked the son to come show me again the issue with the shifter and he was

ARBS-LF called the c at 10:58am cst on 12-11-13

ARBS-LF informed the c that the dealer has set the appointment for 12-16-13 at

ARBS-LF left the direct line number and ended the call

b

RCAS called dlr @9098853883@ 6:13 pm est and spoke to SM Philip and asked :

then asked the son to come show me again the issue with the shifter and he was

9:00am and the c stated that the c will be there. ARBS-LF thanked the c and e

ARBS-LF left a Vmail for the C to call ARBS-LF'S direct line

b

Created by zme177n at 2013-10-31 15:20:51

How many times has the customer b

n't able to make it happen. I told him I would let the vehicle sit for about 3

9:00am and the c stated that the c will be there. ARBS-LF thanked the c and e

ARBS-LF left the direct line number and ended the call

CRR-BP advised c that CRR will transfer case to regional agent and regional ag

n't able to make it happen. I told him I would let the vehicle sit for about 3

RCAS-Michelle Ellis received a call from c stating wants to speak with: ARBS-

What repairs were performed? reprogrammed ECM per TSB 9/14/13

0 minutes and try it again. I did try it about 40-50 more times and it worked

Created by ZLF050N at 2013-12-11 16:18:37

CRR-BP advised c that CRR will transfer case to regional agent and regional ag

Lundy Flowers

ended the call.

techline was called and there is a bulletin with no available fix

0 minutes and try it again. I did try it about 40-50 more times and it worked

ARBS-LF received a call from the c at 5:07pm cst on 12-11-13

ent will review case for back ordered part and call C back by the end of one b

How many days has the vehicle been kept out of service at your dealer for repa

ended the call.

RCAS asked c if any contact information such as address or phone #'s have chan

ARBS-LF the c stated that the c did not know about the appointment and asked i

Created by ZLF050N at 2013-11-22 14:30:04

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,062

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,063

REQUESTED BY: lattad

CAR ID: CA4334019

ent will review case for back ordered part and call C back by the end of one b
ged, c stated: no

irs? If the Service Manager is unsure, the RCAS needs to collect the hard copi
perfectly. I checked the connection and adjustment of the brake switch. Both w
ARBS-LF reviewed the case with SARBS-SG.

es of the repair orders that contain the technician time stamps. 1

f NNA could set a new appointment for 12-16 or 12-17 at 9am or 10am. ARBS-LF s
perfectly. I checked the connection and adjustment of the brake switch. Both w
RCAS advised the c that RCAS can send ARBS an internal message to contact the
usiness day.

c

Created by ZLF050N at 2013-11-22 14:45:47

ere fine. I checked the connection of the shifter interlock solenoid and the m

Has Techline been involved? yes

tated that NNA will contact the dealer and set the appointment. ARBS-LF thanke
usiness day.

ARBS-LF called the c at 3:30pm cst on 11-22-13

CRR provided c with name, ext 458191, and case #. done

d the c and ended the call.

ere fine. I checked the connection of the shifter interlock solenoid and the m

Has the Dealer Technical Specialist (DTS) been involved?

The c understood and states that it is vital the c receives a contact as the c

ARBS-LF stated that NNA would like to try an update on the vehicle to see if i

Created by ZLF050N at 2013-11-06 12:02:39

CRR provided c with name, ext 458191, and case #. done

echanical operation and both were fine. I then closed the paperwork since the
no

will need to know an update on the case.

Created by ZLF050N at 2013-11-06 12:02:39

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

echanical operation and both were fine. I then closed the paperwork since the

RCAS advised C wants a repurchase, please fax all ro's 615-984-5654 any ro ove

RCAS provided c with RCAS'S name & extension.

t solves the concern and if not NNA will review the case for the c's request f

ARBS-LF called the c at 1:00pm cst on 11-6-13

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

or a repurchase/replacement and the c stated that is fine. The c stated that t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,064

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,065

REQUESTED BY: lattad

CAR ID: CA4334019

r 7 days needs technician time stamps, please fax customer copies only.

RCAS exiting case.

y were waiting and there wasn't anything else I could do. I explained that I s

ARBS-LF called the c at 1:00pm cst on 11-6-13

Created by null at 2013-10-15 12:12:41

Created by ZKM179N at 2013-11-01 12:03:54

he c likes the vehicle and just wants to have the vehicle repaired. ARBS-LF th

RCAS exiting case

y were waiting and there wasn't anything else I could do. I explained that I s

anked the c and ended the call.

ARBS-LF informed the c of the inspection time and date and the c stated that t

Created by ZJP179N at 2013-10-18 13:51:23

CRR sent email to RCAS.

RCAS Karen Maldonado received a call from c stating wants to speak with ARBS L

till wasn't able to duplicate the shifter concern and the mother asked if she

ARBS-LF informed the c of the inspection time and date and the c stated that t

Created by null at 2013-10-15 15:27:18

Created by ZLF050N at 2013-12-23 12:25:49

RCAS received fax of ro

till wasn't able to duplicate the shifter concern and the mother asked if she

undy Flowers

ARBS-LF called the c at 1:24pm cst on 12-23-13

could show me. I said of course and we went to the car. She was able to make i

CRR-BP changed follow up to 10/16/13.

he c will be there. ARBS-LF thanked the c and ended the call.

RCAS asked c if any contact information such as address or phone #'s have chan

RCAS attaching to case

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,066

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,067

REQUESTED BY: lattad

CAR ID: CA4334019

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	ROOT CAUSE: NP
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: N	CLOSE DATE: 01/01/01	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,068

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,069

CAR ID: CA4334019

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 1N4AB7AP3DN [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3472	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,070

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,071

REQUESTED BY: lattad

CAR ID: CA4334019

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3472

STATE: CA

DEALER NAME: NISSAN OF SAN BERNARDIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,072

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,073

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4370363
STREET: [REDACTED] **VIN:** 3N1CE2CPXEL [REDACTED]
CITY: GARDENA **YR/MDL:** 2014.0 **VER:** **MILEAGE:** 000222
ST/ZIP: CA [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: 0 **PAID:** **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** **SVC DLR:** 5230 CARSON NISSAN
DLR PH: 310 221 5119 **DENY:** **RESP DLR:** 5230 CARSON NISSAN
REGION: 44 **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:** 000222 **# 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:** 10/21/13 **XFER/RSPNSBLTY:** 44 03 N
CONTACT (S): **FOLLOWUP DATE:** 10/22/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/22/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

121500 GEN. BRAKE COMPONENT(S)

AD BRAKES

YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,074

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,075

REQUESTED BY: lattad

CAR ID: CA4370363

C. A. R. COMMENTS

Created by ZSS176N at 2013-10-21 09:04:26

Created by ZSS176N at 2013-10-21 09:13:10

Created by ZSS176N at 2013-10-21 09:31:21

Service Dept. Review

Created by ZSS176N at 2013-10-21 09:13:10

Created by ZSS176N at 2013-10-21 09:31:21

crr-ss received a call from c's daughter- [REDACTED] who gave c's al

crr-ss received a call from c's daughter- [REDACTED] who will now be

crr-ss received a call from c's daughter- [REDACTED] who gave c's al

crr-ss received a call from c's daughter- [REDACTED] who will now be

referred to as c regarding a veh concern.

ternate phone no. [REDACTED]

referred to as c regarding a veh concern.

ternate phone no. [REDACTED]

crr-ss exiting file.

crr-ss updated c information.

crr-ss exiting file.

crr-ss updated c information.

Created by ZSS176N at 2013-10-21 16:08:39

crr-ss verified c's name, mailing & email address.

Created by ZSS176N at 2013-10-21 16:08:39

crr-ss verified c's name, mailing & email address.

c doesn't have any alternate phone number.

crr-ss noting that [REDACTED] is also an alternate no. for c's daughter- Vi

c doesn't have any alternate phone number.

crr-ss noting that [REDACTED] is also an alternate no. for c's daughter- Vi

crr-ss informed c that the veh is not part of any veh campaign.

vian.

crr-ss informed c that the veh is not part of any veh campaign.

vian.

crr-ss asked c if the veh was already taken to an authorised dlrshp for diagno

crr-ss exiting file.

crr-ss asked c if the veh was already taken to an authorised dlrshp for diagno

crr-ss exiting file.

Created by ZMB123N at 2013-10-22 10:33:19

sis.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,076

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,077

REQUESTED BY: lattad

CAR ID: CA4370363

RCAS called Carson Nissan.

sis.

c stated yes.

SD stated that veh was brought in for when the veh comes to a stop, the brake

c stated yes.

pedal will lower, and the veh will not stop.

crr-ss asked the Dlrshp that diagnosed the veh.

SD stated that this is the veh's first time at the dlrshp.

crr-ss asked the Dlrshp that diagnosed the veh.

SD stated that the tech, SD, Sls Mngr, and GM had all test driven the veh, and compared to a KGV, and found the veh to be operating normally.

c stated CARSON NISSAN.

c stated CARSON NISSAN.

SD stated that SD called TSM-Steve Lien, who advised SD that if SD, GM, Sls Mn

crr-ss asked when the veh was diagnosed.

gr, and Tech have driven veh, and find no concerns, and veh compares to KGV, T

crr-ss asked when the veh was diagnosed.

SM would deem veh to be operating normally.

c stated 10/19/13.

SD stated that C came in requesting dlrshp to repurchase the veh, or provide C a new veh.

c stated 10/19/13.

crr-ss asked for the the name of the Service Adviser who assisted c at the dlr

SD stated that C is in a rental until 10/23/13 as C is deciding to trade veh i

crr-ss asked for the the name of the Service Adviser who assisted c at the dlr

n.

RCAS understood, thanked SD and disconnected.

shp.

Created by ZMB123N at 2013-10-22 18:14:36

shp.

c stated SM Chris.

RCAS called C at 7:32pm EST on [REDACTED], reached daughter, [REDACTED] no refe

c stated SM Chris.

rred to as C.

crr-ss asked the Failing Part on the veh.

C stated that veh is at dlrshp, and when veh is at a stop for an extended peri

crr-ss asked the Failing Part on the veh.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,078

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,079

REQUESTED BY: lattad

CAR ID: CA4370363

od of time, the brake pedal will sink, and the veh will creep forward.

c stated Brakes.

C stated that C is wanting to know what NNA is going to do to resolve concern.

c stated Brakes.

RCAS explained to C that dlrshp has been unable to dduplicate the concern.

crr-ss asked for the current mileage of the veh.

RCAS advised C that without a duplication, NNA cannot recommend a repair as th

crr-ss asked for the current mileage of the veh.

e veh is operating as designed.

c stated 222 miles.

C understood, asked if C can have dlrhsp in veh when C is test driving veh in

c stated 222 miles.

order to demonstrate concern.

c is seeking for a permanent resolution to the case.

RCAS advised C that RCAS would recommend that action.

c is seeking for a permanent resolution to the case.

RCAS advised C that without a duplication, RCAS is unable to recommend a repai

crr-ss advised c that file will be transferred to rcas for review.

r.

crr-ss advised c that file will be transferred to rcas for review.

C understood, stated that C will have brother go with Mother and test drive ve

crr-ss advised c to expect a call within the next business day.

h, and if concern occurs again, C will contact RCAS.

crr-ss advised c to expect a call within the next business day.

RCAS understood, offered further assistance, C declined.

c understood.

RCAS closing case.

c understood.

crr-ss recapped and confirmed resolution with c.

crr-ss recapped and confirmed resolution with c.

c understood.

c understood.

crr-ss offered further assistance, c declined.

crr-ss offered further assistance, c declined.

crr-ss provided name, ext and file number.

crr-ss provided name, ext and file number.

crr-ss leaving file open, transferring resp to rcas.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,080

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,081

REQUESTED BY: lattad

CAR ID: CA4370363

crr-ss leaving file open, transferring resp to rcas.

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
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 10/22/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,082

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,083

CAR ID: CA4370363

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CPXEL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5230	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,084

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,085

REQUESTED BY: lattad

CAR ID: CA4370363

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5230

STATE: CA

DEALER NAME: CARSON NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,086

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,087

REQUESTED BY: lattad

NAME: [REDACTED]	SC: MULTI CONTRACT	CAR ID: CA4378426
STREET: [REDACTED]	VIN: 3N1CN7AP0DL [REDACTED]	
CITY: FRANKLIN	YR/MDL: 2013.0 VSD	MILEAGE: 029700
ST/ZIP: MA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 5322 MILFORD NISSAN
DLR PH: 508 422 8000	DENY:	RESP DLR: 5322 MILFORD NISSAN
	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)
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: 029700	# 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: 10/22/13	XFER/RSPNSBLTY: 26 10 N
CONTACT (S):	FOLLOWUP DATE: 12/09/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 12/18/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	195500 GEN. INTERIOR ELECTRIC COMPONE
AV INTERIOR ELECTRICAL	YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,088

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,089

REQUESTED BY: lattad

CAR ID: CA4378426

C. A. R. COMMENTS

5 payments received

Created by null at 2013-10-22 06:50:13

Created by null at 2013-10-22 07:02:59

Created by ZZT176N at 2013-10-30 09:39:59

C stated veh is back into dlrshp and C is tired of having concerns and having

Service Dept. Review

title.

5 payments received

ARBS TZ notes the C sent the following email:

Created by null at 2013-10-22 07:02:59

Created by ZZT176N at 2013-12-11 08:19:23

Service Dept. Review

to go back to dlrshp and doesnt want veh anymore

ARBS TZ notes requested check to Nissan Village \$16,897.75. C will provide mo

At a brief glance I do have one question already with the cash option and my r

CRR received call from Tara Tyler

Payment amount \$230.57

RCAS verified the concern and that c is driving a loaner veh

Service Dept. Review

CRR received call from Tara Tyler

emaining in the same vehicle. Is Nissan still going to Honor the extended warr

or cashiers check in dollar amount of \$1399.50.

Payment amount \$230.57

RCAS informed C of RHR process stating it can take up to 10 days

Service Dept. Review

anty 72 month 100,000 Gold Level they gave me after the first time I opened a

Created by ZZT176N at 2013-11-12 08:30:51

Created by ZZT176N at 2013-12-11 08:20:30

CRR checked for previous related cases found 2

C understood

Service Dept. Review

ARBS TZ notes wanted to add the replacement VIN. 3n1ce2cp4e [REDACTED]

claim on the vehicle?

Created by ZZT176N at 2013-11-12 08:30:51

CRR checked for previous related cases found 2

RCAS provided contact info and follow up date

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,090

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,091

REQUESTED BY: lattad

CAR ID: CA4378426

Service Dept. Review

ARBS TZ notes responded stating yes, she will keep the VSC.

ARBS TZ notes spoke to Mike, sales regarding a soc. Mike/S C wants the maxima.

Created by ZRS178N at 2013-10-24 11:39:48

Created by ZYT176N at 2013-11-06 06:09:32

Crr checked for previous unrelated cases found 2

Service Dept. Review

ARBS TZ notes spoke to Mike, sales regarding a soc. Mike/S C wants the maxima.

Created by ZYT176N at 2013-10-31 09:16:49

Created by ZYT176N at 2013-11-06 06:09:32

Crr checked for previous unrelated cases found 2

RCAS changed follow up date to 11/6

Service Dept. Review

ARBS TZ notes C sent the following email:

ARBS TZ notes email received from C:

Created by ZYT176N at 2013-10-24 14:37:41

CRR updated/verified owner account information, including name, address, phone

He is not sure C will be able to afford. I requested the invoice and mock sal

Service Dept. Review

ARBS TZ notes C sent the following email:

ARBS TZ reviewed the following repair history:

CRR updated/verified owner account information, including name, address, phone

He is not sure C will be able to afford. I requested the invoice and mock sal

O.k. I thank you for answering the questions I could think of at this time and

Service Dept. Review

630 miles 10 days down

es contract.

number(S), email, VIN, and servicing dir yes

O.k. I want you to know I have made the choice to be placed into a Nissan Sent

today I have no access to a printer in order to scan those items over to you.

Concerns:

es contract.

number(S), email, VIN, and servicing dir yes

O.k. I want you to know I have made the choice to be placed into a Nissan Sent

So as I stated earlier I will get these things for you by end of week. Then

Brake light staying on Replace ABS Actuator

Created by ZYT176N at 2013-11-12 08:50:35

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,092

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,093

REQUESTED BY: lattad

CAR ID: CA4378426

CRR inquired further into cb

I would like to see what the offer looks like with this information in hand.

ra. I am aware this will bring the monthly payment amount Up. I also know MS

Created by ZTZ176N at 2013-11-12 08:50:35

CRR inquired further into cb

Is it possible to see what the lemon law buy back amount would be before you g

Part on B/O veh unable to be driven

ra. I am aware this will bring the monthly payment amount Up. I also know MS

an dealer because of problems with the speedometer. c stated that c filed case

ARBS TZ notes called C @ [REDACTED]. C/S had talked to [REDACTED], sm, a

Created by ZTZ176N at 2013-11-06 10:02:35

Days down verified by SM Kevin

et the documents, so I can compare ALL things to be considered?

an dealer because of problems with the speedometer. c stated that c filed case

ARBS TZ notes called C @ [REDACTED] C/S had talked to Michael Wisnes, sm, a

ARBS TZ notes responded with the following:

C provided loaner veh

Created by ZTZ176N at 2013-11-06 10:02:35

07/08/13 @ 1,536 miles 18 days down

ARBS TZ sent email to C stating I do not have the payoff information from NMAC

Hello,

nd john vera, sales at Nissan Village. Michaels c-508-316-4808, 508-695-3515.

with Consumer affairs two months ago c gave CRR case numbers 11782597 and 11

ARBS TZ sent email to C stating I do not have the payoff information from NMAC

Concerns:

nd john vera, sales at Nissan Village. Michaels c-508-316-4808, 508-695-3515.

Sorry for the delay, lb

with Consumer affairs two months ago c gave CRR case numbers [REDACTED] and [REDACTED]

[REDACTED]. c states that c is still having numerous problems with veh, c states t

Brake light staying on

C/S she is looking at a Sentra.

ments.

yet. Once I have that I can do the repurchase.

723728. c states that c is still having numerous problems with veh, c states t

Actions:

Created by ZTZ176N at 2013-11-04 09:30:18

C/S she is looking at a Sentra.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,094

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,095

REQUESTED BY: lattad

CAR ID: CA4378426

yet. Once I have that I can do the repurchase.

ARBS TZ notes C wants to know what the refund amount would be in a repurchase

b

Created by ZTZ176N at 2013-11-12 08:51:20

hat this is unacceptable for c to experience continued problems since this is

veh concerns

ARBS TZ notes C wants to know what the refund amount would be in a repurchase

Created by ZTZ176N at 2013-11-06 06:09:32

Created by ZTZ176N at 2013-11-12 08:51:20

hat this is unacceptable for c to experience continued problems since this is

master cylinder leaking fluid would not hold fluid veh unsafe to drive C provi

a new veh. c stated that c does not want the veh anymore and c is requesting N

ARBS TZ notes called John Vera, sales, will fax a mock sales and invoice for s

ARBS TZ notes C sent the following email:

before making a decision.

ded a loaner.

a new veh. c stated that c does not want the veh anymore and c is requesting N

ARBS TZ notes called John Vera, sales, will fax a mock sales and invoice for s

b

before making a decision.

O.k. I want you to know I have made the choice to be placed into a Nissan Sent

b

Created by ZTZ176N at 2013-11-06 10:11:51

entra.

issan to either buy the veh back or replace the veh with a new veh. c said c i

ra. I am aware this will bring the monthly payment amount Up. I also know MS

b

Created by ZTZ176N at 2013-11-06 10:11:51

entra.

issan to either buy the veh back or replace the veh with a new veh. c said c i

RP amount starts at \$15,990 which I will not pay the full MSRP NOT this time.

ARBS TZ notes sent the following email to C:

At the end of this next deal I would like to be able to give Nissan 100% on t

b

Created by ZTZ176N at 2013-11-12 15:15:02

s prepared to take this case to court. CRR informed c that CRR would refer the

10/21/13 @ 2983 miles

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,096

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,097

REQUESTED BY: lattad

CAR ID: CA4378426

ARBS TZ notes sent the following email to C:

Created by ZZT176N at 2013-11-12 15:15:02

he Survey they will be sending out to me and be able to put the whole Bad Ver
s prepared to take this case to court. CRR informed c that CRR would refer the
ARBS TZ notes received the documents from John, sales. and attached.
case to RCAS CRR informed c that RCAS would call c by the end of business on
Concerns:

sa experience behind me.

To answer your question, 2014 is also included. Any Nissan vehicle that the de
ARBS TZ notes received the documents from John, sales. and attached.
case to RCAS CRR informed c that RCAS would call c by the end of business on
Created by ZZT176N at 2013-11-06 06:10:35

Emissions system repair.replacement warning light on

To answer your question, 2014 is also included. Any Nissan vehicle that the de
10/23/13

Actions:

alership has not sold is for your picking. Keep in mind it has to be equal or
ARBS TZ notes received the following email from C:

Created by ZZT176N at 2013-11-18 12:52:08

10/23/13

alership has not sold is for your picking. Keep in mind it has to be equal or
Created by ZZT176N at 2013-11-18 12:52:08

Engine harness ordered per techline

I have found 3 suitable vehicles for my replacement currently on the Milford N
ARBS TZ notes requested invoice for current vehicle from Milford Nissan, BS, s
CRR provide c with ext and case number [REDACTED]

issan lot where the Versa was purchased from. I know you said same or greater
more than your vehicle. You are responsible for any upgrades.

Veh at dlrshp unsafe to be driven

ARBS TZ notes requested invoice for current vehicle from Milford Nissan, BS, s
C provided a loaner veh

CRR provide c with ext and case number [REDACTED]

more than your vehicle. You are responsible for any upgrades.

value on the replacement so does that include pre-owned vehicles from say 2010
-2012 ? Also as soon as you have some numbers for me that would be great as
ales manager.

Created by ZZT176N at 2013-10-25 08:41:46

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,098

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,099

REQUESTED BY: lattad

CAR ID: CA4378426

CRR set follow up date for 10/23/13

I can repurchase the vehicle and offer you an employee discount on a new one. ales manager.

ARBS TZ notes will take case due to the following:

CRR set follow up date for 10/23/13

I am planning to visit some car lots this week Thursday, Friday. Thanks Tara

I can repurchase the vehicle and offer you an employee discount on a new one.

28 days down and still at dealership

Created by null at 2013-10-23 07:29:57

Created by ZZT176N at 2013-11-06 10:02:35

Created by ZZT176N at 2013-11-18 13:36:17

Let me get the payoff before we go into the repurchase option.

2 brake light/2 repairs

ARBS TZ sent email to C stating I do not have the payoff information from NMAC

Created by ZZT176N at 2013-11-18 13:36:17

CURRENT MILEAGE 2,983.

Let me get the payoff before we go into the repurchase option.

1 speedometer inop/wiring harness no ETA

ARBS TZ notes received SOC approval from NMAC.

FAXED 2 PREV RO ACCT COPIES, AND COPY OF CURRENT RO. PER DIAG AND TECH LINE OR

I will let you know as soon as I get the payoff.

yet. Once I have that I can do the repurchase.

ARBS TZ notes C wants to know what the refund amount would be in a repurchase

ARBS TZ notes received SOC approval from NMAC.

Created by ZZT176N at 2013-10-29 13:59:21

DERED ENGINE MAIN HARNESS.

I will let you know as soon as I get the payoff.

ARBS TZ notes left msg @ [REDACTED]. will email letter of intent as mentione before making a decision.

Created by ZRS178N at 2013-10-23 12:53:52

Created by ZZT176N at 2013-11-12 06:54:49

Created by ZZT176N at 2013-11-20 13:39:45

ARBS TZ has the following calculations for the replacement:

Created by ZZT176N at 2013-11-06 10:11:51

Created by ZZT176N at 2013-11-12 06:54:49

d in msg.

RCAS received ROs from dlrshp and attached to case

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,100

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,101

REQUESTED BY: lattad

CAR ID: CA4378426

ARBS TZ notes received payoff from NMAC:

ARBS TZ notes sent the following email to C:

Created by ZRS178N at 2013-10-23 13:29:42

Created by ZZT176N at 2013-10-30 06:36:21

(+) New Vehicle Invoice: \$16,500.00

ARBS TZ notes C left msg stating the offer letter can be emailed to the address

ARBS TZ notes received payoff from NMAC:

(+) Collaterals: 1397.75

RCAS emailed FOS [REDACTED] RHR request info

To answer your question, 2014 is also included. Any Nissan vehicle that the dealership has not sold is for your picking. Keep in mind it has to be equal or

FW: Payoff - Tyler

RCAS submitted RHR request

(+) Security Plus Contract: 0

s on file.

Created by ZRC999N at 2013-10-23 13:30:13

Created by ZZT176N at 2013-10-30 06:44:32

FW: Payoff - Tyler

more than your vehicle. You are responsible for any upgrades.

(=) Total NNA Pays to Dealer: \$16897.75

ARBS TZ notes spoke to SM, Kevin. Kevin/S the wiring harness came in today and

DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review

I can repurchase the vehicle and offer you an employee discount on a new one.

Less Rebate \$1,000.00

SR 1-3840854198

Customer participation: \$1399.50

Let me get the payoff before we go into the repurchase option.

SR 1-3840854198

will be installed the vehicle should be ready tomorrow if tests all go well.

ARBS TZ notes if vehicle is ready tomorrow that will be 11 days down for last

Created by ZRS178N at 2013-10-23 13:49:09

Created by ZZT176N at 2013-12-06 11:25:46

I will let you know as soon as I get the payoff.

Trisha,

ARBS TZ requested follow up on SOC with NMAC.

Created by ZZT176N at 2013-11-08 14:05:08

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,102

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,103

REQUESTED BY: lattad

CAR ID: CA4378426

RCAS made outbound call to C at [REDACTED] at 3:47 pm and left vmx stating rea
repair.

Trisha,
[REDACTED]

ARBS TZ notes spoke to Michael, sales regarding a soc. C does not want a sent

Created by ZZT176N at 2013-10-30 07:01:55

Created by ZZT176N at 2013-12-13 14:07:53

son for call provided contact info and requested a return call

00102431336540001

ARBS TZ notes sent intent letter offering a repurchase/replacement, or a \$3,00

ARBS TZ notes submitted Morley case#Case Number: [REDACTED] sent documents w/check

ra, C is looking at an Altima. C will be responsible for updgrade.

RCAS changed follow up date to 10/24

0.00 cash settlement due to the following:

30 day payoff \$11567.53 good to 12/5/13

Created by ZRS178N at 2013-10-23 13:51:44

Created by ZZT176N at 2013-11-12 06:54:49

to dealership 12/13/2013 Morley FedEx Shipment: 797393269061

30 day payoff \$11567.53 good to 12/5/13

39 days down and still at dealership

ARBS TZ notes received payoff from NMAC:

Created by ZZT176N at 2013-12-18 07:37:29

RCAS received call from SM Kevin stating C is requesting repurchase of veh and

3 ABS brake light/ 3repairs

Description: NNA is voluntarily repurchase/replace vehicle or cash settlement

FW: Payoff - Tyler

is already looking into what veh replacement C wants. C has stated C is ready

Per diem 3.32

due to ABS repairs and 39 days out of service.

Per diem 3.32

SR 1-3840854198

to sue Nissan due to the concerns with veh and time veh has been at dlrshp no

wiring harness replaced current repair

Created by ZZT176N at 2013-12-11 07:42:50

Interest paid \$639.66

t being safe to drive.

VSC yes - GW

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,104

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,105

REQUESTED BY: lattad

CAR ID: CA4378426

ARBS TZ received the following email from NMAC:

Interest paid \$639.66

RCAS located 4 open case with lease loyalty attached to customer account.

Tech line# [REDACTED]

Created by ZRS178N at 2013-10-24 11:38:42

Created by ZZT176N at 2013-10-30 09:38:42

Late fee \$5.00

Trisha,

ARBS TZ notes requested the payoff from NMAC.

I received the signed soc documents on 12/4/13 and submit request for the old

Late fee \$5.00

RCAS made outbound call to C at [REDACTED] at 12:26 and spoke to C

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: 02/06/14 05/27/14

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST: S

OPENED BY:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,106

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,107

CAR ID: CA4378426

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 12/18/13

OLM:

OWNER FIRST: [REDACTED]

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,108

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,109

CAR ID: CA4378426

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PLNL90872239	322	Massachusetts	4/12/2014	04/12/15	0015683	01/01/01	01/01/01
2	RCCE00872238	322	Massachusetts	7/31/2013	04/20/19	0100000	12/13/13	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,110

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,111

REQUESTED BY: lattad

CAR ID: CA4378426

CURRENT SERVICE CONTRACT

CONTRACT: PLNL90872239

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 4/12/2014

EXPIRES: 04/12/15 **MILES:** 0015683

CANCEL: 01/01/01 **MILES:** 0015683

TRANSFER: 01/01/01

TRANSACTION: 05/27/14

PRINTED: 05/31/14

DEALER NO: 5322 **STATE:** MA

DEALER NAME: MILFORD NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,112

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,113

REQUESTED BY: lattad

CAR ID: CA4378426

CURRENT SERVICE CONTRACT

CONTRACT: RCCE00872238

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 100

EFFECTIVE: 7/31/2013

EXPIRES: 04/20/19

MILES: 0100000

CANCEL: 12/13/13

MILES: 0100000

TRANSFER: 01/01/01

TRANSACTION: 02/06/14

PRINTED: 08/03/13

DEALER NO: 5322

STATE: MA

DEALER NAME: MILFORD NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,114

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,115

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4418755
STREET: [REDACTED]	VIN: 3N1CE2CP1EL [REDACTED]	
CITY: FORISTELL	YR/MDL: 2014.0 VER	MILEAGE: 003900
ST/ZIP: MO [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 1768 ST. CHARLES NISSAN INC
DLR PH: 636 441 4481	DENY:	RESP DLR: 1768 ST. CHARLES NISSAN INC
	REGION: 24	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)
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: 003900	# 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: 10/28/13	XFER/RSPNSBLTY: 24 06 N
CONTACT (S):	FOLLOWUP DATE: 10/30/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 10/30/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,116

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,117

REQUESTED BY: lattad

CAR ID: CA4418755

C. A. R. COMMENTS

Created by ZML204N at 2013-10-28 13:13:04

Created by ZML204N at 2013-10-28 13:19:57

CRR-SS SENDING EMAIL TO PSR-TN.

@03/23-ZSS802N

Service Dept. Review

WILL RETURN CALL...**

@02/23-ZGG188N

** ATTORNEY LEFT VMX FOR CRR-GG ON THIS DATE...**

@03/23-ZGG188N

** CRR-GG CALLED ATTORNEY AND LEFT VMX...CRR-GG TOLD ATTORNEY NNA IS

crr-ml received a call from [REDACTED], wife of c, referred now as c.

** ATTORNEY LEFT VMX FOR CRR-GG ON THIS DATE...**

@03/24-ZGG188N

c stated that c took veh to the dlr last Sat, Oct 26 and c was assisted by SA/

DOING ITS BEST TO EXPEDITE PART AND CRR-GG WILL FOLLOW-UP WITH DLR NEXT

Bill.

** CRR-GG NOTES PSR-TN IS RESEARCHING ISSUE ACTIVELY AT THIS TIME...**

TWO DAYS...**

@02/24-ZGG188N

@03/24-ZGG188N

@03/24-ZGG188N

C stated that something to do with the master cylinder assembly that is why th

DLR SM RON CALLED IN FOR NNA MAILING ADDRESS BECAUSE C'S ATTORNEY WANTS TO

** CRR-GG LEFT VMX FOR ATTORNEY, RETURNING CALL...**

@03/25-ZGG188N

e brake is malfunctioning.

SEND LETTER TO NNA. CRR GAVE THE MAILING ADDRESS TO RON AND EMAIL SENT TO

CRR-GG

@02/24-ZLL319N

** CRR-GG CALLED ATTORNEY, RETURNING VMX...CRR-GG TOLD ATTORNEY SUPPLIER

c stated that the part would be coming in today from Memphis and c's veh is st

** CRR-GG REC'D UPDATE FROM PC-TN...PC SAYS SHIPPING DATE HAS CHANGED AND

ill at the dlr.

WILL TRY TO SHIP ITEM TODAY OR FRIDAY...ATTORNEY UPSET NNA CAN'T GET PART

c is concern on the safety of the person driving the veh and the passenger of

DROP SHIPMENT DATE IS NOW MONDAY...CRR-GG LEFT VMX FOR ATTORNEY TO INFORM

TO DLR IN MONTHS AND SAYS NNA "SHOULD DO SOMETHING NICE FOR THIS C." CRR-GG

@02/25-ZGG188N

@03/25-ZGG188N

the veh.

AND IS AWAITING CALL BACK TO DISCUSS FURTHER...**

@02/25-ZGG188N

c is requesting to be contacted since c stated that brake shld not go out on a

TOLD C NNA IS ACTIVELY WORKING ON RESOLVING ISSUE...CRR-GG WILL PROVIDE

2 month old veh.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,118

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,119

REQUESTED BY: lattad

CAR ID: CA4418755

** CRR-GG NOTES ATTORNEY RETURNED CRR-GG'S CALL...CRR-GG TOLD ATTORNEY UPDATE WHEN MORE INFORMATION IS AVAILABLE...** @03/25-ZGG188N

** ATTORNEY LEFT VMX FOR CRR-GG...C SAYS "ENOUGH IS ENOUGH" WITH PART crr-ml advised c that file will be transferred to rcas for review.

DROP SHIPMENT IS SCHEDULED FOR MONDAY AND PART SHOULD BE AT LEN STOLER crr-ml advised c to expect a call within the next business day.

DELAY AND SAYS THIS IS A SAFETY ISSUE...ATTORNEY UNDERSTANDS NNA IS NISSAN BY MIDDLE OF NEXT WEEK...ATTORNEY THANKED...** @02/25-ZGG188N

** ATTORNEY LEFT VMX FOR CRR-GG WITH PM-RON ON OTHER LINE...DLR SAYS c understood.

TRYING ITS BEST, BUT IS LOOKING OUT FOR C'S SAFETY...**

** CRR-GG CALLED DLR...PART HASN'T ARRIVED...CRR-GG NOTES DROP SHIPMENT WAS crr-ml offered further assistance, c declined.

PART HASN'T ARRIVED AT DLR...CRR-GG WILL REVIEW WITH PCS-TN...**@03/03-ZGG188N

** CRR-GG CALLED ATTORNEY AND LEFT VMX...CRR-GG AWAITING CALL BACK...** crr-ml provided name, ext and file number.

SCHEDULED FOR THURSDAY OR FRIDAY, SO PART COULD BE AT DLR MONDAY...** @03/04-ZGG188N

** CRR-GG LEFT GENERAL VMX FOR ATTORNEY AND WILL FOLLOW-UP WITH DLR crr-ml leaving file open, transferring resp to rcas.

Created by ZML204N at 2013-10-28 13:20:31

** CRR-GG CALLED DLR ON THIS DATE...SM-MIKE SAYS PART HASN'T ARRIVED AT MONDAY...** @03/26-ZGG188N

** CRR-GG CALLED DLR...PM-MIKE SAYS PART ARRIVED AT DLR TODAY AND SM WAS c's best contact # is [REDACTED]

DLR...CRR-GG THANKED...**

Created by ZKS345N at 2013-10-29 14:14:48

** CRR-GG CALLED ATTORNEY AND LEFT VMX...CRR-GG AWAITING CALL BACK AND NOTES GOING TO INFORM C...CRR-GG THANKED...**

** CRR-GG CALLED ATTORNEY AND INFORMED VIA VMX THAT PART ARRIVED AT DLR PC-TN IS RESEARCHING STATUS AT THIS TIME...** @03/04-ZGG188N

rcas-ks contacted sa bill at st charles nissan and was informed that vehicle r

** ATTORNEY LEFT VMX FOR CRR-GG...CRR-GG RETURNED CALL AND LEFT VMX...** epairs are completed and vehicle is bacjk with c. sa said that the brake maste

TODAY AND IS AVAILABLE FOR C...CRR-GG SENT E-MAIL TO CRR-SS AND PSR-TN

** CRR-GG ALSO NOTES ATTORNEY LEFT THREE OTHER VMXS ON THIS DATE AND IS r cylinder was leaking into the brake booster. sa said c was having to push th

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,120

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,121

REQUESTED BY: lattad

CAR ID: CA4418755

WITH UPDATE...**

@03/29-ZGG188N

@03/05-ZGG188N

@03/05-ZGG188N

@03/29-ZGG188N

e brake to the floor to engage.rcas-ks asked for a copy of the ro to be faxed

@03/05-ZGG188N

** ATTORNEY LEFT VMX FOR CRR-GG...ATTORNEY IS AWARE PART IS AT DLR...

to rcas-ks. sa bill said that was not a problem.rcas-ks thanked sa for the ass

ATTORNEY SAYS VEH WILL BE AT DLR THURSDAY TO INSTALL PART...ATTORNEY ASKING
istance.

UPSET PART HASN'T ARRIVED AT DLR YET...**

@03/05-ZGG188N

** ATTORNEY LEFT VMX FOR CRR-GG...CRR-GG RETURNED CALL MOMENTS LATER...

NNA FOR ONE DAY OF RENTAL...CRR-GG DISCUSSING WITH CRR-SS...** @03/29-ZGG188N

rcas-ks tried contacting on day [REDACTED] and alter# [REDACTED] at 4:12p

** CRR-GG CALLED DLR...SA-AL SAYS DLR WILL RUN GRT FOR ONE DAY RENTAL AND

CRR-GG TOLD ATTORNEY DROP SHIPMENT WAS SCHEDULED A WEEK AGO -- AND CRR-GG

m. got vmx. left message that included case# phone# name and ext. follow up 10

/30/13

DLR HAS APPT FOR C THURSDAY MORNING...CRR-GG THANKED...** @03/29-ZGG188N

IS WAITING FOR PC-TN RESEARCH...CRR-GG NOTES ATTORNEY CALLED DLR WITH C

Created by ZKS345N at 2013-10-30 15:08:34

** CRR-GG CALLED ATTORNEY AND INFORMED NNA IS OFFERING TO ASSIST C WITH

ON OTHER LINE AND HAD CRR-GG LEAVE VMX FOR PARTS REP AT DLR WITH UPDATE...

CRR-GG ALSO DISCUSSING WITH PC-TN...**

@03/08-ZGG188N

ONE DAY OF RENTAL (\$35/MAXIMUM) THURSDAY AND SA-AL IS AWARE OF THIS...

rcas-ks contacted c wife on cell# [REDACTED] at 4:45pm. wife will now be re

** ATTORNEY LEFT VMX FOR CRR-GG WITH RON LANE FROM DLR ON LINE...ATTORNEY

ATTORNEY THANKED...**

@03/29-ZGG188N

ferred to as c. c said that c has alot of concerns. c said vehicle is only 2 mo

** CRR-GG CALLED DLR...C DID NOT SHOW UP FOR TODAY'S APPT...CRR-GG NOTES

nths old and the brakes go out. c said then c had made a appt by c's work. c c

WANTS CRR-GG TO CALL [REDACTED] AT [REDACTED] AND UPDATE ON STATUS OF

ouldnt make the appt so c asked the dealership if the vehicle was ok to drive.

PART...**

THERE WAS A GRT APPROVED MONDAY THAT APPEARS TO HAVE COVERED ONE DAY OF

CAR RENTAL -- BUT C HASN'T BEEN AT DLR TO INSTALL PART...CRR-GG LEFT VMX FOR

** CRR-GG CALLED DLR AND TOLD [REDACTED] NNA IS RESEARCHING STATUS OF PART AND

c said this sa joe with out even looking at the vehicle says yes. c said c le

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,122

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,123

REQUESTED BY: lattad

CAR ID: CA4418755

ATTORNEY INQUIRING WHY C MISSED APPT...CRR-GG AWAITING CALL BACK...**
ORDERING MANAGER IS BACK IN OFFICE TODAY AND NNA IS AWAITING AN UPDATE TO
t c;s daughter drive the vehicle and c's daughter could of been killed. c sai
@04/01-ZGG188N
d brakes didnt work and c's daughter had to vere off the road. c said c's daug
SEE STATUS OF DROP SHIPMENT SCHEDULED FOR A WEEK AGO...RON LANE THANKED FOR
** C LEFT VMX FOR CRR-GG...C SAYS C DIDN'T TAKE VEH TO DLR BECAUSE C
hter could of rear ended someone or been hurt. rcas-ks understood and so apolo
THE UPDATE...CRR-GG AWAITING INFORMATION FROM PCS-TN...** @03/08-ZGG188N
@04/02-ZGG188N
** ATTORNEY LEFT VMX FOR CRR-GG...CRR-GG AWAITING UPDATE AND WILL RETURN
gized to c. c said this is a major issue and c wants to know why it happened.
CALL...** @03/10-ZGG188N
rcas-ks told c that rcas-ks was provided the same info the the brake master cy
TRADED-IN VEH RECENTLY...C SAYS C DIDN'T WANT TO DEAL WITH DLR OR NNA AND
** ATTORNEY LEFT VMX FOR CRR-GG...CRR-GG RETURNED CALL AND LEFT VMX...CRR-GG
DIDN'T LIKE WAY C WAS TREATED...C UNHAPPY PART TOOK SIX MONTHS TO ARRIVE
linder was leaking. rcas-ks has no further answer for why no one does. c said
AT DLR...** @04/02-ZGG188N
AWAITING CALL BACK...** @03/10-ZGG188N
c has been driving for 45 yrs and never replace a part like this before. c sai
** ATTORNEY LEFT VMX FOR CRR-GG...CRR-GG RETURNED CALL...ATTORNEY UPSET PART
** CRR-GG CALLED ATTORNEY, WHO SAYS C TRADED-IN VEH NIGHT BEFORE C WAS
d c knows a couple yrs ago the altima had a issue like this but c didnt see an
ISN'T AVAILABLE AND SAYS C WILL FILE LAWSUIT IF PART ISN'T REC'D BY
SUPPOSED TO HAVE PART INSTALLED IN VEH...ATTORNEY SAYS C WAS FRUSTRATED AND
ything recent.c said c was afraid issue was going to happen agin. rcas-ks agai
DIDN'T WANT VEH ANYMORE...CRR-GG TOLD C NNA DID ITS BEST TO EXPEDITE THIS...
n apologized and told c that rcas-ks could note c's concern. c was not happy t
THURSDAY...CRR-GG TOLD ATTORNEY CRR-GG IS AWAITING UPDATES AND NNA IS DOING
ATTORNEY THANKED...**
BEST TO EXPEDITE SITUATION...CRR-GG AWAITING PC-TN UPDATE...** @03/11-ZGG188N
hat a issue like this would just be noted and a repair done. c feels something
*** 03-16-04, PSR-TN IN FILE FOR FOLLOW UP AND NOTED THAT DLR SHOULD BE
** CRR-GG NOTES FILE CAN BE CLOSED AT THIS POINT...** @04/02-ZGG188N
further needs to happen. rcas-ks asked c how rcas-ks could further assist c a
CONTACTED FOR VERIFICATION BEFORE O/M-SG IS CONTACTED FOR STATUS, EMAIL SENT

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,124

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,125

REQUESTED BY: lattad

CAR ID: CA4418755

FILE CLOSED.

@04/02-ZSS802N

nd c said c didnt know. c said c might have to contact someone else. c wanted a copy of this case rcas-ks informed c that rc-ks was not able to provide a c

TO CRR-SS.

@03/16-ZTN293N

CRR-SS CONTACTED THE DLR AND SPOKE ITH PM-MIKE. MIKE ADVISED CRR-SS THAT

opy of the case. rcas-ks told c that rcas-ks could only provide the case # c s

aid ok. c will call back if c needs anything further. call end ed mutaully

C'S PART HAVE STILL NOT ARRIVED AND THAT THE DLR HAVE NOT EVEN BEEN PROVIDED

WITH AN ETA. MIKE ADVISED THAT THE DLR HAVE BEEN DEALING WITH THIS

BACKORDERED PART ISSUE FOR 6 MONTHS.

@03/16-ZSS802N

CRR-SS EMAILING PSR-TN ADVISING OF WHAT THE DLR ADVISED.

@03/16-ZSS802N

** CRR-GG NOTES DROP SHIP WILL BE DONE FRIDAY, PER PC-TN...CRR-GG CALLED

ATTORNEY AND LEFT VMX TO INFORM...CRR-GG WILL FOLLOW-UP WITH DLR MONDAY...**

@03/17-ZGG188N

CRR-SS CONTACTED THE DLR AND ASKED IF PART HAVE ARRIVED. CRR-SS WAS ADVISED

THAT THE PART HAVE STILL NOT ARRIVED AT THE DLR.

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,126

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,127

CAR ID: CA4418755

IIR-DATE:

3RD PRY: NI

BYBACK ST:

HISTORY:

SVC CALL#: N

CLOSE: Y

RESP CAA:

PHONE:

TRANS DATE: 00/00/00

PART#:

OPENED BY:

UPDATE BY:

UPDATE DATE:

CLOSE DATE: 10/30/13

OLM:

OWNER FIRST: [REDACTED]

CHECK REQUESTED: Y

CHECK ISSUED: Y

MICROFILM:

DOM:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,128

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,129

CAR ID: CA4418755

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CP1EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		1768	Missouri					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,130

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,131

REQUESTED BY: lattad

CAR ID: CA4418755

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 1768

STATE: MO

DEALER NAME: ST. CHARLES NISSAN INC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,132

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,133

REQUESTED BY: lattad

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LOS ANGELES
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 818 769 8100

VCAN:
PAID:
SUSP:
DENY:

SC: NONE **CAR ID:** CA4434546
VIN: 3N1AB7AP8DL [REDACTED]
YR/MDL: 2013.0 **SEN** **MILEAGE:** 009249
IN SVC DATE:
RTL DLR: NI NI
SVC DLR: 042B UNIVERSAL CITY NISSAN INC
RESP DLR: 042B UNIVERSAL CITY NISSAN INC
REGION: 44 **DIST: SL/SV/PT:** 09 09 39

LETTER RECEIVED: 10/29/13 **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:** 009249 **# 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:** 10/30/13 **XFER/RSPNSBLTY:** 44 09 N
CONTACT (S): **FOLLOWUP DATE:** 11/27/13 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 11/26/13 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AD BRAKES

121500 GEN. BRAKE COMPONENT(S)
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,134

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,135

REQUESTED BY: lattad

CAR ID: CA4434546

C. A. R. COMMENTS

Created by ZAG177N at 2013-11-12 14:25:03

Created by ZSW999N at 2013-10-30 13:43:38

Created by ZSW999N at 2013-10-30 13:45:13

owing the correct last name of [REDACTED]." Email attached

similar MSRP) as settlement;

Created by ZAG177N at 2013-11-12 14:25:03

Created by ZAG177N at 2013-11-25 11:05:56

DRTS found previous cases: [REDACTED].

similar MSRP) as settlement;

3) A repurchase of this vehicle under CA lemon law as settlement.

Arbs-ag notes two repair attempts for brakes not grabbing or not slowing the c

Arbs-ag prepared FedEx: 797240970219

DRTS found open campaigns/recalls: NONE.

3) A repurchase of this vehicle under CA lemon law as settlement.

Arbs-ag notes two repair attempts for brakes not grabbing or not slowing the c

Arbs-ag submitted check request payable to C and atty in the amount of \$7,000.

Created by ZSW999N at 2013-10-30 13:50:26

00

ar down. Arbs notes the first occurrence 8,615. Arbs notes two repair attemp

DRTS recb

Please let me know of your clientb

ar down. Arbs notes the first occurrence 8,615. Arbs notes two repair attemp

Attorney Demand Voluntary Settlement due to 2 repairs for brakes not grabbing

dated 10/24/13 via U.S. Mail. Letter states. Please be advised that office ha

Please let me know of your clientb

and 20 days out of service.

Created by ZAG177N at 2013-11-18 08:49:33

ts for brake noise.

ve been retained as the attorney of record to represent C in regards to claims

against NNA pursuant to the California Civil Code Section 1793.2 and the Cali

Created by ZAG177N at 2013-11-18 08:49:33

ts for brake noise.

Arbs-ag rec'd email from C's atty Robert L. Starr,

Created by ZAG177N at 2013-11-12 14:37:23

fornia Civil Code Section 1793.22. Letter states at this time office request t

Arbs-ag rec'd email from C's atty Robert L. Starr,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,136

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,137

REQUESTED BY: lattad

CAR ID: CA4434546

Arbs provided NNA's position and offer via FedEx:797140417038
hat NNA repurchase C's vehicle. Letter states please contact Gordon Wong in of
Arbs provided NNA's position and offer via FedEx:797140417038
fice. Letter signed by Robert L. Starr Esq.

"Thank you for your letter regarding [REDACTED] [REDACTED] has requested
Created by ZSW999N at 2013-10-30 13:50:42

November 12, 2013

"Thank you for your letter regarding [REDACTED]. [REDACTED]ris has requested

****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C, IF C SHOULD CALL PLE

November 12, 2013

that I further explore a resolution wherein he retains the vehicle and receive
ASE REFER C TO THEIR ATTORNEY.***

that I further explore a resolution wherein he retains the vehicle and receive

The Law Offices of Robert L. Starr

Created by ZSW999N at 2013-10-30 14:00:23

s a cash settlement. Is Nissan willing to pay [REDACTED] \$8,000.00 with Mr.

The Law Offices of Robert L. Starr

23277 Ventura Blvd.

DRTS called dlr 042B at 3:34 pm, spoke with Sa-Sandra. Requested repair orders

s a cash settlement. Is Nissan willing to pay [REDACTED] \$8,000.00 with Mr.

.

[REDACTED].

[REDACTED] retaining the vehicle? Please advise me if this is agreeable. Than

Created by ZSW999N at 2013-10-31 11:42:20

[REDACTED] retaining the vehicle? Please advise me if this is agreeable. Than

Woodland Hills, CA 91364

DRTS called dlr 042B at 1:40 pm, spoke with Sa-Mardicella. Requested ROs after
ks."

Woodland Hills, CA 91364

10/15/13.

Attn: Robert L. Starr

ks."

Attn: Robert L. Starr

Created by ZAG177N at 2013-11-18 08:58:30

Created by ZSW999N at 2013-11-01 09:16:33

Created by ZAG177N at 2013-11-18 08:58:30

DRTS rec'd ROs from dlr 042B on 10/31/13. There were no ROs after 10/15/13.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,138

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,139

REQUESTED BY: lattad

CAR ID: CA4434546

Via Overnight Delivery

Arbs-ag responded to C's atty

Created by ZSW999N at 2013-11-01 13:43:34

Via Overnight Delivery

Arbs-ag responded to C's atty

DRTS called dlr 042B at 3:37pm, spoke with Sa-Nazario. Sa stated on RO 127365

RE: [REDACTED]

"In the interest of settling this matter, I would be willing to increase Nissa

RE: [REDACTED]

the vehicle was down the entire time. Sa stated Sa had to wait for parts to a

2013 Nissan Sentra /VIN: 3N1AB7AP8DL [REDACTED]

"In the interest of settling this matter, I would be willing to increase Nissa

rive from Memphis which usually takes about a week and a half.

2013 Nissan Sentra /VIN: 3N1AB7AP8DL [REDACTED]

Created by ZSW999N at 2013-11-01 13:48:43

nb

Dear [REDACTED]:

DRTS completed and attached RHR.

final cash and keep offer.

Created by ZAG177N at 2013-11-12 14:21:49

Dear [REDACTED]:

final cash and keep offer.

Created by ZAG177N at 2013-11-12 14:21:49

Let me know if your client accepts"

Nissan North America, Inc. would like to acknowledge receipt of your letter re

Arbs-ag rev'd RHR and CPIA

Let me know if your client accepts"

Nissan North America, Inc. would like to acknowledge receipt of your letter re

Arbs-ag rev'd RHR and CPIA

Created by ZAG177N at 2013-11-18 10:03:29

garding the above referenced vehicle. We have performed a careful analysis of

07/29/13....Mileage: 4,936....RO: 119861....Days Down: 1

Created by ZAG177N at 2013-11-18 10:03:29

garding the above referenced vehicle. We have performed a careful analysis of

07/29/13....Mileage: 4,936....RO: 119861....Days Down: 1

Arbs-ag rec'd email from C's atty:

your clientb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,140

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,141

REQUESTED BY: lattad

CAR ID: CA4434546

1. C/S hears noise from rear brakes. - Unable to duplicate noise.

Arbs-ag rec'd email from C's atty:

your clientb

1. C/S hears noise from rear brakes. - Unable to duplicate noise.

cably.

:Thanks you for the email. My client has given me authority to accept the \$7,

08/17/13....Mileage: 6,192....RO: 121719....Days Down: 5

cably.

:Thanks you for the email. My client has given me authority to accept the \$7,

000.00 offer inclusive of attorney's fees, with my client retaining the vehicl

08/17/13....Mileage: 6,192....RO: 121719....Days Down: 5

We thank you for bringing the matter to our attention. Nissan North America,

000.00 offer inclusive of attorney's fees, with my client retaining the vehicl

1. C/S vehicle making grinding noise when braking. - Inspected brake system an

We thank you for bringing the matter to our attention. Nissan North America,

1. C/S vehicle making grinding noise when braking. - Inspected brake system an

e. Thank you very much for your assistance in resolving this case."

Inc. is extremely interested in satisfying its customers like [REDACTED] and

d found noise coming from rear wheels. Found service bulletin NTB13-031A. Repl

e. Thank you very much for your assistance in resolving this case."

Inc. is extremely interested in satisfying its customers like [REDACTED] and

Created by ZAG177N at 2013-11-18 10:25:27

d found noise coming from rear wheels. Found service bulletin NTB13-031A. Repl

, in the interest of resolving this matter cordially; we would like to offer y

aced both rear wheel brake cylinders and verified repair.

Created by ZAG177N at 2013-11-18 10:25:27

, in the interest of resolving this matter cordially; we would like to offer y

aced both rear wheel brake cylinders and verified repair.

Arbs-ag notes discrepancy of spelling of last name. Sales Docs, ROs and Atty

our client the following options:

10/05/13....Mileage: 8,615...RO: 126556....Days Down: 5

Arbs-ag notes discrepancy of spelling of last name. Sales Docs, ROs and Atty

our client the following options:

10/05/13....Mileage: 8,615...RO: 126556....Days Down: 5

1) The services of a factory representative (Dealer Technical Specialist) to c

correspondence all state spelling as [REDACTED]. The Registration indicates Wai

1. C/S brakes did not grab. Shop foreman test drove vehicle with C - Unable to

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,142

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,143

REQUESTED BY: lattad

CAR ID: CA4434546

1) The services of a factory representative (Dealer Technical Specialist) to correspond to all state spelling as [REDACTED]. The Registration indicates Wai
1. C/S brakes did not grab. Shop foreman test drove vehicle with C - Unable to come inspect your client's terms.

Arbs-ag requested clarification from Atty and proof of correct spelling such as duplicate clients concern. Advised C to leave vehicle throughout the day. C's terms are repaired. A rental vehicle would be provided during this inspection
Arbs-ag requested clarification from Atty and proof of correct spelling such as duplicate clients concern. Advised C to leave vehicle throughout the day. C's terms are repaired. A rental vehicle would be provided during this inspection declined rental.

(less fuel and insurance). In addition to this, as a gesture of customer satisfaction another form of identification.
declined rental.

(less fuel and insurance). In addition to this, as a gesture of customer satisfaction another form of identification.

10/15/13....Mileage: 9,249....RO: 127365....Days Down: 9*

Created by ZAG177N at 2013-11-25 10:22:20

satisfaction, we would also like to offer your client \$5,000.00 inclusive of attorney

10/15/13....Mileage: 9,249....RO: 127365....Days Down: 9*

Arbs-ag rec'd signed settlement letter.

satisfaction, we would also like to offer your client \$5,000.00 inclusive of attorney

1. C/S brakes barely stops car. Pedal goes to floor - Tech found brake master
Arbs made second request for written verification of spelling of the C's name
attorney fees as settlement, and Nissan North America would continue to honor the terms
1. C/S brakes barely stops car. Pedal goes to floor - Tech found brake master
from C's attorney

attorney fees as settlement, and Nissan North America would continue to honor the terms

Created by ZAG177N at 2013-11-25 11:00:55

cylinder is not holding pressure. Inside seal is deformed causing poor sealing
terms and conditions of the New Vehicle Limited Warranty;

Arbs-ag rec'd email from C's attorney:

cylinder is not holding pressure. Inside seal is deformed causing poor sealing
terms and conditions of the New Vehicle Limited Warranty;

2) A replacement vehicle (substitution of collateral for another vehicle with
"I have verified with our client that the last name is [REDACTED] it is misspelled"

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,144

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,145

REQUESTED BY: lattad

CAR ID: CA4434546

. Replaced brake master cylinder assy.

2) A replacement vehicle (substitution of collateral for another vehicle with elled on the registration, I have attached a copy of the purchase agreement sh

. Replaced brake master cylinder assy.

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:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 11/26/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,146

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,147

TIME: 9:19:07 AM

CAR ID: CA4434546

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

MAKE: N

IN SCV DATE:

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		042B	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,148

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,149

REQUESTED BY: lattad

CAR ID: CA4434546

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 042B

STATE: CA

DEALER NAME: UNIVERSAL CITY NISSAN IN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,150

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,151

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4435411
STREET: [REDACTED]	VIN: 3N1CE2CP2EL [REDACTED]	
CITY: LARAMIE	YR/MDL: 2014.0 VER	MILEAGE: 000082
ST/ZIP: WY [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3336 MCCARTY MOTORS, INC.
DLR PH: 307 745 8921	DENY:	RESP DLR: 3336 MCCARTY MOTORS, INC.
		REGION: 32 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: 000082	# 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: 10/30/13	XFER/RSPNSBLTY: 32 11 N
CONTACT (S):	FOLLOWUP DATE: 11/05/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 11/05/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES	WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,152

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,153

REQUESTED BY: lattad

CAR ID: CA4435411

C. A. R. COMMENTS

Created by ZRV177N at 2013-10-30 15:44:17

Created by ZRV177N at 2013-10-30 15:57:30

Created by ZRV177N at 2013-10-31 08:49:11

Created by ZRV177N at 2013-10-30 15:57:30

CRR RV adding notes on the case

C prefers to be contactyed early in the morning before 9:30 ot after 12:30 CRR

CRR RV received a call fron c about a brake that failed on c's 2014 Nissan Ver

CRR RV received a call fron c about a brake that failed on c's 2014 Nissan Ver

RV sending internal msg to rcas about c's contact preference.

Created by ZAA178N at 2013-10-31 10:40:09

sa Note which c only purchased on Monday and after two days, today the veh fai

RCAS-AA placed out bound call to MCCARTY MOTORS 3077458921 at 12:37PM EST 10/3

sa Note which c only purchased on Monday and after two days, today the veh fai

1/13. Asked to speak with service. Got Brake Master Cylinder on overnight orde

led with c's family on the veh.

led with c's family on the veh.

r. Internal fluid bypass. Brake pedal goes all the way to the floor. Hasn't se

CRR rv tried to verify contact information but c wants a direct or general ans

en part in yet.

Created by ZAA178N at 2013-10-31 12:26:15

CRR rv tried to verify contact information but c wants a direct or general ans

RCAS-AA placed out bound call to C [REDACTED] at 2:16PM EST 10/31/13. Advised

wer as to wheter there is an ongoing campaign for the 2014 Note.

call may be monitored. C mentioned that C's Honda vehicle never had a problem.

wer as to wheter there is an ongoing campaign for the 2014 Note.

C claims dealership is giving C a deal on an extended warranty on the vehicle

CRR RV explained tp c that it all depend on the vin of the veh but c is demand

CRR RV explained tp c that it all depend on the vin of the veh but c is demand

. C's wife is terrified. C does have option to return by Tuesday 11/05/13. C w

anted to know about a price on an extended warranty. RCAS-AA advised concern w

ing now for a supervisor, crr rv assured c that crr is capable of addressing c

ing now for a supervisor, crr rv assured c that crr is capable of addressing c

ould be looked in to and C would be informed.

Created by ZAA178N at 2013-10-31 12:38:33

's concern if only c could provide the vin, then crr rv asked c the dealership

Created by ZAA178N at 2013-10-31 12:38:33

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,154

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,155

REQUESTED BY: lattad

CAR ID: CA4435411

's concern if only c could provide the vin, then crr rv asked c the dealership RCAS-AA placed out bound call to C [REDACTED] at 2:32PM EST 10/31/13. Advised so crr can ask for the vin, crr rv called the Mc Carty group to ask the deale RCAS-AA placed out bound call to C [REDACTED] at 2:32PM EST 10/31/13. Advised so crr can ask for the vin, crr rv called the Mc Carty group to ask the deale call may be monitored. RCAS-AA offered C ECW for steering, suspension and brak rship in wyoming, finally got hold of SA Jason and was given the vin and the i call may be monitored. RCAS-AA offered C ECW for steering, suspension and brak rship in wyoming, finally got hold of SA Jason and was given the vin and the i e. C stated C is laughing at the absurd nature of concern. C understood ECW wa nformation that inded the brakes master cylinder failed and veh is at the deal e. C stated C is laughing at the absurd nature of concern. C understood ECW wa nformation that inded the brakes master cylinder failed and veh is at the deal ership. C was informed that there is no ongoing campaign with the brake master s approved and time from for approval. C understood follow up on 11/05/13. ership. C was informed that there is no ongoing campaign with the brake master s approved and time from for approval. C understood follow up on 11/05/13. CSM-Bob Brissie approved ECW for steering, suspension and brakes. cylinder, but c would like to know what Nissan is doing to address this probl CSM-Bob Brissie approved ECW for steering, suspension and brakes. cylinder, but c would like to know what Nissan is doing to address this probl Created by ZAA178N at 2013-11-05 16:20:08 em on the 2014 NOTE, c also mentioned that if this is going to be an issue on em on the 2014 NOTE, c also mentioned that if this is going to be an issue on RCAS-AA placed out bound call to C [REDACTED] at 6:16PM EST 11/05/13. Left VMX for C in regards to case. Advised ECW was processed. the veh c just wanted to know if Nissan will give c an Extended service contra Closing case due to no further concerns. the veh c just wanted to know if Nissan will give c an Extended service contra ct at a discounted price or as c is also thinking of returning the veh, as ci *SUMMARY* C called in with vehicle concerns. ct at a discounted price or as c is also thinking of returning the veh, as ci feels that a two day old veh should not be failing on the brakes. RCAS-AA advised C that ECW was processed and C would receive paperwork within 2-4 weeks. feels that a two day old veh should not be failing on the brakes.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,156

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,157

REQUESTED BY: lattad

CAR ID: CA4435411

CRR RV expalins to c that crr rv needs to create anaccount for a case to be cr
CRR RV expalins to c that crr rv needs to create anaccount for a case to be cr
eated and forwarded to rcas but c is very much in a hurry, crr rv offered to c
eated and forwarded to rcas but c is very much in a hurry, crr rv offered to c
all back the c for the case number, c agreed and gave c's address and phone nu
all back the c for the case number, c agreed and gave c's address and phone nu
mber and ended call
mber and ended call

CRR RV created an account and added vin

CRR RV created an account and added vin

CRR RV created the case and calls back c to provide the ref number.

CRR RV created the case and calls back c to provide the ref number.

CRR-RV advised c that file will be transferred to rcas for review.

CRR-RV advised c that file will be transferred to rcas for review.

CRR-RV advised c to expect a call within the next business day.

CRR-RV advised c to expect a call within the next business day.

c understood.

c understood.

CRR-RV offered further assistance, c declined.

CRR-RV offered further assistance, c declined.

CRR-RV provided name, ext and file number.

CRR-RV provided name, ext and file number.

CRR-RV leaving file open, transferring resp to rcas.

CRR-RV leaving file open, transferring resp to rcas.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,158

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,159

REQUESTED BY: lattad

CAR ID: CA4435411

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: 11/05/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,160

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,161

CAR ID: CA4435411

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CP2EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3336	Wyoming					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,162

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,163

REQUESTED BY: lattad

CAR ID: CA4435411

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3336

STATE: WY

DEALER NAME: MCCARTY MOTORS, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,164

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,165

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4439511
STREET: [REDACTED] **VIN:** 3N1AB7AP3DL [REDACTED]
CITY: LOS ANGELES **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 020000
ST/ZIP: CA [REDACTED] **VCAN:** **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** **SVC DLR:** 5258 PUENTE HILLS NISSAN
DLR PH: 626 626 2600 **DENY:** **RESP DLR:** 5258 PUENTE HILLS NISSAN
REGION: 44 **DIST: SL/SV/PT:** 05 05 35

LETTER RECEIVED: 10/31/13 **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:** 020000 **# 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:** 10/31/13 **XFER/RSPNSBLTY:** 44 05 N
CONTACT (S): **FOLLOWUP DATE:** 03/28/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/21/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS
AU INTERIOR (NON-ELECTRIC) YX POOR OR IMPROPER OPERATION
BG POWERTRAIN ZM EXCESSIVE NOISE
BN SUSPENSION 252000 GEN. SUSPENSION COMPONENT(S)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,166

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,167

REQUESTED BY: lattad

CAR ID: CA4439511

C. A. R. COMMENTS

Created by ZRM176N at 2013-10-31 10:01:07

Created by ZRM176N at 2013-10-31 10:19:04

Created by ZRM176N at 2013-11-04 14:33:40

October 29, 2013, regarding the above referenced vehicle. We have performed a
Stephen Barnes, Esq.

t right rear wheel cylinder also leaking, Angel Santiago recommend to replace
Attorney Representation - Please Do Not Contact C., if C should call please re
careful analysis of your clientb

Created by VRD551N at 2014-03-17 09:17:01

DRTS, RHR completed, need to verify days down with both Downey Nissan and Pu
shoes, hardware drum & wheel cylinder

9/20/13 @ 15609 mi - 2 days down

ARBS rec'd multiple emails from atty:

ente Hills Nissan

fer C to their Attorney.

solve this matter amicably.

Concern:

Created by ZRM176N at 2013-11-05 11:51:43

Previous Cases - 10933062

Robert,

We thank you for bringing the matter to our attention. Nissan North America,

1. C/s growling/rubbing noise coming from rear brakes when braking

DRTS, placed call to Puente Hills Nissan, spoke with SA Jarrod, asked if on
I have left 2 phone messages and sent a previous email. [REDACTED] will agree

Inc. is extremely interested in satisfying its customers like [REDACTED] and,

Recalls/Campaigns - CLSD P3212 SENTRA ENG IDLE NTB13-022

2. C/s there is a cracking noise coming from shifter assembly when shifting

DRTS, in receipt of an attorney letter from Barnes Law Firm, dated 10/18/2013,
in the interest of resolving this matter cordially; we would like to offer you

RO 50170 vehicle was down for a total of 10 days, SA-Jarrold advised yes, veh
to pay the \$290 to Nissan. However, he has cancelled the gap coverage. This ga

3. C/s when coming to a stop after driving vehicle freeway speeds vehicle feel

icle was towed in, dealer was waiting on parts for repairs, asked about RO 5

p coverage will not be applied for 3 or 4 weeks. He should get the refund of t

r client the following option:

rec'd on 10/29/2013, DRTS rec'd 10/31/2013, the letter states:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,168

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,169

REQUESTED BY: lattad

CAR ID: CA4439511

1617, SA Jarrod advised the RO was open 4/16/13 and closed 4/16/13, vehicle o

1) The services of a factory representative (Dealer Technical Specialist) to c
he gap insurance since he is paying the \$290.

Please be advised that C has retained this office to represent him concerning
s like it wants to stall

7. c/s air bag comes on when an adult sits on it
nly down 1 day.

ome inspect your clientb

Please contact me so we can get the details of this finalized asap.

the above-referenced vehicle. The following is a demand to facilitate settlem

Action:

ent of this matter without the need of litigation. The damages set forth below
erns are repaired. A rental vehicle would be provided during this inspection
placed call to Downey Nissan, spoke with SA-Ricardo, Ricardo advised vehicle
Thank you.

1. TSB NTB13-031A rear when cylinders and bleed brakes
are for settlement purposes only and should not be construed as an exhaustive
(less fuel and insurance). In addition to this, as a gesture of customer sati
Stephen Barnes, Esq.

was down 9 days, waiting on parts per DTS

2. No problem found

Created by VRD551N at 2014-03-17 09:17:37

Created by ZRM176N at 2013-11-05 11:51:57

list of damages claimed or suffered.

sfaction, we would also like to offer your client \$5,000.00 inclusive of attor

3. Related to line 4

DRTS, completed RHR, attached to case.

ney fees as settlement, and Nissan North America would continue to honor the t
Robert,

Since C took possession of the Sentra it has been delivered to authorized Niss

7. No problem found

an service and repair facilities approximately six (6) times for repair of the

Created by VRD551N at 2014-02-10 09:22:39

erns and conditions of the New Vehicle Limited Warranty;

I have not heard from you for several weeks despite your promise otherwise. I

2) A replacement vehicle (substitution of collateral for another Altima with s

ARBS rec'd email from atty on 2/6/13:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,170

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,171

REQUESTED BY: lattad

CAR ID: CA4439511

Created by VRD551N at 2014-03-19 05:29:37

following problems, many of which have been subject to repeat repair; there is a need to get this file wrapped up. [REDACTED] has a vehicle they are not using and there is no reason why we cannot get the final documentation from you.

ARBS rec'd signed offer letter.

(similar MSRP) as settlement;

Robert.

As a noise coming from the bottom rear of the vehicle, there is a grinding noise

3) A repurchase of this vehicle under CA lemon law as settlement.

Created by VRD551N at 2014-03-19 05:32:30

From the drivetrain, there is a rear brake noise, the brake pedal goes to the floor

I have discussed Nissan with

I need to hear from you asap or I will have no choice but to file suit. I would

Attorney Representation - Please Do Not Contact C., if C should call please refer to the date to have to go that route.

On the floor, there is a growling or rubbing noise from the rear brakes, there is a

January 27, 2014 with [REDACTED]. While he is in agreement with the offer in principle

Please let me know of your client's

cracking noise from the shifter assembly, and there was a recall for engine in

refer C to their Attorney.

Principal, he has authorized me to resolve this matter with a few clarifications.

Sincerely,

Thanks.

Created by VRD551N at 2014-03-19 05:45:43

Multiple concerns.

Robert Dickens

Stephen Barnes, Esq.

We are not in agreement that the gap insurance should be deducted from [REDACTED]

Arbitration Specialist II

ARBS replied:

ARBS requested \$2,500.00 check payable to C and atty firm.

resb

The brake components have been replaced numerous times. The car not stopping a

ARBS requested \$26,521.96 check payable to NMAC.

Dispute Resolution Programs

Mr. Barnes,

As expected could very easily result in an accident and serious bodily injury.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,172

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,173

REQUESTED BY: lattad

CAR ID: CA4439511

y the code for non-recoverable aftermarket items. Moreover, it would be consid

Created by VRD551N at 2014-03-19 05:48:08

ered by a court as an incidental and consequential damage.

Nissan North America

There is no revision needed on the letter.

This problem is clearly a substantial impairment in value.

ARBS called NMAC and was advised of:

Based on the foregoing, C requests that Nissan provide restitution in accordan

I have not removed the deduction for the GAP insurance cost because it is righ

P: [REDACTED]

Since the Gap Coverage may be cancelled and the refund applied to reduce the l

Acct: [REDACTED]

ce with the Song-Beverly Consumer Warranty Act. Should Nissan refuse to provid

F: 615-967-3572

loan balance [REDACTED] has authorized me to resolve this matter as follows:

fully deducted. It also appears, as of this morning, the refund for the GAP h

1. [REDACTED] will cancel the gap insurance and the refund will go to reduce t

as not posted to the loan. If it had, the deduction would still remain but the

e restitution, it may be required to pay [REDACTED] a civil penalty not to exc

Payoff: \$26,227.06 through March 29, 2014.

robert.dickens@nissan-usa.com

Created by VRD551N at 2014-01-27 14:13:31

eed two times his actual damages.

he loan balance in the amount of approximately \$350.00.

Per Diem: \$9.83

refund would have been reflected as a credit on my offer letter. It also appe

2. [REDACTED] will not owe any amount to Nissan in return of the vehicle and i

ARBS emailed NMAC-Anna Fraley and Liza Lyman advising the buyback is wrapping

ARBS rec'd info from NMAC:

ars [REDACTED] has stopped making payments on his loan, so there was nothing t

Down Payment: \$5,727.00

o revise regarding the b

Payments: 10 @ \$555.99 \$5,559.90

Torres

t would be a b

up and requested some notation on the account to avoid NMAC repossessing the v

3N1AB7AP3DL [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,174

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,175

REQUESTED BY: lattad

CAR ID: CA4439511

ance and pays the fees specified in your letter.

ehicle.

Please have your client sign and return the offer letter to me as soon as conv

Registration: \$as verified

Created by VRD551N at 2014-03-19 05:48:35

enient.

I look forward to receiving a revised offer accordingly. If you have any quest

Negative Equity: \$<9,742.31>

Payoff with good through date:\$25630.44 02/02/14

ARBS notes payoff check good through April 28, 2014.

ions regarding the foregoing do not hesitate to call or email.

Per diem (if applicable):\$9.83

Thanks,

Usage Fee: based on 5,730 miles \$< 835.50>

ARBS created Morley case 210031 and sent docs via FedEx 798291031626.

Interest paid (if applicable): \$3456.65

Rob

Thank you.

Total: \$ 709.09

Created by VRD551N at 2014-03-18 14:50:35

Created by ZTK177N at 2014-04-09 14:29:20

Loan Balance: \$as verified

Number of payments made: 9

Stephen Barnes, Esq.

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

ARBS notes the following repair history:

Attorney Fees \$ 3,000.00

Barnes Law Firm

Late charges assessed on the account: \$27.79

3/25/13 @ 6693 mi - 10 days down

C has authorized this office to accept the following as full settlement of th

Created by VRD551N at 2014-02-10 09:23:07

DRTS TK: Checks from Customer for Customer Funds Due at Repurchase in the amo

Last payment received date: 1/6/14

Amount of scheduled payment: \$555.99

ARBS replied:

Concern:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,176

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,177

REQUESTED BY: lattad

CAR ID: CA4439511

is matter.

unt of \$290.07 sent to LOCKBOX #54457; FED EX TRACKING #798494371450. Check w

(1) pay to [REDACTED] \$709.09 plus verified registration and any

A. C/s grinding noise coming from drivetrain, vehicle being towed in

Created by VRD551N at 2014-01-27 14:14:00

ill be credited and journalized to NNAb

Stephen,

ARBS drafted and emailed the repurchase offer letter to atty:

Case closed and copy of check attached to case on this date.

E. Replace rear brakes machine rotors

If [REDACTED] wants to cancel the GAP, the prorated refund would count as a pa

other recoverable expenses he may incur between the date of this

Action:

Downpayment less the rebate including trade equity (\$4,015.31)

writing and the date of any potential settlement's completion;

yment on the loan and [REDACTED] would be given credit accordingly. As you kno

(2) pay off the outstanding loan balance as verified; and

A. Replace both brake rotor b

Subsequent payments made through 1/23/14 \$5,003.91

w, insurance premiums are not incidental or consequential damages; Nissan is n

(3) pay attorney's fees of \$3,000.00.

Addb

E. Complete

ot going to reimburse [REDACTED] as such.

4/16/13 @ 7249 mi - 11 days down

Another alternative is that [REDACTED] waits until after the vehicle has been

For this consideration, C will:

Subtotal of total credits \$1,189.60

(1) return the vehicle to Nissan in an undamaged condition with normal

Concern:

Less Reasonable Allowance for Use (\$779.67)

returned (and he has reimbursed Nissan the \$290.07) and then [REDACTED] can ca

A. Diagnose rear brake noise

Less Express Systems GAP insurance (\$700.00)

ncel his insurance and have the prorated refund sent directly to him after the

wear and tear; and

(2) release Nissan from any further liability in this matter.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,178

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,179

REQUESTED BY: lattad

CAR ID: CA4439511

Action:

loan has been paid off.

Subtotal of non-refundable deductions (\$1,479.67)

A. tech found noise coming from rear

Be advised this offer will remain open for thirty (30) days from the

I apologize for the delay in responding to you, I have been out of the office

Total amount due from [REDACTED] * \$290.07

4/22/13 @ 7800 mi - 1 day down

date of your receipt of this letter.

due to illness.

Fees to BARNES LAW FIRM \$2,500.00

Concern:

Created by ZRM176N at 2013-11-01 12:08:57

*NNA will also pay off the loan with NMAC in order to finalize the repurchase

Thanks,

A. DTS inspection, check history brakes were making noise

and obtain the title to the vehicle.

DRTS, placed call to Puente Hills Nissan, spoke with Ying, requested all ROs

Rob

B. C/s now has a buzzing noise behind dash when coming to a stop

Created by VRD551N at 2013-11-20 15:09:38

Created by VRD551N at 2014-01-07 11:15:22

for VIN, Ying agreed to fax.

Action:

ARBS drafted and fedex'd the following letter to C via 797209818720:

ARBS rec'd email:

placed call to Downey Nissan, spoke with SA., requested all ROs for VIN, SA
agreed to fax.

A. test drove 10 miles with DTS, unable to duplicate abnormal noise

November 20, 2013

Robert,

Barnes Law Firm

B. test drove, unable to duplicate

Created by ZRM176N at 2013-11-01 13:00:50

[REDACTED] has authorized me to accept Nissan's offer of repurchase in your le

Attention: Stephen G. Barnes

Concern:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,180

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,181

REQUESTED BY: lattad

CAR ID: CA4439511

DRTS, rec'd ROs from Downey Nissan attached to case.
 letter dated November 20, 2013. I have attached the payment history, payoff and
 1. C/s the brakes are not working push pedal * it goes to the floor no press
 23046 Avenida de la Carlota, Suite 600
 Created by ZRM176N at 2013-11-04 10:04:01
 registration documents for your review. If you need any additional information
 DRTS, placed call to Puente Hills Nissan, spoke with SM-Tom, requested all ROs
 Laguna Hills, CA 92653
 please let me know.
 ure @ all has multiple repairs performed at Puente Hills Nissan
 Action:
 for VIN., Tom agreed to fax.
 Please forward the itemized offer to my attention via email at your earliest o
 Re: Elvis Torres vs. Nissan North America / 3N1AB7AP3DL [REDACTED]
 1. Veh towed from dealer to owners home, and was told by Angel Santiago to bri
 Attorney Barnes:

Created by ZRM176N at 2013-11-04 10:22:05
 opportunity.
 DRTS, rec'd ROs from Puente Hills Nissan, attached to case.
 ng veh here for further diagnosis, right rear brake hardware & shoes came apar
 Nissan North America, Inc. would like to acknowledge receipt of your letter on
 Thank you

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCMV

CALLBACK: 0

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,182

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,183

REQUESTED BY: lattad

CAR ID: CA4439511

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: 03/21/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,184

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,185

CAR ID: CA4439511

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP3DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5258	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,186

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,187

REQUESTED BY: lattad

CAR ID: CA4439511

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5258

STATE: CA

DEALER NAME: PUENTE HILLS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,188

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,189

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4441196
STREET: [REDACTED]	VIN: 3N1CN7AP1DL [REDACTED]	
CITY: KINGSTON	YR/MDL: 2013.0 VSD	MILEAGE: 009000
ST/ZIP: OK [REDACTED] VCAN:	IN SVC DATE:	
DAY PH: [REDACTED] PAID:	RTL DLR: NI NI	
EVE PH: 0 SUSP:	SVC DLR: 5231 RED RIVER NISSAN	
DLR PH: 903 463 9800 DENY:	RESP DLR: 5231 RED RIVER NISSAN	
	REGION: 32	DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 10/31/13
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: 009000	# 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: 10/31/13	XFER/RSPNSBLTY: 32 04 N
CONTACT (S):	FOLLOWUP DATE: 10/31/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 11/01/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,190

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,191

REQUESTED BY: lattad

CAR ID: CA4441196

C. A. R. COMMENTS

Created by null at 2013-10-31 13:54:45

Method of contact: E-mail

crr-jb verified owner's information.

firstname : [REDACTED]

crr-jb checked for open recalls/campaigns/upgrades: Found: None

lastname : [REDACTED]

email : [REDACTED]

crr-jb placed outbound call to telephone # [REDACTED]

homephone : [REDACTED]

address1 [REDACTED]

c stated that c was able to contact dealership after has sent the e-mail.

address2 :

c stated that dealership is willing to shoulder the towing expenses although c

city : KINGSTON

has the option to bring the vehicle over.

c stated c will decide in the morning.

twitter :

c stated that c wll contact crr-jb if c would ever need further assistance.

state : OK

crr-jb provided crr's name, case and contact numbers.

zip : [REDACTED]

call ended mutually.

owner : true

make : Nissan

crr-jb sending an e-mail response to c.

source : NissanContactUs

E-mail addressed to: [REDACTED]

vin : 3N1CN7AP1DL [REDACTED]

dealerstate : TX

Method of contact: E-mail

dealersname : Red River

Summary: crr-jb advised c to bring vehicle to the servicing dealership.

comments : My 2013 Nissan Versa has just over 9000 miles and this morning my b

crr-jb closing case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,192

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,193

REQUESTED BY: lattad

CAR ID: CA4441196

Created by ZJM999N at 2013-10-31 18:22:32

rakes failed.

case closed

They went to the floor and I had to use my emergency brake to stop the car. Y

Created by ZEM333N at 2013-11-01 09:08:52

es, I called the dealer & left 2 messages with the service dept that were not
crr-em received a call from c stating that c already reach an agreement with t
returned. Finally, since I had a passenger with me that had just had surgery
he dlr but c unable to reach the service dept

I drove it home very carefully. When I finally reached service I was told it
crr-em offered to call the dlr and crr was able to reach the service dept.

was not safe to drive & they would come get it. I just got a call and they wa
crr-em exiting the call

nt me to bring it to them. I am afraid to drive it. This is my third Nissan

crr-em provided name and ext

& probably my last. I am a 67 year old retired teacher and too old to kill my

crr-em closing case

self driving a car with brakes that fail. I might get there & apparently Red

River has no problem if I can not get there.

Created by ZJI999N at 2013-10-31 14:11:28

firstname : [REDACTED]

lastname : [REDACTED]

email : [REDACTED]

homephone : [REDACTED]

address1 : [REDACTED]

address2 :

city : KINGSTON

twitter :

state : OK

zip : [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 3N1CN7AP1DL [REDACTED]

dealerstate : TX

dealersname : Red River

comments : My 2013 Nissan Versa has just over 9000 miles and this morning my b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,194

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,195

REQUESTED BY: lattad

CAR ID: CA4441196

rakes failed.

They went to the floor and I had to use my emergency brake to stop the car. Yes, I called the dealer & left 2 messages with the service dept that were not returned. Finally, since I had a passenger with me that had just had surgery I drove it home very carefully. When I finally reached service I was told it was not safe to drive & they would come get it. I just got a call and they want me to bring it to them. I am afraid to drive it. This is my third Nissan & probably my last. I am a 67 year old retired teacher and too old to kill myself driving a car with brakes that fail. I might get there & apparently Red River has no problem if I can not get there.

Created by ZJM999N at 2013-10-31 18:22:11

Related Case # 12442070

*****E-mail case logged*****

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,196

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,197

CAR ID: CA4441196

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 11/01/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,198

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,199

CAR ID: CA4441196

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP1DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5231	Oklahoma					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,200

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,201

REQUESTED BY: lattad

CAR ID: CA4441196

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5231

STATE: TX

DEALER NAME: RED RIVER NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,202

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,203

REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA4512604
STREET: [REDACTED]	VIN: 3N1AB7AP4DL [REDACTED]	
CITY: LEVITTOWN	YR/MDL: 2013.0 SEN	MILEAGE: 010000
ST/ZIP: PA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3109 PREMIUM NISSAN, LTD.
DLR PH: 914 576 7600	DENY:	RESP DLR: 3109 PREMIUM NISSAN, LTD.
	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)
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: 010000	# 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: 11/12/13	XFER/RSPNSBLTY: 26 01 N
CONTACT (S):	FOLLOWUP DATE: 01/09/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/09/14	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES	WA PREMATURE WEAR/FAILURE
	ZM EXCESSIVE NOISE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,204

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,205

REQUESTED BY: lattad

CAR ID: CA4512604

C. A. R. COMMENTS

08/16/13 @ 9,595 miles 41 days down

Created by null at 2013-11-12 12:30:40

Created by null at 2013-11-12 12:46:38

o fax number 615-967-3680.

only miles in excess of 12,000

Service Dept. Review

VM left message provided name,number,extension, and case number.

will contact the c today to advise.

Concerns:

Created by null at 2013-11-26 14:33:11

Created by ZZT176N at 2014-01-02 08:53:24

RCAS received VM from c at 11:59am EST and at 12:51pm EST. VM requested a call

Service Dept. Review

VM left message provided name,number,extension, and case number.

will contact the c today to advise.

1. Brakes locked up

ARBS TZ notes recieved the following payoff amt: \$17,753.33 good through 1/31/

back on number [REDACTED]. Returned call at 2:29pm EST. Spoke to c stated c

Created by null at 2013-11-19 12:19:47

RCAS emailed CSM-Cristin Adinolfi, FOM-Eric Weinraub and FOS-Rhonda Calico adv

Service Dept. Review

will contact the c today to advise.

2014.

2. Perform MPI

Created by null at 2013-11-19 12:19:47

ising that RCAS is submitting RHR for this c.

omputer on the dash that keeps track of miles and gas guage not working proper

RCAS contacted c [REDACTED] at 2:4pm EST. Spoke to c, advised spoke to deale

Service Dept. Review

Actions:

Created by null at 2013-11-29 06:27:58

Created by ZZT176N at 2014-01-02 08:58:09

ly. C stated took vehicle to dealer on Thursday 11/7/2013. C stated has not he

RCAS contacted c [REDACTED] at 2:17pm EST. Dialed the number three times recei

RCAS contacted c [REDACTED] at 2:4pm EST. Spoke to c, advised spoke to deale

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,206

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,207

REQUESTED BY: lattad

CAR ID: CA4512604

1. Found L/R brake shoes and hardware broken and falling apart. Replaced rear
ard back from the dealer as of yet. Wants to file a lemon law for the 2013 Sen
Description: Repurchase/Replace due to 3 rear brake concerns, 1 brake master c
RCAS contacted c [REDACTED] at 2:4pm EST. Spoke to c, advised spoke to deale
RCAS contacted Premium Nissan 9145767600 at 8:24am EST. Left message for SM-Ja
Service Dept. Review

ved a message stating call can not be completed as dialed each time.

brake hardware. Repaired backing plate

g advising still need time stamped RO for RO# 236727 dated 11/6/2013-11/15/201

RCAS contacted c [REDACTED] at 2:4pm EST. Spoke to c, advised spoke to deale

Service Dept. Review

tra. Advised RCAS not versed in lemon law. Advised c would have to contact la

ved a message stating call can not be completed as dialed each time.

ylinder and 66 days out of service.

2. Complete

3 faxed to fax number 615-967-3680

Created by ZZT176N at 2013-12-17 10:13:03

r and they are running some tests and will contact the c by end of day. Set fo

RCAS contacted c [REDACTED] at 2:18pm EST. Reached VM left message provide

Service Dept. Review

wyer.

11/06/13 @ 10,316 miles 10 days down

ARBS TZ notes received payoff information from NMAC:

Created by null at 2013-11-29 11:59:47

r and they are running some tests and will contact the c by end of day. Set fo

RCAS contacted c [REDACTED] at 2:18pm EST. Reached VM left message provide

RCAS contacted Premium Nissan 9145767600 at 2:37pm EST. Spoke to SM-Jag stated

Service Dept. Review

Concerns:

d name,number,extension, and case number. Set follow up for 11/21/2013

doing some tests on the vehicle today to see what is causing the problem and

FW: Payoff - Palestro

r and they are running some tests and will contact the c by end of day. Set fo

RCAS contacted Premium Nissan 9145767600 at 1:55pm EST. Spoke to male stated s

Service Dept. Review

1. MPH/Maint screen is not working properly

d name,number,extension, and case number. Set follow up for 11/21/2013

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,208

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,209

REQUESTED BY: lattad

CAR ID: CA4512604

ervice is closed today but they will be opened tomorrow.

r and they are running some tests and will contact the c by end of day. Set fo

Service Dept. Review

SR 1-3947957697

will contact the c today to advise.

2. Perform MPI

Created by null at 2013-11-19 14:24:02

llow up for 11/15/2013

RCAS contacted c [REDACTED] at 1:56pm EST. Dialed the number three times recei

RCAS contacted c [REDACTED] at 2:4pm EST. Spoke to c, advised spoke to deale

Trisha,

25006775544

Actions:

Created by null at 2013-11-19 14:24:02

llow up for 11/15/2013

r and they are running some tests and will contact the c by end of day. Set fo

ved message stating call can not be completed as dialed each time.

1. No problem found

llow up for 11/15/2013

Payoff amount \$17972.11 good to 12/31/13

RCAS contacted c [REDACTED] at 1:57pm EST. Spoke to c, advised still waiti

RCAS received VM from c at 1:37pm EST. VM requesting a call back on number 914

2. Complete

8 payments received

Created by null at 2013-11-27 11:52:27

llow up for 11/15/2013

ng on one more piece of information from the dealer. Set follow up for 12/4/20

RCAS received VM from c at 1:37pm EST. VM requesting a call back on number 914

13

-471-6973.Returned call at 4:23pm EST. Reached VM left message provided name,n

Created by null at 2013-11-15 10:10:14

Created by ZZT176N at 2013-12-23 09:30:35

Payment amount \$239.99

RCAS contacted c [REDACTED] at 1:50pm EST. Dialed the number three times and r

-471-6973.Returned call at 4:23pm EST. Reached VM left message provided name,n

ARBS TZ notes C made a December payment and would like the letter to reflect a

Created by null at 2013-11-15 10:10:14

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,210

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,211

REQUESTED BY: lattad

CAR ID: CA4512604

Created by null at 2013-12-02 06:57:11

Created by ZTZ176N at 2013-12-17 11:35:47

received message stating call can not be completed as dialed each time.

ARBS TZ notes sent the C the repurchase letter with the following calculations

Created by null at 2013-11-15 10:10:14

new payoff.

RCAS contacted c [REDACTED] at 1:51pm EST. Reached VM left message provided

RCAS contacted Premium Nissan 9145767600 at 8:51am EST. Spoke to SM-Jag RCAs i
umber,extension, and case number.

:

ARBS TZ notes sent a payoff request to NMAC.

Created by null at 2013-11-15 10:10:14

name,number,extension, and case number. Set follow up for 11/29/2013

quired why RO 236727 was open for so long. SM-Jag stated the customer fell il

umber,extension, and case number.

Created by ZTZ176N at 2013-12-10 11:06:18

Created by ZTZ176N at 2013-12-12 08:33:40

Created by ZTZ176N at 2013-12-26 07:26:02

Down Payment \$1,275.80

I while the dealer had the vehicle and the RO was not closed until the c came

RCAS contacted Premium Nissan 9145767600 at 12:04pm EST. Spoke to SM-Jag state

ARBS TZ notes received the following payoff from NMAC:

ARBS TZ notes requested payoff from NMAC.

Created by ZTZ176N at 2013-12-12 08:33:40

RCAS contacted Premium Nissan 9145767600 at 12:04pm EST. Spoke to SM-Jag state

Subsequent Payments Made(7x\$239.99) \$1,679.93

to pick up the vehicle.

ARBS TZ notes let C know I was waiting for payment verification from NMAC.

Created by null at 2013-11-12 12:46:38

Created by ZJS111N at 2013-12-02 09:34:49

**Less reasonable allowance for use (\$1,313.50)

RCAS contacted Premium Nissan 9145767600 at 12:04pm EST. Spoke to SM-Jag state

Trisha,

25006775544

ARBS TZ notes let C know I was waiting for payment verification from NMAC.

Created by null at 2013-11-12 12:46:38

RCAS contacted Premium Nissan 9145767600 at 12:04pm EST. Spoke to SM-Jag state

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,212

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,213

REQUESTED BY: lattad

CAR ID: CA4512604

rcas-jonathon spurling assisting

*Total refund from NNA at surrender \$1,6422.23

6,906 miles divided by 100,000 miles multiplied by \$19,019.82.

Created by null at 2013-11-12 12:46:38

Created by null at 2013-11-21 11:58:55

d couldn't find anything wrong with the vehicle and stated the c picked up veh

New payoff amount \$17722.40 good to 12/31/13

rcas completed and submitted RHR

9 payments received

Created by null at 2013-11-12 12:46:38

Created by ZDR123N at 2013-12-02 10:22:37

Created by ZZT176N at 2014-01-06 08:51:24

d couldn't find anything wrong with the vehicle and stated the c picked up veh

RCAS contacted c [REDACTED] at 1:56pm EST. Reached VM left message provided na

ARBS TZ notes corrections to the repurchase calculations have been made and th

Created by ZZT176N at 2013-12-26 07:27:25

d couldn't find anything wrong with the vehicle and stated the c picked up veh

***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for rev
me,number,extension, and case number.

RCAS received VM from c at 11:59am EST and at 12:51pm EST. VM requested a call

ARBS TZ notes verified the C address. C/s address is [REDACTED] [REDACTED] Ne

e C has been notified.

icle yesterday.

iew.

RCAS contacted c [REDACTED] at 1:57pm EST. Dialed the number three times r

RCAS received VM from c at 11:59am EST and at 12:51pm EST. VM requested a call

Created by ZZT176N at 2013-12-02 15:18:57

Down Payment \$1,275.80

received a message stating call can not be completed as dialed each time. Set f

icle yesterday.

RCAS received VM from c at 11:59am EST and at 12:51pm EST. VM requested a call

w Rochelle, NY 10805

ARBS TZ notes reviewed the following vehicle history:

Created by ZZT176N at 2013-12-03 10:53:17

icle yesterday.

ollow up for 11/25/2013

RCAS received VM from c at 11:59am EST and at 12:51pm EST. VM requested a call

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,214

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,215

REQUESTED BY: lattad

CAR ID: CA4512604

Subsequent Payments Made(8x\$239.99) \$1,919.92

06/28/13 @ 6,906 miles 7 days down

ARBS TZ notes spoke to sm, J singh, regarding days down for ro#233806, time st
back on number [REDACTED]. Returned call at 2:29pm EST. Spoke to c stated c

Created by ZPS178N at 2013-11-21 13:44:22

icle yesterday.

Less Rebate \$675.00

amps reviewed. SM/S the parts needed to be ordered. SM/S make repair and other
back on number [REDACTED]. Returned call at 2:29pm EST. Spoke to c stated c

Concerns:

crr-ps received a call from c regarding case number 12512604

RCAS contacted c [REDACTED] at 12:07pm EST. Dialed the number three times rece

Total refund from NNA \$2,520.72

1. Brake pedal goes to the floor, got to pump brake. Fails when at stop

back on number [REDACTED]. Returned call at 2:29pm EST. Spoke to c stated c

crr-ps asked for the name

only miles in excess of 12,000

parts would be ordered.

RCAS contacted c [REDACTED] at 12:07pm EST. Dialed the number three times rece

2. Perform MPI

back on number [REDACTED]. Returned call at 2:29pm EST. Spoke to c stated c

Created by ZZT176N at 2013-12-03 10:57:55

Created by ZZT176N at 2014-01-08 13:38:47

crr-ps c said that c wants to be transferred to RCAS

RCAS contacted c [REDACTED] at 12:07pm EST. Dialed the number three times rece

3. Airbag light is always on

ARBS TZ notes submitted Morley Case Number: 207834 and 1/8/2014 Morley FedEx S

ARBS TZ notes the following:

crr-ps told c that crr will try to reach RCAS first , but if crr reach the vmx

omputer on the dash that keeps track of miles and gas guage not working proper

RCAS contacted c [REDACTED] at 12:07pm EST. Dialed the number three times rece

4. TPMS light on

4 visits brakes/1 repairs master cylinder/1 adjusted rear brakes/1 replaced re

crr-ps will still transfer c to leave a message

hipment: [REDACTED]

ived message stating call can not be completed as dialed each time

omputer on the dash that keeps track of miles and gas guage not working proper

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,216

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,217

REQUESTED BY: lattad

CAR ID: CA4512604

5. Perform LOF

ar cylinders/1 Replaced rear brake hardware. Repaired backing plate
crr-ps c understood

ived message stating call can not be completed as dialed each time
omputer on the dash that keeps track of miles and gas guage not working proper
1 maint screen inop/no dup

Actions:

crr-ps transferred call to vmx

ived message stating call can not be completed as dialed each time

ly. C stated took vehicle to dealer on Thursday 11/7/2013. C stated has not he

1. Replaced brake master cylinder

66 days down

crr-ps exiting case

ived message stating call can not be completed as dialed each time

ly. C stated took vehicle to dealer on Thursday 11/7/2013. C stated has not he

2. Complete

Created by null at 2013-11-22 12:07:26

Leased

ly. C stated took vehicle to dealer on Thursday 11/7/2013. C stated has not he

RCAS contacted c [REDACTED] at 12:09pm EST. Reached VM left message provid

3. Cannot duplicate

ard back from the dealer as of yet. Wants to file a lemon law for the 2013 Sen
no tech line

RCAS contacted c [REDACTED] at 12:09pm EST. Reached VM left message provid

RCAS received VM from c on 11/21/2013 at 2:35pm EST. VM requesting call back o

4. Adjusted tire pressure

ard back from the dealer as of yet. Wants to file a lemon law for the 2013 Sen

n number [REDACTED].Returned call on 11/22/2013 at 2:00pm EST. Spoke to c, c
no dts

RCAS contacted c [REDACTED] at 12:09pm EST. Reached VM left message provid

5. Complete

ard back from the dealer as of yet. Wants to file a lemon law for the 2013 Sen

RCAS contacted c [REDACTED] at 12:09pm EST. Reached VM left message provid
related CA 12035162

stated the dlr reset the computer. C states wants another RHR.Advised RHR can
07/08/13 @ 7,080 miles 5 days down

ard back from the dealer as of yet. Wants to file a lemon law for the 2013 Sen

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,218

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,219

REQUESTED BY: lattad

CAR ID: CA4512604

Created by ZZT176N at 2013-12-03 11:00:24

ed name,number,extension, and case number. Set follow up for 11/19/2013
take up to 10 business days to complete.

ARBS TZ notes will assign case due to the 3 rear brake concerns, 1 brake maste
Concerns:

ed name,number,extension, and case number. Set follow up for 11/19/2013

RCAS contacted Premium Nissan 9145767600 at 2:04pm EST. Spoke to SM-Jag advise
tra. Advised RCAS not versed in lemon law. Advised c would have to contact la

1. Scraping noise from rear brakes

d RCAs needs all Ro's faxed to fax number 615-967-3680. Set follow up for 11/2

ed name,number,extension, and case number. Set follow up for 11/19/2013

r cylinder and 66 days out of service.

tra. Advised RCAS not versed in lemon law. Advised c would have to contact la

2. Brake pedal falls when stopped at a light

7/2013

Created by ZZT176N at 2013-12-03 11:01:43

ed name,number,extension, and case number. Set follow up for 11/19/2013

tra. Advised RCAS not versed in lemon law. Advised c would have to contact la

3. Airbag light on when someone in passengerb

Created by null at 2013-11-18 14:09:21

Created by null at 2013-11-25 06:59:22

electrical problems with the dash

tra. Advised RCAS not versed in lemon law. Advised c would have to contact la

4. TPMS light on

Created by null at 2013-11-18 14:09:21

Created by ZZT176N at 2013-12-03 11:06:12

RCAS contacted Premium Nissan 9145767600 at 8:56am EST. Spoke to SA-Chris stat
wyer.

Actions:

ARBS TZ notes left msg at [REDACTED] asking for call back.

Created by null at 2013-11-18 14:09:21

ed SM-Jag on road test. RCAS advised that need all Ro's for this Vin faxed to
wyer.

1. Clean and adjusted rear brakes

Created by null at 2013-11-18 14:09:21

Created by ZZT176N at 2013-12-03 11:21:13

RCAS. While speaking to SA-Chris stated SM-Jag just walked in. Spoke to SM-Jag

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,220

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,221

REQUESTED BY: lattad

CAR ID: CA4512604

wyer.

2. Cannot duplicate

advised still need all Ro's faxed to RCAS.

ARBS TZ notes sent email with letter of intent attached, gw settlement offer \$

RCAS received VM from c on 11/15/2013 at 11:39am EST. VM requesting a call bac

wyer.

2500.00

3. Cannot duplicate

Created by null at 2013-11-25 14:17:02

RCAS contacted Premium Nissan 9145767600 at 2:37pm EST. Spoke to SM-Jag stated

RCAS received VM from c on 11/15/2013 at 11:39am EST. VM requesting a call bac

4. Adjusted tire pressure

Created by ZZT176N at 2013-12-04 11:40:03

RCAS contacted Premium Nissan 9145767600 at 2:37pm EST. Spoke to SM-Jag stated

RCAS contacted Premium Nissan 9145767600 at 4:13pm EST. Spoke to SM-Jag advised

RCAS received VM from c on 11/15/2013 at 11:39am EST. VM requesting a call bac

07/16/13 @ 7,494 miles 3 days down

ARBS TZ notes C sent in Lien, registration and buyers order. The documents hav

RCAS contacted Premium Nissan 9145767600 at 2:37pm EST. Spoke to SM-Jag stated

RCAS needs time stamped RO's for RO#'s 236727 dated 11/6/2013-11/15/2013,2338

RCAS received VM from c on 11/15/2013 at 11:39am EST. VM requesting a call bac

06 dated 8/16/2013-9/26/2013, and 228700 dated 4/1/2013-4/8/2013 faxed to fax

Concerns:

e been attached.

k on number [REDACTED]. Returned call on 11/18/2013 at 4:08pm EST. Reached

RCAS contacted Premium Nissan 9145767600 at 2:37pm EST. Spoke to SM-Jag stated

1. Noise when applying brakes from rear

Created by ZZT176N at 2013-12-27 10:37:50

doing some tests on the vehicle today to see what is causing the problem and

k on number [REDACTED]. Returned call on 11/18/2013 at 4:08pm EST. Reached

number [REDACTED].

2. Perform MPI

ARBS TZ notes sent updated repurchase letter with the following calculations:

Created by null at 2013-11-26 07:32:05

doing some tests on the vehicle today to see what is causing the problem and

k on number [REDACTED]. Returned call on 11/18/2013 at 4:08pm EST. Reached

Actions:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,222

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,223

REQUESTED BY: lattad

CAR ID: CA4512604

doing some tests on the vehicle today to see what is causing the problem and
Down Payment \$1,275.80

k on number [REDACTED]. Returned call on 11/18/2013 at 4:08pm EST. Reached
RCAS contacted Premium Nissan 9145767600 at 9:30am EST. Spoke to SM-Jag advise

1. Replaced both rear wheel cylinders

doing some tests on the vehicle today to see what is causing the problem and
d still need the time stamped RO's fro RO#'s 236727 dated 11/6/2013-11/15/201

Subsequent Payments Made(8x\$239.99) \$1,919.92

VM left message provided name,number,extension, and case number.

2. Complete

3,233806 dated 8/16/2013-9/26/2013, and 228700 dated 4/1/2013-4/8/2013 faxed t

Total refund from NNA \$3,195.72

VM left message provided name,number,extension, and case number.

will contact the c today to advise.

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: 02/21/14

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,224

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,225

CAR ID: CA4512604

BYBACK ST: A

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 01/09/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,226

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,227

CAR ID: CA4512604

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP4DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCM99674358	3109	Pennsylvania	9/29/2013	06/30/16	0049000	01/08/14	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,228

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,229

REQUESTED BY: lattad

CAR ID: CA4512604

CURRENT SERVICE CONTRACT

CONTRACT: RCCM99674358

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: M

DEDUCTABLE: 100

EFFECTIVE: 9/29/2013

EXPIRES: 06/30/16 **MILES:** 0049000

CANCEL: 01/08/14 **MILES:** 0049000

TRANSFER: 01/01/01

TRANSACTION: 02/21/14

PRINTED: 10/05/13

DEALER NO: 3109 **STATE:** NY

DEALER NAME: PREMIUM NISSAN, LTD.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,230

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,231

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4517462
STREET: [REDACTED]	VIN: 3N1CN7AP0DL [REDACTED]	
CITY: CHARLOTTE	YR/MDL: 2013.0 VSD	MILEAGE: 016000
ST/ZIP: NC [REDACTED]	VCAN: N	IN SVC DATE:
DAY PH: 0	PAID: 1,328	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 4000 EAST CHARLOTTE NISSAN
DLR PH: 704 535 4012	DENY: 0	RESP DLR: 4000 EAST CHARLOTTE NISSAN
	REGION: 34	DIST: SL/SV/PT: 16 16 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)
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: 016000	# 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: 11/13/13	XFER/RSPNSBLTY: 34 16 N
CONTACT (S):	FOLLOWUP DATE: 11/27/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 11/27/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,232

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,233

REQUESTED BY: lattad

CAR ID: CA4517462

C. A. R. COMMENTS

Created by ZCR177N at 2013-11-13 08:05:31

Created by ZES177N at 2013-11-20 07:33:28

Rcas advised the c that c's request for repurchase is still being reviewed---

REQUEST:

Service Dept. Review

1. C/S Having to press the brake pedal all the way to the floor to begin to st
hat should c have current veh concerns c will need to take the veh to a NNA D

Rcas phoned the DLR and left a message for PSD-Rich to contact rcas

Service Dept. Review

Created by ZES177N at 2013-11-20 07:44:03

LR and rcas provided a list of DLR for c

op

Service Dept. Review

C understood and thanked rcas

RCAS NOTING THE VEH HAS NOT BEEN TO HARRELSON NISSAN---ACCORDING TO SF--THE C
REPAIR:

1. Bled brake fluid for slightly spongy brake pedal. Some air bubbles were fo
the call ended mutually

TOOK THE VEH TO MODERN NISSAN OF CONCORD--DLR #3768--PHONE [REDACTED]

Created by ZES177N at 2013-11-20 10:12:29

Rcas phoned the DLR and spoke to SM-Chris
und.

07/18/13 @ 8,446 Miles RO# 398731 2 Days Down

Rcas received RO's from ECN and attached to the case file

Rcas requested all RO's for the c's veh and provided rcas fax #

Created by ZES177N at 2013-11-20 11:25:01

REQUEST:

SM stated SM will get the RO's right over

1. Brakes are squealing every single time c hits brakes, especially when c is

Created by ZES177N at 2013-11-20 08:23:49

Rcas emailed CSM-David Mackay to notify of c's request for repurchase

Created by ZES177N at 2013-11-20 11:34:49

on a hill. When she is backing up. Happens about 8 out of 10 times she says i

Rcas received RO's and attached to the case file from MODERN NISSAN OF CONCOR

D--DLR #3768--PHONE [REDACTED]

Rcas submitting RO's to John Spurling to complete RHR

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,234

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,235

REQUESTED BY: lattad

CAR ID: CA4517462

t will happen.

2. Veh pulling left when driving

Created by ZJS111N at 2013-11-22 09:59:50

Rcas created RHR templet

Created by ZES177N at 2013-11-20 09:33:35

Created by ZJS111N at 2013-11-22 09:59:50

REPAIR:

1. Confirmed c complaint. NTB13045 related to complaint but not to VIN: Found

rcas-jonathon spurling assisting

Rcas phoned the DLR and spoke to PSD-Rich

foreign material in rear shoes on both sides.

rcas-jonathon spurling assisting

Rcas still requesting time stamped RO;s

2. Unable to duplicate. No pull from vehicle present at this time. The only pu

PSD stated the RO's were fax a couple days ago--Rcas apologized as rcas email

rcas completed and submitted RHR

and fax has had some issues lately

ll felt on car was due to the crest of the road. Normal operation a this time.

rcas completed and submitted RHR

10/04/13 @13,201 Miles RO# 405324 1 Day Down

Created by 12345678 at 2013-11-22 11:41:40

PSD stated PSD will forward RO's in a couple of minutes

Created by 12345678 at 2013-11-22 11:41:40

Created by ZKD253N at 2013-11-20 09:33:53

REQUEST:

1. Veh vibrates when AC turned on and acts as if it will cut off. Also clickin

CRR-KDR received a call from c asking for a follow up on case.

***DRTS received the RHR. The RHR was assigned to ARBS-Janelle Cantrall for re

Advice c that case still on review by RCAS-ES.

***DRTS received the RHR. The RHR was assigned to ARBS-Janelle Cantrall for re

g noise confirm idle low when A/C on.

2. AC does not blow cold air

Ask c if any contact has been change from the last time c called, c said "none

view.

"

REPAIR:

view.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,236

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,237

REQUESTED BY: lattad

CAR ID: CA4517462

1. Confirm idle low when A/C on. Raised base idle up little.

Advice c that follow-up call back is dated 11/22/2013.

Created by ZES177N at 2013-11-22 11:55:05

2. Confirm c complaint A/C not to cold. Check for leak in system. No leak fou

Inform also c that call will be transferred to RCAS ext and just in case RCA

Rcas phoned the c at [REDACTED] at 153pm and spoke to the c

nd, Performed EVAP and recharge A/C system again. No leak found and A/C is col

Rcas advised the c that there are no new updates at this time the c's repurcha

S is not available, c can leave a vmx.

d.

Inform c that CRR-KDR will send internal message to RCAS.

se request is still under review

Created by ZJC776N at 2013-11-26 06:45:33

CRR-KDR leaving the case open.

Rcas inquired as to if c had addressed the ongoing concerns at any of the dlrs

Arbs notes:

Created by ZGC176N at 2013-11-20 09:46:49

rcas provided

4 Days Down

C replied no--probably next week

crr-cg received a call from c asking to be transfer to Rcas

2 Repairs for brake concerns. (1) Dealer bled the brake fluid (2) Dealer rep

crr-cg asked for c contact no. none has been change c provided

Rcas acknowledged and set next follow up for 11/26/13

[REDACTED]
C agreed

laced rear brakes shoes

1 repair for A/C not cooling / Dealer performed EVAP and Recharge

Created by ZES177N at 2013-11-22 11:56:48

c states that c would like yo speak to someone what is the decision of c veh

1 Repair for vehicle vibrating when AC is turned on / Dealer raised idle

c states that c is not getting no where on this issue

Rcas noting 3 day follow up ---11/27/13

1 Concern for vehicle pulling to the left / Dealer could not duplicate

c states that c would not go and run again to the dlr with this issue still no

Rcas noted wrong date in prior notes

Created by ZJA178N at 2013-11-25 09:55:36

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,238

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,239

REQUESTED BY: lattad

CAR ID: CA4517462

Created by ZJC776N at 2013-11-26 06:46:03

t resolve

Arbs notes:

CRR -MA received a call from c following-up on the case. c said c would like t

c states that this veh have lots issue

Based upon the RHR provided and a good faith review of Cb

c states that c would like to know what nna may offer to c

o know what is happening now on the case.

crr-cg empathized and apologized

CRR -MA verified that there are no changes on contact information.

t in a position to offer a repurchase of this vehicle, as the vehicle has not

been subject to an unreasonable number of repair attempts for any warrantable

crr-cg informed c that if rcas reached will transfer c directly, c understood

CRR -MA advised c that CRR -MA will try to reach rcas first

concerns. NNA will continue to honor the terms and conditions of all applicabl

CRR -MA advised c that CRR -MA will transfer c directly if rcas is reached, c

however if rcas vmx reached c will still transfer and c can leave rcas vmx

c understood

e warranties.**

understood.

crr-cg will sent internal message to Rcas first , no respond

CRR -MA called RCASb

CRR -MA advised c that CRR -MA will still transfer c and then CRR -MA will jus

c states that c already left vmx earlier

c states that c would like to be contacted through email

t send internal msg for c for rcas to call c back. C understood.

c provided daughters email add: [REDACTED]

CRR -MA offered further assistance, c declined.

crr-cg informed c that rcas will contact c as soon as possible c understood

CRR -MA gave name & extension. crr-ma exiting case.

Created by ZES177N at 2013-11-25 14:41:09

crr-cg offered further assistance, c declined.

crr-cg provided name and case

Rcas phoned the c at [REDACTED] at 440pm

crr-cg exiting case

Rcas left a message with name and contact information--case is under review an

Created by ZES177N at 2013-11-20 09:59:25

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,240

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,241

REQUESTED BY: lattad

CAR ID: CA4517462

d follow up set for 11/27/13

Created by ZES177N at 2013-11-25 14:47:39

Rcas phoned the c at [REDACTED] at 1137am

Rcas left a message with name and contact information--returning c's call

Rcas received an email from inbound the c had phoned right back 443pm

Created by ZES177N at 2013-11-25 14:48:11

Rcas phoned the c at [REDACTED] at 1138am and spoke to the c

Rcas advised the c that rcas is returning the c's veh

Rcas phoned the c at [REDACTED] at 445pm

C stated c can't get any of the NNA dlrs to fix the veh or address the concern

Rcas left a message with name and contact information--case is under review an

d follow up set for 11/27/13

s

Created by ZJC776N at 2013-11-26 06:41:01

Rcas inquired as to which dlr c took the veh to --and when

ARBS-JC Rev'd case file

C stated ECN was the last--rcas inquired as to when and the last record is 10/

06/20/13 @ 5,918 Miles RO# 396448 1 Day down

07/13--c could not remember

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: NI

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,242

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,243

REQUESTED BY: lattad

CAR ID: CA4517462

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: 11/27/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,244

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,245

CAR ID: CA4517462

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		4000	North Carolina					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,246

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,247

REQUESTED BY: lattad

CAR ID: CA4517462

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES: **MILES:**

CANCEL: **MILES:**

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 4000 **STATE:** NC

DEALER NAME: EAST CHARLOTTE NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,248

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,249

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4524410
STREET: [REDACTED]	VIN: 3N1AB7AP2DL [REDACTED]	
CITY: MIAMI	YR/MDL: 2013.0 SEN	MILEAGE: 002300
ST/ZIP: FL [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 19068 AUTONATION NISSAN MIAMI
DLR PH: 305 448 7431	DENY:	RESP DLR: 19068 AUTONATION NISSAN MIAMI
		REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED: 12/30/13	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: 002300	# 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: 11/14/13	XFER/RSPNSBLTY: 34 03 N
CONTACT (S):	FOLLOWUP DATE: 04/14/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 04/29/14	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	118000 WIPER (ARM/MOTOR/BLADE)
AC BODY ELECTRICAL	YX POOR OR IMPROPER OPERATION
AD BRAKES	ZM EXCESSIVE NOISE
AF ENGINE ELECTRICAL	ZT HARD START/NO START/STALL
AJ HEATER/AIR CONDITIONING	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,250

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,251

REQUESTED BY: lattad

CAR ID: CA4524410

C. A. R. COMMENTS

C agreed and thanked rcas

c declined

Created by ZAG179N at 2013-11-14 09:12:52

Created by ZME176N at 2013-11-27 07:49:55

CRR provided c with rcas name and ext as well as the notes on the case. c unde

C stated c is afraid

NIS1410568. DRTS recb

Rcas agreed and ended call

Rcas will call c as soon as rhr decision is available

umstances, and to direct all inquires to their Office. Attorney states that NN

2/03/14 No Inspect.

A is hereby notified that any settlement made with C must include compensation

C agreed and ended call

Call ended mutually

Created by ZME176N at 2013-11-21 12:50:16

crr-jd provided case number, name and EXT#

C stated c is afraid

Rcas sent internal message to SM Raul asking for update on veh when veh goes t
rstood.

Created by ZME176N at 2013-12-05 08:44:22

Created by ZRC999N at 2014-01-15 08:36:11

Created by ZRC999N at 2014-02-04 14:25:49

CRR-CSC offered to transfer c to rcas.

crr-jd exiting case

for all statutory and other relief available to C. Attorney states if NNA set

o dlr and to call tech line if needed

Rcas-me calling dlr at 248pm est and spoke with SA Jose who stated SM Raul is

Rcas stated that rcas will submit rhr and Nissan will review and make decision

Created by ZME176N at 2013-11-26 13:24:29

CRR-CSC added that if crr-csc reached vmx,

NIS1410568. DRTS recb

not in office and must be out to lunch

Rcas cc'd DTS larry

Rcas-me calling SD MM and asked for most recent ro

Rcas stated that rcas will submit rhr and Nissan will review and make decision

ties directly with C, and does not make arrangements for payment of all damage

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,252

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,253

REQUESTED BY: lattad

CAR ID: CA4524410

ase submit your MRF within 48 hours to our office for inclusion in the arbitra

Created by ZME176N at 2013-11-27 11:03:44

CRR-CSC asked c if c still want to be transferred and crr will send an interna

Rcas-me calling c at [REDACTED] at 319pm est

Rcas understood and stated rcas spoke with SA Sam earlier

SD agreed

s, fees, and costs, then the Attorney will file suit against NNA. Attorney sta

ttorney Brent Wikgren. Recb

within 10 business days if veh can be repurchased/ traded in

Created by ZME176N at 2013-12-05 11:28:10

C stated c is going to dlr on 11-27 when c has time to have veh concerns looke

e plus attorneys fees. CCF states: Nothing listed.

I message to rcas stating that c requested for a callback.

Rcas-me received message from SM Raul who stated that c is at dlr and dlr call

SA jose will give message personally to SM Raul

tes that NNA is hereby notified of their Attorney's Lien. Attorney states if N

tion hearing packet. Please contact me if you have any questions.

within 10 business days if veh can be repurchased/ traded in

c agreed and provided [REDACTED] as the best number to reach c.

C agreed and stated c is afraid.

Created by ZRC999N at 2014-01-15 11:58:44

d at

DRTS-DR sent fax and email request to Title Clerks Office requesting sales doc

ed DTS larry who advised dlr to put on another master cylinder and bleed the b

NA is interested in performing further repairs to the vehicle, please contact

Rcas agreed

Rcas-me received ro but ro is accounting copy and work order.

C agreed and stated c is afraid.

Created by ZME176N at 2013-11-22 08:43:11

CRR-CSC offered further assistance, c declined.

NIS1410568. DRTS recb

rakes

Rcas agreed and stated if c still has concerns on 12-10 then dts will come to

Rcas needs customer copy.

s and title application.

the Attorney to make arrangements to do so. Attorney states to be advised that

Created by ZFS176N at 2013-12-10 11:47:15

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,254

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,255

REQUESTED BY: lattad

CAR ID: CA4524410

Created by ZJP177N at 2014-03-04 12:47:26

CRR provided name, ext and file number.

dated same. Deadline: 2/03/14

dlr

pursuant to the UCC, C has a security interest in the vehicle for return of t
Rcas-me calling dlr at 126pm est and spoke with SA Jose who agreed to fax the
Rcas-me calling SM Raul at 1038am est and leaving vmx at dlr and asking for ca
Rcas will follow up next week to see how repairs are on brakes and follow up i
Arbs emailed sales contract to Beth Grant & Donna Patterson per the BBB's requ
Created by ZJP177N at 2014-01-16 07:12:38

CRR-FS received a call from c following-up on the case. crr-fs verified that t
CRR transferred c to rcas and reached vmx.

customer copy

he amounts described above, plus expenses in handling and inspecting the vehic
ll back

Rcas stated NNA reviewed RHR and NNA is not in a position to repurchase veh at
Rcas will follow up next week to see how repairs are on brakes and follow up i
Arbs reviewed CPIA.

Created by ZME176N at 2013-12-05 11:41:23

CRR-CSC sending internal message and exiting file

est.

here are no changes on contact information.

le. Attorney states if the Attorney does not hear from NNA within ten (10) day
n 10 business days about rhr decision

Rcas-me calling SM Raul on cell phone at 1039am est and leaving vmx and asking
this time

Arbs notes 4 repair attempts for a brake issue and 20 days out of service.

C asked if this means c will have to continue to take veh to dlr every week fo

Created by ZJP177N at 2014-03-05 09:32:15

Created by ZME176N at 2013-11-25 08:25:09

crr-fs asked if c permits to transfer if crr will be routed to rcas vmx. c sai
for call back

n 10 business days about rhr decision

Rcas received fax with computer print out of c's history

s, then the Attorney will presume that NNA is not interested in performing any

Arbs received call from RE/BBB asking if sales contract can be provided. Arbs

C agreed and call ended mutually

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,256

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,257

REQUESTED BY: lattad

CAR ID: CA4524410

Created by ZJP177N at 2014-01-16 07:54:21

Created by ZME176N at 2013-11-22 12:46:02

Created by ZME176N at 2013-12-06 06:29:39

d yes.

further repairs to the vehicle. Attorney states C has revoked acceptance of t

Rcas-me calling c at [REDACTED] at 1016am est and spoke with c.

r concerns

advised arbs emailed Beth Grant/BBB as an attachment the requested information

Arbs notes NNA is in a position to repurchase the vehicle and pay attorney fee

C agreed and call ended mutually

crr-fs informed c that crr will send an internal message to rcas to notify tha

C stated c does not want to go to dlr because dlr will just keep veh, put new

he vehicle. Attorney states to avoid any litigation, contact the Attorney. Att

Rcas-me calling dlr at 240pm est and SA Sam stated SM has called in sick

Rcas-me calling SD Mike Morreira at desk phone at 828am est and leaving vmx wi

Rcas stated that RHR should be made by 11/29

Created by ZME176N at 2013-11-18 09:06:28

C stated that c is going to Nissan dlr again this week because the a/c is work

orney states if this matter is not resolved within ten (10) days from the date

part on veh and concern will remain

Rcas asked to speak with SD [REDACTED] and SD stated an abs actuator was

s.

t c called in. c thanked.

th name, case information and contact information

yesterday. Rhonda/BBB was appreciative.

Created by null at 2014-03-14 07:13:00

Created by ZJP177N at 2014-01-16 08:24:15

Created by ZME176N at 2013-11-18 09:06:28

Created by ZME176N at 2013-12-06 06:32:33

crr-fs offered further assistance c decline.

ing some of the time but c did not make an appointment yet

of this letter, NNA is hereby put on notice that a lawsuit will be filed.

Rcas stated rcas will continue to work with dlr towards resolution on concern

replaced last time veh was at dlr and before that a master cylinder

and if c still has concerns on 12-10 dts will come in

Arbs replied to PIW.

Created by ZDR123N at 2014-01-02 09:56:12

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,258

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,259

REQUESTED BY: lattad

CAR ID: CA4524410

crr-fs provided name and extension.

NIS1411705. DRTS recb

Rcas-me calling SD [REDACTED] at cell phone at 828am est and leaving vmx wi

Rcas-me sending internal message to SM Raul Martinez asking for customer copie

Rcas understood and stated that rcas requested DTS Larry to come to dlr on 12/

SD stated c does have 2 documented complaints for the veh brake pedal going to

10 at 10 am est

Arbs notes attorney fees \$1750

C ended call

crr-fs exiting the case.

***DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEAS

ed same. BBB E-mail stated:

Rcas-me sending internal message to SM Raul Martinez asking for customer copie

the floor

th name, case information and contact information

C asked when c will know if veh can be bought back

Created by ZJP177N at 2014-01-16 08:26:33

Created by ZME176N at 2013-11-29 06:45:12

Created by ZME176N at 2013-12-06 07:04:58

crr-fs sent an internal message to rcas.

E REFER C TO THEIR ATTORNEY.*****

SD stated veh was being driven for 3 days and the concern was finally duplicat

s of repair orders

The arbitrator has requested the customer submit additional information before

a decision can be rendered. Once the customer's information is received, you

Arbs faxed PIW response to DP/BBB. x 506

Created by ZDR123N at 2014-01-02 13:13:37

Created by ZME176N at 2013-12-11 07:03:38

ed.

Rcas-me received message from DTS larry:

Rcas received call from SD-MM and rcas asked for customer cop and SD agreed

Rcas stated by the end of this week, rcas confirmed rcas will be in office on

s of repair orders

11/29

Created by ZAG179N at 2013-11-14 08:18:08

Created by ZME176N at 2013-11-19 08:41:23

Created by ZME176N at 2013-12-06 07:23:16

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,260

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,261

REQUESTED BY: lattad

CAR ID: CA4524410

DRTS-DR contacted Sam at dlr 19098 and requested remaining 2 customer copy RO'
DTS spoke with SM- Raul on this car and told SM how DTS wants DLR to proceed.

Rcas-me received the following internal message from DTS Larry Rowe:

SD stated DTS Larry Rowe was called and recommended to replace the actuator
will be notified so you may review it and submit comments on it before it is s

C agreed and asked if c should wait to go to dlr until 12/10

Created by ZAG179N at 2013-11-14 08:18:08

Created by ZME176N at 2013-11-19 08:41:23

DLR is to replace the master cylinder with current service parts (not one they
DTS met with [REDACTED] and C'S father today at AutoNation Nissan (RO 438438

ent to the arbitrator. Please contact me if you have any questions. You may al

Rcas-me submitting rhr form and paperwork to TL Sarah pratt to give to Rcas Jo

s.

SD stated SD is not sure if dlr called tech line

at 4085 miles). C stated there were no current issues with C'S brakes but C ha

Created by ZDR123N at 2014-01-02 15:02:43

crr ag received call from c stating that veh has brake issues

may have in stock, DTS want to ensure this car gets our latest available part

n Spurling for processing

Rcas asked if SD can find out and SD stated no this is something handled by SM

Rcas-me calling SM Raul Martinez at 1040am est and leaving vmx requesting cont

Rcas stated no if c is having concerns c can go to dlr this week but dts would

so access the information on the website at the following link: <https://www.au>

and shop

Created by ZJS111N at 2013-12-06 11:27:22

crr ag received call from c stating that veh has brake issues

d lost confidence after her 4 service visits. DTS apologized for C'S inconveni

DRTS-DR attached Add'l RO to the case.

). DTS provided specific installation steps and SM should be able to complete

like to come an inspect veh if c is still having concerns on 12/10

Rcas-me calling SM Raul Martinez at 1040am est and leaving vmx requesting cont

to.bbb.org/scripts/cgiip.exe/WService=wsbroker1/emailweb/webaccess.w?b-id=Faki

act and ro's to be sent as soon as possible

C agreed and call ended mutually

Created by ZME176N at 2013-12-13 12:04:09

crr ag c stated that veh has been brought to the nna dlr 3 times now and is cu

ence and explained our awareness of the two brake related complaints C has had

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,262

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,263

REQUESTED BY: lattad

CAR ID: CA4524410

jqQJeCbjwjfkbdEplFcjsPmPbKd

rcas-jonathon spurling assisting

Rcas understood and asked what SD would recommend to move fwd

that. If this takes care of everything DTS/ RCAS can reassess the need for a v

.

act and ro's to be sent as soon as possible

Created by null at 2014-03-24 11:42:53

Created by ZME176N at 2013-11-25 08:27:40

crr ag c stated that veh has been brought to the nna dlr 3 times now and is cu

isit in December

rcas completed and submitted RHR

Rcas sent internal message to ARBS-NM

SD recommended DTS come out to inspect veh.

Created by ZME176N at 2013-11-20 07:34:44

Created by ZME176N at 2013-11-29 11:44:24

Created by ZNM176N at 2013-12-13 13:22:33

Created by ZRC999N at 2013-12-06 13:27:00

DTS assured C that the bulletin dealer used to correct C'S rear brake noise c

NIS1410568. DRTS recb

Rcas agreed and call ended mutually

Rcas sent message to sm-rm stating c is coming to dlr this week and sent messa

rrently at the dlrship

ARBS-NM notes service history:

Created by ZME176N at 2013-11-22 12:49:21

DRTS received the RHR. The RHR was assigned to ARBS-Derek Tackett for review.

e.

ge to dts-lr confirming appointment

omplaint has been highly effective. No current noises confirms that it has bee

Rcas-me calling service dept at 139pm est and leaving vmx requesting call back

Rcas received ro's and attaching to the cased

rrently at the dlrship

Created by ZDT877N at 2013-11-25 09:24:12

Created by ZJP177N at 2014-03-26 09:15:33

Created by ZME176N at 2013-11-20 07:36:41

Created by ZRC999N at 2013-12-06 13:31:16

crr ag c stated that SA Jose is the one assisting c

n in this car too. DTS reminded C that some light noises can occur on modern b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,264

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,265

REQUESTED BY: lattad

CAR ID: CA4524410

Open: 9/27/13 - Closed: 9/27/13 - 1,954 miles - RO# 433962 - 1 day

Rcas-me calling SM Raul at desk phone at [REDACTED] at 140pm est and leaving v
Rcas set task for SRD to review dts request

1. Perform LOF --- Complete

ARBS-DT in review of case and RHR and notes customer has requested repurchase
Arbs waiting on c's reply to accept/deny the decision.

Created by ZKD176N at 2013-11-22 12:53:57

crr ag c stated that SA Jose is the one assisting c

DRTS re-assigning RHR do to ARBS Derek Tackett no long doing RHR Reviews
mx requesting call back

rake systems due to mandated elimination of asbestos from brake linings. DTS t

Rcas sending message to SM Raul asking for update

2. Noise when braking --- Replaced rear brake cylinders

citing brake related repairs. ARBS-DT notes DTS-LR has been scheduled to inspe

Created by null at 2014-04-09 08:15:54

Created by ZME176N at 2013-11-20 14:11:16

crr ag c asking for the veh to be replaced because c stated that c should not

DRTS received the RHR. The RHR was assigned to ARBS-Nathan McDougal for review
old C this is described in her Owner's Manual.

Rcas-me calling SM Raul on cell at 141pm est and leaving vmx

SRD-KD in review of case for DTS inspection SRD supports DTS

3. Veh feels like it wants to turn off when coming to a stop --- No problem fo

Created by ZME176N at 2013-11-22 13:56:01

Created by ZME176N at 2013-11-29 11:52:57

crr ag c asking for the veh to be replaced because c stated that c should not

ct vehicle on 12/10. ARBS-DT notes the following repair history:

NIS1410568. DRTS recb

Rcas-me calling c at [REDACTED] at 405pm est and c stated that c picked up veh

The brake pedal performance complaint also has been resolved. As of the most r

09/27/13 - 1,953 miles - Customer complained of brake noise - Dlr replaced rea

be bringing veh in at nna dlr every 2 weeks for the same issue

Created by ZJP177N at 2014-04-09 08:27:05

Created by ZSF308N at 2013-12-09 09:12:30

ecent repair about two weeks ago. The dealer had replaced the brake master cyl

on 11/16 and c stated this is better but when c wants to stop, c really has t

Rcas-me calling c at [REDACTED] at 145pm est and spoke with c

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,266

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,267

REQUESTED BY: lattad

CAR ID: CA4524410

Rcas-me calling c at [REDACTED] at 353pm est and leaving vmx with name, ext an und

4. Wipers are making noise --- no problem found

Arbs discussed with ARBS2-LF.

be bringing veh in at nna dlr every 2 weeks for the same issue

C stated that veh is at dlr and veh has been at dlr since 11-26

d case number

inder (M/C) a few months ago however C later felt the brakes were too low agai

MT SF received letter dated 11/29/13 from customer via Certified mail on 12/04

o press on the brakes hard.

r brake cylinders, cleaned and lubed rear shoes (1 day out of service).

10/05/13 - 2,418 miles - Customer stated brake pedal sinks - Dlr replaced brak

/13; attaching copy for review and handling by RCAS.

Created by ZRT176N at 2014-04-23 10:38:04

crr ag informed c that c will be receiving a call from rcas within the next bu

C stated this part has been replaced 3 times

C stated veh is not making noise

n. The dealer was unable to duplicate at that time but reasoned that if C had

Open: 10/05/13 - Closed: 10/11/13 - 2,419 miles - RO# 434493 - 7 days

Rcas-me calling c at [REDACTED] at 355pm est and c asked for call back after 1

0 min because c is cooking

1. Brake pedal sinks --- Replaced brake master cylinder

Created by ZME176N at 2013-12-09 09:48:12

crr ag informed c that c will be receiving a call from rcas within the next bu

C stated c will probably find a lawyer so c can get out of the veh.

>>>DRTS in Receipt of a Retention Letter from BOW. Letter Sates C has retained

e master cylinder assy (7 days out of service).

Rcas recommended talk to dlr about bringing veh back if c is still having conc

this complaint after a M/C that the ABS actuator could be suspected. DLR repla

11/08/13 - 3,421 miles - Customer stated brake pedal sinks at times - Dlr repl

2. Perform MPI --- Complete

ced the ABS actuator but the customer returned a few days later with the same

Created by ZME176N at 2013-11-22 14:06:35

C stated c does not want the veh anymore.

erns.

outside counsel and filed suit against NNA; BOW has retained outside counsel

Rcas-me calling c at [REDACTED] at 1144am est and spoke with c .

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,268

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,269

REQUESTED BY: lattad

CAR ID: CA4524410

business day

replaced ABS actuator assembly (8 days out of service).

concern. The SM called DTS at that time and DTS asked DLR to replace the M/C a

C stated c does not trust the vehicle anymore and c does not want the vehicle

Open: 11/08/13 - Closed: 11/15/13 - 3,421 miles - RO# 436573 - 8 days

Rcas stated that rcas will submit rhr again with new repair order, which Nissan

Rcas submit dts request

Rcas will talk to sm about concerns also for next best course of action

business day

to represent NNA. Letter is attached to the case.

1. Sometimes brake pedal sinks --- Replaced ABS actuator

ARBS-DT notes no further repair history. ARBS-DT does not note an unreasonable

C agreed

Created by ZME176N at 2013-11-22 14:18:59

customer agreed and gave phone number [REDACTED]

***Due to Attorney Representation do not call this C. If C should call, please

gain and to perform specific fluid bleeding procedures. The original replacement

will review and make decision.

Rcas stated a decision for rhr should be ready by the end of the week

2. Perform MPI --- Complete

C agreed and reiterated c does not want this vehicle

customer agreed and gave phone number [REDACTED]

C stated c is still paying for vehicle

that M/C could have been effected by debris present in the system but with the 1

number of repairs based on provided repair history; hence NNA is not in the p

Rcas-me calling c at [REDACTED] at 4:18pm est and leaving vmx with name, ext an

Rcas will call c by the end of the week and rhr decision should be ready by 11

refer C back to their Attorney.***

-29

Created by ZJP177N at 2014-04-29 09:09:53

customer offered further assistance, c declined

case number

Open: 11/27/13 - Closed: 11/29/13 - 3,779 miles - RO# 437657 - 3 days

position to offer repurchase at this time. ARBS-DT supports DTS inspection. ARB

Rcas asked how vehicle is driving since c got vehicle back

Rcas understood and will submit and decision will be made in 10 business days

that M/C and the ABS actuator later it was likely debris had been cleared and wo

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,270

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,271

REQUESTED BY: lattad

CAR ID: CA4524410

1. Brake pedal sinks --- Replaced master brake cylinder

Arbs notes legal counsel taking over file.

Call ended mutually

Created by ZRV177N at 2013-11-22 16:36:15

crr ag offered further assistance, c declined

C stated that veh is driving fine right now but c feels like veh is getting th

Rcas will follow up next week on how repairs went

S-DT provided update to RCAS.

uld not be present to effect a new M/C. The specific bleeding procedure DTS pr

2. When AC is put on low, would not turn on --- No problem found

Call ended mutually

Created by ZME176N at 2013-11-21 06:15:32

Created by ZME176N at 2013-11-25 12:43:30

crr ag provided case and extension number

CRR-RV received a call from c following-up on the case.

e noise back again and this is how the concern always starts.

rovided was intended to add further assurance against debris.

3. Noise coming from the front when backing up and turning slowly --- No probl

Created by ZME176N at 2013-12-02 08:30:57

crr ag provided case and extension number

CRR RV verified that there are no changes on contact information.

DTS explained to [REDACTED] that this appears to have worked as the brake ped

Rcas-me calling c at [REDACTED] at 240pm est and spoke with c.

Rcas-me received message from SM-RM which states that c had complaint that som

Rcas will follow up as soon as rcas has updates on rhr

al performance was now exemplary. DTS inspected to ensure correct installation

C agreed and ended call

crr ag escalating case to rcas for c's request for a replacement veh

CRR-RV advised c that crr-rv will try to reach rcas first,

em found

etimes brakes pedal would stick to floor

Rcas-me notes SM Raul Martinez is on vacation

Rcas stated to c the rhr decision

4. Perform MPI --- Complete

Call ended

Created by ZDR123N at 2014-01-02 09:55:00

Created by ZME176N at 2013-11-21 08:09:47

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,272

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,273

REQUESTED BY: lattad

CAR ID: CA4524410

crr ag escalating case to rcas for c's request for a replacement veh
crr-rv advised c that crr-rv will transfer c directly if rcas is reached, c un
of all parts and everything was good. DTS then performed a short test drive t
Rcas calling SD [REDACTED] at [REDACTED] at 1029am est and leaving vmx re

Created by ZME176N at 2013-11-15 14:23:13

Created by ZNM176N at 2013-12-13 13:23:40

derstood. but if vmx is reached c can leave a msg and crr rv will send rcas an
o verify pedal feel when driving and to verify no noises were present. The bra
Previous Cases Found: None

questing call back or internal message

Rcas calling c back and connection is not very good.

Rcas-me sending internal message to CSM David Mackay and sending RHR to RCAS

ARBS-NM notes that due to 4 brake repairs for same concern ARBS-NM taking over

Created by ZME176N at 2013-11-15 14:23:13

Created by ZME176N at 2013-12-04 12:57:36

***DRTS received a Letter from Krohn and Moss, Ltd. on 12/30/13, dated 12/10/1

internal msg that c called, c agreed

Jon Spurling to process

kes performed correctly and exhibited no noises. No repairs were needed today.

Rcas asked for call back when c is able because rcas could not hear c.

3. The Letter was addressed to NNA. The Letter was sent via Certified Mail. Th
case file.

Created by ZJS111N at 2013-11-21 11:02:18

Created by ZME176N at 2013-12-11 07:19:03

CRR-RV offered further assistance, c declined.

C stated yes

Rcas-me calling c at [REDACTED] at 419pm est and spoke with c.

Rcas-me calling SD [REDACTED] at [REDACTED] at 255pm est and requested u

Call ended

crr-rv gave name & extension.

e Letter states: That their Office is representing this C regarding claims pur

rcas-jonathon spurling assisting

Rcas-me calling c at [REDACTED] at 419pm est and spoke with c.

RCAS-ME informed via email.

Rcas-me received vmx from c who stated c is unhappy with DTS inspection determ
rgent contact back for time sensitive cases.

Created by null at 2014-01-07 11:33:06

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,274

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,275

REQUESTED BY: lattad

CAR ID: CA4524410

Created by ZME176N at 2013-11-26 08:19:40

crr-rv exiting case.

ining that veh is fine

rcas completed and submitted RHR

Rcas-me calling c and c stated this is the 3rd time c has taken veh to dlr for

Rcas notes SM Raul is still on vacation.

suant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law.

Attorney at Law, Brent Wikgren, writes that there are numerous alleged defects

Created by 12345678 at 2013-11-21 11:06:00

Created by ZME176N at 2013-12-04 14:29:53

C stated of course veh is fine as veh was just fixed but c is tired of taking

DRTS-FJ assisted DRTS-SW with updating RHR. DRTS-FJ attached updated RHR.

(internal msg was sent to responsible agent)

Rcas-me calling c and c stated this is the 3rd time c has taken veh to dlr for

Rcas received vmx from c who can be reached at [REDACTED]

and alleged non-conformities present which relief is sought and numerous atte

brakes

Created by ZJD179N at 2013-11-26 12:50:37

Created by ZME176N at 2013-11-25 06:12:06

Created by ZRC999N at 2014-02-04 08:28:21

***DRTS received the RHR. The RHR was assigned to ARBS-Derek Tackett for revie

Rcas-me calling c at [REDACTED] at 425pm est and spoke with c.

veh to dlr and c will be consulting a lawyer

brakes

C can be reached at [REDACTED]

crr-jd received a call from c following up on the case

C stated c just picked up veh on 11/30 and as of right now the veh is performi

mpts to repair the vehicle have been unsuccessful. Alleged Defects and alleged

NIS1410568. DRTS recb

Rcas-me received message from DTS Larry Rowe who can make visit to dlr on 12/1

w.

0 at 10am est

as four days to respond.

Created by ZME176N at 2013-11-21 11:10:56

Created by ZME176N at 2013-12-11 09:26:32

crr-jd confirmed no contact information has been changed

C stated c does not feel safe in the veh

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,276

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,277

REQUESTED BY: lattad

CAR ID: CA4524410

ng as normal but c expects this to happen again

Non-Conformities include, but are not limited to: Brakes- Squealing noise and

Created by ZME176N at 2013-11-25 06:33:01

crr-jd verified that C still wants to be transferred to EXT# even if call is p

C stated c cannot trust the veh and c wants veh bought back

C stated c does not feel safe in the veh

DRTS notes when checking the BBB web page C's PIW was attached on 1/16/14, Att

pedal sinking; Engine: Vehicle stalling, and noise coming from the front when

Rcas-me calling c at [REDACTED] at 1125am est and stated that c's rhr is stil

Rcas-me calling SM Raul at 109pm est on cell and leaving vmx requesting call b

ached on 2/3/14 was a NOI pulling NOI and attaching to case.

ack

C stated that c wanted to see if c can get another veh

I being decided on

Rcas received vmx from c who can be reached at [REDACTED]

Rcas understood and stated that rhr is still in process and will call c as soo

reversing and making left turns; Electrical- Noise coming from the wipers; Cl

rompted to VMX

Created by ZMC177N at 2013-11-25 07:56:38

Created by ZME176N at 2013-11-21 11:14:07

crr-jd advised C that CRR will send an internal message to RCAS regarding cont

C stated that c wanted to see if c can get another veh

imate Control System- A/C not working properly when set on low; and all additi

n as the rhr decision is available which 12-12

NIS1410568. DRTS recb

Rcas stated rcas has c's vmx documented in the case and dts's report also

act with c

CRR-CSC received a call from c requesting to speak with RCAS

C stated veh will be ready today and c will pick up veh

onal complaints made by C, whether or not they are contained in NNA's records

Rcas asked if c can be assisted with anything in the mean time

Rcas confirmed c has rcas contact info so if c needs anything to give rcas a c

Rcas-me calling dlr at 112pm est and asked for SM Raul

S has four days to respond.

all

C declined

Created by ZRC999N at 2014-02-04 08:29:50

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,278

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,279

REQUESTED BY: lattad

CAR ID: CA4524410

CRR-CSC verified c's information did not change.
crr-jd offered further assistance
C stated veh will be ready today and c will pick up veh
or any dealer repair order. Attorney states to not to contact C under any circ
SA stated that SM is at lunch and to call back in an hour

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: 04/29/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,280

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,281

REQUESTED BY: lattad

CAR ID: CA4524410

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,282

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,283

CAR ID: CA4524410

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP2DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		19068	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,284

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,285

REQUESTED BY: lattad

CAR ID: CA4524410

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 19068

STATE: FL

DEALER NAME: AUTONATION NISSAN MIAMI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,286

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,287

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA4536153
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: HOLLYWOOD **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 013000
ST/ZIP: FL [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 0 **PAID:** 4,296 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5406 PERFORMANCE NISSAN
DLR PH: 954 781 7700 **DENY:** 0 **RESP DLR:** 5406 PERFORMANCE NISSAN
REGION: 34 **DIST: SL/SV/PT:** 03 03 33

LETTER RECEIVED: 11/25/13 **EXEC:** 00/00/00 **EMAIL:** 11/15/13
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:** 013000 **# 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:** 11/15/13 **XFER/RSPNSBLTY:** 34 03 N
CONTACT (S): **FOLLOWUP DATE:** 01/17/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/10/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,288

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,289

REQUESTED BY: lattad

CAR ID: CA4536153

C. A. R. COMMENTS

**

case moved

Created by null at 2013-11-15 21:52:14

Created by ZDR123N at 2013-11-27 12:32:19

Created by ZEM180N at 2014-01-28 10:10:54

make : Nissan

complete stop

resolved.

owner : true

We are happy that you have an appointment set for tomorrow. Our authorized Nis

**

C can be reached at [REDACTED]

Created by ZME176N at 2013-11-18 11:47:48

C stated c picked up veh from dlr on 11/16 and c worked with Frank who was going to complete DRTS-DR, needs to contact dlr for action taken on RO.

owner : true

source : NissanContactUs

SSA-EM documenting C's comments via Facebook

We are happy that you have an appointment set for tomorrow. Our authorized Nis

**

C: "Brad Henson that was part of the deal. They

Created by ZDR123N at 2013-11-26 12:18:50

Created by ZLE177N at 2014-01-14 10:14:52

Created by ZME176N at 2013-11-18 11:47:48

make : Nissan

going to order a part but dlr only did an oil change.

Nissan dealers are in the best position to diagnose and service our vehicles. Please

source : NissanContactUs

**

C's new email from case [REDACTED]

C stated this could take a month before this gets repaired but c cannot wait a

make : Nissan

Previous cases [REDACTED] DPIC

Rcas-me calling c at [REDACTED] at 141pm est and leaving vmx with name, ex

Nissan dealers are in the best position to diagnose and service our vehicles. Please

vin : 3N1AB7AP8DL [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,290

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,291

REQUESTED BY: lattad

CAR ID: CA4536153

wouldnt give me the money back. So I figured

ase keep us updated on the results.

Created by ZEB178N at 2013-11-19 08:02:38

CRR-LE advised c that the email will be forwarded to the representative handli

month because this is very concerning

No open recalls

Rcas-me calling c at [REDACTED] at 141pm est and leaving vmx with name, ex

source : NissanContactUs

this was better before lawyers and court

vin : 3N1AB7AP8DL [REDACTED]

ase keep us updated on the results.

Created by ZDR123N at 2013-11-26 12:19:43

Created by ZEB178N at 2013-11-19 08:02:38

dealerstate :

fees. My Nissan before the 2013 Sentra was

ng the case. CRR-LE will ask the representative to contact c.

Rcas asked c when the last time the brakes were looked at

t and case number

vin : 3N1AB7AP8DL [REDACTED]

comments : I AM TIRED OF THIS CAR!!! I HAVE FOLLOWED ALL OF THE RULES AND YOU

C stated on 11-16

dealerstate :

DRTS-DR noted RCAS-ME attached all RO's to the open case.

Have a good night,

perfect no problems. It just got flooded so

SSA-EB notes customer sent an additional PM on Tues, Nov 19th:

t and case number

vin : 3N1AB7AP8DL [REDACTED]

Created by ZDR123N at 2013-11-26 12:23:50

Created by ZME176N at 2013-11-19 07:09:33

dealersname :

dealerstate :

Have a good night,

I needed a new one."

Rcas will talk to dlr about what the next best step is and contact c by the en

R MECHANICS AND IT IS STILL HAVING ISSUES! I HAVE TAKEN THE CAR IN 3 TIMES FOR

SSA-EB notes customer sent an additional PM on Tues, Nov 19th:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,292

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,293

REQUESTED BY: lattad

CAR ID: CA4536153

**

BRAKE ISSUES. THE PROBLEM STILL EXISTS. SO I THEN SENT IN PAPER WORK TO THE A

Created by ZJP177N at 2013-12-16 14:34:44

Created by ZME176N at 2013-11-19 07:09:33

dealersname :

dealerstate :

d of the next day

DRTS-DR rec'd MVDN on 11/25/13, dated 11/20/13 to NNA Inc. sent via US Mail.

Duryea, Nissan Social Support

**

comments : I have taken my 2013 Nissan Sentra to the dealership 8 times for re

Created By: Jacinta Pederson (12/16/2013 3:21 PM)

dealersname :

Duryea, Nissan Social Support

Letter states:

Rcas-me received vmx from c who stated c is in class from 8am to 1 pm and woul

Rcas stated if c is having trouble braking to go to dlr asap but if parts were

TTORNEY GENERAL AND HAD A GUY FROM CORPORATE COME DOWN. A WEEK LATER I AM HAVI

**

Arbs received DTS/KB inspection summary.

comments : I have taken my 2013 Nissan Sentra to the dealership 8 times for re

*C responded via PM on Thurs, Nov 14th:

dealersname :

NG THE SAME ISSUE! I HAVE TO SLAM ON THE BRAKE PEDAL BEFORE THE CAR COMES TO A

ordered rcas would like to know what parts

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as foll

Rcas-me received vmx from c who stated c is in class from 8am to 1 pm and woul

**

C agreed and call ended mutually

comments : I have taken my 2013 Nissan Sentra to the dealership 8 times for re

*C responded via PM on Thurs, Nov 14th:

Date: 12/16/12

d prefer a call after that time.

ows: 3 or more repair attempts have been made to repair the same substantial d

pairs!!! The car is always having issues and it is only 8 months old. Now I ha

STOP. THERE HAS BEEN A NUMBER OF TIME WHERE I ALMOST REAR END SOMEBODY BECAUS

*C:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,294

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,295

REQUESTED BY: lattad

CAR ID: CA4536153

comments : I have taken my 2013 Nissan Sentra to the dealership 8 times for re

Created by ZME176N at 2013-11-21 07:00:16

d prefer a call after that time.

effect or condition. Rear brakes grinding, squeaking running out to fast. C is

E IT DOESN'T STOP. I HAVE TRIED TO GET A NISSAN MECHANIC TO LOOK AT IT AGAIN,

From: Kevin Burkett, Nissan Dealer Technical Specialist

I don't have an appointment. I'm just going in...

pairs!!! The car is always having issues and it is only 8 months old. Now I ha

BUT THEY TELL ME SINCE A GUY FROM CORPORATE CAME DOWN THEY WON'T TOUCH IT UNLE

*C:

C can be reached at [REDACTED]

DTS Inspection Request - Customer: [REDACTED] Dealer: Performance Nissan

I don't have an appointment. I'm just going in...

pairs!!! The car is always having issues and it is only 8 months old. Now I ha

Rcas-me received ro from sm and attaching to the case

requesting that NNA make a final attempt to correct the continuing substantial

ve this big squeaking noise coming from my rear brakes and I am told that it c

C can be reached at [REDACTED]

Created by ZME176N at 2013-11-21 08:44:58

defect(s) or condition(s). No response date.

Meeting with the customer occurred on 12/12/13 @ 2:00pm

pairs!!! The car is always having issues and it is only 8 months old. Now I ha

*SSA responded to the c on Tues, Nov 19th:

SS HE IS THERE!!!! I HAVE CONTACTED THIS GUY AND NO RESPONSE!!! I EVEN TRIED T

ve this big squeaking noise coming from my rear brakes and I am told that it c

Well after 3 tires I'm in my full legal right to file paperwork to the Attorne

Created by ZDR123N at 2013-11-29 09:09:29

Created by ZEB178N at 2013-11-19 07:47:49

O GET A NEW CAR BUT CAN'T SINCE I OWE TO MUCH ON THIS ONE. THIS CAR IS UNSAFE

ould up to a month to get it fixed?! I mean really!!! Brand new car and it has

Rcas-me calling SM Jim at 1044am est and SA stated SM is on the phone and SA w

*SSA responded to the c on Tues, Nov 19th:

Vehicle: 2013 Nissan Sentra VIN# 3N1AB7AP8DL [REDACTED]

ve this big squeaking noise coming from my rear brakes and I am told that it c

Well after 3 tires I'm in my full legal right to file paperwork to the Attorne

AND I WANT A NEW CAR (2014 ALTIMA) WITH THE SAME FEATURES AND SAME PAYMENT. TH

Created by ZEB178N at 2013-11-19 07:47:49

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,296

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,297

REQUESTED BY: lattad

CAR ID: CA4536153

DRTS-DR attached RHR to case.

Good morning [REDACTED]

ill have SM call Rcas

Mileage: 13,449

ould up to a month to get it fixed?! I mean really!!! Brand new car and it has
ve this big squeaking noise coming from my rear brakes and I am told that it c
y General about this. I'm sending one to them

been in the shops more than I want it to be. I'm tired of this car and want a

*C posted publicly on Thurs, Nov 14th at 1:53 PM:

Created by ZJP177N at 2013-12-02 09:37:17

Created by ZME176N at 2013-11-21 08:52:45

Good morning [REDACTED]

IS ONE IS UNSAFE AND I WANT OUT OF IT. THIS IS MY FINAL ATTEMPT TO GET THIS IS

ould up to a month to get it fixed?! I mean really!!! Brand new car and it has
R0# 65826

y General about this. I'm sending one to them

and one to you guys. I have all of the noises on video and I'm keeping records

Arbs notes service history.

*C posted publicly on Thurs, Nov 14th at 1:53 PM:

different car with a different company. This has been the 3rd or 4th time my

DTS inspection focused on customerb

ould up to a month to get it fixed?! I mean really!!! Brand new car and it has

Rcas-me spoke with SM JIm who stated that dlr has no complaints of c stating t

SUE RESOLVED. IF NOT, I'M GOING TO THE ATTORNEY GENERAL AND I'M GETTING A LAWY

We would still like the opportunity to assist you. Did you have the opportunit

4/3/2013 1,529 miles Days Down 1

and one to you guys. I have all of the noises on video and I'm keeping records

been in the shops more than I want it to be. I'm tired of this car and want a

Concern: Customer states brakes are making a squeaking type noise from the rea

different car with a different company. This has been the 3rd or 4th time my

ER AND I'M CONTACTING THE NEWS. I'M GOING TO TELL THEM THAT YOU GUYS ALLOW A C

hat brakes will not stop right away

Not the brakes already going out at 8 months! Plus I can't the

We would still like the opportunity to assist you. Did you have the opportunit

AR ON THE ROAD THAT IS NOT SAFE AND DO NOTHING ABOUT IT. IF I HIT SOMEONE I AM

been in the shops more than I want it to be. I'm tired of this car and want a

C/S hard to get in reverse shifter sticks very often.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,298

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,299

REQUESTED BY: lattad

CAR ID: CA4536153

Not the brakes already going out at 8 months! Plus I can't the
of this. It's 8 months old,the rear brakes
r.

rear brakes are having issues. Now I'm noticing the brakes are wearing out wa
SM stated the noise c is having is documented, is not a safety concern but has
y to have a diagnostic performed on your vehicle at an authorized Nissan deale
Cause: DTS-KB test drove with the vehicle with the customer, on the test drive
*C posted on Nov 14th:

different car with a different company. This has been the 3rd or 4th time my
**Dlr Verified Concern, SOP

of this. It's 8 months old,the rear brakes
parts on order
r?

rear brakes are having issues. Now I'm noticing the brakes are wearing out wa
THEN SUING NISSAN. I WANT OUT OF THIS CAR INTO A DIFFERENT ONE! I'M LEFT WITH
4/17-4/20/2013 2,267 miles Days Down 4 (not confirmed)
A CAR DOESN'T WORK AND I'M PAYING \$400 FOR IT! GET ME INTO A NEW DIFFERENT CA
*C posted on Nov 14th:

different car with a different company. This has been the 3rd or 4th time my
r?

Rcas will tell c to go to dlr if c is having trouble braking
should Not be going out like this.

the customer was unable to demonstrate the brake noise.

y to soon. I should NOT have all these issues with a new car. I want this fixe

Correction: However, based on the customerb

Created by ZME176N at 2013-11-21 14:16:05

C/S brakes grind all times all stops.

Please provide us with an update at your earliest convenience.

Plus I can't turn the car without it making clicking noise. It's still very ne

rear brakes are having issues. Now I'm noticing the brakes are wearing out wa

R THAT WORKS AND YOU WILL NOT HEAR FROM ME AGAIN. IGNORE ME AND I'M TAKING THI

should Not be going out like this.

y to soon. I should NOT have all these issues with a new car. I want this fixe

**

**Dlr Removed debris and cleaned and lube rear brake assy. Performed bulletin
d or YOU ARE BUYING BACK this car through my legal right of the lemon law! I a
inspected the brake system and located a noise at the right front brake and t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,300

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,301

REQUESTED BY: lattad

CAR ID: CA4536153

Please provide us with an update at your earliest convenience.

Plus I can't turn the car without it making clicking noise. It's still very ne

Rcas-me calling c at [REDACTED] at 412pm est and talked to c

rear brakes are having issues. Now I'm noticing the brakes are wearing out wa

S UP TO LAWYERS AND THE NEWS. I AM NOT TAKING IT IN TO GET THE CAR LOOKED AT.

**

d or YOU ARE BUYING BACK this car through my legal right of the lemon law! I a
for rear brake cylinders with brake fluid.

he rear drum brakes. NTB13-031a bulletin applies for the rear noise replaced b
I HAVE FOLLOWED PROPER PROCEDURE. NOW IT'S YOUR TURN!

Rcas stated dlr has parts on order for the bulletin that needs to be performed

Thank you,

w and I've taken it in at 6 times for different issues

y to soon. I should NOT have all these issues with a new car. I want this fixe

**

9/20/2013 9,145 miles Days Down 1

Created by ZJP177N at 2014-01-14 11:41:01

for c's brake noise

m about to report this and use the lemon law as I have had with this car. I ha
oth rear brake wheel cylinders and brake drums .For the noise on the front bra

Thank you,

w and I've taken it in at 6 times for different issues

y to soon. I should NOT have all these issues with a new car. I want this fixe

**

Arbs emailed KB/DTS.

C/S states when A/C is on and sitting still in gear there is a loud

d or YOU ARE BUYING BACK this car through my legal right of the lemon law! I a
Emily, Nissan Social Support

kes we replaced both front brake rotors and installed value advantage brake pa

m about to report this and use the lemon law as I have had with this car. I ha

Rcas stated there is no documented concern for being able to brake all of the

*SSA responded to the c on Nov 14th:

Created by ZJP177N at 2014-01-15 14:21:15

Created by ZME176N at 2013-11-19 08:55:26

**Dir Verified complaint; idle speed a little low. Adjusted idle speed of code

d or YOU ARE BUYING BACK this car through my legal right of the lemon law! I a
ds. DTS test drove the vehicle to verify repairs.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,302

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,303

REQUESTED BY: lattad

CAR ID: CA4536153

Emily, Nissan Social Support

*SSA responded to the c on Nov 14th:

te it every time I sit in it. (And this is my second Nissan) I'm done with th way

Arbs left vmx for c [REDACTED] to call arbs back.

Created by ZJP177N at 2013-12-16 14:36:18

Created by ZME176N at 2013-11-19 08:55:26

*C responded via PM on Tues, Nov 19th:

Hello [REDACTED] - We apologize for your vehicle frustrations expressed throu m about to report this and use the lemon law as I have had with this car. I ha Rcas encouraged c to go to the dlr for an appointment te it every time I sit in it. (And this is my second Nissan) I'm done with th WC32AA.

Arbs discussed c's repair with DTS/KB and c was satisfied.

Created by null at 2014-01-17 14:27:27

*C responded via PM on Tues, Nov 19th:

C stated that c has an appointment at 9am est on 11/22 to go to dlr but c has C/S vehicle revs up very high on acceleration from a stop.

Hello [REDACTED] - We apologize for your vehicle frustrations expressed throu is car!

m about to report this and use the lemon law as I have had with this car. I ha Rcas-me spoke with Sm Jim at 1052am est and SM stated that dlr is having troub another concern where veh is being filled up with gas but c feels the meter is

Created by ZJP177N at 2013-12-16 14:36:39

**Dlr unable to duplicate

gh your post and would like to take a closer look into your concerns. Can you is car!

Rcas-me spoke with Sm Jim at 1052am est and SM stated that dlr is having troub SSA-ST is documenting social media comment from C

te it every time I sit in it. (And this is my second Nissan) I'm done with th

Yes. I was told the rear discs have been worn and need replacing. However, it

11/15/2013 12,319 miles Days Down 1

Arbs closing file pending c contact.

Created by ZCF999N at 2013-11-16 14:27:41

gh your post and would like to take a closer look into your concerns. Can you le with system and computer but will get ro's as soon as sm can and then will

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,304

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,305

REQUESTED BY: lattad

CAR ID: CA4536153

reading incorrectly

te it every time I sit in it. (And this is my second Nissan) I'm done with th

Yes. I was told the rear discs have been worn and need replacing. However, it

Created by ZCF999N at 2013-11-16 14:27:41

Created by ZNT176N at 2014-01-08 17:39:55

C: Same. I raised a lot of hell for them to put me in a safe car. The brakes o

C stated c drove 30 miles and veh went from full tank to 3/4 of a tank

C/S there is a squeaking/creaking noise from the rear of the vehicle when back
is car!

le with system and computer but will get ro's as soon as sm can and then will

please send us a Private Message to <https://www.facebook.com/messages/NissanSe>

was going to take awhile before the part get in. I was told it wouldn't damage

Crr-nt received a call from c stating that c has issue with the veh

discuss case

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

ing up.

is car!

n my were so bad there times I needed to pull the e-brake before it stopped. T

please send us a Private Message to <https://www.facebook.com/messages/NissanSe>

Rcas understood and will call dlr on 9-22 and c on 9-25

was going to take awhile before the part get in. I was told it wouldn't damage

anything. Now there is a grinding noise. (It's done that before) when I turn

C agreed and call ended mutually

Created by ZCF999N at 2013-11-16 14:20:34

C said that veh wonb

discuss case

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

he car was only 10 months old.

ntra with your VIN, best contact number, servicing dealer and more details? Th

**SOP

anything. Now there is a grinding noise. (It's done that before) when I turn

Created by ZCF999N at 2013-11-16 14:20:34

Created by ZJP177N at 2013-12-02 09:40:08

Created by ZJP177N at 2014-02-10 09:20:48

Created by ZME176N at 2013-11-22 14:34:08

C said c has a lot of issue with the veh. C said previously c has issue with t

Method of contact: e-mail

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,306

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,307

REQUESTED BY: lattad

CAR ID: CA4536153

ntra with your VIN, best contact number, servicing dealer and more details? Th

RCas agreed and ended call

anks! -Duryea, Nissan Social Support

Arbs closing file.

Arbs received MVDN. Arbs submitting DTS request to LR/DTS.

Created by ZME176N at 2013-11-20 07:42:09

firstname : [REDACTED]

he brake and brake pedal

Method of contact: e-mail

Rcas-me calling dlr at 433pm est and leaving vmx for sm-jim and asking how app

the steering wheel there is a loud clunking noise. I have to slam on the brake

anks! -Duryea, Nissan Social Support

Created by null at 2013-11-15 21:52:14

C said brake pedal wonb

C/S rear brakes grinding, squeaking and running out too fast.

firstname : [REDACTED]

ointment went

Rcas-me calling Performance Nissan at 940am est and asked for Sm Jim Bloomquis

the steering wheel there is a loud clunking noise. I have to slam on the brake

Created by null at 2013-11-15 21:52:14

Created by ZJP177N at 2013-12-02 10:06:34

Created by ZME176N at 2013-11-25 06:30:38

*C responded via PM on Thurs, Nov 14th:

Crr-nt was able to pull up case and while crr-nt was reviewing case call got d

E-mail addressed to: [REDACTED]

lastname : [REDACTED]

pedal before they even work. The rear brakes have gone out 3 times now.

t and leaving vmx with name, ext and case number

Arbs received proposed inspection date of 12/12/2013 @ 2 pm from Kevin B/DTS.

*C responded via PM on Thurs, Nov 14th:

E-mail addressed to: [REDACTED]

firstname : [REDACTED]

isconnected

lastname : [REDACTED]

pedal before they even work. The rear brakes have gone out 3 times now.

Rcas also left last 8 of vin and requested all copies of ro's

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,308

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,309

REQUESTED BY: lattad

CAR ID: CA4536153

Rcas-me received vmx from c who stated c went to dlr and dlr stated brake conc

Created by ZJP177N at 2013-12-02 10:17:41

Created by ZME176N at 2013-11-20 11:44:34

crr-nt exiting case.

email : [REDACTED]

ern is fixed but c has this on video that c's veh is not fixed

firstname : [REDACTED]

Method of contact: e-mail

*SSA responded to the c on Tues, Nov 19th:

The VIN number is 3N1AB7APBDL [REDACTED] I bought the car with 12 miles on it back

Arbs left vmx for c [REDACTED].

Created by ZNT176N at 2014-01-08 17:41:44

C stated dlr also did not check tire pressure system and c will be going to an

email : [REDACTED]

in March. About a month after there was a cracking noise coming from the the

lastname : [REDACTED]

Method of contact: e-mail

Rcas-me calling c at [REDACTED] at 141pm est and spoke with c but c's phone ke

*SSA responded to the c on Tues, Nov 19th:

Created by ZJP177N at 2013-12-03 11:04:34

Crr-nt called c at [REDACTED] and left message on voicemail

Hello [REDACTED],

homephone :

in March. About a month after there was a cracking noise coming from the the

lastname : [REDACTED]

other dlr for 2nd opinion.

pt cutting in and out.

Summary: crr-cf moved the case to rcas.

Arbs left vmx for c with proposed inspection date o f 12/12/2013 2 pm

brakes. I had to bring the car in 2 times to get it fixed. There were other is

crr-nt advised c that previous case was already worked on by ARBS

C stated c has sent in paperwork to attorney general and to Nissan for the lem

email : [REDACTED]

Hello [REDACTED],

homephone :

Rcas asked when rcas can call c

Summary: crr-cf moved the case to rcas.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,310

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,311

REQUESTED BY: lattad

CAR ID: CA4536153

address1 : [REDACTED]

brakes. I had to bring the car in 2 times to get it fixed. There were other is

Created by ZJP177N at 2013-12-05 09:47:36

crr-cf exited the case.

Crr-nt advised c that crr-nt will send internal message to ARBS for follow up

C stated c is in traffic and it is pouring rain so this is why c can't be hear

email : [REDACTED]

on law paperwork

We apologize for any inconvenience this has caused you and want to assure you

address1 : [REDACTED]

Arbs received call from c confirming the DTS inspection of 12/12/2013 @ 2 pm @

crr-cf exited the case.

Crr-nt provided name, case and extension

C stated c is extremely frustrated and wants to speak to rcas

d

homephone :

sues I've had as well. Now when I back up, the brakes squeak like crazy. I eve

We apologize for any inconvenience this has caused you and want to assure you

address2 :

C asked to be called at 4

Created by ZCF999N at 2013-11-16 14:28:52

Created by ZME176N at 2013-11-25 06:46:04

Crr-nt exiting case.

homephone :

Performance Nissan.

sues I've had as well. Now when I back up, the brakes squeak like crazy. I eve

that your feedback is of the utmost importance to us.

address1 : [REDACTED]

address2 :

Created by ZCF999N at 2013-11-16 14:28:52

Created by ZDR123N at 2014-01-09 07:37:31

Created by ZJP177N at 2013-12-05 09:51:49

n got the sound on video. When I tun to the left or right there is this very I

Rcas agreed and ended call

Rcas-me spoke with Sm Jim at 843am est and dlr was not able to duplicate brake

that your feedback is of the utmost importance to us.

address1 : [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,312

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,313

REQUESTED BY: lattad

CAR ID: CA4536153

After further review of your information, we see that you are currently workin
Arbs left vmx for SM/Jim Bloomquist of the upcoming inspection date and time.
city : Hollywood

complaint and wheel cylinders are on order but are not in yet

Created by ZME176N at 2013-11-20 11:57:18

crr-cf called the dealer and spoke with Christine of the service department. C

DRTS-DR contacted Jose' at dlr 5406 and requested all CC RO's

n got the sound on video. When I tun to the left or right there is this very l

address2 :

After further review of your information, we see that you are currently workin

Arbs requested SM call arbs back to confirm arbs vmx was received.

city : Hollywood

Created by ZDR123N at 2014-01-09 07:38:01

crr-cf called the dealer and spoke with Christine of the service department. C

oud clunking noise. I'm taking my 8 month old car back to the dealership tomor

Rcas-me calling c at [REDACTED] at 141pm est and spoke with c but c's phone ke

Sm stated c had a clicking noise complaint and dlr could not duplicate.

address2 :

Created by null at 2014-01-02 13:45:24

DRTS-DR contacted Jose' at dlr 5406 and requested all remaining CC RO's

g with our Consumer Affairs department to remedy the situation.

hristine said the veh had been in the dealer often, and the last time it was s

oud clunking noise. I'm taking my 8 month old car back to the dealership tomor

pt cutting in and out.

SM stated that wiper blades were put on the veh

twitter :

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

city : Hollywood

Created by ZDR123N at 2014-01-09 08:28:41

g with our Consumer Affairs department to remedy the situation.

hristine said the veh had been in the dealer often, and the last time it was s

Rcas asked when rcas can call c

Rcas understood.

row to get it fixed. My 2011 Sentra never had these issues. The dealership l u

twitter :

city : Hollywood

Created by ZME176N at 2013-11-25 12:45:44

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,314

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,315

REQUESTED BY: lattad

CAR ID: CA4536153

C stated c is in traffic and it is pouring rain so this is why c can't be hear
DRTS-DR rec'd RO's from dlr 5406
ervices was on 11/15/2013.

Please continue to work closely with your Specialist as she can best help. A f
row to get it fixed. My 2011 Sentra never had these issues. The dealership I u
SSA-ST is documenting social media comment from C to another C on Facebook
state : FL

Created by ZDR123N at 2014-01-09 08:29:22

d

ervices was on 11/15/2013.

Please continue to work closely with your Specialist as she can best help. A f
Rcas-me calling c at [REDACTED] at 245pm est and leaving vmx with name, ext an
se is: Pompano Nissan, Pompano Beach,FL.

state : FL

twitter :

C asked to be called at 4

C: Gerardo Yee I had to go all the way up to
crr-cf thanked Christine. call ended.

d case number

DRTS-DR attached Revised RHR to case.

ollow-up call is scheduled for Wednesday, November 20th.

se is: Pompano Nissan, Pompano Beach,FL.

twitter :

zip : 33019

corperate to get it fixed. Call in and

Created by ZME176N at 2013-11-26 08:18:47

crr-cf thanked [REDACTED]. call ended.

ollow-up call is scheduled for Wednesday, November 20th.

Rcas agreed and ended call

*SSA responded to the c on Thurs, Nov 14th:

state : FL

zip : [REDACTED]

complain. If you have a lemon law file for

Created by ZCF999N at 2013-11-16 14:29:03

Created by ZME176N at 2013-11-20 14:35:41

Kindest Regards,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,316

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,317

REQUESTED BY: lattad

CAR ID: CA4536153

owner : true

Rcas received vmx from c who stated c's mom knows someone who works at another

*SSA responded to the c on Thurs, Nov 14th:

state : FL

Created by ZCF999N at 2013-11-16 14:29:03

Emily, Nissan Social Support

Hello [REDACTED],

nissan dlr and knows exactly the concern of which c is talking about

one under the attorney general. They will

owner : true

Rcas-me calling c at [REDACTED] at 415pm est and spoke with c.

zip : [REDACTED]

case moved

C stated c will call rcas when c goes to the other dlr and has the concern res

C stated c will have press the brake pad to the floor in order to come to a co

Emily, Nissan Social Support

Hello [REDACTED]

make : Nissan

send someone out right away.

zip : [REDACTED]

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,318

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,319

REQUESTED BY: lattad

CAR ID: CA4536153

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE: 00/00/00 03/14/13

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: 02/10/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,320

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,321

CAR ID: CA4536153

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MUNG30568393	5406 Florida	3/11/2013	03/11/15	0030010	01/01/01	01/01/01
1		5406 Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,322

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,323

REQUESTED BY: lattad

CAR ID: CA4536153

CURRENT SERVICE CONTRACT

CONTRACT: MUNG30568393

OWNER NAME: [REDACTED]

PLAN TYPE: U

PLAN TERM: G

DEDUCTABLE: 0

EFFECTIVE: 3/11/2013

EXPIRES: 03/11/15 **MILES:** 0030010

CANCEL: 01/01/01 **MILES:** 0030010

TRANSFER: 01/01/01

TRANSACTION: 03/14/13

PRINTED: 03/16/13

DEALER NO: 5406 **STATE:** FL

DEALER NAME: PERFORMANCE NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,324

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,325

REQUESTED BY: lattad

CAR ID: CA4536153

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5406

STATE: FL

DEALER NAME: PERFORMANCE NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,326

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,327

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4546426
STREET: [REDACTED] **VIN:** 3N1AB7AP5DL [REDACTED]
CITY: TAMPA **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 008300
ST/ZIP: FL [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 33,444 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5001 WESLEY CHAPEL NISSAN
DLR PH: 813 751 1300 **DENY:** 0 **RESP DLR:** 5001 WESLEY CHAPEL NISSAN
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:** 008300 **# NISSAN/INFINITI VEHICLES:** 3
VEHICLE MAINTAINED BY: WESLEY CHAPEL NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 11/18/13 **XFER/RSPNSBLTY:** 34 02 N
CONTACT (S): **FOLLOWUP DATE:** 01/15/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/15/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS 3
BG POWERTRAIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,328

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,329

REQUESTED BY: lattad

CAR ID: CA4546426

C. A. R. COMMENTS

12-Nov-13 at 8,091 miles. RO# 127751 - Days Down: 2

ACTION TAKEN:

address2 :

Base Price \$20,489.00

CAS and C went over all ROs. C states that is missing 2 ROs and wants SD-Joey

C does not trust VEH after multiple repairs including CVT.

Created by 12345678 at 2013-11-27 06:53:13

Created by ZCF749N at 2013-12-04 12:00:49

Created by ZRB177N at 2013-11-18 08:59:08

crr-dm exiting case.

CRR-RB provided c with file number, name and extension number

c states c was asking to speak to dlr owner [REDACTED] however dlr owner does

ere brake cylinder and TRANSMISSION replaced last week. I want a new car. Owne

ough Nissan Motor Acceptance Corporation (NMAC), please let me know and I can

rove the car home and back to the dealership the next morning telling the advi

Service Dept. Review

th a per diem of \$3.23. ARBS thanked CSR and call ended mutually.

what I have. That should satisfy your request below.

1. Replaced A pillar

address2 :

ARBS setting follow-up to 3-Jan pending update from c.

"As for the reasonable allowance charge, please know that I live in Hillsborou

C currently has VEH.

CONCERN:

Created by ZCF749N at 2013-12-04 12:00:49

Created by ZSP943N at 2013-11-22 12:03:40

CRR-RB provided c with file number, name and extension number

***DRTS received the RHR. The RHR was assigned to ARBS-Derek Tackett for revie

not return calls

ough Nissan Motor Acceptance Corporation (NMAC), please let me know and I can

r of dealership no where around. GM Perryman and Service Manager Joey are rude

Sales Tax \$1,226.43

ser that the pedal issue is not fixed. I gave him examples of what I went thr

Service Dept. Review

to provide and RCAS informed will speak with SD and C agreed.

1. There is a jerking in CVT when coming to a stop

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,330

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,331

REQUESTED BY: lattad

CAR ID: CA4546426

2. Replaced passengerb

C asked about sending in DOCs to RCAS due to some complaints on DLRSHP personn

C currently has VEH.

city : Tampa

Created by ZMB179N at 2014-01-02 14:58:40

CRR-RB provided c with file number, name and extension number

gh County (Tampa, FL) and Wesley Chapel, FL (where dealership is) is in Pasco

Governmental Fees \$84.20

not return calls

ough on my way home the night before. The car was in [REDACTED]

RCAS-CF called C on [REDACTED] at 1:55pm EST and reached VMX. RCAS-CF left mes

request that information directly from NMAC for you.

r of dealership no where around. GM Perryman and Service Manager Joey are rude

Service Dept. Review

TL-SP in review of escalated case. TL assigning case to SRD/ES-Suzanne Farlow

w.

3. No problem found

ACTION TAKEN:

again for further inspection and repairs. He then released it to the body sh

ARBS received the following email from c:

city : Tampa

County, and is a 50 mile round trip from my house- to the dealership-and back

C purchased VEH at Wesley Chapel Nissan

Created by ZCF749N at 2013-11-27 12:18:10

CRR-RB transferring file to RCAS

Doc Fees \$899.99

el. RCAS provided C with RCAS fax information for C to send DOCS and C thanked

for escalation handling.

not return calls

RCAS-CF called C on [REDACTED] at 1:55pm EST and reached VMX. RCAS-CF left mes

request that information directly from NMAC for you.

r of dealership no where around. GM Perryman and Service Manager Joey are rude

Service Dept. Review

1. Replaced CVT

4. No problem found

city : Tampa

C purchased VEH at Wesley Chapel Nissan

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,332

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,333

REQUESTED BY: lattad

CAR ID: CA4546426

Created by ZCF749N at 2013-11-25 06:34:01

CRR-RB transferring file to RCAS

Finance Charges: \$1,090.50

"I have, however, already requested a copy of the sales documents from the dealer

"I will request the payment history, payoff figures and interest paid to date
not return calls

op, took the car back for repairs, then released it back to the body shop for
RCAS.

RCAS-CF spoke with SD-Joey and SD states that VEH is currently in body shop an
r of dealership no where around. GM Perryman and Service Manager Joey are rude
sage that RCAS is aware ABS actuator was repaired. RCAS informed that is waiti
Service Dept. Review

to my house. It is a 26 mile round trip from my place of business (also in Pa
14-Nov-13 at 8,101 miles. RO# 127906 - Days Down:1

5. No problem found

all at once from GM and will send you results. lb

and not accomodating at all. Have reported to consumer affairs, case # [REDACTED]

city : Tampa

CRR-RB transferring file to RCAS

c states dlr reps informed c that dlr owner rarely shows at the dlrship

d Insurance company is handling repairs. SD states has no other information.

lership, so feel free to disregard that request.

RCAS-CF sent email to SD-Joey to inform RCAS still needs ROs 112901,112867,113

RCAS informed will follow up with C on 11/29/13 and C requested to be contacte

repairs. Someone from Nissan told the shop that the repairs are done, and I c

sage that RCAS is aware ABS actuator was repaired. RCAS informed that is waiti

sco County) to the dealership and back. I request that your allowance informa

Service Dept. Review

Total Purchase Price \$23,790.12

VEH was purchased new.

175, and 124102.

6. No problem found

and not accomodating at all. Have reported to consumer affairs, case # [REDACTED]

an pick up the car when the body work is done. After that, no one worked on th

CONCERN:

Created by ZMB179N at 2013-12-10 14:46:40

CRR-RB transferring file to RCAS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,334

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,335

REQUESTED BY: lattad

CAR ID: CA4546426

c states dlr reps informed c that dlr owner rarely shows at the dlrship

Deductions

d on [REDACTED]. RCAS states understood. RCAS thanked C and call ended mutual
lership, so feel free to disregard that request.

ng ARBS results on case. RCAS will follow up again with C on 12/6/13 and if C
payment is posted.

Service Dept. Review

tion be recalculated to include these figures. What would be acceptable to me
twitter :

VEH only serviced at Wesley Chapel Nissan

1. At high speeds there is a vibration

7. No problem found

and not accomodating at all. Have reported to consumer affairs, case [REDACTED]
ARBS received call from c. ARBS advised c that after a review of c's case, N
crr notes c states c can be reach on c's work number:

c states dlr reps informed c that dlr owner rarely shows at the dlrship

e car for the full time it was at the body shop except for one body repairman

"I recently test drove my Sentra SV after the alleged last repair of, what I u

is that every visit be considered as all items that the car was brought in for

ng ARBS results on case. RCAS will follow up again with C on 12/6/13 and if C

"Once I have the information from your lienholder regarding the payoff or a co

RCAS attached remaining ROs received from SD to case.

Service Dept. Review

twitter :

Usage: \$1,194.34

VEH only serviced at Wesley Chapel Nissan

y.

22-May-13 at 3,028 miles. RO # 118012 - Days Down: 10

ACTION TAKEN:

and not accomodating at all. Have reported to consumer affairs, case # [REDACTED]
are not items you would normally take a brand new car in for. There were nume

Created by ZCF749N at 2013-11-25 07:18:06

crr notes c states c can be reach on c's work number:

c states c asked for a replacement veh due veh repair issues

doing one body repair-which was not a brake pedal related repair. By the way,

has concerns before 12/6/13 to call back and provided name, number, extension

NA would like to offer a voluntary repurchase or replacement of c's veh. C as

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,336

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,337

REQUESTED BY: lattad

CAR ID: CA4546426

nderstood to be, the installation of an ABS actuator or activator. The brakes
"Once I have the information from your lienholder regarding the payoff or a co
RCAS setting follow up for 11/29/13.

RCAS states will submit information to ARBS and RCAS will follow up with C on
Rebates: \$500.00

Service Dept. Review

twitter :

1. Replaced axle assy

6 today (11/18/13). Don't mind a new sentra sv but not from that lot. Don't wa

CONCERN:

Created by ZCF749N at 2013-11-25 13:32:08

crr notes c states c can be reach on c's work number:

c states c asked for a replacement veh due veh repair issues

has concerns before 12/6/13 to call back and provided name, number, extension
ked if ARBS could send that in writing to c. ARBS advised that yesterday ARBS

Loan Payoff \$14,713.90

py of the title from you, I should be able to provide you with repurchase figu

RCAS-CF spoke with SD-Joey and informed of missing ROs. SD informed to email w

RCAS states will submit information to ARBS and RCAS will follow up with C on

rous times I said something about the brakes thumping or the brake pedal going

Service Dept. Review

state : FL

still have a lot of cushion to them with hissing sound (air) when you press o

talk to the repair man about the door skins ordered for Florida being recalle

12/4/13 and C states understood. RCAS provided C with RCAS contact information

15-Nov-13 at 8,151 miles. RO# 127969 - Days Down: 4

1. Driverb

6 today (11/18/13). Don't mind a new sentra sv but not from that lot. Don't wa

and case#.

arranty administrator-Sylvia Reid. RCAS sent email to Sylvia asking for missin

crr notes c states c can be reach on c's work number:

c states c asked for a replacement veh due veh repair issues

d right after they were ordered-I believe it was #11 on your list of recalls f

n them. This is an ongoing issue, too. The brake pedal issue has not been res

py of the title from you, I should be able to provide you with repurchase figu

RCAS-CF received ROs and attached to case.

sent a preliminary offer to c via FedEx which should be at c's house this eve

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,338

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,339

REQUESTED BY: lattad

CAR ID: CA4546426

Service Dept. Review

state : FL

Total Deductions \$16,408.24

to the floor. A lot of those times were ignored. There were very early morn
12/4/13 and C states understood. RCAS provided C with RCAS contact information

2. Rear driverb

6 today (11/18/13). Don't mind a new sentra sv but not from that lot. Don't wa

extension 0

and case#.

CONCERN:

Created by ZCF749N at 2013-11-25 14:21:16

c states c asked for a replacement veh due veh repair issues

g ROs.

ings I had to travel to make sure I was at the dealership by 7:30, only to hav
ning. C thanked ARBS.

olved at all. I called my Nissan service adviser, Chris, and he passed my cal
or my type of car. And donb

Refund Amount \$7,381.88

res. Regarding the reasonable allowance charge allowed under the Florida Lem
Service Dept. Review

state : FL

1. Pedal going down while sitting at stop light

3. Passengerb

6 today (11/18/13). Don't mind a new sentra sv but not from that lot. Don't wa

8137510210 extension 0

and call ended mutually.

Created by ZSF176N at 2013-11-25 07:32:06

C requested a copy of the info that ARBS used to determine that NNA is willing

c states c received a call from dlr informing c that dlr rep was working on ge

e to wait until the rest of the business opened at 8:00, making me late for wo

I to the Service Manager, Joey Falcon. I asked how they wanted to handle this

RCAS-CF called C on [REDACTED] at 1:57pm EST. RCAS informed C that ABS actuato

RCAS-CF spoke with SD-Joey to get further update on case. SD states RO 128392

res. Regarding the reasonable allowance charge allowed under the Florida Lem

state : FL

That had to be back ordered, and no one in the area had any.

Total Repurchase \$22,095.78

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,340

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,341

REQUESTED BY: lattad

CAR ID: CA4546426

2. While braking and coasting veh pulls hard to the right

8137510210 extension 0

ACTION TAKEN:

and call ended mutually.

Created by ZMB179N at 2014-01-08 15:44:53

c states c received a call from dlr informing c that dlr rep was working on ge

"I would gladly give the car to [REDACTED] for another full inspection of the

nt to go through this another 9 months. Sent Owner [REDACTED] a cert letter and f

on Law, Florida allow full usage up to the time of surrender. If it is acce

RCAS-CF called C on [REDACTED] at 1:57pm EST. RCAS informed C that ABS actuator

rk, and even later because the loaner car wasn't

situation as I could not accept the car with this pedal issue. Joey told me I

SRD/ES-SF called the customer at requested phone [REDACTED] at 9:15am

to offer a voluntary repurchase or replacement. ARBS advised c that ARBS use

was open on 11/22/13 and is currently open and ordering an ABS actuator per Te

zip : [REDACTED]

1. Applied foam tape to backside of headliner and is flush now

8137510210 extension 0

ACTION TAKEN:

"Also know that there was only one time I waited for my car, and that was for

ARBS sent repurchase offer letter (attached) to c via email.

braking system and the braking pedal, and whatever makes the brake pedal do wh

chline. SD states that RO 127969 was last RO. SD states parts are not on backo

could drop the car off but he could not guarantee they would work on it becaus

c states c received a call from dlr informing c that dlr rep was working on ge

d c's repair history. C asked if ARBS could send c any reports or paperwork t

est and spoke to the customer.

nt to go through this another 9 months. Sent Owner [REDACTED] a cert letter and f

on Law, Florida allow full usage up to the time of surrender. If it is acce

RCAS setting follow up for 12/4/13.

r was installed in VEH while body shop was waiting for parts to arrive. RCAS i

zip : [REDACTED]

1. Replaced brake master cylinder

2. Reseated

an oil change on a Saturday."

ARBS setting follow-up to 15-Jan pending c contact.

at it is doing as long as I have a loaner car to drive. Mr. Falcon said I cou

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,342

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,343

REQUESTED BY: lattad

CAR ID: CA4546426

c states c is not available 11:30-12:30(lunch)

c states c received a call from dlr informing c that dlr rep was working on ge
e they canb

hat ARBS received from RCAS-Cynthia Forster that ARBS used when making ARBS de
nt to go through this another 9 months. Sent Owner [REDACTED] a cert letter and f
ptable to you, since I am not sure how far your house is from the dealership,
RCAS setting follow up for 12/4/13.

rder.

r was installed in VEH while body shop was waiting for parts to arrive. RCAS i
SRD/ES-SF advised that customer has requested supervisor callback and case has
zip : 33624

2. No problem found

3. Reseated

been reviewed.

cision. ARBS advised c that ARBS would not be able to send c any info beyond

Created by ZCF749N at 2013-11-19 13:46:58

c states c is not available 11:30-12:30(lunch)

ld leave the car but he would not guarantee it would be worked on because they
nformed no decision from ARBS has been received. RCAS informed delay due to ho
nt to go through this another 9 months. Sent Owner [REDACTED] a cert letter and f
ptable to you, since I am not sure how far your house is from the dealership,
SD states that did receive call from C stating to start repairs for damage and
"Thank you for your time and consideration, and I look forward to receiving yo
"They have given me a loaner car during this last repair, and are now telling
tting c a nissan juke or rogue

zip : 33624

12-Jul-13 at 4,640 miles. RO # 120784 - Days Down: 7

22-Nov-13 at 8,330 miles RO# 128392 - Days Down: Open

a copy of c's RO as the rest of the info is confidential company info. C unde
ax and called 3 times, and no response.

cannot repair it to my satisfaction, and, you and I were in talks with the bu

Created by ZCF749N at 2013-11-19 13:46:58

c states c is not available 11:30-12:30(lunch)

I can calculate the mileage for the reasonable allowance to the mileage on you
me they want it back. When I asked what I am supposed to drive, Joey said the
nformed no decision from ARBS has been received. RCAS informed delay due to ho
owner : true

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,344

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,345

REQUESTED BY: lattad

CAR ID: CA4546426

SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time. The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

CONCERN:

C states C is not available 11:30-12:30(lunch) during this time.

Further information."

I can calculate the mileage for the reasonable allowance to the mileage on your holiday weekend and C states understood. RCAS informed will follow up with C on owner : true

RCAS-CF sent email to CSM-David Mackay to inform of RCAS filing RHR. C states understood.

The customer is looking for a Nissan Juke or Rogue.

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

1. Driver's

1. While sitting at a stop, brake pedal depresses to floor

alternate number is [REDACTED] (mobile)

ARBS notes that Lienholder Payoff Paperwork does not include total interest paid. The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

Created by ZCF749N at 2013-11-25 14:44:10

C stated that C would review the info that ARBS sent to C when C gets home and C states neither Juke or Rogue would fit on C's lifestyle

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

RCAS-CF sent email to CSM-David Mackay to inform of RCAS filing RHR.

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

The customer is looking for a Nissan Juke or Rogue. The customer is interested in repurchase figures in the very near future. Please advise if you need any further information. SD states will fax new RO hard copies immediately and called 3 times, and no response.

12/6/13 and C agreed. RCAS thanked C and call ended mutually.

2. Creaking coming from rear brakes

2. While sitting at a stop light, RPMs dip down

alternate number is [REDACTED] (mobile)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,346

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,347

REQUESTED BY: lattad

CAR ID: CA4546426

ax and called 3 times, and no response.

ck, and it appears he wants to trap me into giving the car back which would be

Created by ZCF749N at 2013-11-19 13:57:46

c states neither juke or rogue would fit on c's lifestyle

C was advised that while the veh was at the dlr, the SA called the c to advise
id to date.

owner : true

RCAS-CF received ROs 128392 and 127969 and attached to case.

r vehicle at the fourth visit to the dealership for the concern with the trans

stating he is very disappointed in my last online opinion poll from December

would follow-up with ARBS once c had a chance to review. ARBS agreed and cal

12/6/13 and C agreed. RCAS thanked C and call ended mutually.

17, 2013 showing my dissatisfaction with service. He specifically mentioned th

3. While depressing brakes, veh pulls to the right

ACTION TAKEN:

alternate number is [REDACTED] (mobile)

ARBS sent an email to c advising that ARBS will need this info from c's lien h

Created by ZCF749N at 2013-11-19 13:57:46

Created by ZMA999N at 2013-11-18 16:55:27

c states neither juke or rogue would fit on c's lifestyle

leaving me stranded and forced to pay for a rental.

I ended mutually.

make : Nissan

mission, which was 8,101."

RCAS submitted ROs to TL-Sarah Pratt for review before RCAS-Jonathan Spurling

that a lady backed into the customer's veh (side of the car) causing damage.

1. Lubricated all window runs

alternate number is [REDACTED] (mobile)

ARBS setting follow-up to 13-Dec pending c contact.

Created by ZMA999N at 2013-11-18 16:55:27

Created by ZMB179N at 2013-12-05 15:35:10

c states neither juke or rogue would fit on c's lifestyle

C states that dlr and c has pics to attach to case and asked for email address

e fact that I didnb

"I believe I have met all the requirements of taking this car in for repairs.

make : Nissan

mission, which was 8,101."

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,348

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,349

REQUESTED BY: lattad

CAR ID: CA4546426

older as well. ARBS further advised c that ARBS verified the mileage from Goo processes RHR.

RCAS-CF called DLRSHF to speak with SD-Joey and was informed by SA-Alberto tha RCAS setting follow up for 12/6/13.

2. Replaced both wheel cylinders

ARBS notes the following:

b

c preffers a 2013 altima

Created by ZCF749N at 2013-11-19 13:57:46

Created by ZCF749N at 2013-11-26 09:03:10

Created by ZMA999N at 2013-11-18 16:51:54

Created by ZMB179N at 2014-01-13 15:15:58

crr-ma received a follow up email from c in case # [REDACTED]

gle Maps to be a 21.6 miles each way. ARBS advised c that ARBS would agreed t

I am at a real loss to understand why a service manager would want a customer

make : Nissan

RCAS-CF called DLRSHF to speak with SD-Joey and was informed by SA-Alberto tha

RCAS setting follow up for 12/6/13.

to sen these to.

18-Jul-13 at 4,699 miles. RO#121090 - Days Down: 2

ARBS received signed repurchase agreement from c and attached to case.

c preffers a 2013 altima

Created by ZCF749N at 2013-12-05 13:17:41

Created by ZMA999N at 2013-11-18 16:51:54

crr-ma received a follow up email from c in case # [REDACTED].

Florida Applicable Lemon Law

make : Nissan

o deduct 43.2 miles per visit to the dlr.

RCAS-CF called DLRSHF to speak with SD-Joey and was informed by SA-Alberto tha

RCAS-CF spoke with SD-Joey and informed needs invoice copy of RO 127906 and cl

SRD/ES-SF advised that RCAS will email the c and c can attach docs and email t

te itb

to drive a car with a brake pedal issue. It is obvious by my conversation wi

t SD in meetings and unavailable.

5 visits, 17 days down for CVT concerns

ARBS created Morley Case 207314.

ARBS setting follow-up to 17-Dec pending docs from dlr and c.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,350

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,351

REQUESTED BY: lattad

CAR ID: CA4546426

CONCERN:

c prefers a 2013 altima

Created by ZMA999N at 2013-11-18 16:51:54

crr-ma created task for RCAS-CF to check c's follow up email.

emmming from.

o case.

osed RO copy of 127969. SD states will get to RCAS ASAP. RCAS thanked SD.

RCAS-CF sent email to SR-ARBS-Marsha McDougal to get update on review.

source : NissanContactUs

th [REDACTED] that this car will not be repaired. Please re-read all the repa

t SD in meetings and unavailable.

1. Brake pedal feels soft after installation of wheel cylinders

4 visits, 13 days down for brake concerns

ARBS submitted check requests.

c prefers a 2013 altima

Created by ZCF749N at 2013-11-26 12:29:46

Created by ZMA999N at 2013-11-18 16:51:54

Created by ZMB179N at 2013-12-05 15:22:23

Created by ZMB179N at 2013-12-13 13:37:18

crr-ma created task for RCAS-CF to check c's follow up email.

irs I have been through, and reconsider this rental issue.

RCAS sent email to SD requesting all hard copy ROs for C's VEH.

"Since you are the negotiator, please negotiate that I keep this car until you

source : NissanContactUs

SRD/ES-SF advised that RCAS is submittring RHR for review but currently waitin

4 visits, 14 days down for A-pillar repairs

ACTION TAKEN:

and I have come to an agreement. If not, please negotiate that Nissan will p

ARBS in review of case from RHR submission. ARBS notes the following:

ARBS placed outbound call to Title Clerk-Bonnie at dlr. Title Clerk advised

ARBS setting follow-up to 15-Jan pending check approvals.

c complains c was informed it may cost more payment if c will be provided the

Created by ZCF749N at 2013-11-20 08:37:26

crr-ma documenting c's follow up email received in case # [REDACTED]

crr-ma exiting the case.

g on missing RO's.

"If you arenb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,352

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,353

REQUESTED BY: lattad

CAR ID: CA4546426

RCAS-CF received invoice copy of RO 127906 and attached to case.

RCAS sent email to SD requesting all hard copy ROs for C's VEH.

source : NissanContactUs

1. Re-bled braking system

1 visit, 7 days down for driver's side window

ay for a loaner car from Hertz or Enterprise or whoever they prefer until this

c complains c was informed it may cost more payment if c will be provided the

Created by ZMB179N at 2013-12-12 09:08:58

Created by ZMB179N at 2014-01-15 12:59:02

crr-ma documenting c's follow up email received in case # [REDACTED]

crr-ma exiting the case.

C states that c is also missing various RO's from the dlr and the dlr is not w

l until we get this buy back completed."

Previous CA Cases [REDACTED], [REDACTED] & [REDACTED]

RCAS-CF spoke with SD-Joey and SD states that C is coming into DLRSHIP today to

RCAS sent email to SD-Joey to get closed RO copy of 127969.

source : NissanContactUs

that file is in off-site storage. Title Clerk advised that Title Clerk has ma

14-Sep-13 at 6,609 miles. RO # 124102 - Days Down: 1

1 visit, 5 days down for rear break light

again go over options for purchasing another VEH. SD states will get ROs if n

ARBS received checks.

ARBS sent c the following reply:

buy back is completed and I have purchased a new car. Please advise if I can

c complains c was informed it may cost more payment if c will be provided the

Created by ZCF749N at 2013-11-19 13:43:10

Created by ZCF749N at 2013-11-26 12:50:15

Created by ZMB179N at 2013-12-12 09:08:58

crr-ma documenting c's follow up email received in case # [REDACTED].

de a request and follow-up on the request yesterday but still has not received

illing to provide these to the c.

TECH LINE: 12249923 & 12536747

vin : 3N1AB7AP5DL [REDACTED]

1 visit, 5 days down for engine

ARBS received the following email from c:

ARBS transmitted Morley Case 207314

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,354

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,355

REQUESTED BY: lattad

CAR ID: CA4546426

c complains c was informed it may cost more payment if c will be provided the CONCERN:

Created by ZCF749N at 2013-11-19 13:43:10

C states that the dlr also advised the c that the c needs to watch c's attitude and RCAS thanked SD.

"I can understand your frustration, I truly can. However, if you are not satisfied keep this car I now have or when I can pick up the paid rental."

RCAS-CF received closed RO 127969 and attached to case.

Repair History:

the file. Title Clerk advised that Title Clerk will work with Title Clerk's

vin : 3N1AB7AP5DL [REDACTED]

1.Wipers are streaking

2013 altima however c does not want monthly payment to increase

21-Feb-13 at 128 miles. RO # 113248 - Days Down: 1

ARBS received the following email from c:

ARBS sent Morley Packet (attached) via FedEx: 797637408166.

ARBS taking over case.

Created by ZCF749N at 2013-11-21 09:05:31

Created by ZMB179N at 2014-01-02 15:31:02

e with the dlr or the dlr would not longer want to work with the customer.

RCAS-CF called C on [REDACTED] at 3:31pm EST. C states that has had brake cylinders

RCAS submitted ROs to TL-Sarah Pratt for review before RCAS-Jonathan Spurling

satisfied with the repairs the dealership has made to your vehicle, you are welcome

supervisor to see what the issue is getting the file. ARBS thanked Title Clerk

vin : 3N1AB7AP5DL [REDACTED]

2013 altima however c does not want monthly payment to increase

ACTION TAKEN:

ARBS closing case.

ARBS placed outbound call to SM-Joey. ARBS was advised that SM is in a meeting

CONCERN:

Created by ZMB179N at 2013-12-06 14:44:58

C states that c felt insulted.

e to return your loaner to Wesley Chapel Nissan and present your vehicle to an

"I received your offer letter dated 12/9/13 to replace or buy back my vehicle.

processes RHR.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,356

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,357

REQUESTED BY: lattad

CAR ID: CA4546426

RCAS-CF attempted to contact DLRSH to speak with SD-Joey, GSM-Matt, and GM-Ma
RCAS-CF called C on [REDACTED] at 3:31pm EST. C states that has had brake cyli
rk and call ended mutually.

vin : 3N1AB7AP5DL [REDACTED]

1. Hood on veh needs to be adjusted

1. Replaced all wiper arms

2013 altima however c does not want monthly payment to increase

ARBS placed outbound call to c at [REDACTED] ARBS left vmx with ARBS contac

Created by ZJS111N at 2013-11-26 14:54:16

Created by ZMB179N at 2013-12-18 07:41:00

Created by ZRB177N at 2013-11-18 09:18:39

dealerstate : FL

g. ARBS requested to speak with SA-Chris. ARBS spoke with SA-Chris. SA advi

"I received your offer letter dated 12/9/13 to replace or buy back my vehicle.

nder and CVT replaced. C states had to put in a second brake cylinder. C state

other Nissan dealership for inspection. If you would prefer to have another v

rk and reached VMX.

SRD/ES-SF empathized and apologized.

2013 altima however c does not want monthly payment to increase

30-Sep-13 at 7,103 miles. RO # 124949 - Days Down: 5

ACTION TAKEN:

ARBS sent email to c inquiring if c had a copy of the sales agreement as the d

Created by ZRB177N at 2013-11-18 09:18:39

dealerstate : FL

ehicle inspect the vehicle, I can reach out to the dealership to ensure that t

"I would like to accept this offer to buy back my vehicle CONDITIONALLY. Spec

nder and CVT replaced. C states had to put in a second brake cylinder. C state

rcas-jonathon spurling assisting

RCAS sent email to SD and GM to inquire if C purchased another VEH and if not

sed that SM has been handling c's concerns and would be the best person to spe

SRD/ES-SF advised that RCAS would follow up with the c every 3 business days w

t info and requested a call back.

1. Adjusted hood

ak with. SA stated that SA would attempt to get SM for ARBS to speak with. AR

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,358

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,359

REQUESTED BY: lattad

CAR ID: CA4546426

ARBS placed outbound call to c at [REDACTED] ARBS unable to reach c as ARBS CONCERN:

Created by ZRB177N at 2013-11-18 09:18:39

c states c hung up on dlr last time since c was upset and informed c that dlr dealerstate : FL

hey have a rental made available to you while they inspect the vehicle.

ith case updates and would make dlr contact to discuss accident.

"I would like to accept this offer to buy back my vehicle CONDITIONALLY. Spec lr is having a hard time obtaining it from off-site storage. ARBS also reques rcas completed and submitted RHR

s picked up VEH today. C states has not had chance to test VEH a lot. C states then to get all hard copy ROs sent to RCAS.

1-Mar-13 at 479 miles. RO # 113699 - Days Down: 5

1. Water coming from veh on passengerb

BS thanked SM.

Created by ZCF749N at 2013-11-21 09:21:53

Created by ZCF749N at 2013-11-29 06:55:57

Created by ZRB177N at 2013-11-18 09:18:39

c states c hung up on dlr last time since c was upset and informed c that dlr

C understood and thanked SRD for the follow up.

dealerstate : FL

does not have c's ext.

"However, if you are the in the dealershipb

ifically, I want to see the repurchase breakdown figures to be sure they are m

s picked up VEH today. C states has not had chance to test VEH a lot. C states

ted info from GM Financial regarding the total amount of interest paid to date

.

2. When idling, veh stalls when backing up, making U turns, and when coming to ARBS setting follow-up to 9-Dec pending c contact.

ARBS spoke with SM. SM advised that c picked veh up from the body shop for th

CONCERN:

Created by ZCF749N at 2013-11-21 09:21:53

Created by ZCF749N at 2013-11-25 09:06:35

CRR-RB received call from [REDACTED], now referred as c.

c states c hung up on dlr last time since c was upset and informed c that dlr

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,360

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,361

REQUESTED BY: lattad

CAR ID: CA4546426

dealersname : Wesley Chapel Nissa

ifically, I want to see the repurchase breakdown figures to be sure they are m
RCAS-CF called SD-Joey to get update on ABS actuator repair and left VMX. RCAS
sting it back and have advised you that your vehicle is repaired, it is your r
that does not like VEH and does not want VEH. C states that could not get peo
1. R/R LED taillight is INOP

ade pursuant to the Florida Lemon Law, and that I am not being charged a milea
ARBS setting follow-up to 20-Dec pending docs from c.

Created by ZDR123N at 2013-12-09 08:14:20

CRR-RB received call from [REDACTED], now referred as c.

c states c hung up on dlr last time since c was upset and informed c that dlr
dealersname : Wesley Chapel Nissa

e repair for the damage from another c on the lot. SM stated that the c calle
esponsibility to either return the rental vehicle or your vehicle for their in
firstname : [REDACTED]

left message to get update on repair of ABS actuator and informed SD-Joey to
RCAS-CF received email from GM-Mark stating that C has not purchased another V
RCAS-CF spoke with SD-Joey and SD states that C's VEH was damaged but SD not a
slow stop

that does not like VEH and does not want VEH. C states that could not get peo

3. When backing up, front end thumps when turning wheel

ACTION TAKEN:

ade pursuant to the Florida Lemon Law, and that I am not being charged a milea

Created by ZMB179N at 2013-12-18 07:57:43

CRR-RB received call from [REDACTED], now referred as c.

dealersname : Wesley Chapel Nissa

DRTS-DR sent fax request to Bonnie in title clerks office requesting sales doc
d the dlr from the body shop and advised that there is still an issue with the
email RCAS.

firstname : [REDACTED]

is not helping c out

ple at DLRSHHP to talk to C. C states sent certified letter to DLRSHHP without r
RCAS-CF received email from GM-Mark stating that C has not purchased another V
spection. Once the vehicle is back at the dealership we can work with the dea
vailable to go over details at the moment and requested RCAS to call back late

1. Replaced rear combination lamp assy

4. When accelerating on expressway, there is a thump in tire well or under cap

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,362

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,363

REQUESTED BY: lattad

CAR ID: CA4546426

ARBS placed outbound call to Title Clerk-Bonnie. ARBS left vmx with ARBS cont
brakes. SM stated that SM asked c to bring the veh back in, but c has yet to

Created by ZCF749N at 2013-11-29 08:28:47

CRR-RB received call from [REDACTED], now referred as c.

dealername : Wesley Chapel Nissa

EH and that C wants another VEH with same payments and DLRSHP and C not able t

firstname [REDACTED]

ge offset for all of the times I drove my vehicle to the shop for repairs.

is not helping c out

liership regarding a rental for you. I cannot guarantee that a rental will be

ple at DLRSHP to talk to C. C states sent certified letter to DLRSHP without r

r and RCAS agreed.

s and title application.

16-Apr-13 at 2,038 miles. RO # 116102 - Days Down: 2

5. Wipers are not working properly

able to be provided to you for the entirety of the buyback process."

act number and requested a call back. ARBS left ARBS fax number and requeste

comments : Between Nissan factory where my car was built, and the Nissan deale

Created by ZCF749N at 2013-11-25 11:46:09

Created by ZMB179N at 2013-12-09 08:40:09

c states c is having repair issues on c's 2013 sentra

do so and is still in the dlr's loaner. ARBS thanked SM for the update.

EH and that C wants another VEH with same payments and DLRSHP and C not able t

esponse. C states tried to speak with GM and SLS MGR and was not assisted. C s

firstname [REDACTED]

ge offset for all of the times I drove my vehicle to the shop for repairs.

is not helping c out

RCAS-CF spoke with SD-Joey and SD states that VEH will be at DLRSHP all next w

6. Remote fails when walking to and from veh

ARBS placed outbound call to c at [REDACTED]. ARBS left vmx with ARBS contac

ARBS sent the following email to c:

ARBS setting follow-up to 7-Dec pending updated lienholder payoff figures from

comments : Between Nissan factory where my car was built, and the Nissan deale

CONCERN:

c states c is having repair issues on c's 2013 sentra

d docs ASAP.

eeek getting repaired then will return to DLRSHP to get ABS actuator repaired.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,364

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,365

REQUESTED BY: lattad

CAR ID: CA4546426

esponse. C states tried to speak with GM and SLS MGR and was not assisted. C s
is not helping c out

"I want a copy of the itemized breakdown of the repurchase in writing so that
lastname : [REDACTED]

o come to agreement.

RCAS-CF called SD-Joey and reached VMX. RCAS left message for SD to provide RC

1. Driverb

7. When coming to a stop the brakes make a thump, more noticeable when coming
AS with ROs and inform about C's current VEH status.

c.

c complains that now, dlr won't reurn c's calls

comments : Between Nissan factory where my car was built, and the Nissan deale

Created by ZMB179N at 2013-12-18 13:23:56

c states c is having repair issues on c's 2013 sentra

"I apologize for not responding sooner, I was out for the holiday on Tuesday a

"I want a copy of the itemized breakdown of the repurchase in writing so that

lastname : [REDACTED]

o come to agreement.

RCAS thanked SD.

tates started working with SD-Joey and informed that C did not want VEH any fu

t info and requested a call back.

ACTION TAKEN:

ARBS received payment history from c's lienholder and notes total interest pai

ARBS sent prelim offer letter (attached) to c via FedEx: 797343572944.

c complains that now, dlr won't reurn c's calls

comments : Between Nissan factory where my car was built, and the Nissan deale

Created by ZCF749N at 2013-11-25 11:53:58

Created by ZCF749N at 2013-11-29 08:39:11

Created by ZMB179N at 2014-01-07 10:52:53

c states c is having repair issues on c's 2013 sentra

I can agree to it officially."

lastname : [REDACTED]

nd Wednesday. Yes, I have gotten all the information I needed from the dealer

RCAS sent email to GM and SD-Joey to get RCAS all hard copy ROs.

tates started working with SD-Joey and informed that C did not want VEH any fu

to a slow or crawling stop

1. SOP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,366

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,367

REQUESTED BY: lattad

CAR ID: CA4546426

8. Seat belt on driverb

ARBS sent email to c requesting an update on lienholder info.

ARBS setting follow-up to 12-Dec pending c contact.

c complains that now, dlr won't return c's calls

c states c purchased veh feb with 22 miles

d to date of \$977.21.

I can agree to it officially."

lastname : [REDACTED]

RCAS-CF called C on [REDACTED] at 10:32am EST. C confirmed VEH is at body shop

RCAS-CF called DLRSHIP and spoke with warranty administrator-Sylvia Reid. Sylvi

RCAS sent email to GM and SD-Joey to get RCAS all hard copy ROs.

rship that I bought this lemon, I'm not sure who to address. My 2013 Sentra SV

rther.

ship regarding the odometer reading for the vehicle.

1-May-13 at 2,511 miles. RO # 116820 - Days Down: 1

ACTION TAKEN:

a informed did received RCAS request for ROs and will work with SD-Joey to get

ARBS sent the following reply:

ARBS setting follow-up to 9-Jan pending docs from c.

c complains that now, dlr won't return c's calls

Created by ZDM333N at 2013-11-22 08:33:23

Created by ZDR123N at 2013-12-19 11:36:12

Created by ZMB179N at 2013-12-30 09:35:28

c states c purchased veh feb with 22 miles

email : [REDACTED]

"In regards to the loaner vehicle, I have reached out to [REDACTED] regarding

. RCAS informed once VEH is repaired then VEH will come back to DLRSHIP to get

rship that I bought this lemon, I'm not sure who to address. My 2013 Sentra SV

rther.

1. No problem found

ABS actuator repaired.

ARBS received email from c stating that had another payment paid and asked if

ARBS sent the following reply:

CONCERN:

Created by ZMB179N at 2014-01-08 15:39:11

crr-dm received call from c stating that c wants to talk a sup.

CRR-RB advised c that file will be transferred to RCAS and C will be contacted

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,368

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,369

REQUESTED BY: lattad

CAR ID: CA4546426

c states c purchased veh feb with 22 miles

DRTS-DR left vmx with Bonnie requesting callback regarding sales docs.

email : [REDACTED]

missing ROs ASAP for RCAS. RCAS thanked Sylvia.

RCAS states will review case and can take 10 business days. RCAS states that c

rship that I bought this lemon, I'm not sure who to address. My 2013 Sentra SV

the current vehicle concerns with the brake pedal. As the dealership has not

1. L/F A pillar not staying clipped in

2. No problem found

ARBS received updated lienholder payoff figures from GM Financial. ARBS notes

ARBS will need new payoff figures. C also stated that veh was still at the dl

c does not want to provide info.

Created by ZCF749N at 2013-11-25 12:38:47

Created by ZMB179N at 2013-12-19 12:20:56

CRR-RB advised c that file will be transferred to RCAS and C will be contacted

c states c purchased veh feb with 22 miles

email : [REDACTED]

had the opportunity to inspect the vehicle since it has been at the body shop

RCAS informed that VEH will be in body shop all next week. C states understood

RCAS states will review case and can take 10 business days. RCAS states that c

rship that I bought this lemon, I'm not sure who to address. My 2013 Sentra SV

"Thank you for getting back to me and letting me know how you wish to proceed.

3. No problem found

ACTION TAKEN:

annot guarantee repurchase of VEH. RCAS informed that will submit review and w

ARBS placed outbound call to Title Clerk-Bonnie. ARBS waited on hold extensi

. C asked that is function of ABS actuator. RCAS informed is not mechanic and

crr-dm tried to get information but c refused.

CRR-RB advised c that file will be transferred to RCAS and C will be contacted

c states veh transmission and brake master cylinder is replaced

email : [REDACTED]

r.

RCAS-CF called C on [REDACTED] at 2:11pm EST. C states that VEH got damaged at

"Thank you for getting back to me and letting me know how you wish to proceed.

the following:

was purchased Feb 2013. Had 22 miles on it. Have had in the dealership servic

, you will need to have the vehicle brought back in for them to inspect it. U

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,370

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,371

REQUESTED BY: lattad

CAR ID: CA4546426

1. Replaced garnish assy

4. No problem found

Account Number: [REDACTED]

cannot guarantee repurchase of VEH. RCAS informed that will submit review and w
ARBS sent the following email to c:

crr-dm was able to pull up the using the phone number on the caller id on crr-
CRR-RB advised c that file will be transferred to RCAS and C will be contacted
c states veh transmission and brake master cylinder is replaced

DLRSH. C states that was called by DLRSH on 11/22 and was informed another
homephone : [REDACTED]

until the dealership is able to inspect the vehicle, I cannot make any promises

The letter I sent out to you details the documents and information that I ne
vely. ARBS ended up speaking with GSM who advised that GSM would look for the
was purchased Feb 2013. Had 22 miles on it. Have had in the dealership servic
would not be able to offer that information and C states understood.

16-May-13 at 3,026 miles. RO # 117617 - Days Down: 2

30 Day Payoff: 14,713.90 (Good Through 7-Feb-13)

5. No problem found

before the end of the next business day for possible assistance

c states veh transmission and brake master cylinder is replaced

customer backed into C's VEH. C states took photos of VEH and C states SD-Joey
dm's phone.

homephone : [REDACTED]

"If you have already made your payment, I will contact GM Financial and get ne
ill get response on 12/4/13. C states purchased VEH in February 2013 and has h
paperwork and asked for ARBS fax number to send the paperwork to ARBS. ARBS
RCAS informed will follow up with C on 12/4/13 and C agreed. RCAS thanked C an
regarding a rental since I do not have any information regarding what repairs

The letter I sent out to you details the documents and information that I ne
was purchased Feb 2013. Had 22 miles on it. Have had in the dealership servic

6. No problem found

before the end of the next business day for possible assistance

CONCERN:

cr-dm sent internal message to rcas assigned on c's case if the call can be tr

c states veh transmission and brake master cylinder is replaced

d call ended mutually.

ed from you, specifically, a copy of your vehicleb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,372

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,373

REQUESTED BY: lattad

CAR ID: CA4546426

homephone : [REDACTED]

will get response on 12/4/13. C states purchased VEH in February 2013 and has h
need to be completed.

Per Diem: 3.19

thanked GSM and call ended mutually.

took photos.

was purchased Feb 2013. Had 22 miles on it. Have had in the dealership servic

w payoff figures, however, they will not release the total interest paid-to-da

1. Install SOP driverb

7. Completed bulletin for engine thump

ad VEH in multiple times

ansferred to an rcas sup, no reply was given.

before the end of the next business day for possible assistance

Created by ZMB179N at 2013-12-19 13:00:35

c states veh is at the dealer right now

e department almost every month with severe things wrong. This last 2 straws w

ed from you, specifically, a copy of your vehicleb

homephone : [REDACTED]

"If you have any other questions, please let me know."

Interest Paid to Date: \$1,090.50

RCAS informed is waiting for 4 more ROs to submit RHR.

RCAS setting follow up for 12/4/13.

te to me, so if you can get the payment history from them for me I can update

2. Passengerb

8. Replaced tongue belt assembly

address1 : [REDACTED]

ad VEH in multiple times

ARBS received title application and sales agreement from dlr. ARBS attached

before the end of the next business day for possible assistance

Created by ZCF749N at 2013-12-04 06:59:31

Created by ZMB179N at 2013-12-13 13:15:05

crr-dm tried to call srd but was being transferred to vmx.

C states that VEH was sitting in parking lot at DLRSH. C states damage was on

c states veh is at the dealer right now

e department almost every month with severe things wrong. This last 2 straws w

itle if you own the vehicle out right.

Overnight Payment Address:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,374

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,375

REQUESTED BY: lattad

CAR ID: CA4546426

the interest paid amount for you. Once I have that, I can get you the final n
21-Oct-13 at 7,542 miles. RO # 126361 - Days Down: 8

3. Rubber roof gaskets lifting up in rear

address1 : [REDACTED]

ARBS received the following email with REG and Payoff Docs attached:

C requested to be called at work due to battery on cell phone dying.

CRR-RB offered further assistance. c declined

c said that an rcas sup can call c through [REDACTED]

c states veh is at the dealer right now

e department almost every month with severe things wrong. This last 2 straws w
front passenger door. C states went to DLRSHF that day but informed has not m
GM Financial

itle if you own the vehicle out right.

RCAS-CF spoke with SD-Joey and SD states that VEH still at body shop but was a
to case.

umbers."

4. Jerking while braking

"Additionally, if there is a lien on the vehicle, I will also need the payoff

address1 [REDACTED]

ade decision on repairs. C states that DLRSHF has insurance information from p

"Attached, please find the payoff information (good until 12/23/13) from GM Fi

Attn: Payment Processing

ble to get ABS actuator installed in VEH. SD states will send RO for ABS actua

CONCERN:

Created by ZMB179N at 2014-01-03 08:35:29

C requested to be called at work due to battery on cell phone dying.

crr-dm escalating case to an rcas sup.

CRR-RB offered further assistance. c declined

c states veh is at the dealer right now

e department almost every month with severe things wrong. This last 2 straws w

1. There is a jerking in the trans while coming to a stop

4001 Embarcadero STE 200

5. While braking, veh feels like it is going to stall

"Additionally, if there is a lien on the vehicle, I will also need the payoff

address1 [REDACTED]

ARBS placed outbound call to c's lienholder, GM Financial, ARBS was assisted b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,376

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,377

REQUESTED BY: lattad

CAR ID: CA4546426

ARBS received the following email from c:

C requested to be called on [REDACTED] at C's work.

crr-dm verified c's name and phone number.

CRR-RB offered further assistance. c declined

c states c was asking to speak to dlr owner [REDACTED] however dlr owner does
ere brake cylinder and TRANSMISSION replaced last week. I want a new car. Owne
erson that damaged C's VEH. C states will call DLRSHIP today to inform to order
nancial for my 2013 Nissan Sentra SV and the registration for the same. You s
tor repair.

6. Center console side plastic is warped and should be flush to carpet

ACTION TAKEN:

address2 :

Arlington, TX 76014

Created by ZCF749N at 2013-12-04 07:13:45

C requested to be called on [REDACTED] at C's work.

crr-dm offered further assistance, c declined.

CRR-RB offered further assistance. c declined

c states c was asking to speak to dlr owner [REDACTED] however dlr owner does
ere brake cylinder and TRANSMISSION replaced last week. I want a new car. Owne
information requested in that letter. However, if the vehicle is financed thr
"In November I, again, returned the car for service with the same brake pedal
parts for VEH. RCAS states understood.

tated you requested the sales documents, so I presume you have them by now, or
y CSR-Mercedes who advised that no payment has been made since 5-Dec-13. CSR

1. SOP

7. Radio intermittently not working properly

address2 :

ARBS notes the following repurchase calculations:

C does not trust VEH after multiple repairs including CVT.

crr-dm provided name, ext and case number.

CRR-RB provided c with file number, name and extension number

c states c was asking to speak to dlr owner [REDACTED] however dlr owner does

C wanted to know all RO#s that RCAS has as C states is missing some as well. R
ere brake cylinder and TRANSMISSION replaced last week. I want a new car. Owne
information requested in that letter. However, if the vehicle is financed thr
issue. I was always told there was nothing wrong. After repairs were made, I d
provided updated 10 day payoff amount of \$14,909.87 (Good Through 9-Jan-14) wi

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,378

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,379

REQUESTED BY: lattad

CAR ID: CA4546426

RCAS-CF received RO for ABS actuator and attached to case.

will by the end of the day. If not, let me know, and lb

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: S	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 01/15/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,380

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,381

CAR ID: CA4546426

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP5DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5001	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,382

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,383

REQUESTED BY: lattad

CAR ID: CA4546426

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5001

STATE: FL

DEALER NAME: WESLEY CHAPEL NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,384

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,385

REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA4570675
STREET: [REDACTED]	VIN: 3N1AB7AP0DL [REDACTED]	
CITY: MILFORD	YR/MDL: 2013.0 SEN	MILEAGE: 009001
ST/ZIP: CT [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 06036 NAPOLI NISSAN
DLR PH: 203 877 5141	DENY:	RESP DLR: 06036 NAPOLI NISSAN
	REGION: 26	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: 009001	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NAPOLI NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0
		MILES: 0

ORIG CODE: NP NP	OPEN DATE: 11/20/13	XFER/RSPNSBLTY: 26 11 N
CONTACT (S):	FOLLOWUP DATE: 11/27/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 11/27/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	103500 STEREO/CD/RADIO
AA AUDIO/VIDEO/NAVI	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,386

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,387

REQUESTED BY: lattad

CAR ID: CA4570675

C. A. R. COMMENTS

11:19 am est at [REDACTED]. It was a Stop and Shop. C was not there today.

Created by ZRR999N at 2013-11-20 14:45:41

Created by ZRR999N at 2013-11-20 14:54:30

Service Dept. Review

CRR-RM received a call from c

Rcas-bb setting follow up to 11/07.

Created by ZBB176N at 2013-11-29 06:25:39

c stated that c's veh will be in the dlrshp for about 4th time and c was advis

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

ed that c will not be given a loaner veh and c's veh will have for service.

c stated that c's veh issue put c in danger in the past.

Rcas-bb noting c left a vmx on 11/27/13.

CRR-RM updated customer's ff. information

Address: [REDACTED]

Phone No. mobile : [REDACTED] home : [REDACTED]

c stated that c just drop off the veh to the dlrshp with the issue that c has allot on the veh.

c stated that c's veh issue now is the front brake master cylinder has issue o n the veh.

c stated that c was assisted by service adviser- Shawn.

Escalating the case to RCAS for multiple issues on the c's veh.

CRR-RM advised c that CRR-RM will escalate the concern to RCAS and c will receive a call back from RCAS by the end of the next business day. c understood.

CRR-RM asked if there are any other concerns c said no

CRR-RM gave name case number and extension number

CRR-RM will leave the case open

Created by ZRR999N at 2013-11-20 15:05:08

crr-rm noting on the case that c was never given a loaner veh every time c's v eh is in the dlrshp for service.

c asked for rental assistance.

Created by ZBB176N at 2013-11-21 10:13:43

Rcas-bb contacted dlr at 12:06 pm est at [REDACTED]. SM-Victor was on vacation. SA-Lee stated the veh was repaired 10 minutes ago and SA-Lee will contact c in the hour. The veh is being washed. Rcas-bb will contact c this afternoon.

Created by ZBB176N at 2013-11-21 12:33:02

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,388

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,389

REQUESTED BY: lattad

CAR ID: CA4570675

Rcas-bb contacted c at 2:22 pm est at [REDACTED]. C is upset that the veh h as been at the dlr multiple times. C wants to know what NNA can do for compen sation. C bought a brand new veh and on the 2nd day the electronic dash went out and veh was down 5 days. C stated then c had a speaker issue and it has n ot been resolved. C has a clicking noise. C stated the rear axle was replace d and veh was down 4-5 days. Now 2 months later c has this master cylinder is sue. C stated the veh would not stop and c's life was put in danger. Rcas-bb will look into goodwill. Rcas-bb will contact c by Tue 11/26.

Created by ZBB176N at 2013-11-25 07:21:40

Rcas-bb contacted dlr at 9:14 a [REDACTED]. SM-Victor is on vacation. SA-Lee stated c was in 3x. The first time was for brake diagnosis and parts were ordered. The next visit was to replace the wheel cylinders. And the 3rd vis it was for the master cylinder.

Created by ZBB176N at 2013-11-25 07:30:07

Rcas-bb contacted Frank at Executive at 9:26 at [REDACTED]. Left a vmx fro SM-Frank to call concerning c.

Created by ZBB176N at 2013-11-26 08:05:08

Rcas-bb contacted SM-Frank at 10:02 am est at [REDACTED]. Left vmx for SM t o call.

Created by ZBB176N at 2013-11-26 08:22:07

Rcas-bb contacted dlr at 10:18 am est at [REDACTED]. SA-Lynn stated c was i n on 04/02*/13 and the dlr replaced the combo meter and dash. Veh was in 04/0 213 and invoice date is 04/05/13.

Created by ZBB176N at 2013-11-26 08:28:47

Rcas-bb emailed FOS-Rhonda calico for GW advise.

Created by ZBB176N at 2013-11-26 09:15:39

Rcas-bb received an email from FOS-RC stating No goodwill consideration until all warrantable repairs are complete.

Created by ZBB176N at 2013-11-26 09:22:59

Rcas-bb contacted c at 11:16 am est at [REDACTED]. Rcas-bb contacted c at 1 1:18 am est at [REDACTED]. Left vmxs for c to call. Rcas-bb contacted c at

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,390

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,391

REQUESTED BY: lattad

CAR ID: CA4570675

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: 09/25/13	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: 11/27/13	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,392

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,393

CAR ID: CA4570675

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCJ99669030	06036	Connecticut	9/25/2013	03/31/15	0040000	01/01/01	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,394

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,395

REQUESTED BY: lattad

CAR ID: CA4570675

CURRENT SERVICE CONTRACT

CONTRACT: RCCJ99669030

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: J

DEDUCTABLE: 100

EFFECTIVE: 9/25/2013

EXPIRES: 03/31/15 **MILES:** 0040000

CANCEL: 01/01/01 **MILES:** 0040000

TRANSFER: 01/01/01

TRANSACTION: 09/25/13

PRINTED: 09/28/13

DEALER NO: 06036 **STATE:** CT

DEALER NAME: NAPOLI NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,396

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,397

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4622489
STREET: [REDACTED]	VIN: 3N1AB7APXDL [REDACTED]	
CITY: EAST LOS ANGEL	YR/MDL: 2013.0 SEN	MILEAGE: 003100
ST/ZIP: CA [REDACTED] VCAN:	IN SVC DATE:	
DAY PH: [REDACTED] PAID:	RTL DLR: NI NI	
EVE PH: [REDACTED] SUSP:	SVC DLR: 3387 CERRITOS NISSAN	
DLR PH: 562 402 2277 DENY:	RESP DLR: 3387 CERRITOS NISSAN	
	REGION: 44	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: 11/26/13	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 003100	# 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: 11/27/13	XFER/RSPNSBLTY: 44 06 N
CONTACT (S):	FOLLOWUP DATE: 12/10/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 12/10/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

119000 BRAKE BOOSTER

AD BRAKES

YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,398

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,399

REQUESTED BY: lattad

CAR ID: CA4622489

C. A. R. COMMENTS

Created by ZFJ178N at 2013-11-27 13:49:59

Created by ZFJ178N at 2013-11-27 13:56:18

Created by ZRV177N at 2013-12-06 12:38:34

c stated did not feel safe in vehicle

RO not closed at time of RHR submit

s

c bought vehicle new from downtown la nissan

Created by ZWC176N at 2013-12-04 09:24:30

crr-jd received a call from c's daughter named [REDACTED]. c stated that c wants

CRR-RV received a call from c following-up on the case.

rcas will give decision upon call back

Created by ZWC176N at 2013-12-04 09:24:30

CRR-RV received a call from c following-up on the case.

rcas will give decision upon call back

to file a complaint because the brakes went bad and c said that this is a b-ne

vehicle has only been serviced at cerritos

Created by ZWC176N at 2013-12-05 15:27:18

CRR RV verified that there are no changes on contact information.

rcas called [REDACTED] at 820 am pacific time and informed and left vmx con

vehicle is at cerritos now

w veh. c mentioned that c brought the veh last Monday at CERRITOS NISSAN and c

Created by ZWC176N at 2013-12-05 15:27:18

CRR RV verified that there are no changes on contact information.

rcas called [REDACTED] at 820 am pacific time and informed and left vmx con

rcas set follow up for 12/6

thought it is okay, but it went bad again. now dlrshp advised c to call CA to

Created by ZWC176N at 2013-12-02 09:51:22

CRR-RV advised c that crr-rv will try to reach rcas first,

open a case. c is being assisted by SA-peter chavez. SA advised that there is

rcas received call from c daughter who is the owner and driver of vehicle an

taining file # phone # and ext rcas informed that ro had been submitted for

an internal leak and the booster needs to be fixed. c said it is a safety iss

CRR-RV advised c that crr-rv will try to reach rcas first,

rcas called dealership at 850 am Pacific time and spoke to sm peter chavez and

rcas received call from c daughter who is the owner and driver of vehicle an

taining file # phone # and ext rcas informed that ro had been submitted for

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,400

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,401

REQUESTED BY: lattad

CAR ID: CA4622489

crr-rv advised c that crr-rv will transfer c directly if rcas is reached, c und shall be known as c from this point

requested ros to be sent also emailed same request to sm peter gohill request for buy back and would follow up on 12/11

ue and c wants NNA to ensure that veh is safe to drive.

Created by ZJN999N at 2013-11-29 12:48:12

crr-jd advised c that the case will be escalated to rcas for further review an

crr-rv advised c that crr-rv will transfer c directly if rcas is reached, c und shall be known as c from this point

request for buy back and would follow up on 12/11

Created by ZAG177N at 2013-12-04 10:27:17

c's daughter - ivonne called, referred as c

d c will receive a call back on Friday before 5PM. c understood. c provided 32

derstood. but if vmx is reached c can leave a msg and crr rv will send rcas an

rcas continued with explanation of decision and made offer of one month payment

Created by ZAG177N at 2013-12-04 10:27:17

crr-ja verified no information changed

derstood. but if vmx is reached c can leave a msg and crr rv will send rcas an

rcas continued with explanation of decision and made offer of one month payment

Arbs-ag placed call to SM- Peter Gohill. SM stated that RO is still open and

crr-jd offered further assistance. c declined.

c stated c spoke to the dealer and dealer told c to file a claim and unable to

internal msg that c called, c agreed

t and ecw

Arbs-ag placed call to SM- Peter Gohill. SM stated that RO is still open and

crr-jd provided name, case number and extension number.

help c for the request

internal msg that c called, c agreed

t and ecw

crr-jd escalating the case to RCAS

CRR-RV offered further assistance, c declined.

c spoke with SA- Janet

c stated would have to speak to father and would call rcas back if accepted

is waiting on 1 part # 47210-37G0A. Brake Booster

Created by ZWC176N at 2013-11-29 12:07:00

crr-ja advised will send internal message to rcas -wc

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,402

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,403

REQUESTED BY: lattad

CAR ID: CA4622489

CRR-RV offered further assistance, c declined.

c stated would have to speak to father and would call rcas back if accepted
is waiting on 1 part # 47210-37G0A. Brake Booster

Arbs-ag requested ETA from PC-JP

call ended rcas submitted for correspondence request

c asked if possible to speak to rcas

crr-rv gave name & extension.

rcas called dealership at 1057 am pacific time and spoke to sm peter gohill wh

Arbs-ag requested ETA from PC-JP

call ended rcas submitted for correspondence request

crr-ja advised will transfer to the ext and if RCAS is unavailable , c may le

crr-rv gave name & extension.

o stated vehicle was at dealership and that there was a engineer task force fo
ave a message and for follow up crr-ja will send internal message. C understo

Created by ZAG177N at 2013-12-04 10:52:08

Created by ZKG178N at 2013-12-06 11:16:39

crr-rv exiting case.

r brake concern on sentra a versa who ahd come to dealership and informed deal

Created by ZAG177N at 2013-12-04 10:52:08

Created by ZKG178N at 2013-12-06 11:16:39

crr-rv exiting case.

ership to replace master cylinder and brake booster and when part arrived engi
od.

Arbs-ag notes correction to Part # 47210-3SG0A.

Created by ZWC176N at 2013-12-09 13:56:25

crr-ja asked for further assistance. c declined.

crr-kg received a call from c following-up on the case. crr-kgverified that th
neers would return and supervise repair

Arbs-ag notes correction to Part # 47210-3SG0A.

crr-ja provided to c, name , extension, case #.

crr-kg received a call from c following-up on the case. crr-kgverified that th

rcas spoke to c and informed of decision on case again and received fax for re

sm advised part should arrive next week rcas thanked sm for information

Created by ZAG177N at 2013-12-04 10:57:22

ere are no changes on contact information.

Exiting the file b

imbursement for one month payment and processed ecw

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,404

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,405

REQUESTED BY: lattad

CAR ID: CA4622489

sm also advised had put c in a loaner at no charge
ame of the repair facility:wells fargo dealers services
Created by ZAG177N at 2013-12-04 10:57:22
Created by ZWC176N at 2013-11-29 13:06:34
ere are no changes on contact information.
rcas called [REDACTED] and spoke to c who stated was a truck driver and was
Arbs-ag rec'd eta from PC-JP is on or about Dec 5,2013
crr-kg advised c that crr-kg will try to reach rcas first, crr-kg advised c th
not aware of concern daughter was driving vehicle and would contact daughter
rcas received call from d daughter who shall be known as c from this point sta
Total Reimbursable Amount:447.52
Arbs-ag rec'd eta from PC-JP is on or about Dec 5,2013
crr-kg advised c that crr-kg will try to reach rcas first, crr-kg advised c th
rcas called [REDACTED] and left vmx containing file # phone # and ext reques
rcas william criswell Submitting Check Request:
ted father did not want vehicle any more and wanted a buy back and down town
at crr-kg will transfer c directly if rcas is reached, c understood. crr-kg ca
Created by ZAG177N at 2013-12-05 14:36:20
las nissan was unwilling to assist
per arbs agent Adrienne Gehrke recomendations
ting call back
at crr-kg will transfer c directly if rcas is reached, c understood. crr-kg ca
Created by ZAG177N at 2013-12-05 14:36:20
rcas called [REDACTED] not a working number rcas set follow up for 12/2
rcas explained rhr process up to 10 business days and explained no promises ar
rcas verified address
Arbs-ag placed call to SM-Peter Gohill. SM states part was delivery and veh r
Created by ZWC176N at 2013-11-29 12:30:32
e made c understood
lled RCASeb
Arbs-ag placed call to SM-Peter Gohill. SM states part was delivery and veh r
lled RCASeb
rcas informed c was vehicle repaired to pick up
rcazs received call from c
c stated father did not want c to get vehicle back
c understood
eturned to C on 12/4/13.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,406

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,407

REQUESTED BY: lattad

CAR ID: CA4622489

transfer c and then crr-kg will just send internal msg for c for rcas to call c
c was upset that brakes went completely out
returned to C on 12/4/13.

transfer c and then crr-kg will just send internal msg for c for rcas to call c
rcas set follow up for 12/6
back. C understood.

Created by ZAG177N at 2013-12-05 14:39:12

rcas emailed sm peter gohill requesting all ro s
rcas informed tc that engineers are supervising repairs c understood and stat
back. C understood.

Created by ZAG177N at 2013-12-05 14:39:12

c stated did not feel safe in vehicle
ed would talk to father and also call dealership c bought vehicle from to c if
Arbs notes 1 repair for the Brake warning and VDC lights with 9 days out of se
c bought vehicle new from downtown la nissan
crr-kg offered further assistance, c declined. crr-kg gave name & extension. c
they would switch vehicle out for c

Arbs notes 1 repair for the Brake warning and VDC lights with 9 days out of se
crr-kg offered further assistance, c declined. crr-kg gave name & extension. c
rcas advised could not assist with switch out vehicle c understood
vehicle has only been serviced at cerritos
c stated would think of option upon call back or follow up with rcas
rr-kg exiting case.

rvice.

vehicle is at cerritos now

Created by ZJN999N at 2013-11-29 12:48:12

rcas set follow up for 12/6

rr-kg exiting case.

rvice.

** Based upon the RHR provided and a good faith review of Cb

Created by ZWC176N at 2013-12-02 09:51:22

Created by ZWC176N at 2013-12-06 11:23:29

c's daughter - ivonne called, referred as c

** Based upon the RHR provided and a good faith review of Cb

Created by ZWC176N at 2013-12-06 11:23:29

crr-ja verified no information changed

rcas called dealership at 850 am Pacific time and spoke to sm peter chavez and

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,408

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,409

REQUESTED BY: lattad

CAR ID: CA4622489

c stated c spoke to the dealer and dealer told c to file a claim and unable to
rcas received call from c daughter who shall be know as c who stated would ac
requested ros to be sent also emailed same request to sm peter gohill
s not in a position to offer a repurchase of this vehicle, as the vehicle has
Created by ZWC176N at 2013-12-03 10:05:01

help c for the request

rcas received call from c daughter who shall be know as c who stated would ac
s not in a position to offer a repurchase of this vehicle, as the vehicle has
cept the one month payment and ecw rcas gave fax number and verified address
c spoke with SA- Janet

not been subject to an unreasonable number of repair attempts for any warranta
rcas called dealership and spoke to sm peter gohill who stated vehicle was sti
cept the one month payment and ecw rcas gave fax number and verified address
crr-ja advised will send internal message to rcas -wc

ll at shop waiting for parts one had arrived and still waiting form master cyl
not been subject to an unreasonable number of repair attempts for any warranta
ble concerns. NNA will continue to honor the terms and conditions of all appl
c asked if possible to speak to rcas

inder

rcas explained processing time and delivery time
ble concerns. NNA will continue to honor the terms and conditions of all appl
crr-ja advised will transfer to the ext and if RCAS is unavailable , c may le
rcas explained processing time and delivery time

rcas received ro attached to case and notified csm at 900 am pacific time
ave a message and for follow up crr-ja will send internal message. C understo
Created by ZJS111N at 2013-12-03 17:53:02

c understood rcas set follow up for 12/11
icable warranties.**

c understood rcas set follow up for 12/11
icable warranties.**

od.

rcas-jonathon spurling assisting

Arbs-ag recommends a reimbursement of one months loan payment and an ECW for t
crr-ja asked for further assistance. c declined.

rcas completed and submitted RHR

rcas submitted ecw

Arbs-ag recommends a reimbursement of one months loan payment and an ECW for t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,410

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,411

REQUESTED BY: lattad

CAR ID: CA4622489

Created by 12345678 at 2013-12-04 07:28:07

crr-ja provided to c, name , extension, case #.
rcas submitted ecw

Created by ZWC176N at 2013-12-06 11:42:48

***DRTS received the RHR. The RHR was assigned to ARBS-Adrienne Gehrke for rev

Exiting the file b

he steering, suspension and brakes.

Created by ZWC176N at 2013-11-29 13:06:34

Created by ZWC176N at 2013-12-06 11:42:48

he steering, suspension and brakes.

iew.

Created by ZAG177N at 2013-12-04 08:37:24

Created by ZWC176N at 2013-12-05 15:12:13

rcas received call from d daughter who shall be known as c from this point sta

rcazs recieved fax and call from c

Created by ZAG177N at 2013-12-04 08:37:24

Created by ZWC176N at 2013-12-05 15:12:13

rcazs recieved fax and call from c

ted father did not want vehicle any more and wanted a buy back and down town

Arbs-ag rev'd RHR and CPIA

las nissan was unwilling to assist

rcas called [REDACTED] at 210 pm pacific time and spoke to c rcas informed c

rcas reviewed fax and informed c need something with vin and amount do not amo

Arbs-ag rev'd RHR and CPIA

rcas called [REDACTED] at 210 pm pacific time and spoke to c rcas informed c

rcas explained rhr process up to 10 business days and explained no promises ar

rcas reviewed fax and informed c need something with vin and amount do not amo

11/26/13....Mileage: 3,179RO: 678278

e made c understood

that not in position to repurchase vehicle

unt paid

11/26/13....Mileage: 3,179RO: 678278

rcas informed c was vehicle repaired to pick up

that not in position to repurchase vehicle

unt paid

1. Brake warning and VDC lights are on

c stated was in a bad reception area and would call back could hardly hear rca

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,412

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,413

REQUESTED BY: lattad

CAR ID: CA4622489

c undderstood and will resend

c understood

1. Brake warning and VDC lights are on

c stated was in a bad reception area and would call back could hardly hear rca

c undderstood and will resend

rcas set follow up for 12/6

Created by ZRV177N at 2013-12-06 12:38:34

rcas emailed sm peter gohill requesting all ro s

RO not closed at time of RHR submit

s

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#: 47210-3SG0A

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,414

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,415

CAR ID: CA4622489

CLOSE: Y

CLOSE DATE: 12/10/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,416

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,417

CAR ID: CA4622489

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3387	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,418

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,419

REQUESTED BY: lattad

CAR ID: CA4622489

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3387

STATE: CA

DEALER NAME: CERRITOS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,420

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,421

REQUESTED BY: lattad

NAME: [REDACTED]	SC: ONE CONTRACT	CAR ID: CA4675921
STREET: [REDACTED]	VIN: 3N1AB7AP0DL [REDACTED]	
CITY: ORLANDO	YR/MDL: 2013.0 SEN	MILEAGE: 009295
ST/ZIP: FL [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 19029 REED NISSAN
DLR PH: 407 297 7333	DENY:	RESP DLR: 19029 REED NISSAN
	REGION: 34	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)
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: 009295	# 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: 12/06/13	XFER/RSPNSBLTY: 34 06 N
CONTACT (S):	FOLLOWUP DATE: 01/29/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/29/14	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	222500 SERVICE PERSONNEL (NISSAN)
OC NISSAN DEALER ISSUES	251500 FRONT STRUT(S)
BF NSN DEALER SERVICE DEPT.	YX POOR OR IMPROPER OPERATION
BN SUSPENSION	YZ POOR TREATMENT

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,422

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,423

REQUESTED BY: lattad

CAR ID: CA4675921

C. A. R. COMMENTS

2. Perform MPI

Created by ZJP177N at 2014-01-17 09:07:36

Created by ZUO176N at 2013-12-06 12:13:17

CRR-RM offered further assistance c declined

denied repurchase. C decided to file the lemon law.

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as foll
rmation and case number.

SA stated:

Service Dept. Review

sup

3. Idle seems a bit low and rough

Arbs left vmx for c

**c is complaining of brake noise

Created by ZJP177N at 2014-01-03 08:22:21

CRR-RM advised c that the case no. will be the same

ows: 3 or more repair attempts have been made to repair the same substantial d
rmation and case number.

Service Dept. Review

sup

Actions:

Arbs received DTS form acknowledgement.

Created by ZJG180N at 2013-12-12 06:21:30

crr-js apologized to c

CRR-RM provided name and extension no.

**dlr has replaced the strut bearing--which cleared up most noise

effect or condition. Front and rear brake problems. C last date for service for

MOVING CASE TO HAVE RHR PROCESS COMPLETED *****

Service Dept. Review

1. SOP

brake repair was 12/06/13 on 12/11/13 C rear ended another motorist, which re

Created by ZJG180N at 2013-12-12 06:21:30

Created by ZJP177N at 2014-01-03 13:39:35

crr-js apologized to c

CRR-RM left the case open

MOVING CASE TO HAVE RHR PROCESS COMPLETED *****

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,424

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,425

REQUESTED BY: lattad

CAR ID: CA4675921

**the dlr has ordered rear wheel cylinders--the parts are a special order--ord

2. Complete

Arbs contacted TO/DTS who advised DTS will be able to provide a inspection dat

Created by ZLM180N at 2013-12-16 10:33:09

CRR-JG received a call from c wishing to update c's case

crr-js called SRD-Kd but was routed to vmx

er date in 12/06/13--eta approx 1 week--part # 44100-3SG0A

Service Dept. Review

sulted in C inuring C's neck. C is requesting that NNA make a final attempt to

3. Performed IAVL

Contacted C at Home number and left a VMX stating that 30 mins of time is need

correct the continuing substantial defect(s) or condition(s).

CRR-JG received a call from c wishing to update c's case

crr-js called SRD-Kd but was routed to vmx

e on Monday.

SA stated once the veh is repaired --the dlr would be happy to offer couple LO

Service Dept. Review

12/06/13 9,285 1

Created by ZBP179N at 2013-12-26 07:13:15

Created by ZDL777N at 2013-12-18 11:35:17

Created by ZJP177N at 2014-01-06 10:57:51

CRR-JG verified c's name, address, phone number, & vin.

crr-js advised c that crr will escalate case and c will be contacted by rcas s

ed to discuss C's situation and to discover what Nissan can possibly do to ass

Fs for the inconvenience

Service Dept. Review

Arbs received proposed inspection date of 1/27/2014 @ 11:00 am.

Concerns:

CRR-JG verified c's name, address, phone number, & vin.

crr-js advised c that crr will escalate case and c will be contacted by rcas s

**dlr has attempted to accomodate the c in every way possible

DRTS called Dlr # 19029 and requested RO # 6103590 and any new RO's. SA-Andre

ist with C's situation. ARBS MI left follow up information and case number fo

RCAS received case. RCAS submitted ROs to SRD Jonathan Spurling

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,426

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,427

REQUESTED BY: lattad

CAR ID: CA4675921

1. Popping noise going forwards or backwards

Created by ZES177N at 2013-12-09 14:33:46

Created by ZJP177N at 2014-01-06 10:59:31

C states that because of the faulty brakes on the veh, c got into an accident

RCAS emailed CSM David Mackay.

r reference.

up within 4-8 business hours

w agreed to fax RO's. Provided name and fax #.

2. Perform LOF

Arbs left vmx for c on [REDACTED].

Created by ZBP179N at 2013-12-26 07:19:39

Created by ZJS111N at 2013-12-18 11:55:34

C states that because of the faulty brakes on the veh, c got into an accident

PROBE INCOMPLETE, 1ST CALL *****

Rcas-ES assisting Rcas-DL

up within 4-8 business hours

3. Perform MPI

Created by ZJP177N at 2014-01-07 12:50:21

Created by ZRB177N at 2013-12-16 15:03:42

c understood and agreed

DRTS rec'd RO's from Dir # 19029 and attached to case.

rcas-jonathon spurling assisting

Rcas phoned the c at [REDACTED]

yesterday, 12/11/2013. C states that the brakes are going down to the floor l

4. Rear brakes squeal

Arbs contacted TO/DTS who provide an updated inspection date of 1/29/2014 11

Created by ZBP179N at 2013-12-26 12:27:26

crr received a call from c

c understood and agreed

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Rcas provided the c with rcas contact information

yesterday, 12/11/2013. C states that the brakes are going down to the floor l

:00 am.

Actions:

c asked if the docs for the lemon law c sent was received

c states that c was supposed to receive a follow up on the case

DRTS completed RHR and attached to case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,428

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,429

REQUESTED BY: lattad

CAR ID: CA4675921

ower than they should and that c was unable to stop and hit a lady in the back
Rcas confirmed the c's concern and what c is requesting of NNA
rce to proceed with processing of RHR

1. Replaced both front strut bearings with tube springs

c asked if the docs for the lemon law c sent was received

c complains that rcas-Demi was not able to follow up with c

Created by ZUO176N at 2013-12-06 12:21:02

C stated c is frustrated as c has had problems with noises and the brakes with
ower than they should and that c was unable to stop and hit a lady in the back
rcas completed and submitted RHR

2. Complete

Created by ZGY176N at 2013-12-18 11:57:29

Created by ZUO176N at 2013-12-06 12:21:02

crr-js advised c that crr will indicate c's inquiry in the case

crr-rb apologized to c for inconvenience and ask c's c all back number

. C states that there were no one injured.

in the first month--clicking noise

3. Complete

crr-gy received a follow up call from c. c stated that c already spoke with th

crr-hd received a call from c

crr-js advised c that crr will indicate c's inquiry in the case

C stated c is upset with the service dept and the follow up--dlr does not seem

c states c can be reached at [REDACTED]

. C states that there were no one injured.

4. SOP

crr-hd received a call from c

crr informed c that crr will send an internal message to ARBS-ML to get arbs n

CRR-JG advsd c that CRR will ad this information and inform RCAS-DL about thi

c understood

e dlr.

to be addressing the veh concerns

checked host

C purchased a new veh and c has concerns c will continue to have problems---an

crr-gy was able to pull up c's account and provided case number to c.

CRR-JG advsd c that CRR will ad this information and inform RCAS-DL about thi

c understood

c wanted to make a complaint against the dlr because of poor service and assis

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,430

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,431

REQUESTED BY: lattad

CAR ID: CA4675921

otified about c's call

Created by ZZT176N at 2013-12-19 09:51:48

crr-gy verified if any of c's contact information changed, c said none.

crr-js offered further assistance, c said no.

c understood

c wanted to make a complaint against the dlr because of poor service and assis

d after warranty expires c will be responsible for the repairs

s through IM. C understood.

ARBS TZ notes the following:

crr-js offered further assistance, c said no.

CRR-RB offered further assistance. c declined

C stated c no longer wants the veh--asnd wants nna assistance

c stated that c spoke with SM-Carlos from REED NISSAN, as per c, c was informe

s through IM. C understood.

tance from the dlr

Brakes squeaking/pads and rotors/adj rear drums/rear wheel cylinder (ordered)

CRR-JG offered further assistance; c declined.

crr-js provided name,case,extension number to c.

CRR-RB provided c with crr name and extension number

d that there is nothing that the dlr can do for the veh.

Rcas acknowledged and apologized for the concerns

tance from the dlr

crr-gy offered to transfer c to RCAS extension number and if routed to vmx, c

crr-hd verified c's name, vin, address, mileage, phone number,

CRR-JG offered further assistance; c declined.

crr-js provided name,case,extension number to c.

CRR-RB leaving the case

Popping noise/1 repair

Rcas confirmed c is requesting repurchase

can leave message and the best number to reach c. crr-gy added that crr-gy wi

Created by ZLM180N at 2013-12-17 08:29:11

crr-hd verified c's name, vin, address, mileage, phone number,

CRR-JG confirmed that no contact info has changed.

crr-js exiting case.

one ca case 11579960

Rcas advised the c that a repurchase request takes approx 10 business days for

a determination--and in the mean time address the continued concerns with the

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,432

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,433

REQUESTED BY: lattad

CAR ID: CA4675921

Contacted C at Home number and left a VMX stating that 30 mins of time is need
CRR-JG confirmed that no contact info has changed.

crr-js exiting case.

email address & responsible dlr.

ll also be notifying RCAS that c called in, c agreed.

no tech case

cannot get RCAS; C declined.

Created by ZSF176N at 2013-12-20 07:02:43

crr-gy offered further assistance, c declined.

dlr--it is nna goal to work to get the veh repaired

ed to discuss C's situation and to discover what Nissan can possibly do to ass

email address & responsible dlr.

no dts involved

ARBS TZ based on a good faith review, NNA is not in a position to offer a repu

cannot get RCAS; C declined.

crr-gy gave name, extension and case number.

crr-hd checked for open recalls/campaigns/upgrades found: 0

C understood

ist with C's situation. ARBS MI left follow up information and case number for

SRD discussed case with RCAS and RCAS to make customer contact, based on RCAS

crr-gy transferred the call to RCAS vmx.

crr-hd checked for open recalls/campaigns/upgrades found: 0

CRR-JG gave name and extension number.

just receiving case file back after IIR probe was completed and RHR requested.

Rcas advised the c that not all repurchase requests are awarded and the cases

rchase of this vehicle, as the vehicle has not been subject to an unreasonable

reference.

are reviewed on a case by case basis

Created by ZDL777N at 2013-12-20 07:31:43

crr-gy sent task to RCAS.

crr-hd found related case: 11579960

CRR-JG exiting case.

number of repair attempts for any warrantable concerns that would substantial

PROBE INCOMPLETE, 2ND CALL *****

Created by ZRO178N at 2013-12-17 11:46:21

crr-gy exiting case.

crr-hd found related case: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,434

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,435

REQUESTED BY: lattad

CAR ID: CA4675921

CRR-JG exiting case.

C understood

ly impair the use, safety, or value of the vehicle. NNA will continue to honor

RCAS called c at [REDACTED] at 930am est and left vmx with contact information

Created by 12345678 at 2013-12-18 12:45:00

Created by ZDL777N at 2013-12-12 07:52:38

crr-ro rcvd a call from c stating that c rcvd a vmx and c is making a return c

c stated that c already took the veh to the selling dlr for almost 10 times an

Rcas set follow up for NLT 12/12/13 and c agreed

the terms and conditions of all applicable warranties.

all.

Created by ZDL777N at 2013-12-12 07:52:38

Created by ZJP177N at 2013-12-27 12:44:24

Created by ZJS181N at 2013-12-19 13:06:24

Created by ZPR176NB at 2013-12-20 07:36:17

c stated that c already took the veh to the selling dlr for almost 10 times an

***DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for re

Arbs received MVDN. Arbs submitted DTS request.

Created by ZJS181N at 2013-12-19 13:06:24

crr-pr received a call from c following-up on the case. crr-pr verified that t

crr-ro send an internal message to MC.

d c stated that dlr is very rude to c

RCAS called c at [REDACTED] at 931am est and spoke to c. C confirmed that c wa
view.

Created by ZDL777N at 2013-12-19 06:24:00

Created by ZJP177N at 2014-01-28 11:48:01

crr-js received a call from c

crr-ro advised c that MC will contact c again on 12/18/13.

d c stated that dlr is very rude to c

here are no changes on contact information. and c stated that c is calling bac

RCAS called c at [REDACTED] at 931am est and spoke to c. C confirmed that c wa

Arbs left vmx

crr-js received a call from c

c said that c did bnot rcvd any message in the vmx, crr-ro told c that MC left

c stated that c was told by the dlr that c need to replace the struts on the f

k because c missed the call of rcas

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,436

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,437

REQUESTED BY: lattad

CAR ID: CA4675921

RCAS received vmx from c 12/18 requesting call back at [REDACTED] s in an accident yesterday because c's brake pedal was to the floor and c was a message.

Created by ZJP177N at 2014-01-28 13:10:06

Created by ZZT176N at 2013-12-19 09:23:06

crr-pr advised c that crr- will try to reach rcas first, crr- advised c that c c said that c is trying to reach RCAS for a week and left alot of vmx and yet c stated that c was told by the dlr that c need to replace the struts on the f s in an accident yesterday because c's brake pedal was to the floor and c was Arbs received vmx from SM/John advising c's vehicle was picked up on 1/9/2014

ARBS TZ notes reviewed the following vehicle history:

c said that c is trying to reach RCAS for a week and left alot of vmx and yet c wants to speak with a supervisor, crr-ro told c that MC is in the highest de ront end of the veh and c was told that c need to wait for the part to arrive rr- will transfer c directly if rcas is reached, c understood. crr- called RCA unable to stop the veh. C just wants out of the veh and is afraid to drive the

05/30/13 2,617 1

c said that RCAS is not returning call

pt.

rnt end of the veh and c was told that c need to wait for the part to arrive

Sb

unable to stop the veh. C just wants out of the veh and is afraid to drive the

1. Brakes are squeaking

Arbs notes CPIA shows

at the dlr and c never got a call from dlr

c is insisting to speak with a supervisor.

c said that RCAS is not returning call

then crr- will just send internal msg for c for rcas to call c back. C unders

veh because c could kill someone or self. RCAS understood and apologized for

1/8/2014 10,227 miles Days Down 1

1. Replaced front pads and resurfaced rotors

at the dlr and c never got a call from dlr

crr-ro rcvd an email from MC and was advised to tell c to call him back on the

c said that c is now frustrated and upset because c said that no one contacted tood.

veh because c could kill someone or self. RCAS understood and apologized for

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,438

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,439

REQUESTED BY: lattad

CAR ID: CA4675921

05/31/13 2,658 1

crr-proffered further assistance, c declined. crr-pr gave name & extension. cr c said that c is now frustrated and upset because c said that no one contacted c went back to the dlr this morning and c was told by SM-Carlos that c need to Dlr replaced both wheel cylinders to resolve issue of noise in rear when braki number he provided and that he will be contacting c tomorrow.

the inconvenience. RCAS let c know that RCAS is filling out a IIR for c's acci

1. Brakes are still squeaking

c hung up.

c went back to the dlr this morning and c was told by SM-Carlos that c need to

c yet about the case

ng.

r-pr exiting case.

the inconvenience. RCAS let c know that RCAS is filling out a IIR for c's acci

12/6/2013 9285 miles Days Down 1

1. Adjusted rear drums

Created by ZDL777N at 2013-12-20 08:00:24

crr-ro made an outbound call to c, using the number [REDACTED]

c yet about the case

dent and will be attached to c's case. C understood. RCAS let c know that some

wait again for another 5-10 days for the part to arrived at the dlr

07/08/13 3,871 1

c said that c wanted to speak to RCAS-Sup

dent and will be attached to c's case. C understood. RCAS let c know that some

Dlr replaced both strut assy's.

RCAS received vmx from c at 937am and asked for a call back.

wait again for another 5-10 days for the part to arrived at the dlr

was able to speak with c and inform that MC is asking for a good number and MC

1. Water is sitting on rocker panel on driverb

c is asking if NNA can assist c on the concern

Created by ZJP177N at 2014-01-28 13:16:56

c said that c wanted to speak to RCAS-Sup

left his number to c.

one will be contacting c within the next 2 business days. C understood. RCAS I

RCAS received incoming call from c. RCAS discussed case and apologized to c fo

1. Operating as designed

Arbs did not hear back from c.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,440

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,441

REQUESTED BY: lattad

CAR ID: CA4675921

c is asking if NNA can assist c on the concern

c said that c doesnt want to talk to RCAS anymore

C wants to speak with the REgional Director, crr-ro informed c that MC is one
one will be contacting c within the next 2 business days. C understood. RCAS I
r the miscommunication with c's case being transferred to ARBS ML and the vmxs
07/08/13 3,872 1

Created by ZJP177N at 2014-01-28 13:40:05

crr-hd apologized to c

c said that c doesnt want to talk to RCAS anymore

et c know that RCAS is still working on RHR. RCAS provides contact number. C
of the highest person that c can speak with.

were recorded to ARBS ML. C apologized for the miscommunication. RCAS informe

1. Water is sitting on all door sills over rocker panels

Arbs emailed DTS to cancel.

crr-hd apologized to c

crr-js apologized for the inconvenience.

crr-ro rcvd an email from MC to inform c that MC cannot call c right now but M
d c that NNA reviewed c's service history, RCAS informed c that NNA cannot rep
et c know that RCAS is still working on RHR. RCAS provides contact number. C
1. Operating as designed

all ended mutually.

C can call c before the end of business day, c hung up

Created by ZJP177N at 2014-01-29 08:08:14

crr-hd advised c that crr-hd will escalate the concern to rcas and c will rec

crr-js apologized for the inconvenience.

urchase/replace c's veh. C understood and informed RCAS that c filed the lemon

09/21/13 5,726 1

all ended mutually.

Arbs closing file pending c contact.

Created by ZLM180N at 2013-12-17 13:36:33

crr-hd advised c that crr-hd will escalate the concern to rcas and c will rec

crr-js verified c's information

law and c sent out the paperwork to TN certified. C went over c's service his

Concern:

Created by ZDL777N at 2013-12-12 11:23:38

Created by ZLM180N at 2013-12-12 22:20:17

Created by ZLM180N at 2013-12-17 13:36:33

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,442

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,443

REQUESTED BY: lattad

CAR ID: CA4675921

crr-js verified c's information

eive a call back from rcas by the end of the next business day. c understood.

tory. C said that there shouldn't be any reason why a brand new veh should hav

1. Perform LOF

Contacted C and started to complete probe. C stated that C is not interested

Created by ZDL777N at 2013-12-12 11:23:38

crr-js advised of the ff up date.

eive a call back from rcas by the end of the next business day. c understood.

e so many issues with brakes, rotors and struts. C said that according to lemo

Received Case, Under Review, Verify Probe

2. Popping noise coming from underneath veh while braking

Contacted C and started to complete probe. C stated that C is not interested

Created by ZRR999N at 2013-12-13 06:47:16

crr-hd gave the case number, extension number and crr's name.

crr-js advised of the ff up date.

n law, c will have to have dlr attempt to repair c's veh 4 times. C said that

RCAS received fax from dlrshp of c's ROs. RCAS attaching to case and submitted

3. Perform MPI

crr-hd gave the case number, extension number and crr's name.

crr-js advised c that case is still open

CRR-RM received a call from c

c took veh to dlr 6 times. C said that c will have to just work with attorney

in having the vehicle inspected and just wants to have the vehicle replaced or

RCAS received fax from dlrshp of c's ROs. RCAS attaching to case and submitted

Actions:

crr-hd offered further assistance, c declined.

crr-js advised c that case is still open

CRR-RM verified with c if any of the contact information have change c said no

from here on out. RCAS understood. C asked what c will need to do in order to

in having the vehicle inspected and just wants to have the vehicle replaced or

RHR for SRD Jonathan Spurling to submit to ARBS

1. Complete

crr-hd offered further assistance, c declined.

crr-js called rcas but was routed to vmx

c stated that c has additional information, c stated that c is having pain on

get in touch with ARBS ML for IIR. RCAS informed c that ARBS handling c's lemo

repurchased. ARBS ML understood and stated that ARBS ML will meet with an ag

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,444

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,445

REQUESTED BY: lattad

CAR ID: CA4675921

RHR for SRD Jonathan Spurling to submit to ARBS

2. Unable to duplicate

crr-hd transferring the case to RCAS

crr-js called rcas but was routed to vmx

c's neck, back and c is been calling RCAS yesterday but c was not able to get

n law request will contact c. C understood. C thanked RCAS and call ended.

RCAS emailed CSM David Mackay.

repurchased. ARBS ML understood and stated that ARBS ML will meet with an ag

3. Complete

crr-hd transferring the case to RCAS

crr-js advised c that crr will send internal message to rcas to give c callbac

ent who is capable of handling C's case and to ensure that the situation is ha

hold of RCAS.

RCAS closing case

RCAS emailed CSM David Mackay.

11/08/13 8,598 1

Created by ZDR123N at 2013-12-23 10:25:11

Created by ZES177N at 2013-12-09 14:12:25

crr-js advised c that crr will send internal message to rcas to give c callbac

crr-rm advised c that RCAS forwarded c's concerned to higher department which

ent who is capable of handling C's case and to ensure that the situation is ha

Summary

c called in and requested repurchase on veh because brakes weren't working pro

Concerns:

c will be given a call by the representative on 12/17/13 and crr-rm asked for

DRTS-DR rec'd MVDN on 12/20/13, dated 12/16/13 to NNA Inc. sent via US Mail.

k but c said that c doesnt want to speak to rcas anymore and wants to speak to

ndled most efficiently. C understood and ARBS ML confirmed all follow up info

Rcas-ES assisting Rcas-DL

1. Popping noise going in reverse and then going forward when applying brakes

k but c said that c doesnt want to speak to rcas anymore and wants to speak to

Letter states:

ndled most efficiently. C understood and ARBS ML confirmed all follow up info

perly. C was in an accident and an IIR was filed. c then had an RHR and c was

phone number best to be reach. c provided : [REDACTED].

Rcas phoned the dlr and spoke to SA-John as the SM was not avail

SPECIAL REMARKS:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,446

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,447

CAR ID: CA4675921

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SNMV
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	03/31/13	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: 01/29/14		MICROFILM:
RESP CAA:	OLM:		DOM:
PHONE:	OWNER FIRST: [REDACTED]		LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,448

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,449

CAR ID: CA4675921

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCD06675370	19029 Florida	3/23/2013	03/23/19	0075000	01/01/01	01/01/01
1		19029 Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,450

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,451

REQUESTED BY: lattad

CAR ID: CA4675921

CURRENT SERVICE CONTRACT

CONTRACT: RCCD06675370

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 3/23/2013

EXPIRES: 03/23/19 **MILES:** 0075000

CANCEL: 01/01/01 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 03/31/13

PRINTED: 04/06/13

DEALER NO: 19029 **STATE:** FL

DEALER NAME: REED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,452

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,453

REQUESTED BY: lattad

CAR ID: CA4675921

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 19029

STATE: FL

DEALER NAME: REED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,454

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,455

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4691050
STREET: 1 [REDACTED]	VIN: 3N1AB7AP0DL [REDACTED]	
CITY: LAS VEGAS	YR/MDL: 2013.0 SEN	MILEAGE: 007104
ST/ZIP: NV [REDACTED] VCAN:	IN SVC DATE:	
DAY PH: [REDACTED] PAID:	RTL DLR: NI NI	
EVE PH: [REDACTED] SUSP:	SVC DLR: 5179 HENDERSON NISSAN	
DLR PH: 702 558 5800 DENY:	RESP DLR: 5179 HENDERSON NISSAN	
	REGION: 44	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: 007104	# 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: 12/09/13	XFER/RSPNSBLTY: 44 07 N
CONTACT (S):	FOLLOWUP DATE: 02/07/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/05/14	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	306500 BLUETOOTHOSSCABRIOLET TRANSM
AA AUDIO/VIDEO/NAVI	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,456

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,457

REQUESTED BY: lattad

CAR ID: CA4691050

C. A. R. COMMENTS

Created by VCA449N at 2013-12-09 14:02:22

Created by VCA449N at 2013-12-11 07:14:46

Created by VCA449N at 2014-02-05 14:13:49

--C states radio volume will turn up when turning down
ime to review the complaint.

ARBS-CA notes check sent via FedEx

ARBS-CA received ved email from ATTY

Based on the information available, Nissan is willing to offer a cash settleme

---Dlr could not duplicate concern, Dlr found aftermarket audio equipment wir

ARBS-CA closed case

Chad,

ed into stereo system

nt in the amount of \$3,000.00 to resolve this matter. This offer is inclusive

12/05/13 14668 miles

Created by VCA449N at 2013-12-11 07:13:00

I am in receipt of your September offer letter. I apologize for the delay in r
of attorney fees. Please review this offer with your client and advise me of h

ARBS-CA notes case notes from previous case [REDACTED]

--C states center console lid leather is coming apart

esponse. This clientb

is response within 30 days.

Created by VCA449N at 2013-12-11 07:13:14

---Dlr replaced center console lid

epairs for the brakes, transmission, and suspension. This vehicle is less than

Thank you for allowing Nissan to review this matter.

1 year old. Client would consider \$8,500. Please advise.

Created By: Barbara Parker (9/5/2013 7:37 AM)

Created by VCA449N at 2013-12-20 09:13:11

Make Public Not Checked Created By: Chad Alsup (9/16/2013 7:40 AM)

ARBS-CA notes vehicle in 4 times for brake concern, pedal going to the floor,

ARBS-CA sent reply to ATTY

DRTS rec'd an attorney letter from the Law Offices of Ilona Altman on 09/04/13

Thank you,

Adam E. Handy

, dated 08/30/13 via US Mail. Letter states their office represents C pursuant

Hello Adam,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,458

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,459

REQUESTED BY: lattad

CAR ID: CA4691050

last repair dealer could not duplicate concern

4 repair attempts, 46 days down

Assistant to Ilona Altman

I received the new ROs and counter offer, NNA is not in the position to offer

to Nevada Lemon Law and Magnuson-Moss Warranty Act. Attorney states C has exp

Created by VCA449N at 2013-12-11 07:14:12

perienced numerous problems with C's vehicle. Attorney states C requests that N

Law Offices of Ilona Altman

that amount, but I can increase the amount to \$5,000 inclusive, Final Offer.

ARBS-CA notes not reply from ATTY

NA comply with the above statutes and pay all attorney fees and costs. Signed

Thanks,

Toll Free Phone: (877) 575-3666

ARBS-CA closed case

Created by VCA449N at 2014-02-03 09:57:30

Ilona Altman.

Toll Free Fax: (877) 575-9666

ARBS-CA received signed settlement

Email: ahandy@rslemonlaw.com

Make Public Not Checked Created By: Chad Alsup (10/8/2013 1:45 PM)

Previous cases:

11223886

ARBS-CA contacted ATTY, verified waiting on reply from ATTY

Created by VCA449N at 2013-12-11 07:15:04

Created by VCA449N at 2014-02-03 10:01:43

10758319

ARBS-CA notes working with ATTY - Ilona Altman

ARBS-CA requested copy of registration

Make Public Not Checked Created By: Chad Alsup (9/30/2013 10:24 AM)

10758309

ARBS-CA notes waiting on reply from ATTY

Created by VCA449N at 2013-12-11 07:16:18

Created by VCA449N at 2014-02-03 10:16:46

ARBS-CA notes 3 repair attempts for brake concern

ARBS-CA received copy of registration

*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CA

Make Public Not Checked Created By: Chad Alsup (9/26/2013 3:53 PM)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,460

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,461

REQUESTED BY: lattad

CAR ID: CA4691050

1 repair attempt for vibration
ARBS-CA sent email to ATTY to check status of case
Created by VCA449N at 2014-02-03 10:25:05
LL PLEASE REFER C TO THEIR ATTORNEY.*****
ARBS-CA notes sent check request to ARBS-SUP
Created by VCA449N at 2013-12-11 07:13:26
Created by VCA449N at 2013-12-11 07:20:33
Make Public Not Checked Created By: Chad Alsup (9/23/2013 11:39 AM)
ARBS-CA notes waiting on reply from ATTY
ARBS-CA requested check in the amount of \$5,000 payable to C and ATTY
ARBS-CA sent counter offer to ATTY \$4,000 inclusive.
Created By: Barbara Parker (9/10/2013 11:06 AM)
Created by VCA449N at 2014-02-03 10:35:02
DRTS completed RHR and attached to case.
Hello Adam,
Make Public Not Checked Created By: Chad Alsup (9/20/2013 9:37 AM)
ARBS-CA notes FedEx tracking # 797797392952
I received your counter offer. Nissan is not in a position to offer that amo
Make Public Not Checked Created By: Barbara Parker (9/5/2013 10:38 AM)
Reference: 11131
DRTS rec'd RO's from Dir # 3452 and attached to case.
Ship (P/U) date: Sep 16, 2013
unt, but I am willing to increase our offer to \$4,000 inclusive of fees
Delivery date: Sep 17, 2013 9:38 AM
Make Public Not Checked Created By: Barbara Parker (9/5/2013 10:24 AM)
Thanks,
Created by VCA449N at 2014-01-15 10:34:09
DRTS rec'd RO's from Dir # 5179 and attached to case.
Sign for by: C.FRAKES
aRBS-CA notes waiting on doc from ATTY
Delivery location: LAS VEGAS, NV
Make Public Not Checked Created By: Barbara Parker (9/5/2013 10:22 AM)
Created by VCA449N at 2014-01-22 11:16:31
Delivered to: Receptionist/Front Desk
DRTS called Dir # 5179 and requested any new RO's since RO # 392048. SA-Chris
agreed to fax RO's. Provided name and fax #.
aRBS-CA waiting on docs from ATTY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,462

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,463

REQUESTED BY: lattad

CAR ID: CA4691050

Service type: FedEx Priority Overnight

Created by VCA449N at 2013-12-23 08:49:43

DRTS called Dlr # 3452 and requested any and all RO's. SM-Mark agreed to email

Packaging type: FedEx Envelope

ARBS-CA received email from ATTY

Number of pieces: 1

RO's. Provided name and email address

Created by VCA449N at 2013-12-11 07:13:44

Please send the release. Thanks Chad.

Weight: 0.50 lb.

03/01/13 1837 miles

Created by VCA449N at 2013-12-09 13:02:55

Special handling/Services: Deliver Weekday

ARBS-CA received ved email from ATTY

--C states brake pedal goes to the floor

Tracking number: 796690985346

Chad,

----Dlr bleed system

Make Public Not Checked Created By: Chad Alsup (9/20/2013 9:37 AM)

7 days down

ARBS-CA notes letter received on 9/17

I am in receipt of your September offer letter. I apologize for the delay in r

03/14/13 2262 miles

ARBS-CA waiting on reply from ATTY

esponse. This clientb

Created by VCA449N at 2013-12-11 07:14:28

--C states brake pedal goes to the floor

epairs for the brakes, transmission, and suspension. This vehicle is less than

03/01/13 1837 miles

1 year old. Client would consider \$8,500. Please advise.

----Dlr replaced brake master cylinder

28 days down

--C states brake pedal goes to the floor

Thank you,

05/10/13 3158 miles

Adam E. Handy

----Dlr bleed system

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,464

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,465

REQUESTED BY: lattad

CAR ID: CA4691050

7 days down

Assistant to Ilona Altman

--C states clunk noise coming from the trans / brake pedal goes to the floor /

03/14/13 2262 miles

Law Offices of Ilona Altman

vehicle vibrates and stalls / vehicle pulls to the right

--C states brake pedal goes to the floor

----Dlr reprogrammed TCM / Bled air out of brake system / adjusted idle up / p

Toll Free Phone: (877) 575-3666

----Dlr replaced brake master cylinder

reformed 4 wheel alignment

Toll Free Fax: (877) 575-9666

28 days down

8 days down

Email: [REDACTED]

05/10/13 3158 miles

05/30/13 3996 miles

Created by VCA449N at 2014-01-02 11:21:04

ARBS-CA sent settlement letter to ATTY, ARBS-CA requested copy of vehicles reg

--C states clunk noise coming from the trans / brake pedal goes to the floor /

--C states feels steering wheel shakes

----Dlr balanced both tires

istration.

vehicle vibrates and stalls / vehicle pulls to the right

1 day down

Created by VCA449N at 2013-12-13 07:20:49

----Dlr reprogrammed TCM / Bled air out of brake system / adjusted idle up / p

07/17/13 7104 miles

ARBS-CA notes waiting on reply from ATTY

reformed 4 wheel alignment

8 days down

Created by VCA449N at 2013-12-17 13:30:08

--C states brakes feel like they will not grab

05/30/13 3996 miles

ARBS-CA notes waiting for reply from ATTY

----Dlr could not duplicate concern

2 days down

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,466

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,467

REQUESTED BY: lattad

CAR ID: CA4691050

Created by VCA449N at 2013-12-20 09:07:39

--C states feels steering wheel shakes

ARBS-CA received email from ATTY

Created by VCA449N at 2013-12-11 07:14:00

----Dlr balanced both tires

1 day down

Created By: Chad Alsup (9/16/2013 7:48 AM)

Hey Chad,

07/17/13 7104 miles

ARBS-CA sent letter to ATTY stating NNA could offer \$3,000 cash to settle

The client presented for new ROs. lb

Created by VCA449N at 2013-12-20 09:11:28

--C states brakes feel like they will not grab

Dear [REDACTED]:

ARBS-CA notes repairs for updated ROs

----Dlr could not duplicate concern

This office is in receipt of your letter dated August 30, 2013 in regards to t

11/22/13 13502 miles

2 days down

he above-referenced Nissan customer and his Nissan vehicle. I have taken the t

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,468

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,469

REQUESTED BY: lattad

CAR ID: CA4691050

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: 02/05/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,470

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,471

CAR ID: CA4691050

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED] **VIN:** 3N1AB7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5179	Nevada					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,472

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,473

REQUESTED BY: lattad

CAR ID: CA4691050

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5179

STATE: NV

DEALER NAME: HENDERSON NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,474

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,475

REQUESTED BY: lattad

NAME: , CUEVAS,ROS/ SC: MULTI CONTRACT CAR ID: CA4736557
 STREET: [REDACTED] VIN: 1N4AL11D55C [REDACTED]
 CITY: BELL GARDENS YR/MDL: 2013.0 SEN MILEAGE:
 ST/ZIP: CA CA [REDACTED] VCAIN SVC DATE:
 DAY PH: 0 PAIRTL DLR: 2494 TRACY NISSAN
 EVE PH: [REDACTED] SUSSVC DLR: 2494 TRACY NISSAN
 DLR PH: 209 820 6000 714 739 0800 DENRESP DLR: 2494 TRACY NISSAN
 REGION: 44 DIST: SL/SV/PT: 06 06 36 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 Preowned New x Preowned 4600 # NISSAN/INFINITI VEHICLES: 2
 VEHICLE MAINTAINED BY: BUENA PARK NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 12/16/13 XFER/RSPNSBLTY:
 CONTACT (S): FOLLOWUP DATE: 01/13/14 INF-NET (Y/N):
 SEVERITY: 9 N CLOSE DATE: 01/01/01 01/10/14 INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	118000 WIPER (ARM/MOTOR/BLADE)
OF NNA., INC. ISSUES	120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AC BODY ELECTRICAL	VG PROVIDED RECALL INFORMATION
AD BRAKES	YO PART MISSING/LOOSE/FELL OFF
AZ NISSAN PRODUCT INQUIRIES	YX POOR OR IMPROPER OPERATION
BG POWERTRAIN	ZM EXCESSIVE NOISE
BK RESTRAINT SYSTEM	ZR GENERAL INQUIRY
BN SUSPENSION	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,476

REQUESTED BY: lattad

VIN: 3N1AB7APXDL [REDACTED]

MILEAGE: 007000 4600

RTL DLR: NI NI

SVC DLR: 5093 BUENA PARK NISSAN

RESP DLR: 5093 BUENA PARK NISSAN

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 44 06 N 44 12 I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,477

REQUESTED BY: lattad

CAR ID: CA4736557

C. A. R. COMMENTS

at will print and fax docs over as soon as docs are ready. RCAS thanked for as

Concern:

FILE OPENED-ZPB743N 10/25/2004

NO PREVIOUS FILES FOUND

@10/25-ZPB743N

Service Dept. Review

to open or work properly. C stated that another incident C have with veh was t

2. L/F wiper does not clean properly

..CRR-PB CONFIRMED C NAME, DLR & MILEAGE, DAY & EVENING #S, VIN, ADDRESS

hat veh vibrated when C make a full stop in a stop sing.

PURCHASED VEH DLR BALANCED THE VEH ..THE SECOND TIME VEH WAS AT TRACY NISSAN

Service Dept. Review

sistance and mutually ended call.

Action:

..CRR-PB CHECKED FOR OPEN RECALLS: NONE OPEN

DLR ROTATED THE TIRES..THIRD TIME VEH WAS AT TRACY NISSAN DLR DETERMINED

RCAS exiting case.

Service Dept. Review

Why does c want to return the vehicle to Nissan North America? C do not

2. Replaced L/F wiper

..C CALLED INTO ADVISE THAT C IS HAVING A CONCERN WITH VEH..C STATES THAT

Created by 12345678 at 2014-01-03 07:16:57

Service Dept. Review

THE THE VEH NEEDED NEW RIMS..C STATES HAS AN APPT TOMORROW 10/26/04....

Where is the vehicle currently? C's possession

12/18/13 @ 7,973 miles - 1 day down

...C ADVISED CRR THAT C WOULD LIKE TO KNOW IF VEH COULD BE BOUGHT BACK...

C FEELS A VIBRATION WITH VEH...C ADVISED THAT C HAD BEEN AT DLR ON 5

***DRTS received the RHR. The RHR was assigned to ARBS-Rob Dickens for review.

Service Dept. Review

Where was the vehicle purchased? BUENA PARK NISSAN

Concern:

Created by ZKM179N at 2014-01-03 10:18:49

..CRR-PB ADVISED C THAT NNA'S OBLIGATION IS TO REPAIR VEH AS PER THE TERMS OF

OCCASIONS...C STATES THAT THE FIRST TIME C TOOK VEH TO DLR A WEEK AFTER C

Service Dept. Review

Was it purchased new or used? New, paid off.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,478

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,479

REQUESTED BY: lattad

CAR ID: CA4736557

1. Airbag light comes on while driving, must turn off and restart to reset lig

If used, when was the vehicle purchased? n/a

RCAS contacted C at [REDACTED] at 12:08 pm EST

THE WARRANTY...C UNDERSTOOD...CRR-PB ADVISED C THAT DLR WILL ASSIST C IN

ht

RCAS advised c that the call may be recorded for quality purposes.

REPAIRING VEH TO THE BEST OF ABILITY...C UNDERSTOOD..CRR-PB

Where is the vehicle serviced? BUENA PARK NISSAN

2. Brake pedal went to floor while braking

C understood.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

PROVIDED FILE #, EXT# AND CRR NAME..CRR-PB NOTES THAT THERE ARE NO

Action:

f so, document names of dealers/retailers? BUENA PARK NISSAN

RCAS explained to C that at this moment RCAS do not have any new info about th

WARRANTY CLAIMS IN VEH HISTORY PER ZCA1....FILE CLOSED...

1. Unable to duplicate

e case. RCAS explained to C that RCAS will be back in contact with C for 1/8/1

NO FURTHER ASSISTANCE NEEDED AT THIS TIME... @10/25-ZPB743N

RCAS advised that RCAS will indicate an RHR and provided RHR process info and

2. Unable to duplicate

4.

>>>CRR RECEIVED A CALL FROM C IN REGARDS TO ISSUE DOCUMENTED. C STATED

explained that decision will be on 12/31/13. RCAS apologize with C due to the

C IS NOT INTERESTED IN HAVING VEH REPAIRED AND FEELS C VEH IS A LEMON. C

Created by VRD551N at 2014-01-06 14:25:08

C understood and C stated that C still not using veh because C is afraid of ve

veh inconvenience and explained to C that RCAS will be in contact with dlr to

ARBS does not feel the repair history has been excessive. NNA is not in a posi

gather all the over repair history.

h due to the brakes issues and many other issues. C stated that C's daughter i

STATED WOULD REQUEST NNA REPURCHASE C VEH. @11/18-ZAS821N

CRR EXPLAINED IT IS NNA POSITION TO REPAIR THE VEH. CRR EXPLAINED NNA WILL

C understood.

s the person who uses veh and that when C go in the veh as a passenger C feel

tion to repurchase the vehicle at this time.

ARBS recommends a DTS inspection of the vehicle and resubmission of the RHR if

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,480

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,481

REQUESTED BY: lattad

CAR ID: CA4736557

EXHAUST ALL RESOURCES TO REPAIR C VEH AND OR C CAN TAKE VEH TO ANOTHER DLR

RCAS provided C with name, Ext. 457242 , and case #.

the vibrations when veh stops.

FOR A SECOND OPINION. CRR STATED CRR WOULD WORK WITH DLR AND ADVISE THE

RCAS explained to C that C will document all the info provided, RCAS offered C

RCAS offered further assistance. C was satisfied & declined further assistance

the DTS makes a repair to the seatbelt or airbag systems.

Created by ZKM179N at 2014-01-07 12:53:15

DLR TO SPEAK WITH TL TO RESOLVE VIBRATION IN VEH. @11/18-ZAS821N

further assistance, C decline further assistance at this moment.

C STATED C IS NOT INTERESTED IN GETTING THE VEH REPAIRED. @11/18-ZAS821N

RCAS contacted C at [REDACTED] at 2:14 pm EST

RCAS provided C with name and ext #.

RCAS thanked C for calling CA.

CRR STATED IF C IS NOT INTERESTED IN GETTING THE VEH REPAIRED C WOULD NEED

RCAS exiting case and setting follow up for 1/8/14

RCAS left a VMX with case #, RCAS name & extension. RCAS also provided call b

RCAS setting follow up for 12/19/13

ack # of 1800-647-7261.

Created by VRD551N at 2014-01-06 14:21:36

Created by ZKM179N at 2013-12-17 14:14:44

TO REFERENCE THE SUPPLEMENT TO THE WARRANTY BOOKLET. @11/18-ZAS821N

ARBS ion review of RHR request. ARBS notes the following repair history:

C UNDERSTOOD. @11/18-ZAS821N

RCAS contacted C at [REDACTED] at 12:16 pm EST

RCAS contacted dlr BUENA PARK NISSAN at 7147390800

05/11/13 @ 1,891 miles - 1 day down

Created by ZKM179N at 2013-12-30 09:48:42

RCAS advised c that the call may be recorded for quality purposes.

RCAS spoke with SM Dave and asked to provide the following ??? and also the co

Concern:

C understood.

pies of the C's veh repair history with technician stamps where veh have been

RCAS contacted C at [REDACTED] at 11:43 am EST

4. Airbag light for the passenger stays on

down for more than 7 days. SM stated that will be sending docs to RCAS as soon

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,482

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,483

REQUESTED BY: lattad

CAR ID: CA4736557

RCAS apologize with C for the inconvenience and explained to C that NNA is not RCAS explained to C that RCAS is following up with C as accorded on previous c Action:

as possible.

in a position to repurchase the vehicle at this time and that its have been onctact to provide an update of case. RCAS explained to C that case is under re

4. Replaced R/F occupant sensor

How many times has the cb

recommended a DTS inspection for C's veh concerns.

view and at the time no decision have been provided.

06/08/13 @ 2,772 miles - 1 day down

C stated that C was already suspecting that NNA was not going to take any resp C understood.

was in 10/26/13

Concern:

onsibility if the veh issues and that C will be looking for legal assistance o

RCAS explained to C that RCAS will be in contact with C every 3 business days

What repairs were performed? a whipper blade was replaced.

1. Clicking noise from rear wheel area while driving

How many days has the vehicle been kept out of service at your dealer for repa n this matter. c stated that C makes NNA responsible for any thing that happen until the RHR process is completed and that RCAS will be providing to C info a

2. Brakes noisy while coming to a stop

irs? If the Service Manager is unsure, the RCAS needs to collect the hard copi to C's daughter that is the person who drives veh because C do not drive veh vailable of the case.

Action:

anymore due to the issues C had before and because C is afraid of getting into C understood and thanked for the info and assistance.

es of the repair orders that contain the technician time stamps. n/a

1. Resurfaced rear brake drums and cleaned rear brakes

an accident and harm C or any other individual. C stated that c is very disap

Has Tech line been involved? don't no

RCAS offered further assistance. C decline further assistance.

2. See line 1

Has the Dealer Technical Specialist (DTS) been involved? don't know

pointed and that C do not agree with the decision of the request.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,484

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,485

REQUESTED BY: lattad

CAR ID: CA4736557

RCAS provided C with name and ext #.

06/29/13 @ 3,362 miles - 1 day down

RCAS apologize with c and asked C if C was looking forward to accept a DTS ins

RCAS exiting case and setting follow up for 1/3/14

RCAS thanked SM for info and assistance on this matter and mutually ended call

Concern:

Created by ZJS111N at 2014-01-02 16:49:10

pection.

1. L/R deck speaker crackles during operation

Created by ZJU176N at 2013-12-18 11:45:58

C stated that NNA is not competent to detect an issue on the veh no specialist

rcas-jonathon spurling assisting

2. Veh has a clicking noise from under dash area while pressing brake pedal

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

RCAS received call from the C stating that the C wanted to speak to RCAS-KM

will be able to fix any veh issues. C disconnected call.

3. Clicking noise from R/R while braking

RCAS sending request for correspondence request to be sent.

RCAS transferred the C to RCAS-KM

rce to proceed with processing of RHR

Action:

rcas completed and submitted RHR

RCAS exiting case

RCAS exiting case.

1. SOP

Created by ZKM179N at 2013-12-16 14:43:03

Created by ZKM179N at 2013-12-18 12:19:30

Created by ZKM179N at 2014-01-07 12:55:17

2. Applied brake fluid to rear wheel cylinders

RCAS checked for previously related cases found none

RCAS received a warm transfer from RCAS Joshua Lemus with C on the line.

RCAS setting follow up for 1/10/14 awaiting for correspondence request to be s

3. See line 2

ent to close case. No contact with C is needed.

RCAS checked for previously unrelated cases found none

RCAS thanked C for calling and offered C assistance.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,486

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,487

REQUESTED BY: lattad

CAR ID: CA4736557

07/27/13 @ 4,037 miles - 2 days down

C stated that C went to dlr during the morning and C is confused because dlr e RCAS exiting case.

RCAS verified and updated C's name,address, primary & alternative phone #'s, e Concern:

Created by ZKM179N at 2014-01-10 09:47:14

mail, VIN, mileage, how acquired veh and srv dlr.

xplained to C that veh brakes are normal and that nothing appears on the compu

1. Rear speakers make noise

RCAS adding notes. No contact with C have to be made all RHR info have been pr

RCAS checked for open campaigns found none

ter. C explained to RCAS that air bag sensor was replaced but that C still do

4. Reinstall panel/trim in trunk

not want veh because C is afraid of C's getting into an accident. C stated tha ovided and C do not have any other veh concerns at this point.

RCAS received a call from C stating C is calling because C is having too many

5. R/F seat belt operation

issues with veh and C do not feel secure driving veh. C stated that C purchase

RCAS changing follow up date for 1/13/14.

t C is afraid as well because C drives C's grandchildren with C on veh.

6. Found parking brake loose

Created by ZMS866N at 2014-01-10 11:44:31

d veh cash and is the 5th veh C purchase from NNA and C veh issue are related

RCAS apologize for the inconvenience and thanked C for calling back and provid

Action:

ing the information. RCAS explained to C that RCAS was in contact with SM on 1

MT MS received request for letter to be mailed to the customer. MT MS mailing

to brakes and C is afraid of driving veh because C can easily get into an acci

1. Replaced speaker

2/17/13 gathering info about veh concerns and was provided with information bu

dent. C stated that the first issue was noise in the back tires, C took veh to

letter to customer and sending notification to agent to close the case.

4. Complete

Created by ZKM179N at 2014-01-10 12:17:14

dlr in 2 occasions and concern was resolved, C stated that veh have air bag w

t RCAS have not receive the doc at the time. RCAS explained to C that RCAS wil

5. SOP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,488

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,489

REQUESTED BY: lattad

CAR ID: CA4736557

arning light turning on and off and C don't want to have a bad experience if a
I be gathering new info from veh inspection from today.

RCAS received notification that correspondence have been sent to C.

6. Adjusted parking brake

n accident occurs that C expects air bags work properly. C stated that brakes

RCAS closing case due to no other follow up action is required.

RCAS offered further assist acne to C, C decline further assistance.

08/03/13 @ 4,305 miles - 1 day down

in two occasions the pedal did not have any response and when C tried to press

RCAS provided C with name and Ext #

Summary: C contacted CA due to veh concerns with brake pedal and C being afrai

Concern:

d to get into an accident and harming C or any other family member or even a s

RCAS exiting case and setting follow up for 12/23/13

the brakes the pedal went all the way to the back in blank and C did not have

1. R/F seat belt does not latch at times

an accident because both times have happened in C's house. C stated that also

Created by ZKM179N at 2013-12-20 13:45:47

tranger. C requested a buy back which was processed and denied. Info have been

Action:

once C was driving and turned the whippers on to clean the windshield and one

provided to c. C was not satisfied with RHR decision ands stated that C was I

RCAS contacted dlr BUENA PARK NISSAN at 7147390800

1. Replaced seat belt

ooking for legal assistance.

piece of the whipper fell off. C also stated that in other 2 occasions C had

RCAS spoke with SA Steven and requested C's veh service history and explained

10/26/13 @ 6,503 miles - 1 day down

issues with the seat belts C was stuck in veh because seat belts did not want

to SA that RCAS spoke with SM on 12/17/13 and never received doc. SA stated th

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,490

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,491

CAR ID: CA4736557

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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: 01/31/13	09/27/04	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	01/10/14	MICROFILM:
RESP CAA:	OLM:		DOM:
PHONE:	OWNER FIRST: [REDACTED]		

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,492

REQUESTED BY: lattad

ROOT CAUSE: NI

SNSH

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,493

TIME: 9:19:07 AM

CAR ID: CA4736557

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MPNI01337025	5093	California	1/26/2013	01/26/17	0060000	01/01/01	01/01/01
2	RCCO07243179	5093	California	1/26/2013	01/26/20	0070000	01/01/01	01/01/01
3	RCDC02341869	2494	Cacheu	9/18/2004	09/18/09	0100000	01/01/01	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,494

MODEL YEAR:

VIN: 3N1AB7APXDL [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,495

REQUESTED BY: lattad

CAR ID: CA4736557

CURRENT SERVICE CONTRACT

CONTRACT: MPNI01337025

OWNER NAME: [REDACTED]

PLAN TYPE: P

PLAN TERM: I

DEDUCTABLE: 0

EFFECTIVE: 1/26/2013

EXPIRES: 01/26/17 **MILES:** 0060000

CANCEL: 01/01/01 **MILES:** 0060000

TRANSFER: 01/01/01

TRANSACTION: 01/31/13

PRINTED: 02/02/13

DEALER NO: 5093 **STATE:** CA

DEALER NAME: BUENA PARK NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,496

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,497

REQUESTED BY: lattad

CAR ID: CA4736557

CURRENT SERVICE CONTRACT

CONTRACT: RCCO07243179

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: O

DEDUCTABLE: 100

EFFECTIVE: 1/26/2013

EXPIRES: 01/26/20 **MILES:** 0070000

CANCEL: 01/01/01 **MILES:** 0070000

TRANSFER: 01/01/01

TRANSACTION: 01/31/13

PRINTED: 02/02/13

DEALER NO: 5093 **STATE:** CA

DEALER NAME: BUENA PARK NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,498

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,499

REQUESTED BY: lattad

CAR ID: CA4736557

CURRENT SERVICE CONTRACT

CONTRACT: RCDC02341869

OWNER NAME: ,

PLAN TYPE: C

PLAN TERM: C

DEDUCTABLE: 50

EFFECTIVE: 9/18/2004

EXPIRES: 09/18/09 **MILES:** 0100000

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

TRANSFER: 01/01/01

TRANSACTION: 09/27/04

PRINTED: 10/01/04

DEALER NO: 2494 **STATE:** CA

DEALER NAME: TRACY NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,500

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,501

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4736852
STREET: [REDACTED] **VIN:** 1N4AB7AP9DN [REDACTED]
CITY: FRANKLIN SQUAR **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000618
ST/ZIP: NY [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 2,715 **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:** 000618 **# 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:** 12/16/13 **XFER/RSPNSBLTY:** 26 02 N
CONTACT (S): **FOLLOWUP DATE:** 02/04/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/04/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/R
AD BRAKES YX POOR OR IMPROPER OPERATION
ZM EXCESSIVE NOISE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,502

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,503

REQUESTED BY: lattad

CAR ID: CA4736852

C. A. R. COMMENTS

1. Veh runs poorly. Has no power. Makes whining sound

Created by null at 2013-12-16 14:53:35

Created by ZME538N at 2013-12-19 12:29:09

Created by ZME538N at 2014-01-15 14:01:09

Created by ZRS178N at 2013-12-26 12:58:36

crr-ms informed c that c is set to be contacted 12/31/2013, c said might be bu

Lease vehicle b

RCAS and received RO #566307

RCAS did offered the veh payment and DTS. But Since the veh is currently back

Service Dept. Review

way down without stopping

2. Perform MPI

at the dlrshp, c really wants the veh repurchased and brought up lemon law. R

Created by ZME538N at 2014-01-15 14:01:09

C STATES

RCAS noting the the person at the dlrshp who told C would refund the 1 month p

RCAS noting time stamp needed for RO 560652 due to days veh was at dlrshp

RCAS sending email to CSM Cristin Aldinolfi and FOS Rhonda Calico, to adv of R

Service Dept. Review

sy and tried to get update today as c at home , crr-ms offered to transfer c t

xtended warranty. First two RO's have the same start date and run simultaneous

2. Perform MPI

ayment was Nick.

CAS adv unable to state what C can or can not due regarding the lemon laws of

Created by ZRS178N at 2013-12-26 13:03:42

C STATES

HR

o RCAS and will also send notification message to RCAS-if c will be routed to

RCAS calling C on [REDACTED] @ 3:58 pm est. left vmx for c to call ext 457392

Service Dept. Review

xtended warranty. First two RO's have the same start date and run simultaneous

3. Has to push push button more than once to start

Created by ZAM175N at 2014-01-06 11:24:38

ly with no explanation as to why. The last RO states the part was on back ord

P-3) What the customer is requesting of Nissan North America:

RCAS assisting RCAS Michelle Ebert made outbound call to C at [REDACTED] at 2:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,504

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,505

REQUESTED BY: lattad

CAR ID: CA4736852

RCAS calling C on [REDACTED] @ 3:58 pm est. left vmx for c to call ext 457392

RCAS sending RHR to be processed.

RCAS 's vmx, c understood

Service Dept. Review

the state. C believes it will qualify as the veh has been in 3 times for the

3. Has to push push button more than once to start

59 pm and left vmx stating reason for call provided contact info and informed

Created by ZAM175N at 2014-01-06 11:24:38

Created by ZJS111N at 2014-01-29 14:39:26

crr-ms offered further assistance, c said no

ly with no explanation as to why. The last RO states the part was on back ord

P-3) What the customer is requesting of Nissan North America:

RCAS calling C on [REDACTED] @ 3:59 pm est. Leaving vmx for C to call ext 457

same concern. C would like to try for a repurchase again. RCAS adv does need

Service Dept. Review

4. Veh will not always come out of park when shifting

C of follow up date of 12/31 to provide C with RHR status

crr-ms gave name, extension and case number

C STATES that C just o want niddsn to know.

er. There were only time stamps for 2 days and the first stamp was for only f

History as provide by RCAS:

RCAS calling C on [REDACTED] @ 3:59 pm est. Leaving vmx for C to call ext 457

rcas-jonathon spurling assisting

Service Dept. Review

to have the new RO taken care of and then will look into the RHR for C again.

392, case #, and follow up 1/16

4. Veh will not always come out of park when shifting

crr-ms exiting the case

C STATES that C just o want niddsn to know.

C understood. RCAS adv call back on 1/23 C agreed. Call ended mutually.

er. There were only time stamps for 2 days and the first stamp was for only f

History as provide by RCAS:

RCAS called [REDACTED] and left same message

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Service Dept. Review

11/19/13 at 517 miles for

392, case #, and follow up 1/16

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,506

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,507

REQUESTED BY: lattad

CAR ID: CA4736852

Action taken

Created by ZME538N at 2013-12-30 14:05:23

Created by ZME538N at 2014-01-20 10:43:43

CRR provided c with ex458170 and case number [REDACTED] .

or 20 minutes. There have not been an unreasonable number of service attempts

RCAS changed follow up date to 12/31

rcs to proceed with processing of RHR

Service Dept. Review

11/19/13 at 517 miles for

Action taken

Created by ZME538N at 2014-01-16 07:17:21

Created by ZME538N at 2014-01-27 10:07:16

CRR provided c with ex458170 and case number [REDACTED] .

or 20 minutes. There have not been an unreasonable number of service attempts

rcas completed and submitted RHR

RCAS noting received vmx from C asking for a call back. time stamped before RC

RCAS received msg from CRR-MS C is asking for a call back and update on case.

.

1. Replaced transmission and reprogrammed TCM

AS spoke with C.

Concern

Created by null at 2013-12-16 14:08:11

CRR *****/ setting follow up 12/18

RCAS calling C on [REDACTED] @ 4:02 pm est. leaving vmx for C to call ext 4573

RCAS calling dlrshp and spoke with SM-Jim the veh has been repaired and c has

RCAS received vmx from C stating to please call [REDACTED] C has lunch betwe

.

1. Replaced transmission and reprogrammed TCM

92, case #, and follow up 12/31

Concern

Created by null at 2013-12-16 14:08:11

Created by ZAJ178N at 2014-01-22 09:40:48

CRR *****/ setting follow up 12/18

en 12 and 1.

picked it up. RCAS adv needs RO's for C and if over 7 days will need time sta

1. Noise when braking

2. Complete

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,508

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,509

REQUESTED BY: lattad

CAR ID: CA4736852

C called saying that c wanted to talk to a supervisor or anybody that is in ch

Created by null at 2013-12-16 14:23:49

Created by ZAM175N at 2014-01-06 11:26:45

Created by ZME538N at 2014-01-16 10:28:34

CRR received call from [REDACTED]

mps.

RCAS calling C on [REDACTED] @ 4:04 pm est. leaving vmx for C to call ext 4573

1. Noise when braking

2. Complete

92, case #, and follow up 12/31

arge on the case. CRR-JA check the case and inform c that CRR-JA will send a

Created by null at 2013-12-16 14:23:49

Created by ZAM175N at 2014-01-06 11:26:45

Created by ZME538N at 2014-01-16 10:28:34

Created by ZME538N at 2014-01-27 12:24:55

CRR received call from [REDACTED]

2. Thumping noise when driving

3. No problem found

After careful evaluation, Nissan will not be able to offer repurchase or repla

Created by ZME538N at 2013-12-31 07:22:16

CRR checked for previous related cases found: *****

***C states that everytime C steps on the breaks C is scared and C wants a ne
n internal message to the supervisor to check if the supervisor is available.

RCAS calling C on [REDACTED] @ 12:24 pm est. leaving vmx for c to call ext 4

RCAS calling C on [REDACTED] @ 2:15 pm est. leaving vmx for C to call ext 45

2. Thumping noise when driving

3. No problem found

7392, case #, and follow up 1/28

After careful evaluation, Nissan will not be able to offer repurchase or repla

CRR checked for previous related cases found: *****

***C states that everytime C steps on the breaks C is scared and C wants a ne
C understand. C said that the dlr called c last night and was told that the

RCAS calling C on [REDACTED] @ 12:24 pm est. leaving vmx for c to call ext 4

RCAS received 2 vmx from C timed stamped 10:05 am and 3:31 pm 12/30, stating t

3. Perform MPI

4. No problem found

57392, and follow up 1/17

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,510

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,511

REQUESTED BY: lattad

CAR ID: CA4736852

cement at this time as there have not been an unreasonable number of service a
CRR checked for previous unrelated cases found: *****

dlr replaced the transmission and brakes. C said that c already made 3 paymen
o call on 12/30 as C will be home and C will not be home on 12/31 as C will be
RCAS calling C on [REDACTED] @ 2:17 pm est. Spoke with C. The veh is not runn
w veh. C states that Nissan should reimburse C and buy a new veh.***

3. Perform MPI

4. No problem found

57392, and follow up 1/17

cement at this time as there have not been an unreasonable number of service a
CRR checked for previous unrelated cases found: *****

ing well. The veh was very hesitant and C needs to get it to the dlrshp yet ag
ts but barely used the veh. C said that the veh is at the dlr again that is w
working. RCAS noting this and changing follow up date to 1/2
w veh. C states that Nissan should reimburse C and buy a new veh.***

4. Perform tire check

ain. RCAS agreed the veh does need to go back to the dlrshp regarding these c

Created by ZAH022N at 2013-12-17 13:44:34

Created by ZME538N at 2013-12-31 10:19:20

CRR updated/verified owner account information, including name, address, phone
hy c really needs to talk to a supervisor regarding the case. CRR-jA apologiz
RCAS calling C on [REDACTED] @ 12:25 pm est. left vmx for c to call ext 45739
ttempts and it appears the concern has been resolved. ~ ARBS supports the offe

4. Perform tire check

Created by ZAH022N at 2013-12-17 13:44:34

Created by ZME538N at 2013-12-31 10:19:20

CRR updated/verified owner account information, including name, address, phone
e and explain that the supervisor will give c a callback 4 to 8 business hour
oncerns. RCAS adv moving along with the RHR, and Will be in contact on 1/30 c
RCAS calling C on [REDACTED] @ 12:25 pm est. left vmx for c to call ext 45739
ttempts and it appears the concern has been resolved. ~ ARBS supports the offe

2

Action Taken

agreed. C stated if C is unable to answer at work please leave a msg. RCAS a
complaint about veh

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,512

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,513

REQUESTED BY: lattad

CAR ID: CA4736852

from now. C said that c refer a callback today and give c's mobile number: 51 number(s), email, VIN, and servicing dlr.

Previous complaint was with a noise when braking which appears to have been re RCAS calling dlrshp on [REDACTED] @ 12:15 pm est. no one in service is picking r of reimbursement of one car payment. If the dealer has made an offer RCAS s 2

63125351. C said that c is working at a hospital and if ever that c was not a Action Taken

complaint about veh

dv calls cell phone first and if call to C's work will ask if c has time to t number(s), email, VIN, and servicing dlr.

Previous complaint was with a noise when braking which appears to have been re RCAS calling dlrshp on [REDACTED] @ 12:15 pm est. no one in service is picking r of reimbursement of one car payment. If the dealer has made an offer RCAS s

1. Replaced rear wheel cylinders

alk. C agreed. Call ended mutually.

ble to answer the call from Nissan, c will callback as soon as possible. CRR-J

Created by null at 2013-12-18 10:22:22

CRR inquired further into cb

ould make sure the dealer follows through on the offer. If there is further RCAS calling C on [REDACTED] @ 12:27 pm est. leaving vmx for c to call ext 45 solved. This is the first complaint for no power. This is the third visit to up the phone. Noting no return email regarding the time stamps.

1. Replaced rear wheel cylinders

A explain that CRR-JA will note down c's request. C thanked CRR-jA and the ca

Created by null at 2013-12-18 10:22:22

CRR inquired further into cb

ould make sure the dealer follows through on the offer. If there is further RCAS calling C on [REDACTED] @ 12:27 pm est. leaving vmx for c to call ext 45 RCAS noting due to change in management RO's have been delayed. solved. This is the first complaint for no power. This is the third visit to up the phone. Noting no return email regarding the time stamps.

2. Unable to duplicate

7392, and follow up 1/17

and C only had the car for two weeks 10/19/2013 and on the 10/22/2013 C was on complaint DTS involvement should be requested.

Created by ZME538N at 2014-01-02 07:24:07

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,514

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,515

REQUESTED BY: lattad

CAR ID: CA4736852

Created by ZRS178N at 2013-12-26 07:44:42

Crr placed an outbound call to C to see how C wanted to proceed with the case
It ended mutually. CRR-JA is exiting the case.

tal. Nissan's position remains the same. ~ DTS was recommended previously but

2. Unable to duplicate

7392, and follow up 1/17

and C only had the car for two weeks 10/19/2013 and on the 10/22/2013 C was on
complaint DTS involvement should be requested.

Created by ZME538N at 2014-01-22 09:43:53

Crr placed an outbound call to C to see how C wanted to proceed with the case
RCAS assisting RCAS [REDACTED] made outbound call to dlrshp and left a mes

RCAS calling dlrshp to get timestamps. SPoke with SM-Alex who will have the w

tal. Nissan's position remains the same. ~ DTS was recommended previously but

3. Complete

arranty admin fax over a copy of the time stamps. Thanked for assistance.

Created by ZME538N at 2014-01-07 12:36:07

Created by ZME538N at 2014-01-17 14:04:41

C was unavailable CRR left message. Setting follow up for 12/19/2013

her way to work and the breaks failed the C. C states that C drove veh to wor

RCAS received vmx from C requesting a call back on phone line [REDACTED]. Be

sage request SM Alex return call on this case

there is no evidence the recommendation was followed. This is still the reco

3. Complete

Created by ZME538N at 2014-01-02 09:40:18

Created by ZME538N at 2014-01-17 14:04:41

Created by ZRS178N at 2013-12-26 10:30:25

C was unavailable CRR left message. Setting follow up for 12/19/2013

her way to work and the breaks failed the C. C states that C drove veh to wor

RCAS calling C on [REDACTED] @ 2:30 pm est. leaving vmx for C to call ext 457

there is no evidence the recommendation was followed. This is still the reco

tween 3:30 and 4. C states the dlrshp is rebuilding the veh. And this is taki

392, case #, and follow up 1/8

4. Complete

Created by null at 2013-12-18 14:03:00

k and then took the veh to the dealer and they replaced the cylinder on the ve
mmendation for the file.

ng to long.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,516

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,517

REQUESTED BY: lattad

CAR ID: CA4736852

RCAS made outbound call to dlrshp and spoke to SM Alex who stated SM did not k
RCAS received 3 vmx from C asking for a call back.

RCAS received time stamps and attached to case.

4. Complete

Created by null at 2013-12-18 14:03:00

k and then took the veh to the dealer and they replaced the cylinder on the ve
mmendation for the file.

now if ROs were faxed

RCAS calling C on [REDACTED] @ 2:31 pm est Spoke with C briefly. C stated veh

RCAS did received email from CRR-Joy Acebedo Stating that C is on the other li

RCAS notifying CSM Cristin Adinlofi and FOS Rhonda Calico regarding RHR

RCAS received 3 vmx from C asking for a call back.

11/19/13 at 518 miles for

C had break failure and wants Nissan to buyback the veh because C does not fee

Created by ZME538N at 2014-02-03 14:58:48

Created by ZRS178N at 2013-12-26 12:06:33

h and their were no injuries.

is going back into the dlrshp for more of the same concerns. RCAS broke down

ne. RCAS was on another call and unable to take C's call. RCAS did adv in em

RCAS calling C on [REDACTED] @ 4:00 pm est. leaving vmx for C to call ext 45

RCAS sending RHR to be submitted.

11/19/13 at 518 miles for

ail RCAS plans on calling between 3:30 and 4 like vmx requested. RCAS noting

C had break failure and wants Nissan to buyback the veh because C does not fee

Created by ZJS111N at 2014-01-02 11:10:01

Created by ZME538N at 2014-02-03 14:58:48

h and their were no injuries.

RCAS calling C on [REDACTED] @ 4:00 pm est. leaving vmx for C to call ext 45

RCAS made outbound call to dlrshp and spoke to ASM Clara and requested ROs to

that NNA is denying the RHR at this time. but since C is taking the veh into

7392 and follow up 1/20

Approximate mileage on vehicle at time of accident or incident:

be faxed to RCAS SR at 615 984 5450

case has been escalated.

Concern

I safe in the vehicle. C states that C states veh was making a funny noise a

RCAS calling C on [REDACTED] @ 4:50 pm est. Spoke with C. RCAS adv that NNA

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,518

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,519

REQUESTED BY: lattad

CAR ID: CA4736852

rcas-jonathon spurling assisting

the dlrshp on Tues once the repairs are completed RCAS can look into redoing t
7392 and follow up 1/20

Approximate mileage on vehicle at time of accident or incident:

Concern

Created by ZBL000N at 2014-01-22 11:53:58

Created by ZRS178N at 2013-12-26 12:38:06

he RHR. C liked this idea. RCAS adv will call back on 1/15 C agreed and will

I safe in the vehicle. C states that C states veh was making a funny noise a

RCAS calling C on [REDACTED] @ 4:50 pm est. Spoke with C. RCAS adv that NNA

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

1. Replace rear wheel cylinder that is defective

call after appt. Call ended mutually.

C STATES 570.

is not able to repurchase the veh. C understood, and not happy about it. RCA

nd C went to have the veh serviced because breaks were making noises and dlr s

RCAS calling C on [REDACTED] @ 4:02 pm est. leaving vmx for C to call ext 4573

RCAS received ROs via fax and attached to case

rcce to proceed with processing of RHR

TL noting that C wanted to speak with anybody that is in charge of the case an

1. Replace rear wheel cylinder that is defective

Created by ZJS111N at 2014-01-29 14:39:26

Created by ZRS178N at 2013-12-26 12:58:36

C STATES 570.

d is transferring case ownership back to rcas for C follow up as C has left vm

is not able to repurchase the veh. C understood, and not happy about it. RCA

nd C went to have the veh serviced because breaks were making noises and dlr s

RCAS calling C on [REDACTED] @ 4:02 pm est. leaving vmx for C to call ext 4573

rcas completed and submitted RHR

92 and follow up 1/20

Action Taken

Created by 12345678 at 2014-01-02 12:10:24

erved the vehicle. Two days later C had break failure. only had the car for

P-2) Description of the accident or incident: Break failure

rcas-jonathon spurling assisting

RCAS noting time stamp needed for RO 560652 due to days veh was at dlrshp

S offered DTS to come and look at the veh, C denied. C will take legal action

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,520

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,521

REQUESTED BY: lattad

CAR ID: CA4736852

x requesting contact from rcas as noted below.

92 and follow up 1/20

Action Taken

Created by ZBL000N at 2014-01-22 11:55:14

Created by ZRS178N at 2013-12-26 13:03:42

***DRTS received the RHR. The RHR was assigned to ARBS-Angie Mathis for review

erived the vehicle. Two days later C had break failure. only had the car for

P-2) Description of the accident or incident: Break failure

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

S offered DTS to come and look at the veh, C denied. C will take legal action

1. Replaced L/R wheel cylinder

a. Who was involved? [REDACTED]

RCAS assisting RCAS [REDACTED] made outbound call to C at [REDACTED] at 2:

RCAS calling C on [REDACTED] @ 4:04 pm est. leaving vmx for C to call ext 457

rcas to proceed with processing of RHR

regarding the matter. RCAS understood. Call ended mutually.

TL noting that TL has changed follow up date to 01/22/14.

two weeks 10/19/2013 and on the 10/22/2013 C was on her way to work and the br

1. Replaced L/R wheel cylinder

59 pm and left vmx stating reason for call provided contact info and informed

a. Who was involved? [REDACTED]

Created by 12345678 at 2014-01-02 13:19:19

Created by ZME538N at 2014-01-22 15:15:33

RCAS calling C on [REDACTED] @ 4:04 pm est. leaving vmx for C to call ext 457

rcas completed and submitted RHR

regarding the matter. RCAS understood. Call ended mutually.

two weeks 10/19/2013 and on the 10/22/2013 C was on her way to work and the br

11/22/13 at 561 miles(22 days down) for

392 and follow up 1/20

b. What happened?

C of follow up date of 12/31 to provide C with RHR status

Created by ZRC999N at 2014-01-30 09:47:12

DRTS KP notes that the previous comment should have assigned the RHR to ARBS A

eaks failed the C. C states that C drove veh to work and then took the veh to

RCAS calling C on [REDACTED] @ 5:03 pm est. C states the dlrshp put a new tr

RCAS sending out denial letter.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,522

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,523

REQUESTED BY: lattad

CAR ID: CA4736852

11/22/13 at 561 miles(22 days down) for

392 and follow up 1/20

transmission in the veh. C feels like the dealership is rebuilding the veh. C wants

b. What happened?

DRTS received the RHR. The RHR was assigned to ARBS-Angie McVey for review.

Tests failed the C. C states that C drove veh to work and then took the veh to

Angie McVey, and not Angie Mathis.

RCAS called [REDACTED] and left same message

RCAS sending out denial letter.

Concern

Created by ZME538N at 2014-01-02 13:35:42

Created by ZME538N at 2014-01-20 09:21:44

Created by ZME538N at 2014-01-30 10:35:14

Created by ZTK177N at 2014-02-04 08:31:29

C STATES

RCAS changed follow up date to 12/31

the dealer and dealer had veh for 3 weeks and they replaced the cylinder on th

to call the BBB, and C is wanting out of the veh. RCAS adv that once the veh

Concern

Created by ZME538N at 2014-01-30 10:35:14

Created by ZRS178N at 2013-12-27 08:06:30

C STATES

has been repaired RCAS can look to see if able to repurchase the veh and will

MT TK received request for letter to be mailed to the customer. MT TK mailing

RCAS calling C on [REDACTED] @ 3:33 pm est. leaving vmx for C to call ext 457

RCAS received VMX from C asking for a call back. Best to reach between 12 and

the dealer and dealer had veh for 3 weeks and they replaced the cylinder on th

1.

1. Brakes are making noise and brake pedal went all the way down

392, case #, and follow up 1/7

be about 10 business days to get an answer. RCAS adv C will call back on 1/27

Created by ZRS178N at 2013-12-27 08:06:30

c. What areas of the vehicle are affected?

the veh and there were no injuries.

letter to customer and sending notification to agent to close the case.

RCAS calling C on [REDACTED] @ 12:30 pm est. left vmx stating moving along w

1. Brakes are making noise and brake pedal went all the way down

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,524

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,525

REQUESTED BY: lattad

CAR ID: CA4736852

Created by ZET176N at 2014-01-20 10:13:57

Created by ZME538N at 2014-02-04 10:22:15

c. What areas of the vehicle are affected?

e veh and their were no injuries.

for an update. C agreed. C states the veh is a lemon and is tired of all the

RCAS assisting RCAS Michelle Ebert made outbound call to dlrshp and spoke to S

RCAS calling C on [REDACTED] @ 12:30 pm est. left vmx stating moving along w

RCAS calling C on [REDACTED] @ 3:34 pm est. leaving vmx for C to call ext 457

2. Noise when accelerating and braking

392, case #, and follow up 1/7

crr-et confirmed that no contact info has changed.

CRR forwarding to rcas c wants nissan to buy back the veh and everything C has

C STATES

ith case and C will call back on 2/4.

RCAS assisting RCAS Michelle Ebert made outbound call to dlrshp and spoke to S

RCAS noting that letter has been sent and C denied DTS. Closing case.

repairs. C begged RCAS to assist. call ended mutually

2. Noise when accelerating and braking

Created by ZME538N at 2013-12-23 08:03:10

Created by ZME538N at 2014-01-27 12:24:55

crr-et received call from c. c would like to speak to RCAS. crr-et understood

CRR forwarding to rcas c wants nissan to buy back the veh and everything C has

C STATES

ith case and C will call back on 2/4.

M Alex

3. Perform MPI

and informed c that if RCAS is not available c will be routed to vmx and c can

Case Summary:

d. When did it happen? DOCUMENT date and time.

had to pay towards veh.

M Alex

RCAS calling C on [REDACTED] @ 2:15 pm est. leaving vmx for C to call ext 45

RCAS calling C on [REDACTED] @ 12:34 pm est. ext has not been activated. unabl

RCAS sending email to GM-Ramzey regarding the one month payment

3. Perform MPI

7392, case #, and follow up 1/28

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,526

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,527

REQUESTED BY: lattad

CAR ID: CA4736852

C was looking for a repurchase of the veh for brake noises. C was declined. L
d. When did it happen? DOCUMENT date and time.

had to pay towards veh.

leave a message then crr-et will send an internal message to RCAS and asked t
RCAS calling C on [REDACTED] @ 12:34 pm est. ext has not been activated. unabl
RCAS requested Time stamp for RO to be faxed for RHR

RCAS sending email to ASM-Clara for copyies of any and all RO's for the veh.

Action Taken

Created by ZME538N at 2013-12-19 12:28:04

Created by ZRS178N at 2013-12-26 07:44:42

C STATES C was driving down Hemp stead turnpike around 6:4

e to leave msg.

etter sent, C declined DTS. Closing case.

o give c a callback. c agreed and thanked crr-et.

RCAS calling C on [REDACTED] @ 2:17 pm est. Spoke with C. The veh is not runn

RCAS requested Time stamp for RO to be faxed for RHR

Action Taken

Created by ZME538N at 2014-02-04 10:23:20

crr-et offered further assistance, c declined.

C STATES C was driving down Hemp stead turnpike around 6:4

e to leave msg.

ing well. The veh was very hesitant and C needs to get it to the dlrshp yet ag

RCAS assisting RCAS Michelle Ebert made outbound call to dlrshp and left a mes

RCAS calling C on [REDACTED] @ 2:14 pm est. Spoke with C, c is at work and wil

RCAS provided fax number

0 in the am.

1. Replaced master cylinder (was on back order)

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

ain. RCAS agreed the veh does need to go back to the dlrshp regarding these c

Created by ZAM175N at 2014-01-30 12:08:37

crr-et provided name, ext.

I have to make this work but quick. C states went to the dlrshp and have the v

RCAS provided fax number

sage request SM Alex return call on this case

0 in the am.

1. Replaced master cylinder (was on back order)

Created by ZAM175N at 2014-01-30 12:08:37

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,528

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,529

REQUESTED BY: lattad

CAR ID: CA4736852

Created by ZME538N at 2013-12-30 08:58:22

Created by ZRS178N at 2013-12-26 10:30:25

crr-et exiting case.

eh looked at. The brakes were repaired. In 2 weeks the brake cylinder C does
oncerns. RCAS adv moving along with the RHR, and Will be in contact on 1/30 c
RCAS noting received vmx time stamped prior to RCAS speaking with C. Leaving

2. Tightened and torque suspension bolts

agreed. C stated if C is unable to answer at work please leave a msg. RCAS a
case closed.

Created by ZME538N at 2014-01-20 10:30:37

e. Where did it happen?Hemstead traveling east

not feel safe in the veh and would like to exchange/repurchase the veh due to
RCAS made outbound call to dlrshp and spoke to SM Alex who stated SM did not k
RCAS noting sent email to ASM-Clara and SM-Alex asking for time stamps for RO
RHR was resubmitted with the following:

2. Tightened and torque suspension bolts

#560652.

dv calls cell phone first and if call to C's work will ask if c has time to t

e. Where did it happen?Hemstead traveling east

now if ROs were faxed

RCAS received incoming call from C, the veh is back in the shop since Tues. R

RHR was resubmitted with the following:

this concern. RCAS adv unable to promise the veh can be repurchased/exchanged

1/14/14 at 1,412 miles for

3. Complete

alk. C agreed. Call ended mutually.

but will look into see if NNA is able to assist with request and can take up

CAS went over the denial of the RHR, C is not happy and the veh is back in at

Created by ZMS177N at 2013-12-30 09:15:22

Created by ZRS178N at 2013-12-26 12:06:33

C STATES Breaks would not start

1/14/14 at 1,412 miles for

3. Complete

crr-ms received a follow up call from c. c stated that c would like to speak w

C STATES Breaks would not start

RCAS made outbound call to dlrshp and spoke to ASM Clara and requested ROs to

RCAS noting due to change in management RO's have been delayed.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,530

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,531

REQUESTED BY: lattad

CAR ID: CA4736852

the dlrshp. The veh has been there since 1/14. C does not know how long the
to 10 business. C understood. C also adv C that the dlrshp did promise one mo

be faxed to RCAS SR at [REDACTED]

Concern

Created by ZME538N at 2014-01-29 12:24:03

f. How did it happen? C stepped on breaks and C's foot went down all the
ith RCAS and c loss c's slip containing rcas ext. and case number
nth payment for what C has had dealing with the concerns of the repairs. RCAS
veh will be there. RCAS apologized for the problems with the veh. And adv C

adv will call back on 12/26 to see what is going on with the dlrshp. C agree

Concern

Created by ZRS178N at 2013-12-26 12:38:06

crr-ms verified if there are any changes in c's contact information.c stated n

f. How did it happen? C stepped on breaks and C's foot went down all the
RCAS noting that only received one new RO for the RHR, as this will be C's sec
will contact the dlrshp to see what is going on. C states this is the third t
1. Veh runs poorly. Has no power. Makes whining sound

d. call ended mutually.

ime for the veh to be in for repairs and the repairs are not completed.

Lease vehicle b

o

ond RHR for this veh. Previous RHR is attached to case.

RCAS received ROs via fax and attached to case

way down without stopping

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,532

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,533

REQUESTED BY: lattad

CAR ID: CA4736852

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: 02/04/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,534

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,535

CAR ID: CA4736852

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 1N4AB7AP9DN [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5036	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,536

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,537

REQUESTED BY: lattad

CAR ID: CA4736852

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,538

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,539

NAME: , PFEIFFER, RIC **SC:** NONE **CAR ID:** CA4757837
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: BALDWINSVILLE **YR/MDL:** 2013.0 SEN **MILEAGE:**
ST/ZIP: FL NY [REDACTED] **VCAIN SVC DATE:**
DAY PH: 0 **PAIRTL DLR:** 70052 WARREN HENRY INFINITI
EVE PH: 315 **SUSSVC DLR:** 5099 BILL RAPP PONTIAC, INC.
DLR PH: 305 690 6006 315 437 2501 **DENRESP DLR:** 5099 BILL RAPP PONTIAC, INC.
REGION: 26 72 **DIST: SL/SV/PT:** 07 07 37 11 11 41

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00 12/19/13
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 Preowned New x Preowned 017788 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: BILL RAPP NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:**

ORIG CODE: NI NI NP NP **OPEN DATE:** 01/01/01 12/19/13 **XFER/RSPNSBLTY:**
CONTACT (S): **FOLLOWUP DATE:** 12/30/13 **INF-NET (Y/N):**
SEVERITY: 9 N **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
OF NNA., INC. ISSUES	269000 QX56
AD BRAKES	ZR GENERAL INQUIRY
AR PRODUCT INQUIRIES (INF)	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,540

REQUESTED BY: lattad

VIN: JNKBF01A75M [REDACTED]

MILEAGE: 0 017788

RTL DLR: NI NI

SVC DLR: 70052 WARREN HENRY INFINITI

RESP DLR: 70052 WARREN HENRY INFINITI

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 26 07 N 72 11 I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,541

REQUESTED BY: lattad

CAR ID: CA4757837

C. A. R. COMMENTS

ated will be at work tomorrow and best to contact c on Cell # [REDACTED]. A

Created by ZMM176N at 2013-12-23 14:51:58

FOLLOW-UP IS DUE ON OR BEFORE 11/12/04

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY

Always use cell number first. Gave C case #, Thanked C for information call en

NO OTHER C.A.R. EXISTS FOR THIS VIN

RCAS-MM followed up with the customer on [REDACTED], rcas talked with an unk

THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.

A SAFETY DEVICE SHOULD BE INSTALLED ON REAR TRUNK SIMILAR TO YOUR QX56.

Always use cell number first. Gave C case #, Thanked C for information call en

nown female and was provided with the customer's cell phone # [REDACTED] RC

PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

AS provided the unknown female with rcas contact information. RCAS called c on

ded mutually.

[REDACTED], c thanked rcas for the follow up call. C stated that the vehicl

ded mutually.

e will not stay stopped after the brake is applied. C stated when c stops for

RCAS noting case deals with previous case # [REDACTED]

a red light and the brake is applied, while sitting the brake will still be ap

RCAS noting case deals with previous case # [REDACTED]

Created by null at 2013-12-20 07:45:41

plied and the vehicle will move. C stated that the issue happened in August of

this year and the issue has arisen again. C stated that c is taken the vehic

We tested this car against three others in inventory, all did the same thing,

le to Bill Rapp Nissan on 12/27. C stated that the dealership is aware of the

the brake pedal fades when sitting at a stop not when braking. We contacted Ni

concern, but was advised that this a vacuum issue. RCAS will follow up with th

ssan and asked them about this, they explained that when the car is not in mot

e dealership on 12/27 at 9 Am Est. C stated that the vehicle is used for work.

ion it is not creating as much vacuum as it does when its in motion, the brake

pressure is created by vacuum there for less vacuum, less brake pressure. We

The vehicle has 30,000 miles. C stated that it is frustrating when stopped fo

r a light and the vehicle will start to roll. RCAS sent information to NNA Tec

then tested against other models and found them to do the same thing, also I d

h line.

id note that my personal car, although not a Nissan, does the same thing at id

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,542

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,543

REQUESTED BY: lattad

CAR ID: CA4757837

Created by ZMM176N at 2013-12-23 14:53:55

le.

Created by null at 2013-12-20 13:22:06

RCAS following up with the dealership on 12/27 and the customer on 12/30.

Created by ZMM176N at 2013-12-30 12:05:25

RCAS-Tiffany Lane assisting RCAS-Mario Mattei

RCAS-MM followed up with the service department John F. RCAS was advised that

RCAS-TL placed call to dlrsph on 3154372501 at 3:04 pm EST and spoke to SM-John.

the SM looked at the vehicle, the service tech looked at the vehicle and the service department has been working with tech line. Sm stated that it is notice SM states SM is not sure if c is veh owner.

able in the Sentra's, the dealership has test driven the vehicle with the cust

SM has showed c an inventory unit that does the same thing as c's veh.

owner (the vehicle is currently at the dealership for a non-related issue for a

SM stated SM has a 2012 Kia Rio that does the same thing.

bent rim). Sm stated that the customer's initial complaint was that the vehic

SM states that right now this is normal operation.

le would roll at a stop, since the complaint was filed with the service mgr,

SM stated SM tried in Altima and the concern is not as severe, but is still present.

the customer backed off from the complaint . The Sm stated that the vehicle is

operating as designed, the brakes and pads are right in position of where the

SM states SM has spoken with TECH LINE who explained the brake line works off

vacuum pressure, and when the veh is idling, not as much vacuum pressure is cr

y should be at 33,000 miles. The SM stated that the dealership is waiting on t

eated, which causes pedal fade.

he rim that was ordered. RCAS will follow up with c.

Created by ZMM176N at 2013-12-30 12:41:22

RCAS-TL understood and thanked SM and call ended mutually.

Created by null at 2013-12-20 14:07:40

RCAS-MM called the customer on 315-635-1896, c thanked rcas for the follow up

call. RCAS and c discussed the case, c stated that c is concerned about the br

RCAS-Tiffany Lane assisting RCAS-Mario Mattei

ake when the vehicle is in the idle position. C stated that c and the service

RCAS-TL placed call to c on [REDACTED] at 4:05 pm EST and spoke with an unkn

mgr discussed the concern, c was advised that other Sentra's have been tested

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,544

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,545

REQUESTED BY: lattad

CAR ID: CA4757837

own female.

and it is noticeable in other Sentra's. C doesn't feel that this is right. C s
Female advised c is not available and RCAS-TL understood and advised that RCAS
tated that the Sm advised that NNA will not authorize replacement of the vacuu
would be attempting to contact c again on 12/23.

Female understood and call ended mutually.

m system on the brakes , because it is operating as designed. C stated that c
is concerned by this, rcas understood. C wanted to know what could be done fur
ther, rcas advised that if the diag is not able to a concern, that it is opera
ting as designed, c understood. C stated that c is concerned about getting int
o an accident, rcas understood. C stated that the vehicle is currently at the
dealership for a rim replacement, rcas advised, that the Sm would be able to d
iscuss further technical information, c understood. C thanked rcas for the fol
low up call.

RCAS noting that tech line is involved. The email rcas received from tech line
was advised that RCAM Dave F was contacted. RCAS noting that RCAS was advised
by the Service Mgr (that was in contact with NNA Tech) that the vehicle is op
erating as designed.

Created by ZME538N at 2013-12-19 14:28:08

Created by ZME538N at 2013-12-19 14:28:08

RCAS received incoming call from C who is stating that the brake pedal went al
RCAS received incoming call from C who is stating that the brake pedal went al
l the way down on C again. C has not taken the veh into the dlrshp as of yet
l the way down on C again. C has not taken the veh into the dlrshp as of yet
but will be first thing in the morning. RCAS adv that no longer with this dis
but will be first thing in the morning. RCAS adv that no longer with this dis
trict however RCAS will forward to the proper RCAS agent for assistance. C st
trict however RCAS will forward to the proper RCAS agent for assistance. C st
ated will be at work tomorrow and best to contact c on Cell # [REDACTED] A

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,546

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,547

REQUESTED BY: lattad

CAR ID: CA4757837

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

NP

CALLBACK: 0

DATE: 00/00/00

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: N

CLOSE DATE: 01/01/01

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,548

REQUESTED BY: lattad

ROOT CAUSE: NI

SCIN

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,549

CAR ID: CA4757837

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 3N1

MAKE: I

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5099	New York					
0		70052	Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,550

MODEL YEAR:

MAKE: N

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,551

REQUESTED BY: lattad

CAR ID: CA4757837

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5099

70052

STATE: FL

NY

DEALER NAME: BILL RAPP PONTIAC, INC. WARREN HENRY INFINITI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,552

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,553

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4826838
STREET: [REDACTED] **VIN:** 3N1AB7APXDL [REDACTED]
CITY: MENTONE **YR/MDL:** 2013.0 SEN **MILEAGE:** 000000
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 2,800 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3378 METRO NISSAN OF REDLANDS
DLR PH: 909 793 3377 **DENY:** 0 **RESP DLR:** 3378 METRO NISSAN OF REDLANDS
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:** 000000 **# 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:** 12/30/13 **XFER/RSPNSBLTY:** 44 05 N
CONTACT (S): **FOLLOWUP DATE:** 01/15/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/14/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 223000 SERVICE SURVEY (NISSAN)
OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT. YX POOR OR IMPROPER OPERATION }
BG POWERTRAIN YY POOR SERVICE EXPERIENCE
ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,554

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,555

REQUESTED BY: lattad

CAR ID: CA4826838

C. A. R. COMMENTS

4. Perform MPI

Created by 12345678 at 2013-12-30 01:02:11

Created by ZSS345N at 2014-01-10 14:43:21

RCAS-MF contacting c on [REDACTED] at 1208p EST, number is no longer in service

RCAS provided docs to Jonathon Spurling to process rhr

RCAS received case due to c requested to be contacted before 10:00am est as st

Service Dept. Review

to informed that agent still in the process, c understood and stated that c do

5. Perform tire check

ated in the notes and by RCAS Ayleen Torres.

Created by ZKM179N at 2014-01-06 09:04:08

e

es not want veh to be replaced not to be repurchase, RCAS understood.

RCAS called dlr at 9097933377 at 11:41am est and left vmx to SM indicating the

Service Dept. Review

Action Taken: 1. Unable to duplicate

Created by ZSS345N at 2013-12-31 12:04:05

e

es not want veh to be replaced not to be repurchase, RCAS understood.

RCAS Karen Maldonado assisting RCAS Sandra Santiago contacted C at [REDACTED]

Service Dept. Review

t DTS inspection was scheduled for Monday at 10:00am

2. Unable to duplicate

648 at 9:43 am EST

Created by ZSS345N at 2014-01-13 06:47:52

RCAS asked c if c is requesting call before 10:00am est. C stated that c requ

RCAS called dlr at 9097933377 at 2:03pm est and asked for SM.

RCAS-MF closing case

Service Dept. Review

3. Unable to duplicate

RCAS advised c that the call may be recorded for quality purposes.

RCAS asked c if c is requesting call before 10:00am est. C stated that c requ

RCAS changing follow up for 1-15 as agreed with c back in 1-10

RCAS-MF closing case

RCAS was informed that is busy and call was transferred to SM vmx.

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,556

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,557

REQUESTED BY: lattad

CAR ID: CA4826838

4. Complete

Created by null at 2013-12-31 07:52:23

Created by ZSS345N at 2014-01-13 11:31:28

C understood.

ested call before 10:00am est just for home phone but if call is make to c's c

RCAS left vmx with contact information asking for call back.

Service Dept. Review

5. Complete

Created by ZKM179N at 2014-01-02 06:57:02

ested call before 10:00am est just for home phone but if call is make to c's c

RCAS Ayleen Torres received a call from C stating that C was called but C was

RCAS explained to C that RCAS KM is assisting RCAS SS and RCAS need to provide

RCAS verified task and correspondence request still in pending to process.

Created by ZMS866N at 2014-01-13 12:39:09

ell phone can be at any time. RCAS understood and thanked c for time and pat

not able to answer and C wanted conduct call in Spanish and do everything in S

Open 12-14-13 Closed 12-14-13 Miles 74 RO 311784

RCAS Karen Maldonado received a call from c stating wants to speak with RCAS-S

to C info about RHR C requested and RCAS needed to asked to C some ??? in ord

andra Santiago

Concern: 1. Knocking/clunking noise from rear end when braking

ell phone can be at any time. RCAS understood and thanked c for time and pat

er to complete the initial process of the RHR.

MT MS received request for letter to be mailed to the customer. MT MS mailing

panish.

2. Perform MPI

C understood.

ience.

letter to customer and sending notification to agent to close the case.

RCAS advised that RCAS could take care of the case on C's behalf, and asked if

RCAS asked c if any contact information such as address or phone #'s have chan

3. Perform tire check

C had anything else to add to the dlr complaint.

Created by ZSS345N at 2014-01-14 10:50:43

ged, c stated no

ience.

RCAS asked C the following ???

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,558

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,559

REQUESTED BY: lattad

CAR ID: CA4826838

Action Taken: 1. Secured rear seats

C stated that C is calling to provide info to RCAS SS. C stated that C took ve
C stated that c only spoke the truth, and C was only calling because the dlr r
RCAS received e-mail from DTS Devin Boelman stating that met with c and test d
RCAS setting follow up for 1-13

Why does c want to return the vehicle to Nissan North America? because veh ha

2. Complete

efused to repair the veh transmission and the C is sure there is something wro
h to dlr on 12/31/13. C stated that veh is under inspection at srv dlr. and th
RCAS setting follow up for 1-13

rive veh and c demonstrated veh concern of lack of power going up hills and DT
ve issues since C purchase veh and C have taken veh to NNA dlr and no issues a

3. Complete

at C was informed that technician will be inspecting veh.

Created by ZSS345N at 2014-01-08 11:55:09

ng, because from a stop C has to wait a couple of seconds before the veh will
re found.

S stated that concern is normal one is a Sentra with smaller engine and c will
actually accelerate, C stated that C's sons are mechanics by trade, and C has

Created by ZSS345N at 2014-01-08 11:55:09

have to accelerate a little more to get up the hills and other is that becaus

Open 12-21-13 Closed 12-21-13 Miles 142 RO 312091

RCAS explained to C that info will be documented and forwarded to RCAS SS. RCA

Where is the vehicle currently? at dlr METRO NISSAN OF REDLANDS

been advised that the concern on the transmission is not normal but when C tak

Concern: 1. Brake pedal needed to be pushed all the way to brake and then it n

e of the cvt transmisison, torque convertor lock up occurs very early and c th

RCAS attached denial letter to case.

S offer C further assistance C decline assistance.

Where was the vehicle purchased? METRO NISSAN OF REDLANDS

eeded to be pumped to regain pressure

es veh to the dlr, C is just told that there is nothing wrong. C stated that o

inks that engine is holding back. DTS explained c how the transmission works

RCAS attached denial letter to case.

RCAS provided c with Name, Case and EXT #.

Was it purchased new or used? new

2. Perform MPI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,560

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,561

REQUESTED BY: lattad

CAR ID: CA4826838

and c was fine.

Created by ZSS345N at 2014-01-08 11:55:24

If used, when was the vehicle purchased? METRO NISSAN OF REDLANDS
RCAS exiting case.

ver the 23 and the 24th C had left the veh at the dlr, and C was returned veh

3. Perform tire check

Created by ZSS345N at 2014-01-02 09:50:03

Created by ZSS345N at 2014-01-08 11:55:24

Created by ZSS345N at 2014-01-14 10:58:44

Where is the vehicle serviced? METRO NISSAN OF REDLANDS

with the same mileage, but C was told that the veh had been tested and it was

Action Taken: 1. Unable to duplicate

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

ok. C was provided a 1-800+ number to call, and C had called and was advised t

RCAS called c at [REDACTED] at 12:53pm est and spoke with c and informed c that

RCAS called dlr at [REDACTED] at 11:48am est and asked for SM, call was transf

RCAS sent correspondence request

2. Complete

erred to vmx.

f so, document names of dealers/retailers? no other dlr just METRO NISSAN OF R

o take veh back to Nissan for a DTS to look the veh. C stated that C was also

RCAS sent correspondence request

t agent received report from DTS stating that veh is fine. C stated that base

3. Complete

advised to take the veh to another dlr and C has not done so as it is another

Created by ZKD176N at 2014-01-09 06:34:10

EDLANDS

in the information provided veh is fine. C stated that based in the explanat

RCAS left vmx asking for call back with veh and RCAS information.

5 miles out of the way, and it is not convenient for C as C would have to loos

Created by ZSS345N at 2014-01-02 10:58:06

C stated that C test drove veh with dlr technician and C was told that veh def

ions that DTS provided to c veh is fine but c stated that the way that veh per

Open 12-23-13 Closed 12-23-13 Miles 169 RO 312102

SRD-KD in review of case for DTS inspection SRD supports DTS

Concern: 1. Veh has no power when going uphill

Created by ZSS345N at 2014-01-09 12:18:30

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,562

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,563

REQUESTED BY: lattad

CAR ID: CA4826838

e 1 day of work just to take veh to dlr.

forms c feels that is forcing the engine and may be engine will broke earlier.

initly have an issue and now dlr contacted C and explained to C that veh was

RCAS received call from SM returning call.

2. Perform MPI

already ready for C to pick up and C do not want to take veh is no repairs hav

RCAS explained SM that c asked NNA to replace veh and agent needs to ask diffe

RCAS informed c that agent is in the position to assist and c can call any t

RCAS sent DTS request.

RCAS understood and advised how RCAS could be of assistance.

3. Perform tire check

Created by ZSS345N at 2014-01-10 09:30:08

C stated C wanted veh repaired or replaced.

e been perform on veh. C stated that C lives in mountain areas and there is a

ime if c needs further assistance, c understood and thanked RCAS for all help

rent questions. SM understood.

Action Taken: 1. No problem found

lot of hills and veh do not work for C in the conditions veh is losing strengt

RCAS advised RCAS would be assisting C with both concerns but what CA did was

RCAS asked SM how many times has the cb

RCAS received e-mail from Devin Boelman stating that can inspect veh on Monday

received.

, 1/13 at 10:00am at Metro Nissan of Redlands.

2. Complete

d that for repairs just 1 time

h.

not a physical trade of the veh, but a repurchase request which was not guaran

RCAS offered further assistance, c decline.

3. Complete

Created by ZSS345N at 2014-01-10 09:32:38

RCAS provided c with rcas name and ext#

RCAS thanked C for the information and explained to C that RHR process takes 1

teed, as well as attempt to have C's veh repaired.

What repairs were performed? seat

0 business days for a resolution of the request and that RCAS SS will be in co

Created by ZLF050N at 2014-01-08 08:44:11

C stated that was completely ok and C highly agreed.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,564

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,565

REQUESTED BY: lattad

CAR ID: CA4826838

How many days has the vehicle been kept out of service at the dealer for repair
RCAS called c at [REDACTED] at 11:30am est and left vmx to c indicating the
RCAS close case due to no follow up action required.

**ARBS-LF reviewed the repair history and at this time, NNA is not in a position

Created by ZSS345N at 2014-01-14 11:00:55

contact with C every 3 business days in order to provide to C an update of what
RCAS advised a decision would be provided on the 15th of Jan, but contact would
be? Just one day.

the vehicle can be inspected Monday 1/13 at 10:00am at dlr and asked for call back would
be made with C every 3 business days to advise C of what is going on with the

Has Techline been involved? No

is going on with case and C's request.

with confirmation.

on to offer a repurchase or replacement of this vehicle, as the vehicle has no

Summary:

C called and asked NNA to replace vehicle due to vehicle loose power going up hills.

Created by ZSS345N at 2014-01-10 09:38:29

C understood and thanked for info and assistance provided.

the case.

Has the Dealer Technical Specialist (DTS) been involved? no.

it has been subject to an unreasonable number of repair attempts for any warrantable

C stated ok.

the concerns that would substantially impair this vehicle. NNA will continue to

RCAS called c at [REDACTED] at 11:33am est and informed c that inspection can

RCAS informed SM that c stated that c drop off vehicle at dlr. SM stated that technician

RCAS offered C further assistance C decline further assistance.

RHR was processed and denied. DTS inspection was performed and vehicle is working

be performed at dlr Metro Nissan of Redlands next Monday at 10:00am, c agreed

fine.

he drove test vehicle and was unable to duplicate any concern and is calling c to please

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

RCAS asked C the following Questions:

RCAS provided c with name and Ext #.

and stated that will be at dlr for inspection.

ARBS-LF recommends that NNA contact the region to see if a DTS needs to inspect

Created by 12345678 at 2013-12-30 01:02:42

pick up vehicle.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,566

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,567

REQUESTED BY: lattad

CAR ID: CA4826838

RCAS exiting case and sending RCAS task to change case follow up date for 1/9/
Why does c want to return the vehicle to Nissan North America? Because C has
14

Created by 12345678 at 2013-12-30 01:02:42

RCAS asked SM to please send all c copy ro's to [REDACTED], SM agreed and ca
RCAS informed c that agent will follow up with c next Wednesday with update in
taken veh to dlr for repairs and nothing has been done on dlr part to get repa
t the vehicle.

Created by ZJS111N at 2014-01-06 17:29:16

Created by ZSS345N at 2014-01-08 11:45:00

formation, c agreed.

irs done.

ll ended mutually.

THE CAR OR AUTO HAS RAN 160 MILES AND IT HAS BEEN IN SO CALLED REPAIRS THREE T

Created by ZJS111N at 2014-01-06 17:29:16

Created by ZSS345N at 2014-01-03 09:03:43

Created by ZSS345N at 2014-01-08 11:45:00

Created by ZSS345N at 2014-01-10 09:39:45

THE CAR OR AUTO HAS RAN 160 MILES AND IT HAS BEEN IN SO CALLED REPAIRS THREE T

Where is the vehicle currently? With C

IMES <THEY NEVER TRIED TO FIX THE PROBLEM OF THE TRANSMISSION> IT HAS NO STREN

RCAS called c at [REDACTED] at 1:35pm est and spoke with c and explained c tha
rcas-jonathon spurling assisting

RCAS received ro's by e-mail but are so blurry that can not be read.

RCAS sent e-mail to DTS Devin Boelman with appointment confirmation.

Where was the vehicle purchased? METRO NISSAN OF REDLANDS

Created by ZSS345N at 2014-01-03 09:06:45

Created by ZSS345N at 2014-01-10 14:43:21

IMES <THEY NEVER TRIED TO FIX THE PROBLEM OF THE TRANSMISSION> IT HAS NO STREN

RCAS called c at [REDACTED] at 1:35pm est and spoke with c and explained c tha
rcas-jonathon spurling assisting

Was it purchased new or used? New

GTH UP HILL, BUT IT HAS NO PROBLEM DOWN HILL OR STRAIGHT, AND AT THIS MOMENTIT

If used, when was the vehicle purchased? N/A

RCAS called dlr at 9097933377 at 11:03am est and spoke with Kyler and asked f

RCAS called dlr at 9097933377 at 11:41am est and left vmx to SM indicating tha

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,568

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,569

REQUESTED BY: lattad

CAR ID: CA4826838

t after careful evaluation of the case NNA is not in the position to replace o
GTH UP HILL, BUT IT HAS NO PROBLEM DOWN HILL OR STRAIGHT, AND AT THIS MOMENTIT
or SM and Kyler stated that is not available, RCAS asked for SA assistance and
rcas noting that owner of case received all RO's as stated in CPIA and Salesfo
t after careful evaluation of the case NNA is not in the position to replace o
t DTS inspection was scheduled for Monday at 10:00am

Where is the vehicle serviced? METRO NISSAN OF REDLANDS

CAN BE FOUND AT THE DOOR OF REDLANDS NISSAN WAITING TO BE ENTERED ONCE AGAIN.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

Kyler stated that SA are assisting c's and wrote contact information down to

rce to proceed with processing of RHR

r repurchase veh at this time and NNA will honor terms and conditions of manuf

ask for call back.

CAN BE FOUND AT THE DOOR OF REDLANDS NISSAN WAITING TO BE ENTERED ONCE AGAIN.

f so, document names of dealers/retailers?

rce to proceed with processing of RHR

r repurchase veh at this time and NNA will honor terms and conditions of manuf

acture warranties and asked c if veh is having issues. C stated that c pick u

Created by ZJP179N at 2014-01-03 11:02:24

METRO NISSAN OF REDLANDS

rcas completed and submitted RHR

THE DEALER REFUSED YESTERDAY TO SWITCH IT AFTER NINE DAYS.

acture warranties and asked c if veh is having issues. C stated that c pick u

C stated best # to contact C is the cell phone as C is at home until 10:00 O'c

rcas completed and submitted RHR

RCAS Jennifer Pou assisting RCAS Sandra Santiago

THE DEALER REFUSED YESTERDAY TO SWITCH IT AFTER NINE DAYS.

Created by 12345678 at 2014-01-07 08:10:19

Created by null at 2013-12-30 10:11:47

lock RCAS time then C would not be back home until 5:00 pm pacific time.

p veh to dlr and c always have veh in the garage and c used veh yesterday and

RCAS calling dlr @9097933377@ 12:59 pm est and spoke with SM who transfered ca

Created by 12345678 at 2014-01-07 08:10:19

Created by null at 2013-12-30 10:11:47

ll to Gabby to obtain RO's RCAS asked to please send RO's c copy only and any

p veh to dlr and c always have veh in the garage and c used veh yesterday and

RCAS advised C that RCAS did not arrive at the office until 10:30 am and would

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,570

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,571

REQUESTED BY: lattad

CAR ID: CA4826838

***DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for review but not be able to assist C, and RCAS office closed by 5:00 pm Pacific time, but RCAS-MF assisting RCAS-Sharmayne Thomas
veh tried to shut off while driving and c put veh back into garage and does not with veh being down within 7 days need stamps.
another RCAS bilingual agent would assist C.

***DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for review
RCAS exiting case
RCAS-MF assisting RCAS-Sharmayne Thomas
veh tried to shut off while driving and c put veh back into garage and does not
Created by ZKM179N at 2014-01-03 12:59:59
C stated ok.

RCAS-MF contacting c on [REDACTED] at 1206p EST, reached vmx. RCAS left vmx then t want to use veh.
w.

RCAS Karen Maldonado assisting RCAS Sandra Santiago sent email to CSM Fernando
RCAS-MF contacting c on [REDACTED] at 1206p EST, reached vmx. RCAS left vmx then
RCAS thanked C for the information and verified phone # address C's best # to
t want to use veh.
w.

anking c for completing the service survey. RCAS welcomed c to contact Nissan
call [REDACTED]. RCAS asked when C would take veh in.
Created by ZLF050N at 2014-01-08 08:43:23

Hernandez as an advise that an RHR will be sent to the DRT for review.
RCAS informed c that agent will request an inspection date and time for the ve
anking c for completing the service survey. RCAS welcomed c to contact Nissan
ARBS-LF notes the dealer service records:
C stated by the end of business day and C would call back on 01/2/14 to advise
RCAS exiting case

RCAS informed c that agent will request an inspection date and time for the ve
back should c have any concerns requiring further assistance. RCAS provided ca
Created by ZSS345N at 2014-01-06 07:28:45

h and as soon as agent has the confirmation will be in contact with c to provi
Open 12-14-13 Closed 12-14-13 Miles 40 RO 311733
RCAS of the veh status.

back should c have any concerns requiring further assistance. RCAS provided ca
Concern: 1. Delays to accelerate after making a right or left turn or going up

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,572

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,573

REQUESTED BY: lattad

CAR ID: CA4826838

h and as soon as agent has the confirmation will be in contact with c to provi
RCAS agreed and thanked C for information.
RCAS received ro's and attached to case.
Created by ZSS345N at 2014-01-06 07:34:59
de information and if for Monday agent does not have response, will contact c
hill

RCAS and C mutually ended call.

se number and contact info: 1-800-647-7261

2. When taking over drive off veh loses all power

de information and if for Monday agent does not have response, will contact c
RCAS exiting case.

RCAS sent e-mail to CSM-Fernando Hernandez with rhr information.

se number and contact info: 1-800-647-7261

3. Front passenger door is hard to close, has to be pushed really hard

Created by ZSS345N at 2013-12-31 12:00:41

Created by ZSS345N at 2014-01-06 08:07:57

RCAS-MF contacting c on [REDACTED] at 1208p EST, number is no longer in servic
to informed that agent still in the process, c understood and stated that c do

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

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,574

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,575

REQUESTED BY: lattad

CAR ID: CA4826838

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: 01/14/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,576

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,577

CAR ID: CA4826838

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3378	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,578

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,579

REQUESTED BY: lattad

CAR ID: CA4826838

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3378

STATE: CA

DEALER NAME: METRO NISSAN OF REDLAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,580

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,581

NAME: , TOMPKINS,VIC SC: MULTI CONTRACT CAR ID: CA4832470
STREET: [REDACTED] VIN: 3N1CN7APXDL [REDACTED]
CITY: MAXWELL YR/MDL: 2013.0 VSD MILEAGE:
ST/ZIP: NC TX [REDACTED] VCAIN SVC DATE:
DAY PH: 0 PAIRTL DLR: 2479 SOUTHERN STATES NISSAN
EVE PH: [REDACTED] SUSSVC DLR: 2479 SOUTHERN STATES NISSAN
DLR PH: 512 353 5116 919 833 5733 DENRESP DLR: 2479 SOUTHERN STATES NISSAN
REGION: 32 34 DIST: SL/SV/PT: 08 08 38 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 Preowned New x Preowned 145000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN OF SAN MARCOS
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 12/30/13 XFER/RSPNSBLTY:
CONTACT (S): FOLLOWUP DATE: 01/06/14 INF-NET (Y/N):
SEVERITY: 9 N CLOSE DATE: 01/01/01 01/06/14 INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
OF NNA., INC. ISSUES	134000 GEN. ENGINE ELECTRIC COMPONENT
AD BRAKES	YE MULTIPLE REPAIR ATTEMPTS
AF ENGINE ELECTRICAL	YX POOR OR IMPROPER OPERATION
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,582

REQUESTED BY: lattad

VIN: NP

MILEAGE: 004000 145000

RTL DLR: NI NI

SVC DLR: 5386 NISSAN OF SAN MARCOS

RESP DLR: 5386 NISSAN OF SAN MARCOS

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 32 08 N 34 14 I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,583

REQUESTED BY: lattad

CAR ID: CA4832470

C. A. R. COMMENTS

Created by ZAC175N at 2014-01-03 10:10:43

Created by ZWC178N at 2013-12-30 15:05:50

FILE OPENED-ZCD672N 01/24/2005

NO PREVIOUS FILES @01/24-ZCD672N

Created by ZWC178N at 2013-12-30 15:05:50

OWNERS OF VEH. @01/24-ZCD672N

rcas-ac noting that SM -Frank Salizar was ooo and rcas could not speak to SM a

UPDATED NAME, ADDRESS, DAY AND EVE PHONE, MILES, SERVICE DLR

bout the concern so rcas was in contact with SA.

CLOSED @01/24-ZCD672N

crr-wc adding note that note below was created by error

NO RECALLS

C called saying that the dlr advised c to call Nissan CA for help. C said tha

* C JUST PURCHASED VEH AND WOULD LIKE TO HAVE NAME AND ADDRESS OF PREVIOUS

crr-wc adding note that note below was created by error

SM is back in the office now.

crr-wc exiting case

OWNER TO GET SECURITY CODE FOR STEREO.

rcas-ac sent email to SM requesting for SM to verify that the smell is gone be

t the veh was sent to the dlr 2 times already due to the brake warning light i

** CRR-CD APOLOGIZED BUT NNA IS NOT ABLE TO GIVE OUT ANY INFO ABOUT PREVIOUS

crr-wc exiting case

fore SA letting c pick up the veh

t the veh was sent to the dlr 2 times already due to the brake warning light i

Created by ZAC175N at 2013-12-31 11:45:21

Created by ZAC175N at 2014-01-03 10:38:01

s on. Dlr told c that there was a problem with the sensor sensor and now, the

Created by ZAC175N at 2014-01-03 10:38:01

rcas-ac called NISSAN OF SAN MARCOS and spoke to SA who said that c is complai

s on. Dlr told c that there was a problem with the sensor sensor and now, the

ning of a stronge smell . The dlr said the dlr pressure washed the engine and

rcas-ac rcvd email from SM who said everyone has been involved with this and S

veh is back at the dlr again due to the brake light is on again. CRR-jA is a

rcas-ac rcvd email from SM who said everyone has been involved with this and S

veh is back at the dlr again due to the brake light is on again. CRR-jA is a

will then be testing it today

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,584

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,585

REQUESTED BY: lattad

CAR ID: CA4832470

bout to ask the mileage of the veh but the line got disconnected. CRR-JA advi
Created by ZAC175N at 2013-12-31 11:46:54

M verified it

bout to ask the mileage of the veh but the line got disconnected. CRR-JA advi
M verified it

rcas-ac called the c @ 1 47 pm est on [REDACTED] & spoke to the cs daughte
ced c not to hung up if c can hear CRR-jA and just to find a good signal but c
Created by ZAC175N at 2014-01-06 09:30:44

r who said to call cs mother at [REDACTED] & leave rcas contact info because c
ced c not to hung up if c can hear CRR-jA and just to find a good signal but c
RCAS UNABLE TO DATANET THE CASE

s mother is at work

Created by ZAC175N at 2013-12-31 11:57:35

is not on the line anymore. CRR-JA was not able to give case and extension n
rcas-ac rcvd email from SM who said the veh is repaired

is not on the line anymore. CRR-JA was not able to give case and extension n
rcas-ac called the c @ 11 30 am est on [REDACTED] & left vmx

rcas-ac called the c @ 1 48 pm est on [REDACTED] & spoke to the c.

rcas-ac closing case as rcas verified with SM that the veh is repaired

rcas-ac reiterated the concern and apologized. C said that the first time c we
umber. Only name. CRR-JA is closing the case.

Created by ZAC175N at 2014-01-06 09:31:23

nt to the dlr for the smell, the dlr said it was normal. C said when c turns o
umber. Only name. CRR-JA is closing the case.

Created by ZWC178N at 2013-12-30 15:04:13

n the AC, c has the smell but c never smelled it so bad. C said c spoke to Tre
Summary: C had a foul smell on the veh and the SM verified that this was addre

Created by ZWC178N at 2013-12-30 15:04:13

ssed. rcas called c to follow up on repairs but c did not answer. rcas able to
y who could smell the veh from 25 ft away. C said c accepted the dlrs first di
agnostic but now c doesnt. C is crying and said that c hates the car and that
close the case due to dlr verifying

crr-wc received a call from c following-up on the case. crr-wc verified that t

Created by ZAC175N at 2014-01-06 09:32:34

crr-wc received a call from c following-up on the case. crr-wc verified that t

c worked hard for the car that c has. C said c just finally wants the car fixe

d . rcas empathized with c and advised c that NNAs goal is to get the repaired

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,586

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,587

REQUESTED BY: lattad

CAR ID: CA4832470

here are no changes on contact information.

rcas-ac noting their is no categorization for the bad smell c was having and rcas will be working with the dlr to make sure they are doing everything here are no changes on contact information.

crr-wc advised c that crr-ja is engaging another call but crr-wc was advised a possible to get veh repaired. rcas gave an update and told c that the dlr is p crr-wc advised c that crr-ja is engaging another call but crr-wc was advised a ressure washing the engine and retesting it. C said c does not know what that bout the process.

will do. rcas apologized. C said that c wants to give a compliment to trey/Cla bout the process.

y who c has been working with because he has been very helpful with the custom c stated c been on the dlr 2 times, c stated the veh is on the dlr since Frida er.

c stated c been on the dlr 2 times, c stated the veh is on the dlr since Frida rcas-ac advised c that rcas will follow up with c by 1/6/2014.

C said c would like a call back around 3PM EST since c gets off work at this t y, c said the veh have strong smell of anti-freeze. c stated now c called the ime.

y, c said the veh have strong smell of anti-freeze. c stated now c called the Created by ZWC177NB at 2014-01-02 08:44:26

dlr and c been advised that the issue is not yet duplicated, c was provided a crr-cm received a call from c dlr CS-Manager named Hope following-up on the ca dlr and c been advised that the issue is not yet duplicated, c was provided a rental veh. c said c spoke to SA cam and SM clay.

se. crr-cm verified that there are no changes on contact information.

crr-cm advised dlr CS-Manager that crr-cm will try to reach rcas first, crr-cm rental veh. c said c spoke to SA cam and SM clay.

advised dlr CS-Manager that crr-cm will transfer dlr CS-Manager directly if r crr-wc asked c what c wants nna to do with cb

cas is reached, dlr CS-Manager understood. crr-cm called RCASb

crr-wc asked c what c wants nna to do with cb

ched VMX. crr-cm advised dlr CS-Manager that crr-cm will still transfer CS-Man C States c just want it to be resolved, c said the veh should not have any con ager understood

C States c just want it to be resolved, c said the veh should not have any con cerned as it is brand new. c said now c hate the veh.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,588

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,589

REQUESTED BY: lattad

CAR ID: CA4832470

crr-cm offered further assistance, c declined. crr-cm gave name & extension.
cerned as it is brand new. c said now c hate the veh.
crr-cm exiting case.

Created by ZAC175N at 2014-01-02 09:48:41

crr-wc advised c that case will be transferred to rcas for review.

crr-wc advised c that case will be transferred to rcas for review.

rcas-ac rcvd vmx from CRM-Hope Parker requesting call back about this customer

crr-wc advised c to expect a call within the next business day.

to [REDACTED]

Created by ZAC175N at 2014-01-02 10:46:24

crr-wc advised c to expect a call within the next business day.

c understood.

rcas-ac called NISSAN OF SAN MARCOS @ 12 39 pm est & spoke to CRM who said tha

c understood.

t Clay is the person dealing with this.

c stated c works 6am - 2pm so c is available after 2 pm.

rcas-ac asked to speak with Clay but rcas was transferred to Clays vmx and the

c stated c works 6am - 2pm so c is available after 2 pm.

vmx says that Clay is a PM.

crr-wc offered further assistance, c declined.

rcas was transferred to the operator and asked for a SA.

crr-wc offered further assistance, c declined.

rcas-ac spoke to operator who said the SM is not available and all SA'a are bu

crr-wc provided name, ext and case number.

sy right now but SA will have someone call rcas

Created by ZAC175N at 2014-01-03 10:08:03

crr-wc provided name, ext and case number.

crr-wc leaving case open, transferring resp to rcas

rcas-ac rcvd email from SA who said that SA wanted to update rcas on the veh.

crr-wc leaving case open, transferring resp to rcas

The smell was not an antifreeze smell. It was more of an organic smell due to

Created by ZWC178N at 2013-12-30 15:04:39

leaves and debris. The dlr pressure washed the engine and it smells so much be

Created by ZWC178N at 2013-12-30 15:04:39

tter. C has a odor in the interior of the veh that is not from the veh so the

dlr is going to detail the veh to eliminate that odor as well to see if it is

Vehicle Concern: Brake light issue.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,590

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,591

REQUESTED BY: lattad

CAR ID: CA4832470

better.

Vehicle Concern: Brake light issue.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

NP

CALLBACK: 0

DATE: 00/00/00

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 04/07/14 04/25/14

3RD PRY: NI

PART#:

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: N

Y

CLOSE DATE: 01/01/01 01/06/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,592

REQUESTED BY: lattad

ROOT CAUSE: NI SCIN

USERID:

USERID:

USERID:

USERID:

USERID:

CHECK REQUESTED: Y

CHECK ISSUED: Y

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,593

TIME: 9:19:07 AM

CAR ID: CA4832470

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: VSD

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PEDW00426757	5386 Texas	4/24/2014	07/01/20	0100000	01/01/01	01/01/01
2	RCCB07439339	5386 Texas	7/1/2013	07/01/18	0060000	01/03/14	01/01/01
2		2479 North Carolina					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,594

MODEL YEAR:

MAKE:

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,595

REQUESTED BY: lattad

CAR ID: CA4832470

CURRENT SERVICE CONTRACT

CONTRACT: PEDW00426757

OWNER NAME: [REDACTED]

PLAN TYPE: E

PLAN TERM: W

DEDUCTABLE: 50

EFFECTIVE: 4/24/2014

EXPIRES: 07/01/20 **MILES:** 0100000

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

TRANSFER: 01/01/01

TRANSACTION: 04/25/14

PRINTED: 04/26/14

DEALER NO: 5386 **STATE:** TX

DEALER NAME: NISSAN OF SAN MARCOS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,596

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,597

REQUESTED BY: lattad

CAR ID: CA4832470

CURRENT SERVICE CONTRACT

CONTRACT: RCCB07439339

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: B

DEDUCTABLE: 100

EFFECTIVE: 7/1/2013

EXPIRES: 07/01/18 **MILES:** 0060000

CANCEL: 01/03/14 **MILES:** 0060000

TRANSFER: 01/01/01

TRANSACTION: 04/07/14

PRINTED: 08/17/13

DEALER NO: 5386 **STATE:** TX

DEALER NAME: NISSAN OF SAN MARCOS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,598

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,599

REQUESTED BY: lattad

CAR ID: CA4832470

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2479

STATE: NC

DEALER NAME: SOUTHERN STATES NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,600

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,601

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4857965
STREET: [REDACTED] **VIN:** 3N1AB7AP3DL [REDACTED]
CITY: NORTH HOLLYWO **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 006392
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 839 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 042B UNIVERSAL CITY NISSAN INC
DLR PH: 818 769 8100 **DENY:** 0 **RESP DLR:** 042B UNIVERSAL CITY NISSAN INC
REGION: 44 **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:** 006392 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NISSAN OF VAN NUYS
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/02/14 **XFER/RSPNSBLTY:** 44 03 N
CONTACT (S): **FOLLOWUP DATE:** 03/22/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/24/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,602

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,603

REQUESTED BY: lattad

CAR ID: CA4857965

C. A. R. COMMENTS

3. After stops, intermittently brake pedal will fade down. Brake pedal goes to

Created by null at 2014-01-02 10:13:58

Created by null at 2014-01-23 09:35:43

Created by null at 2014-02-05 13:35:41

Created by ZJU176N at 2014-02-06 13:14:52

Created by ZLF050N at 2014-02-19 13:47:18

CRR-JS exiting case.

Crr-va exiting case.

C stated C had stopped making the monthly payments on the veh and asked if tha

Dlr Provide Repair Orders

I CA and ask for a replacement of veh.

ot be back until 02/04/14.

RCAS asked if C wanted to add anything to the case, or had any more concerns.

RCAS asked what C was asking from CA.

RCAS exiting case.

RCAS thanked C and provided RCAS name and fax #

.

Created by null at 2014-01-23 09:35:43

Created by null at 2014-01-30 12:50:03

Created by ZVA176N at 2014-03-06 12:10:54

C stated C wanted veh traded in again or veh money is return.

C stated no, C just wanted to let RCAS know that C did look into legal represe

Dlr Provide Repair Orders

NMAC Lien Info

ot be back until 02/04/14.

RCAS and C mutually ended call.

RCAS-Raquel Quinones received call from c stating that c wanted to talk to RCA

RCAS received call from the C stating that the C wanted to speak to RCAS-AT

RCAS thanked C for information and asked the following questions:

the floor and will not stop

t would be a problem.

[REDACTED]

Action Taken: 1. Complete

ARBS Case Follow-up

Created by null at 2014-03-14 14:42:55

Dlr Provide Repair Orders

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,604

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,605

REQUESTED BY: lattad

CAR ID: CA4857965

ntation and C would be taking case further if Nissan did not assist.

RCAS advised c that a RHR will take 10 business day to process & that there is

RCAS advised that having done so affected C's credit, as the buy back process

RCAS advised the C that RCAS-AT is unavailable & advised the C that there is n

RCAS and C mutually ended call.

RCAS asked if RCAS could be placed on phone with SD or different SM, and was p

RCAS Ayleen Torres receive warm transfer from RCAS Jose Matheus from C stated

RCAS called dlr at 8187698100 at 2:44 pm EST.

S ayleen torres

Why does c want to return the vehicle to Nissan North America? C stated that

2. Complete

30 day payoff \$27839.89 good to 3/19/14

could be declined, and C would be left to recover, RCAS also advised anything

Created by ZGR176N at 2014-03-06 14:51:42

CRR-JS received email from ARBS-LF stating did not speak Spanish and Ricardo w

C wanted to return the veh as C has had brake concern 4 times, and dlr has not

Dir Provide Repair Orders

no guarantee of repurchase or exchange of veh. RCAS advised c that C'S decisi

o decision on the case

RCAS asked if RCAS could be placed on phone with SD or different SM, and was p

RCAS Ayleen Torres receive warm transfer from RCAS Jose Matheus from C stated

RCAS exiting case, and changing follow up for 01/28/14

RCAS-rq confirmed that no information has changed since c's last contact with

RCAS spoke with Service Advisor Marisela and asked if RO's to C could be sent.

RCAS thanked C for allowing CA to assist C with case, and RCAS would continue

3. No problem found

ARBS-RG made outbound call to customer at [REDACTED] and left message for

C over paid to the veh would be returned to C if the buyback is approved. RCAS

C understood

Dir Provide Repair Orders

duplicated.

laced on hold.

NNA.

on will be rendered on: (02/05/14)

ould assist

Per diem 7.36

RCAS exiting case, and changing follow up for 01/28/14

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,606

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,607

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS was transferred to the Cashiers, and spoke with Cary.
that C was called by the lien holder and was provided NNA # for C to call.
to work with C to provide a resolution as promptly as possible.

1 payments received

AC.

also advised C that as a Consumer C was within the rights to choose whether o

Created by null at 2014-01-24 12:34:44

CRR-JS advised not on call with c anymore

C stated ok.

Customer questions:

Dir Provide Repair Orders

laced on hold.

Open 12-27-13 Closed 12-30-13 Miles 6,244 RO 108492

RCAS advised the C that RCAS-AT will contact the C on 2/11/14 but if a decisio

RCAS asked for RO's.

rcasrq-advised c that RCAS-at was not avail at this time asked c if there was

that C was called by the lien holder and was provided NNA # for C to call.

Where is the vehicle currently? With C

any assistance rcas would be able to provide

Cashier advised RCAS that Ro's would be sent to [REDACTED]

Concern: 1. Perform tire check

Created by null at 2014-01-24 12:34:44

CRR-JS exiting case

Dir Provide Repair Orders

n has been decided RCAS will contact the C immediately

Payment amount \$499.89

RCAS and C mutually ended call.

RCAS asked if C sought out the second opinion as C was asked.

RCAS waited 3 minutes and ended call.

r not C wanted to make payments or not.

**waiting on call back

Where was the vehicle purchased? NISSAN OF VAN NUYS

Why does c want to return the vehicle to Nissan North America? C stated C doe

2. Perform MPI

Created by ZGR176N at 2014-03-07 07:37:04

Created by ZGR176N at 2014-03-14 14:53:31

C stated ok and thanked CA.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,608

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,609

REQUESTED BY: lattad

CAR ID: CA4857965

c stated that c is wanting to talk to rcas-at about the case
C understood
Dlr Provide Repair Orders
Interest Paid \$500.00
RCAS asked if C sought out the second opinion as C was asked.
RCAS called UNIVERSAL CITY NISSAN at [REDACTED] at 2:31 pm EST.
RCAS exiting case.
RCAS thanked Cashier and mutually ended call.
RCAS waited 3 minutes and ended call.
s not feel safe with the veh.
Was it purchased new or used? New
3. Brake pedal to the floor and happens more when exiting freeway
Account is 80 days delinquent
ARBS-RG made outbound call to customer at [REDACTED] and left message for
Created by null at 2014-01-29 16:27:40
C stated yes
Dlr Provide Repair Orders
If used, when was the vehicle purchased? N/A
RCAS advised a call back would be extended to C on 01/10/13
RCAS called UNIVERSAL CITY NISSAN at 8187698100 at 2:31 pm EST.
RCAS changing follow up date for 2/11/14
RCAS exiting case.
RCAS-RQ offered to send a follow up to RCAS-at to contact c 02/06/14
Where is the vehicle currently? With C
Action Taken: 1. Complete
c agreed.
C agreed and mutually ended call.
Created by null at 2014-01-30 12:55:14
Created by ZDR123N at 2014-01-10 08:25:59
Created by ZRM176N at 2014-02-20 09:09:41
C stated yes
customer to contact ARBS-RG
customer to contact ARBS-RG or ARBS-LF in regards to status of vehicle with NM
Dlr Provide Repair Orders
RCAS called dlr at 8187698100 at 6:24 pm EST.
RCAS exiting case.
RCAS spoke with Service Advisor Marisela and asked if C had been in.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,610

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,611

REQUESTED BY: lattad

CAR ID: CA4857965

Where is the vehicle serviced? NISSAN OF VAN NUYS

Where was the vehicle purchased? NISSAN OF VAN NUYS

2. Complete

AC.

Created by null at 2014-02-04 10:03:45

Dlr Provide Repair Orders

DRTS-DR received the RHR. The RHR was assigned to ARBS-LF for review.

DRTS obtained and attached factory invoice to case.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

RCAS asked what dlr

RCAS exiting case.

RCAS received RO and attached to case.

RCAS-RQ setting follow up for 02/06/14

RCAS spoke with Service Advisor Marisela and asked if C had been in.

RCAS spoke with Service Clerk Sandra and asked to please fax RO to 615-984-565

**waiting on call back

Was it purchased new or used?

2.

3. Unable to duplicate

Created by null at 2014-01-07 09:27:37

Created by null at 2014-01-30 14:53:06

Created by null at 2014-03-19 13:15:10

Created by ZLF050N at 2014-01-10 09:43:51

Created by ZLF050N at 2014-03-03 10:27:54

Dlr Provide Repair Orders

f so, document names of dealers/retailers?

If used, when was the vehicle purchased?

RCAS asked what dlr

RCAS called dlr at 8187698100 at 11:55 pm EST.

RCAS-RQ exiting case

SA stated C was in on the 17th SA stated yes.

**waiting on call back

2013 Nissan Sentra VIN: 3N1AB7AP3DL [REDACTED]

ARBS-LF notes the dealer service records:

Created by ZGR176N at 2014-03-07 13:45:59

Created by ZLF050N at 2014-01-10 09:44:58

Created by ZLF050N at 2014-02-06 09:16:26

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,612

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,613

REQUESTED BY: lattad

CAR ID: CA4857965

CRR Jennifer Sanchez received a call from c stating wants to know why received
C stated Universal City Nissan.

Dlr Provide Repair Orders

NISSAN OF VAN NUYS

RCAS called dlr at 8187698100 at 4:45 pm EST.

RCAS received e-mail from SM advising of the following:

RCAS spoke with Service Marisela and asked if SM was in.

SA stated C was in on the 17th SA stated yes.

SC stated RO would be faxed.

Where is the vehicle serviced? NISSAN OF VAN NUYS

an offer after veh was taken c would like a call back

**ARBS-LF notes based on a careful review, NNA is not in a position to offer a

ARBS-LF notes the dealer service records:

ARBS-RG received inbound call from customer on 3/7/14. ARBS-RG stated to custo

C stated Universal City Nissan.

Dlr Provide Repair Orders

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

How many times has the customerb

MSRP: \$18,370.00

Open 9-20-13 Closed 9-21-13 Miles 258 RO 102790

RCAS advised that CA did not do trade ins and it was something done at the dlr

RCAS asked if veh was repaired.

RCAS spoke with Service Advisor Carlos and asked to speak to Svc Manager Melvy

RCAS thanked SC and mutually ended call.

SA stated SM was with a C that SM had been in for quite some time, and was not
available.

, but RCAS did a buyback and it took 10 business days to be completed, and a d

Concern: 1. Perform tire check

CRR-JS asked c if any contact information such as address or phone #'s have ch

Dlr Provide Repair Orders

f so, document names of dealers/retailers?

Invoice: \$17,332.00

mer that customer should be expecting a FEDEX package from NNA. ARBS-RG notes
n.

Open 9-20-13 Closed 9-21-13 Miles 258 RO 102790

RCAS asked if veh was repaired.

RCAS asked what C was asking from CA.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,614

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,615

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS exiting case.

repurchase or replacement of this vehicle, as the concern was not duplicated

The client came in the first visit just after driving the car and complained a

2. Perform MPI

and the vehicle operates as designed. NNA will continue to honor the terms and
anged, c stated: no

bout the car and wanted us to give them another car but wanted a different col

Concern: 1. Perform tire check

Created by null at 2014-01-03 11:42:02

customer is aware of NMAC coming today to repossess the vehicle at 6pm on 3/7/

Dlr Provide Repair Orders

ecision would be provided to C on the 16th. RCAS also advised that main goal i

NISSAN OF VAN NUYS / UNIVERSAL CITY NISSAN

RCAS asked if SA could assist RCAS as question was very basic, and RCAS needed

RCAS asked what C was asking from CA.

SA advised veh was repaired for the master cylinder, but one of C's concerns w

SA stated SM was with a C and took down RCAS number 100-343-6913 EST 457224.

Vehicle Price: \$17,500.00

14. ARBS-RG advised customer that NNA is offering to repurchase, replace or do

2. Perform MPI

3. Brake pedal goes all the way to the floor when going down hills, also smell
a response.

conditions of all applicable warranties.**

Created by null at 2014-01-03 11:42:02

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if ARBS-

C stated C wanted veh traded in again or veh money is return.

C stated that C was advised by C's lawyer that case can be taken over, but C d

Dlr Provide Repair Orders

Doc Fee: \$80.00

or car. The sales person drove the car after we verified the normal operation

RCAS thanked SA and mutually ended call.

SA advised veh was repaired for the master cylinder, but one of C's concerns w
s to repair veh for C to please take veh to the dlr for repairs in order for R

3. Brake pedal goes all the way to the floor when going down hills, also smell
a cash settlement with the customer.

ARBS-LF recommends that if the c feels that the vehicle has a concern that the
as not duplicated.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,616

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,617

REQUESTED BY: lattad

CAR ID: CA4857965

CAS to further assist C. RCAS advised C that decision for a buy back was not g
C stated C wanted veh traded in again or veh money is return.

Dlr Provide Repair Orders

ing burning smell

oes not want to hire legal assistance and wants Nissan to assist.

of the brakes and the client left the car refusing to drive it until the sales

RCAS called dlr at 8187878400 at 1:38 pm EST.

RCAS exiting case.

RG is available, c accepted.

Sales Tax: \$1,582.20

SA stated ok.

Action Taken: 1. Complete

ARBS-RG stated to customer in order to do a replacement that the account with
as not duplicated.

Created by null at 2014-01-31 12:45:29

CRR-JS sent ARBS-RG email if can take call ricardo.garcia2@nissan-usa.com

c should take the vehicle to another dealer for a second opinion inspection.

department explained that we donb

Dlr Provide Repair Orders

ing burning smell

RCAS advised c that a RHR will take 10 business day to process & that there is

RCAS asked if any of the following info changed:

RCAS asked if veh concern was repaired.

RCAS called dlr at 8187878400 at 1:38 pm EST.

Registration Fee: \$29.00

uaranteed to be a yes, but it did not mean no.

2. Complete

Action Taken: 1. Complete

C asked if C could contact lawyer and ask for lemon law, C wanted RCAS opinion

Created by null at 2014-01-10 13:25:51

C stated yes.

Dlr Provide Repair Orders

Gap Contract: \$795.00

How many times has the customerb

NMAC has to be kept current. Customer understood. **Customer stated that custo

no answer back

RCAS advised c that a RHR will take 10 business day to process & that there is

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,618

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,619

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS called dlr at 8187698100 at 2:42 pm EST.

RCAS spoke with Service Advisor and was transferred to SA David Rodriguez vmx.

RCAS thanked SA and asked to send in RO.

What repairs were performed?

2. Complete

3. No problem found

CRR-JS explained that ARBS-RG is not available

CRR-Raquel Quinones received call from c asking to speak with RCAS-

Dlr Provide Repair Orders

License Fee: \$114.00

mer went ahead and purchase a used car.

no guarantee of repurchase or exchange of veh. RCAS advised c that C'S decisi

One rental day was paid by the sales department that visit on ro 102790

RCAS advised that no guarantees can be made, and RCAS would have to re evaluat

RCAS asked to speak to the service Manager Melvyn and was advised SM was at lu

RCAS spoke with Service Advisor and was transferred to SA David Rodriguez vmx.

RCAS thanked SA and asked to send in RO.

The client came in the first visit just after driving the car and complained a

3. No problem found

ARBS-RG stated to customer if customer is unable to keep account current than

bout the car and wanted us to give them another car but wanted a different col

CRR-JS advised will let know that c needs assistance

CRR-RQ confirmed that no information has changed since c's last contact with N

Dlr Provide Repair Orders

e C's case.

nch.

no guarantee of repurchase or exchange of veh. RCAS advised c that C'S decisi

Open 12-14-13 Closed 12-19-13 Miles 5,767 RO 107705

RCAS advised RCAS could not provide opinion, but C was within rights to do as

RCAS left message for a call back to be extended to 1-800-343-6913 ext 457224.

SA took fax 615-984-5652

The second visit on ro 107705 was the same driving the car and unable to verif

Title Fee: \$70.00

Concern: 1. Perform tire check

CRR-JS provided c with Name and EXT #.

C saw fit, and if C did obtain legal assistance RCAS could no longer be of ass

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,620

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,621

REQUESTED BY: lattad

CAR ID: CA4857965

C stated ok.

Dlr Provide Repair Orders

NA.

NNA is also offering to repurchase the vehicle. ARBS-RG stated to customer that it will be rendered on: (02/05/14)

Open 12-14-13 Closed 12-19-13 Miles 5,767 RO 107705

or car. The sales person drove the car after we verified the normal operation

RCAS asked for a better call back time as RCAS contacts SM and no response is RCAS left message for a call back to be extended to 1-800-343-6913 ext 457224.

SA took fax 615-984-5652

Tire Fee: \$8.75

any issues.

2. Perform MPI

3 days of rental was picked up as we wanted to be sure to be very thorough when

Concern: 1. Perform tire check

CRR-JS exiting case.

CRR-RQ offered to transfer case to RCAS's ext.

Dlr Provide Repair Orders

instance but RCAS would continue to work with C until letter of representation

Net Trade-In: (\$5,700.00)

of the brakes and the client left the car refusing to drive it until the sales

person will be rendered on: (02/05/14)

provided.

RCAS and SA mutually ended call.

RCAS exiting case.

RCAS thanked C and provided RCAS name and fax #

as the customer had negative equity which hurt the customer in having the customer

2. Perform MPI

3. After stops, intermittently brake pedal will fade down. Brake pedal goes to

customer agreed.

Created by ZGR176N at 2014-03-19 13:34:07

Customer questions:

department explained that we don't

Dlr Provide Repair Orders

is sent.

when testing the brakes. We drove the car a total as noted on that for 29 miles until

RCAS and C mutually ended call.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,622

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,623

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS and SA mutually ended call.

RCAS exiting case.

Rebate: \$1,000.00

SA stated in an hour.

to pay to get out of the vehicle.

3. After stops, intermittently brake pedal will fade down. Brake pedal goes to ARBS-RG also offered customer the cash settlement. Customer stated that if the ARBS-RG made outbound call to customer at [REDACTED] and left message for Cash Down Payment: \$1,000.00

Created by ZJU176N at 2014-01-06 13:54:55

CRR-RQ transferred c to ext: 457224

C stated ok, and thanked RCAS.

Customer questions:

Dlr Provide Repair Orders

Multiple times over three days.

RCAS exiting case.

RCAS exiting case, and changing follow up for 01/28/14

RCAS thanked SM and mutually ended call.

the floor and will not stop

What repairs were performed?

Action Taken: 1. Complete

Amount Financed: \$26,878.95

Created by ZLF050N at 2014-02-11 12:20:38

CRR-RQ exiting case

customer to contact ARBS-RG

Dlr Provide Repair Orders

How many days has the vehicle been kept out of service at your dealer for repair?

One rental day was paid by the sales department that visit on ro 102790

RCAS exiting case.

RCAS made out bound call to [REDACTED] at 3:48pm Est

RCAS provided C with name, ext. 457224 , and case #.

There is not a resolution than customer will go reach out to an attorney. ARBS-RG

the floor and will not stop

Why does c want to return the vehicle to Nissan North America? C stated C does

2. Complete

Action Taken: 1. Complete

advised customer that NNA is willing to help customer and should have a FEDEX

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,624

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,625

REQUESTED BY: lattad

CAR ID: CA4857965

ARBS-LF is taking over the case for the vehicle brake concern. The vehicle was

Created by null at 2014-01-10 14:13:13

Created by null at 2014-01-24 12:34:44

Created by null at 2014-01-31 13:31:06

Created by ZLF050N at 2014-03-03 10:32:51

Dir Provide Repair Orders

irs? If the Service Manager is unsure, the RCAS needs to collect the hard copi

RCAS offered further assistance. C was satisfied & declined further assistance

RCAS spoke with SA-Duke

The second visit on ro 107705 was the same driving the car and unable to verif

**waiting on call back

Why does c want to return the vehicle to Nissan North America? C stated C doe

2. Complete

3. No problem found

ARBS-LF NNA is closing this case due to the customer no longer owns the vehicl

ARBS-LF sent an email to the c stating:

es of the repair orders that contain the technician time stamps.

inspected / repaired 4 times and was at the dealer for a total of 13 days.

package waiting at home for customer to review. Customer stated customer will

RCAS asked to speak to the SM

RCAS Ayleen Torres received warm transfer from CRR Raquel Quinonez from C.

RCAS called C to advise RCAS had no new information on repurchase process and

RCAS called UNIVERSAL CITY NISSAN at 8187698100 at 2:31 pm EST.

s not feel safe with the veh.

y any issues.

3 days of rental was picked up as we wanted to be sure to be very thorough whe

3. No problem found

call back after reviewing the letter sent via FEDEX. ARBS-RG verified custome

Created by ZLF050N at 2014-02-12 12:53:23

e.

I have received all the info I need to start the replacement p

Open 12-27-13 Closed 12-30-13 Miles 6,244 RO 108492

RCAS advised that the decision was made and the veh could not be repurchased a

RCAS spoke with Service Advisor Marisela and asked if C had been in.

RCAS thanked C for calling CA.

RCAS was advised that SM-Cameron is not at the SM's office

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,626

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,627

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS would call C back on 02/05/14 with further information.

RO's will be provided.

s not feel safe with the veh.

ARBS-LF called the c at 1:51pm cst on 2-12-14

Concern: 1. Perform tire check

Has Techline been involved?

n testing the brakes. We drove the car q total as noted on that ro 29 miles mu

Open 12-27-13 Closed 12-30-13 Miles 6,244 RO 108492

RCAS called C at [REDACTED] at 3:27 pm EST.

RCAS exiting case and changing follow up for 01/07/14

RCAS was advised that the SM is busy & SA took down RCAS's call back #

rocess. The only thing is that the account is 80 days delinquent and the accou

r's address to which the FEDEX package was sent.

SA stated C was in on the 17th SA stated yes.

t the moment as the veh concern cannot be duplicated and veh cannot be repurch

Where is the vehicle currently? With C

2. Perform MPI

ARBS-LF the c requested a spanish speaking person.

ased if veh was operating normally. But what RCAS suggested C did was take veh

Concern: 1. Perform tire check

Created by null at 2014-01-02 09:27:08

Created by ZLF050N at 2014-03-11 12:28:30

ltiple times over three days.

nt has to be current in order to complete a replacement. Please have Arnoldo g

RCAS asked if veh was repaired.

RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call b

RCAS provided 1-800-343-6913 ext 457364

The last visit has a documented call with tech line and again we drove the car

Where is the vehicle currently? With C

2. Perform MPI

3. Brake pedal to the floor and happens more when exiting freeway

6 miles and again the dealer paid for 3 more days of rental. No issues found

ack # of 1800-647-7261.

ARBS-LF received an email from NMAC stating that the vehicle has been reposses

Created by ZJP179N at 2014-02-12 13:11:55

et the account current so we can proceed with the replacement. Once the accoun

How many days has the vehicle been kept out of service at your dealer for repa

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,628

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,629

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS also requested to leave the SM a VMX

RCAS unable to datanet case

SA advised veh was repaired for the master cylinder, but one of C's concerns w
to another dlr, and see if the concern could be duplicated.

Where was the vehicle purchased? NISSAN OF VAN NUYS

3. Brake pedal to the floor and happens more when exiting freeway

Action Taken: 1. Complete

as not duplicated.

Created by null at 2014-01-28 12:52:42

C stated that C has already taken the veh to the 3 states required by Californ
irs? If the Service Manager is unsure, the RCAS needs to collect the hard copi
or able to verify. Techline should have a record of the call.

RCAS called C at [REDACTED] at 3:29 pm EST.

RCAS Jennifer Pou received a call from c stating wants to speak with ARBS-Lund

RCAS left VMX requesting call back at 1-800-343-6913 ext 457364

sed.

t is current please send me an email or call to let Nissan know.

Where was the vehicle purchased? NISSAN OF VAN NUYS

2. Complete

Action Taken: 1. Complete

Created by ZBH777N at 2014-01-06 15:00:41

Created by ZLF050N at 2014-03-05 13:05:05

Created by ZLF050N at 2014-03-14 12:34:24

es of the repair orders that contain the technician time stamps.

Has the Dealer Technical Specialist (DTS) been involved?

ia law to allow Nissan to repair the veh, or buy it back, and because the deci

RCAS called dlr at 8187698100 at 2:47 pm EST.

RCAS reached an automated machine for "Eye wear"

RCAS thanked SA and asked to send in RO.

Was it purchased new or used?

y Flowers

2. Complete

3. Unable to duplicate

ARBS-LF received an email from the c stating:

No

RCAS asked c if any contact information such as address or phone #'s have chan

RCAS asked to speak to Service Manager Melvyn Lemus and was placed on hold.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,630

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,631

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS called the dlr and left a VMX for the SM to call back due to RCAS has RHR
RCAS exiting case and changing follow up for 02/05/14

Repurchase Figures:

RO's will be provided.

SA took fax 615-984-5652

sion was a no C would be taking legal advise.

Was it purchased new or used?

3. Unable to duplicate

Created by null at 2014-01-31 14:14:00

Created by ZMS866N at 2014-01-15 11:47:02

ged, c stated no

Has Techline been involved?

Hi I have a question if I want to get a diffrent car I have to pay the contrac

If used, when was the vehicle purchased?

questions that need to be answered.

RCAS advised it was C's choice as a C, RCAS advised if C did not agree with RC

RCAS and SA mutually ended call.

RCAS exiting case.

RCAS waited on the line for 4 min and ended call.

Vehicle Payments Made 1 @ \$499.89: \$499.89

AS decision C could also speak to the BBB line at 1-800-955-5100 and see if a

Cash Down Payment: \$1,000.00

Created by null at 2014-01-07 12:15:03

Created by ZBH777N at 2014-01-06 15:31:40

CRR Benjamin Pastor received a call from c stating c wants to speak with RCAS-

If used, when was the vehicle purchased?

MT MS received request for letter to be mailed to the customer. MT MS mailing

Open 1-17-14 Closed 1-17-14 Miles 7,204 RO 136161

RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if ARBS i

RCAS exiting case.

t cancelation

The last visit has a documented call with tech line and again we drove the car

6 miles and again the dealer paid for 3 more days of rental. No issues found

ARBS-LF sent an email to the c stating:

Ayleen Torres returning call from RCAS.

Concern: 1. Perform MPI

Created by null at 2014-01-27 13:14:33

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,632

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,633

REQUESTED BY: lattad

CAR ID: CA4857965

Created by null at 2014-01-28 12:55:47

Created by ZBH777N at 2014-01-06 15:31:40

different resolution could be achieved.

Less Usage at 258 Miles: (Waived)

letter to customer and sending notification to agent to close the case.

RCAS e-mailed CSM Fernando Hernandez, and advised RCAS would follow RHR processes available, c accepted.

Where is the vehicle serviced? NISSAN OF VAN NUYS

2. Perform tire check

Created by ZJT999N at 2014-01-23 09:25:34

CRR asked c if any contact information such as address or phone #'s have changed

C stated ok, and thanked RCAS for assistance.

or able to verify. Techline should have a record of the call.

RCAS called C at [REDACTED] at 2:54 pm EST.

RCAS called UNIVERSAL CITY NISSAN at 8187698100 at 3:10 pm EST.

RCAS came back to c & thanked c for hold time.

RCAS rec'd call from the SM. RCAS advised c that RCAS has the RHR questions.
s.

Settlement Amount: (\$4,200.11) Customer will have to pay to get out of the vehicle

What contract are you trying to cancel and also did the vehicle get repossessed

Where is the vehicle serviced? NISSAN OF VAN NUYS

3. Brake pedal sinking

Created by ZJS111N at 2014-01-09 17:25:50

d?

ed, c stated: no.

Has the Dealer Technical Specialist (DTS) been involved?

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I
vehicle.

RCAS and C mutually ended call.

RCAS called C to advise that the vehicle RHR was still in place, and no decision was

RCAS explained that ARBS was not available and RCAS left a vmx asking for ARBS

RCAS Jose Matheus received a call from c stating wants to speak with RCAS- Ay

RCAS rec'd call from the SM. RCAS advised c that RCAS has the RHR questions.

RCAS spoke with Service Clerk Sandra asked to speak to Service Manager Melvyn

4. Transmission jerking when accelerating

as rendered yet, RCAS would follow up with C on 01/31/14 with more information

Created by ZLF050N at 2014-03-14 12:35:13

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,634

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,635

REQUESTED BY: lattad

CAR ID: CA4857965

CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I leen Torres, because the veh concern of brakes still.

Lemus.

No

Payoff Good Till 3-19-14: \$27,839.89

RCAS exiting case.

rcas-jonathon spurling assisting

SM stated c came in for brake issue and the pedal goes down to the floor. the to contact c

Action Taken: 1. Complete

ARBS-LF received an email from the c stating:

available, c accepted.

c provided best contact # as [REDACTED]

Created by null at 2014-01-10 14:16:47

Created by ZGR176N at 2014-03-05 15:23:39

f so, document names of dealers/retailers?

RCAS-JM asked c if any contact information such as address or phone #'s have c

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

RCAS was advised SM was unavailable and did not have a vmx, RCAS left message

SA stated that other for the current concern, nothing has changed regarding th

SM stated c came in for brake issue and the pedal goes down to the floor. the

2. Complete

ARBS-RG updated ARBS-LF on phone conversation on 2/12/14.

CASE SUMMARY:

CRR came back to c & thanked c for hold time.

dlr is not able to duplicate this. RCAS understood and requested the ros and

e information provided to RCAS.

for for SM to call RCAS back with SC Sandra

f so, document names of dealers/retailers?

hanged,

I was send a letter w the offer of the car and It says here I will have to pay

RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call b

RCAS sending email to ARBS

rce to proceed with processing of RHR

3. Replaced brake master CYL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,636

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,637

REQUESTED BY: lattad

CAR ID: CA4857965

ack # of 1800-647-7261.

C called in and wanted veh repurchased because C's concern was not repaired on

Created by ZGR176N at 2014-03-05 15:25:03

CRR transferred C to RCAS.

C stated no

dlr is not able to duplicate this. RCAS understood and requested the ros and

NISSAN OF VAN NUYS / UNIVERSAL CITY NISSAN

rcas completed and submitted RHR

RCAS exiting case.

RCAS provided c with Name, Case and EXT #.

RCAS thanked SA and mutually ended call.

to get out of the vehicle

4. Unable to duplicate

advised that RCAS will send the questions to SM via email due to sm requested.

ARBS-RG made outbound call to customer at () and left message for

Created by null at 2014-01-02 09:26:37

Created by ZDR123N at 2014-01-10 08:25:59

Created by ZLF050N at 2014-03-14 12:35:51

CRR provided c with Name and EXT #.

C stated that C was advised by C's lawyer that case can be taken over, but C d

RCAS exiting case.

RCAS Exiting case & setting follow up for: 01/31/14

RCAS-JM provided C with Name, Case and EXT #.

the braking system.

advised that RCAS will send the questions to SM via email due to sm requested.

ARBS-LF sent an email to the c stating:

Created by null at 2014-01-28 13:26:48

Created by null at 2014-02-06 13:10:00

Created by ZGR176N at 2014-02-12 14:31:44

Created by zme177n at 2014-02-04 10:40:19

CRR exiting case.

C stated that C was advised by C's lawyer that case can be taken over, but C d

customer to contact ARBS-RG or ARBS-LF in regards to status of vehicle with NM

DRTS-DR received the RHR. The RHR was assigned to ARBS-LF for review.

RCAS checked for previously related cases found none

RCAS-JM asked C to hold on the line from 1 to 5 min while RCAS verified if the

RCAS processed RHR and request was denied. C was provided resolution, concern

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,638

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,639

REQUESTED BY: lattad

CAR ID: CA4857965

AC.

agent is available,

Created by null at 2014-01-31 14:17:46

Created by ZLF050N at 2014-01-10 09:43:51

CRR-Raquel Quinones received call from c wanting to speak with RCAS Ayleen To

Now that the vehicle has been repossessed then all offers would basically void

oes not want to hire legal assistance and wants Nissan to assist.

on C's veh is considered normal operation of veh and cannot be repaired. RCAS

RCAS checked for previously unrelated cases found none

RCAS: Michelle Ellis assisting

RCAS raquel quinones received a call from c stating wants to speak with RCAS-

RCAS understood and call ended.

Veh concern multiple repairs on brakes/ buyback

ARBS-LF notes the dealer service records:

ayleen torres

C accepted.

Created by ZGR176N at 2014-02-12 14:33:19

ed.

oes not want to hire legal assistance and wants Nissan to assist.

RCAS Ayleen Torres received a warm transfer from CRR Benjamin Pastor from C.

RCAS noting that owner of case received all RO's as stated in CPIA and Salesfo

RCAS understood and call ended.

RCAS verified and updated C's name, address, primary & alternative phone #'s, e

rres

suggested for C to seek second opinion on veh concern.

**waiting on call back

ARBS-RG made outbound call to customer @ [REDACTED] in regards to offers

C did not agree with the decision, and declined suggestion to seek a second op

Created by null at 2014-03-14 14:41:26

Created by ZBH777N at 2014-01-06 15:36:46

Created by ZLF050N at 2014-03-06 10:20:42

CRR-RQ confirmed that no information has changed since c's last contact with N

mail, VIN, mileage, how acquired veh and srv dlr.

Open 9-20-13 Closed 9-21-13 Miles 258 RO 102790

RCAS advised RCAS called C to advise that RCAS did not have a decision but wou

RCAS asked if veh concern was repaired.

RCAS-JM came back to C & thanked C for hold TIME.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,640

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,641

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS-rq asked c if any contact information such as address or phone #'s have c
rce to proceed with processing of RHR

ARBS-LF sent an offer letter to the c via FedEx 798130130146. ARBS-LF offered

ARBS-RG verified customer's information

Concern: 1. Perform tire check

CRR [REDACTED] received a call from c stating c needs info on case

hanged, c stated

inion. C stated C would seek legal advise.

ld call C back on 02/05/14 and RCAS wanted to make sure veh was repaired.

NA.

RCAS asked if veh concern was repaired.

RCAS checked for open campaigns found none

RCAS completed and submitted RHR

RCAS-JM explained that will be transfer to the agent.

RCAS sent email to SM to request ros and RHR questions

2. Perform MPI

a settlement of \$1,500.00 or a replacement/repurchase with figures.

C gave thanks.

Created by null at 2014-01-07 09:19:33

Created by ZBP179N at 2014-02-04 11:49:18

CRR-JS asked c if any contact information such as address or phone #'s have ch

CRR-RQ offered to transfer c to RCAS's ext. c agreed.

C stated yes.

C stated yes veh was repaired the same day C took veh in.

- phone #

RCAS closing case no further follow up needed.

RCAS received a call from C stating C purchased a Nissan Sentra 2013, and C is

RCAS-rq tried to transfer c to ext 457224 but the line disconnected

3. Brake pedal goes all the way to the floor when going down hills, also smell

anged, c stated:no

Created by null at 2014-01-10 14:25:29

Created by ZVA176N at 2014-03-06 12:10:42

CRR-RQ transferred c to ext: 457224

C stated yes.

***DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for revie

having concern with the braking system, and C has taken the veh to the dlr 3

- mailing address

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,642

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,643

REQUESTED BY: lattad

CAR ID: CA4857965

RCAS exiting case

RCAS-JM exiting case.

RCAS received a call from C asking how the process had gone.

RCAS thanked C and advised a call back would be extended.

Created by null at 2014-01-23 09:35:43

Created by null at 2014-02-06 13:10:08

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if ARBS-

CRR-RQ exiting case

crr va received call from Juan of NMAC & asked if Juan can speak with

- email address **NOT VALID**

ing burning smell

RCAS advised C that RCAS was still working on gathering the necessary informat

RCAS advised that no guarantees can be made, and RCAS would have to re evaluat

RCAS exiting case.

RCAS sent correspondence request and changing follow up for 01/15/14

times and C is advised that the veh has nothing wrong.

w.

Action Taken: 1. Complete

ARBS-LF directly

Created by null at 2014-01-28 13:30:59

Created by null at 2014-01-29 16:27:40

Created by null at 2014-02-03 14:00:18

Created by ZLF050N at 2014-02-18 15:13:52

Customer requested for a replacement vehicle

ion to continue process and provide C a resolution.

LF is available, c accepted.

RCAS advised that no guarantees can be made, and RCAS would have to re evaluat

RCAS asked what C wanted from CA.

RCAS Ayleen Torres received a warm transfer from RCAS Raquel Quinonez from C.

RCAS Ayleen Torres receive warm transfer from RCAS Jose Matheus from C stated

2. Complete

ARBS-RG notes customer's lienholder is NMAC.

Created by null at 2014-02-03 14:00:18

CRR-JS came back to c & thanked c for hold time.

crr va verified that case is handled by ARBS LF & told Juan that Juan should c

C stated ok.

C stated that C wanted to know how veh could be replaced.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,644

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,645

REQUESTED BY: lattad

CAR ID: CA4857965

e C's case.

My name is Lundy Flowers and I will be working the case. In order to complete RCAS Ayleen Torres received a warm transfer from CRR Raquel QuiC1ones from C. RCAS called dlr at 8187698100 at 6:24 pm EST.

RCAS unable to speak to C, transfer could not be completed and call was dropped that C was called by the lien holder and was provided NNA # for C to call.

3. No problem found

ARBS-RG requested for an email and customer stated that customer would have his CRR-JS emailed ARBS-LF at

d.

e C's case.

contact ARBS directly as NNA CA does not have the number but CRR VA informed Juan RCAS advised C that the process was still in motion and RCAS had no new information RCAS asked if C had spoken to the dlr in regards to a trade in.

RCAS asked if C had taken the vehicle back to the dlr.

RCAS asked if C sought out the second opinion as C was asked.

RCAS called dlr at 8187698100 at 3:56 pm EST.

RCAS spoke with Service Clerk Sandra and asked to please fax RO to 615-984-565 the replacement there are a few things that I will need. I will need the current

2.

information but would follow up with C on 01/31/14 to provide any further information

C stated no.

C stated no because C kept being told that there is nothing wrong with the vehicle

C stated ok.

C stated yes

lundy.flowers@nissan-usa.com asking if available no answer

vehicle registration, the buyer's order and the name of the dealer that you

Open 12-14-13 Closed 12-19-13 Miles 5,767 RO 107705

RCAS called dlr at 8187698100 at 3:56 pm EST.

RCAS exiting case.

son call back tomorrow to provide an email. Customer stated son speaks English that CRR can send internal message & will request for a callback. Juan refused

Concern: 1. Perform tire check

CRR-JS explained that ARBS-LF not available advised will let know C called in

C stated ok.

D & said that another NMAC rep has ARBS LF number

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,646

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,647

REQUESTED BY: lattad

CAR ID: CA4857965

n.

RCAS asked to speak to Service Manager and was advised SM Melvyn Lemus would n

RCAS asked what dlr

RCAS asked what dlr advised C that was wrong with the veh.

RCAS need to advise C that RCAS does not have decision on case and 3 more busi

SC stated RO would be faxed.

sh. If any documents needed to be sent via email his son would be best to cont

would like to use for the replacement. Once I have this info we can move forwa

2. Perform MPI

act. ARBS-RG understood.

CRR-JS provided c with Name and EXT #.

crr-va offered further assistance, Juan declined.

C stated C was advised to take the veh to the dlr 3 times for concern then cal

C stated ok.

C stated Universal City Nissan.

ness days are needed to assist C.

RCAS asked to speak to Service Manager and was advised SM Melvyn Lemus would n

RCAS stated ok.

RCAS thanked C and provided RCAS name and fax #

RCAS thanked SC and mutually ended call.

rd with the replacement.

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

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,648

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,649

REQUESTED BY: lattad

CAR ID: CA4857965

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: 03/24/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,650

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,651

CAR ID: CA4857965

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP3DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		042B	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,652

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,653

REQUESTED BY: lattad

CAR ID: CA4857965

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 042B

STATE: CA

DEALER NAME: UNIVERSAL CITY NISSAN IN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,654

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,655

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4896713
STREET: [REDACTED]	VIN: 3N1AB7AP8DL [REDACTED]	
CITY: BEDFORD HILLS	YR/MDL: 2013.0 SEN	MILEAGE: 000000
ST/ZIP: NY [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3958 WHITE PLAINS NISSAN
DLR PH: 914 683 3800	DENY:	RESP DLR: 3958 WHITE PLAINS NISSAN
		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: 000000	# 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: 01/06/14	XFER/RSPNSBLTY: 26 01 N
CONTACT (S):	FOLLOWUP DATE: 01/06/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/06/14	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OC NISSAN DEALER ISSUES	223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT.	YY POOR SERVICE EXPERIENCE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,656

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,657

REQUESTED BY: lattad

CAR ID: CA4896713

C. A. R. COMMENTS

Created by 12345678 at 2014-01-06 01:08:06

Created by 12345678 at 2014-01-06 01:08:50

Service Dept. Review

THE BRAKES PROBLEM THE BRAKE PEDAL GO TO THE FLOOR WI BRING 4 OR 5 TIME TO FIX ACCELERATING WHENT TAKE OFF WHENT I PRESS THE GAS PEDAL A PROBLEM INTERIO OFF PLASTIC CAME OFFTHE BRAKE THEY NO FIX I CAME BACK TO COMPLAINT FOR THE WORK D ONE RIGHT 4 OR 5 TIME INTERIOR PLASTIC IS CAME OUT A I PAY FOR NEW CAR

Created by null at 2014-01-06 16:02:32

RCAS-EC assisting RCAS-RT

RCAS contacting c on [REDACTED] at 6:00 EST, reached vmx. RCAS left vmx thanki ng c for completing the service survey. RCAS welcomed c to contact Nissan back should c have any concerns requiring further assistance. RCAS provided case n umber and contact info: 1-800-647-7261

Created by null at 2014-01-06 16:09:47

RCAS-EC assisting RCAS-RT

RCAS contacting c on [REDACTED] at 6:07 EST, reached vmx. RCAS left vmx thanki ng c for completing the service survey. RCAS welcomed c to contact Nissan back should c have any concerns requiring further assistance. RCAS provided case n umber and contact info: 1-800-647-7261

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:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,658

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,659

REQUESTED BY: lattad

CAR ID: CA4896713

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: 01/06/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,660

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,661

CAR ID: CA4896713

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3958	New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,662

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,663

REQUESTED BY: lattad

CAR ID: CA4896713

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3958

STATE: NY

DEALER NAME: WHITE PLAINS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,664

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,665

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA4914143
STREET: [REDACTED] **VIN:** 1N4AB7APXDN [REDACTED]
CITY: CORPUS CHRISTI **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000600
ST/ZIP: TX [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 700 **RTL DLR:** NI NI
EVE PH: 0 **SUSP:** 0 **SVC DLR:** 977 ED HICKS NISSAN, LTD.
DLR PH: 361 654 1955 **DENY:** 175 **RESP DLR:** 977 ED HICKS NISSAN, LTD.
REGION: 32 **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:** 000600 **# 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:** 01/07/14 **XFER/RSPNSBLTY:** 32 01 N
CONTACT (S): **FOLLOWUP DATE:** 01/14/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/14/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,666

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,667

REQUESTED BY: lattad

CAR ID: CA4914143

C. A. R. COMMENTS

Created by ZEM333N at 2014-01-07 16:17:06

Created by ZMW176N at 2014-01-08 09:56:11

c went to ED HICKS NISSAN and was told that the master cylinder went out and c DRTS received the RHR. The RHR was assigned to ARBS-Amanda Johnson for review.

Service Dept. Review

Created by ZAJ179N at 2014-01-13 11:50:32

rcas called dlr and was advised that the the veh has been repaired and that th would like to return the veh. dlr told c that theres no such thing as 30 day ARBS notes the following repair history per CPIA, RO, RHR:

e dlr will send rcas all the ro's available for this veh.

would like to return the veh. dlr told c that theres no such thing as 30 day

Created by ZMW176N at 2014-01-08 10:10:13

Open date 01/07/14... Mileage 639... RO 464243... 1 day down policy.

Concerns:

policy.

rcas called c on [REDACTED] on 1/8/14 at 11:56 am est

1. Scratches all over veh

c stated that c dont feel safe driving the veh anymore and wants to return the rcas spoke with c and was advised that c does not feel safe with this veh as t

2. Veh not stopping correctly

c stated that c dont feel safe driving the veh anymore and wants to return the he master cylinder went out on the veh already.

Actions:

rcas was advised that c no longer wants the veh.

veh

1. Sublet for repair

c stated that c's family does not feel safe and does not want to get in the ve veh

2. Replaced brake master cylinder

crr told c that case will be forwarded to rcas for review

h any longer.

ARBS notes no further entries in CPIA except PDI

crr told c that case will be forwarded to rcas for review

rcas was advised that the dlr was not assisting c at all

ARBS notes no other CA cases, no CSTs, no CRs, no DTS.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,668

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,669

REQUESTED BY: lattad

CAR ID: CA4914143

c best number [REDACTED]

the dlr would not give c a loaner veh and c had to wait for a ride to come get
ARBS notes 1 day down for scratches all over vehicle repair and brake master c
c.

c best number [REDACTED]

crr-em offered further assistance, c declined.

rcas apologized to c

ylinder replacement.

Created by ZAJ179N at 2014-01-13 11:52:14

crr-em offered further assistance, c declined.

rcas was advised that the c does not want to pick up the veh

ARBS notes, at this time, NNA is not in a position to offer a repurchase of th

crr-em provided case#, name and ext #

rcas advised of the rhr process and advised that rcas will follow up with c on
1/13/14

crr-em provided case#, name and ext #

is vehicle, as the vehicle has not been subject to an unreasonable number of r

crr-em leaving case open

epair attempts for any warrantable concerns that would substantially impair th

rcas thanked c

crr-em leaving case open

c thanked rcas and call was ended

is vehicle. NNA will continue to honor the terms and conditions of all applica
ble warranties.

Created by ZMW176N at 2014-01-08 09:56:11

Created by ZNT176N at 2014-01-08 15:43:22

ARBS recommends ECW on Steering, Suspension, and Brakes.

Crr-nt received a call from c stating that c wants to speak with rcas-mw

rcas called dlr and was advised that the the veh has been repaired and that th

Created by ZMW176N at 2014-01-14 06:50:17

Crr-nt verified no info has changed

e dlr will send rcas all the ro's available for this veh.

Created by ZMW176N at 2014-01-08 10:10:13

Crr-nt advised c that case is still being work on by rcas and rcas set up foll

rcas received a vmx from c advising that gm called c and was very rude and the

n would not give c any number s to trade in the veh. c stated that the dlr adv

ow up date on 1/13

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,670

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,671

REQUESTED BY: lattad

CAR ID: CA4914143

rcas called c on [REDACTED] on 1/8/14 at 11:56 am est
C said that c has already found the contract and contract showed that c has 30
ised c to retain an attorney.
rcas spoke with c and was advised that c does not feel safe with this veh as t
Created by ZMW176N at 2014-01-14 10:42:19
days to return the veh and c wants to return the veh
he master cylinder went out on the veh already.
Crr-nt asked c if c still needs assistance and c said c wants to be transferre
rcas called c on [REDACTED] on 1/14/14 at 12:14 pm est
rcas was advised that c no longer wants the veh.
c stated that c's family does not feel safe and does not want to get in the ve
d to rcas-mw
rcas spoke with c and advised of the decline of the RHR
Crr-nt advised c that if crr-nt will reach rcas voicemail c can leave message
h any longer.
rcas offered the ECW
and crr-nt will send internal message for follow up
rcas was advised that c is is not please with the dlr and is willing to just l
rcas was advised that the dlr was not assisting c at all
C said c can be reach at [REDACTED]
eave the veh at the dlr to be repo'd.
the dlr would not give c a loaner veh and c had to wait for a ride to come get
c.
crr-nt asked for further assistance but c declined
rcas was asked if this would be a repo on c rcas advised that rcas is not sure
crr-nt provided name, case number and extension number
c would have to speak with NMAC
rcas apologized to c
crr-nt exiting case
rcas provided the number
rcas was advised that the c does not want to pick up the veh
Created by ZMW176N at 2014-01-13 06:41:02
rcas advised of the rhr process and advised that rcas will follow up with c on
rcas asked if c would like to be transferred
1/13/14
c advised that c would call NMAC
rcas received a vmx from c advising that c misread the contract and the terms

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,672

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,673

REQUESTED BY: lattad

CAR ID: CA4914143

for returning the veh in 30 days.

rcas thanked c

rcas thanked c and verified that c still has rcas contact info

c advised will await follow up on 1/13/14

c thanked rcas and call was ended

rcas and c ended call

Created by ZMW176N at 2014-01-13 06:56:21

Created by ZNT176N at 2014-01-08 15:43:22

rcas closing case no further action needed at this time.

Created by ZMW176N at 2014-01-14 10:43:17

Crr-nt received a call from c stating that c wants to speak with rcas-mw

rcas received all docs for case

***** case summary*****

Crr-nt verified no info has changed

rcas attaching docs to case

Crr-nt advised c that case is still being work on by rcas and rcas set up foll

c was seeking for the veh to be repurchased/ replaced.

rcas notified csm of pending RHR

ow up date on 1/13

rcas submitting rhr for further processing to rcas jon spurling.

rhr declined offered ECW c advised that c is willing to leave the veh at the d

Created by ZMW176N at 2014-01-13 10:11:42

C said that c has already found the contract and contract showed that c has 30

lr

Created by ZSS176N at 2014-01-14 11:01:31

days to return the veh and c wants to return the veh

rcas called c on [REDACTED] on 1/13/14 at 11:58 am est

Crr-nt asked c if c still needs assistance and c said c wants to be transferre

crr-ss received a call from c to follow up case.

rcas spoke with c and was advised that RHR process is about half complete.

crr-ss updated c information.

d to rcas-mw

rcas was advised that c has been calling the dlr and noone has returned c's ph

Crr-nt advised c that if crr-nt will reach rcas voicemail c can leave message

crr-ss reiterated case summary to c.

one calls.

and crr-nt will send internal message for follow up

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,674

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,675

REQUESTED BY: lattad

CAR ID: CA4914143

crr-ss offered further assistance, c declined.
rcas advised that rcas will follow up with c on 1/16/14
crr-ss provided name and extension number.
C said c can be reach at : [REDACTED]
rcas advised that rcas will contact the dlr to have c called by the dlr
crr-nt asked for further assistance but c declined
crr-ss closing case.
rcas and c ended call
Created by ZEM333N at 2014-01-07 16:22:14
crr-nt provided name, case number and extension number
rcas setting follow up for 1/16/14
Created by ZEM333N at 2014-01-07 16:22:14
crr-nt exiting case
rcas called dlr and spoke with sales manager sonny and advised to leave a message for gm kyle to contact the customer.
c purchased a brand new veh.
c purchased a brand new veh.
Created by ZJS111N at 2014-01-13 10:52:45
c stated that brakes went out and almost got into an accident with her whole family
rcas-jonathon spurling assisting
c stated that brakes went out and almost got into an accident with her whole family
rcas noting that owner of case received all RO's as stated in CPIA and Salesfo
amily.
rce to proceed with processing of RHR
amily.
rcas completed and submitted RHR
Created by PKA298N at 2014-01-13 10:57:14
c went to ED HICKS NISSAN and was told that the master cylinder went out and c

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,676

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,677

CAR ID: CA4914143

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SNFA
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: 01/14/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,678

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,679

CAR ID: CA4914143

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 1N4AB7APXDN [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		977	Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,680

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,681

REQUESTED BY: lattad

CAR ID: CA4914143

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 977

STATE: TX

DEALER NAME: ED HICKS NISSAN, LTD.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,682

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,683

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA4970181
STREET: [REDACTED] **VIN:** 3N1CN7AP0DL [REDACTED]
CITY: FT WORTH **YR/MDL:** 2013.0 VSD **MILEAGE:** 020951
ST/ZIP: TX [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 0 **PAID:** 6,972 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3225 DON DAVIS NISSAN, INC.
DLR PH: 817 588 5475 **DENY:** 0 **RESP DLR:** 3225 DON DAVIS NISSAN, INC.
REGION: 32 **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:** 020951 **# 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:** 01/14/14 **XFER/RSPNSBLTY:** 32 04 N
CONTACT (S): **FOLLOWUP DATE:** 03/17/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/17/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 131000 ALTERNATOR
AF ENGINE ELECTRICAL YX POOR OR IMPROPER OPERATION
AJ HEATER/AIR CONDITIONING ZY JUDDER/CHATTER/VIBRATION
BO TIRE/WHEEL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,684

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,685

REQUESTED BY: lattad

CAR ID: CA4970181

C. A. R. COMMENTS

1. Replaced heat shields

2. Complete

2. Veh feels like the parking brake is on all the time when letting off throt

3. Noise coming from L/F tire area while driving

almost everybody from dlrshp and c now is being advised that heat shield is c

Created by ZAA111N at 2014-01-14 13:31:33

Created by ZLM777N at 2014-01-17 11:10:13

Created by ZLM777N at 2014-02-06 08:01:35

Created by ZZT176N at 2014-02-24 07:28:39

c stated c is not sure and advised c might take veh in 3/18

c stated that the nissan dlr didn't offer a loaner veh that c can use while th

c understood and thanked

rcas advised rcas-lm will need ro's for c veh at this time

rcas apologized for all of c concerns and experiences and advised at this time

rcas-lm made outbound call to c at 12:17 pm EST @ # [REDACTED]

rcas sent email to warranty adviser (now POC at dlrshp) inquiring if veh has b

rcas verified c has contact info

rshp and resubmit at this time. rcas advised rcas will still follow up with dl

Service Dept. Review

2. Complete

3. No work done

Actions:

almost everybody from dlrshp and c now is being advised that heat shield is c

ARBS TZ note the vehicle currently has 21,944 miles and in service date of 12/

call ended mutually

c stated c would

c stated that the nissan dlr didn't offer a loaner veh that c can use while th

een taken to dlrshp

le

rcas-lm made outbound call to c at 12:17 pm EST @ # [REDACTED]

rcas-lm made outbound call to SM Kevin

rcas-lm noting received email from CSM advising CSM agrees with one month veh

rcas will contact Clay Cooley Nissan as well as get info from Don Davis to su

rshp and advised even if veh can not be repurchased or replaced rcas would sti

Service Dept. Review

SM agreed and apologized as SM has not sent over to rcas

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,686

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,687

REQUESTED BY: lattad

CAR ID: CA4970181

12/31/13 @ 20,951 miles 4 days down

1. Complete

29/12.

3. Complete

Actions:

bmit c request.

Created by ZLM777N at 2014-01-30 08:19:24

Created by ZLM777N at 2014-03-06 14:59:27

e veh is at the dlr for repair

left vmx with case # and rcas contact info

ll like to follow up with concerns and make sure veh is repaired for c at this

oncern and c will be made aware. c stated c was advised that c veh does have c

payment

rcas-lm advised of c

rcas-lm thanked and call ended mutually

rcas provided case # and rcas contact info

rcas setting task for 1/28 to contact DON DAVIS NISSAN

Service Dept. Review

01/13/14 @ 21,374 miles 10

1. Re installed EVAP canister vent hose

2. Complete

ARBS TZ note fuel pump replaced at 21,411 miles, dealership incorrectly instal

Concerns:

Created by ZJS111N at 2014-01-27 11:57:54

Created by ZLM777N at 2014-01-22 08:00:28

Created by ZLM777N at 2014-02-07 10:44:16

c thanked and advised c partner(SARAH PERKINS) will be available to speak to

c thanked and call ended mutually

e veh is at the dlr for repair

left vmx with case # and rcas contact info

oncern and c will be made aware. c stated c was advised that c veh does have c

rcas-lm noting advised c of follow up date for 2/4

rcas made outbound call to c 4:54 pm EST @ # [REDACTED]

Service Dept. Review

SM advised at this time c veh is at dlrshp for repairs and advised at this tim

time. rcas advised once veh is repaired and if veh is not able to repurchased

1. When starting veh and pressing gas, there is a clicking noise from engine a

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,688

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,689

REQUESTED BY: lattad

CAR ID: CA4970181

2. Unable to duplicate

3. No work done

advised following up with case

ampaign for concern from NNA and NNA is aware fo concern but are awaiting par

Concerns:

Created by ZLM777N at 2014-02-04 08:10:40

c stated that c spoke with the SM-Joey and dlr apologized and advised c that S

e c has had concern with wind noise and advised that c side mirror has been re
led o ring as mentioned in comments from SM.

on concerns.

or replaced then rcas will look into compensation for c

rcas closing case pending c call back

rcas-jonathon spurling assisting

rcas-lm made outbound call to SM Kevin

rcas-lm noting spoke to SA Carrie at dlrshp and was advised c had contacted SA

rcas spoke to c

Service Dept. Review

12/31/13 @ 20,951 miles 4

1. Noise from left side when driving

advised following up with case

ampaign for concern from NNA and NNA is aware fo concern but are awaiting par

and advised that c having concern with noise on veh at this time and SA advis

ARBS TZ note heat shield replaced once, drivers side mirror replaced once, bra

Created by ZLM777N at 2014-03-17 13:07:44

Created by ZZT176N at 2014-03-13 08:39:13

c stated that c spoke with the SM-Joey and dlr apologized and advised c that S

c thanked and advised c will be in surgery 2/18 and advised c will be availabl

left vmx with c concen and inquiring on update

placed and now tech found different noise on veh and found that brake booster

rcas advised at this time following up with case

rcas agreed and advised will follow up with c 2/20

rcas-lm made outbound call to DON DAVIS NISSAN

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

rea and white smoke is coming from tail pipe

Service Dept. Review

2. Perform MPI

3. Coolant smell from engine area

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,690

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,691

REQUESTED BY: lattad

CAR ID: CA4970181

ARBS note left msg w/sm to callback.

Concerns:

Created by ZLM777N at 2014-01-23 07:17:39

c stated at this time c veh is at dlrshp and veh will be picked up. c stated c

c thanked and call ended mutually

e 2/17

ed that SA did advise to c that noise will be normal

ke booster replaced.

M will assist c further

needs replaced at this time.

rcas-lm setting follow up date for 1/16

rcas-lm spoke to SA Carrie

rce to proceed with processing of RHR

Service Dept. Review

*****summary

ts at this time. c stated c is so tired of veh at this time and advised c pour

1. When starting veh and pressing gas, there is a clicking noise from engine a

3. Rattle noise coming from brake pedal when in use

4. Perform LOF

ARBS TZ note Based on a good faith review, NNA is not in a position to offer a

c is having multiple concerns with veh and was seeking veh be repurchased. c w

Created by ZLM777N at 2014-02-17 10:53:50

Created by ZZT176N at 2014-03-13 09:02:34

M will assist c further

rcas advised will follow up with dlrshp 2/12 and advised will follow up with c

rcas completed and submitted RHR

rcas-lm noting received ro's and attaching to case

rcas-lm setting follow up date for 1/16

rcas-lm thanked and asked following info

SA advised c has veh at this time and advised c has been reassured that veh is

Service Dept. Review

ts at this time. c stated c is so tired of veh at this time and advised c pour

was advised at this time SA at dlrshp advised clamp and hose was loose. c sta

2/17

5. Perform MPI

Actions:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,692

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,693

REQUESTED BY: lattad

CAR ID: CA4970181

ARBS note the following:

as declined 3 times and dlrshp is advising c that noise concern c is hearing i
b

chased veh brand neew and c has had to take veh in 5 times. c stated at this t

Created by ZBP179N at 2014-01-27 12:45:34

Created by ZJA178N at 2014-01-15 14:12:04

Created by ZLM777N at 2014-01-23 08:01:35

c stated that when c called the dlr and c was advised that the veh is ready

rcas-lm made outbound call to c at 12:30 pm EST @ # [REDACTED]

rcas-lm made outbound call to dlrshp

rea and white smoke is coming from tail pipe

repurchase of this vehicle, as the vehicle has not been subject to an unreason-

safe to drive in and advised c may have not getting reassurance from Clay Co

Service Dept. Review

ted at this time c is half asleep and inquired if c can call rcas in morning

1. Replaced driverb

2. There is a rattle noise coming from under veh when in gear

Actions:

b

chased veh brand neew and c has had to take veh in 5 times. c stated at this t

Created by ZJA178N at 2014-01-15 14:12:04

c stated that when c called the dlr and c was advised that the veh is ready

c thanked and call ended mutually

***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for rev

ley Nissan

nable number of repair attempts for any warrantable concerns that would substa

Noise L/F: Heat shield, no dup, replaced drivers side mirror

rcas advised rcas will set follow up date for 3/7 and will contact c in mornin

rcas-lm made outbound call to SM Kevin

rcas-lm spoke to c

rcas-lm spoke to FM Brandon

Service Dept. Review

s normal. c feels that concern is not normal. rcas advised c can take veh to a

1. Unable to duplicate

2. Complete

3. Coolant smell from engine area

b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,694

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,695

REQUESTED BY: lattad

CAR ID: CA4970181

CRR -MA received a call from c providing case number. c stated c hasnt been co
c stated that when c picked up the veh last 1/3/14 c was advised that the veh
g
iew.

ime c is ready to have veh taken back.

lternate dlrshp for third opinion. c agreed and advised c will contact rcas on

Noise/clicking: in engine area - no dup, replaced fuel pump

ntially impair the use, safety, or value of the vehicle. NNA will continue to

rcas advised at this time c is having concerns with having credit pulled from

rcas advised at this time rcas spoke to SA at dlrshp and was advised c contact

rcas advised at this time rcas will need recent ro for veh

rcas thanked and call ended mutually

Service Dept. Review

setting task for 2/12 and setting follow up date for 2/17

2. SOP

3. Replaced brake booster

4. Perform LOF

airs? If the Service Manager is unsure, the RCAS needs to collect the hard cop

ce c has taken to dlrshp. rcas closing case pending c call back.

Coolant smell: no dup

Created by ZLM777N at 2014-01-24 07:15:57

Created by ZLM777N at 2014-01-28 08:31:18

Created by ZLM777N at 2014-02-04 08:25:34

CRR -MA received a call from c providing case number. c stated c hasnt been co

c stated that when c picked up the veh last 1/3/14 c was advised that the veh

c thanked and call ended mutually

dlrhsp without authorization

ed SA and advised c was having concerns on veh

honor the terms and conditions of all applicable warranties.

ime c is ready to have veh taken back.

Service Dept. Review

SM agreed and advised will fax. SM advised ro is closed at this time and advis

3. Unable to duplicate

5. Perform MPI

ARBS TZ note gw one payment mentioned in comments.

Created by ZLM777N at 2014-01-24 07:15:57

Created by ZLM777N at 2014-03-07 15:12:17

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,696

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,697

REQUESTED BY: lattad

CAR ID: CA4970181

Created by ZZT176N at 2014-01-28 15:59:54

c stated c did and advised c experienced noise again on veh and c was advised ed c does have veh at this time.

FM advised will give c call

ies of the repair orders that contain the technician time stamps.

is not ready yet

Noise from brake pedal: replaced brake booster

ntacted by RCAS.

rcas-lm apologized for concerns and advised at this time besides having veh re

rcas-lm made outbound call to c at 10:17 am EST @ # [REDACTED]

rcas-lm made outbound call to dlrshp

Service Dept. Review

4. Complete

Actions:

ARBS TZ notes the following repairs for noises:

Brake pedal grabby - no dup

by SA that sound was normal at time. c advised c is also having concern with g

Created by ZLM777N at 2014-02-24 16:03:23

is not ready yet

ntacted by RCAS.

rcas-lm apologized for concerns and advised at this time besides having veh re

rcas-lm made outbound call to SM Kevin

rcas-lm spoke to c

rcas-lm spoke to SA Mark who advised will have to speak to SA Carrie

rcas-lm thanked and call ended mutually

rcas made outbound call to c at 4:48 pm EST @ # [REDACTED]

rcas provided # and call ended mutually

Service Dept. Review

SM advised c veh has not been down more than 7 days

1. Unable to duplicate

5. Complete

as cap light illuminating and advised at this time c has not heard back from S

Check engine light: Replaced fuel tank O ring, cleaned fuel pump gasket

Created by ZJS111N at 2014-02-18 10:32:42

Created by ZLM777N at 2014-01-23 13:42:41

CRR -MA verified that there are no changes on contact information.

c stated that c was fed up and dlr is accusing that c is not telling the truth

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,698

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,699

REQUESTED BY: lattad

CAR ID: CA4970181

heat shield replaced

poaired for c what c is seeking from NNA at this point.

rcas advised at thsi time rcas has contacted dlrshp and was advised cveh has b

rcas-lm made outbound call to SM Kevin

rcas-lm thanked

rcas made outbound call to c at 5:35 pm EST @ # [REDACTED]

rcas spoke to c

SA advised dlrshp has verified c popping noise and advised at this time tech w

Service Dept. Review

01/11/14 @ 21,259 miles 1 days down

2. SOP

A for concern and c advised c will need to take veh to dlrshp to have checked.

CRR -MA verified that there are no changes on contact information.

c stated that c was fed up and dlr is accusing that c is not telling the truth

driverside mirror replaced

een returned and veh is repaired at this time

Hose hanging - reinstalled Evap canister vent hose

ill be testing other model and year veh and advised may be fuel pump engaging.

poaired for c what c is seeking from NNA at this point.

rcas advised following up with veh

rcas-lm made outbound call to c at 3:29 pm EST @ # [REDACTED]

rcas noting that rcas unable to process RHR

rcas spoke to c (sarah perkins)

Service Dept. Review

SM advised will be sending over ro's

SM advised will send ro to rcas

3. Unable to duplicate

Concerns:

CRR -MA advised c that CRR -MA will try to reach rcas first.

c stated c is having concerns with veh and advised noise is still happening an

c stated c would like veh to be taken back from c at this time.

c stated something was not screwed on properly. c stated at this time concern

c stated that c is complaining the dlr because of the service that c had exper

noise heard - brake pedal - r/r brake booster

Parking brake - no dup

rcas inquired if veh is running ok for c

rcas-lm apologized for c concerns and advised rcas will give SA call and advis

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,700

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,701

REQUESTED BY: lattad

CAR ID: CA4970181

rcas-lm spoke to c

rcas-lm thanked and call ended mutually

rcas noting that RO 203810 and 201718 are missing

SA advised dlrshp did verify c concerns with heat shield making rattling nois

Service Dept. Review

SM advised will send ro to rcas

1. Heat shield rattles underneath veh

22 days down

24 days down

4. Complete

Created by ZLM777N at 2014-01-20 08:08:21

Created by ZLM777N at 2014-02-18 16:03:50

CRR -MA advised c that CRR -MA will try to reach rcas first.

c stated c would like veh to be taken back from c at this time.

c stated that c is complaining the dlr because of the service that c had exper

c stated veh is not and advised c is having concerns with clickign of veh. c s

d advised dlrshp has advised at this time that concern is normal for veh. c st

e and advised does nto know if heat shield needs tminor adjustments or to be r

e of c concerns and advised for SA to contact c to have appointment set up.

rcas advised at this time rcas has contacted dlrshp and was advised that veh i

rcas thanked and call ended mutually

Service Dept. Review

was hose was not screwed on correctly. c stated rattling noise coming from veh

1st concern for noise under vehicle 12/31/13 with 20951 miles

2. Perform LOF

5. Complete

ated at this time c has been in contact with SA Carrie on new concern c is hav

CRR -MA called RCASb

c understood and advised c will be having surgery soon and will need to have c

current concern popping noise heard/no update on any other repairs.

eplaced at this time, SA advised c concerns with brakes have not been duplicat

has come back and was advised by dlrshp that veh is supposed to rattle. c sta

ience with the dlr

rcas-lm advised at this time rcas-lm can submit c request to have veh repurcha

rcas-lm made outbound call to dlrshp

rcas-lm received 2 vmx from c requesting call back at # [REDACTED]

rcas thanked and call ended mutually

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,702

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,703

REQUESTED BY: lattad

CAR ID: CA4970181

Service Dept. Review

s ready for pick up at this time and inquired if c has picked veh up at this t
tated c advised to dlrshp and was advised that clicking is normal for veh at t
01/11/14 @ 21,259 miles 1

3. Perform MPI

Created by ZLM777N at 2014-01-20 08:12:33

Created by ZLM777N at 2014-01-27 07:19:40

Created by ZZT176N at 2014-01-28 16:02:07

CRR -MA called RCASb

ed and advised SA will be placing c in rental veh and advised wil be keeping v
his time. c stated at this time c will have to live with noise at this time. c
ience with the dlr

ime

ing on veh. c stated c has noticed at this time that c has hose hanging from r
noises not in same vicinity one may mask another

oncern taken care of ASAP. c advised c was thinking of taking veh in Tuesday m

rcas-lm advised at this time rcas-lm can submit c request to have veh repurcha

rcas-lm unable to speak to an SA or SM

Service Dept. Review

ted c partner test drove veh at this time SA Carrie advised noise is normal at

1. Heat shield rattles underneath veh

Actions:

ARBS note based on the rhr provided and a good faith review of the c concerns,

Created by ZLM777N at 2014-02-19 07:26:08

crr-ma informed c that c was contacted by RCAS or [REDACTED] but vmx box is fu

c stated c has not picked veh up as c and c spouse work and have not been able

c stated that c was given a run around by the nissan dlr and c doesn't trust t

eh for another day to make sure c concerns are taken care of.

Frank, sm, stated last visit test drove with c friend carrie evans.

ight side of back of veh and advised that c spoke to SA Carrie who advised tha

orning to have veh looked at

rcas-lm made outbound call to c at 10:10 am EST @ # [REDACTED]

rcas-lm noting received ro from SM and attaching to case

sed or replaced and advised rcas-lm will set c follow up date for 1/21 for upd

Service Dept. Review

stated veh is not same when c purchased

this time. c stated c does not feel safe in veh at this time and advised at t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,704

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,705

REQUESTED BY: lattad

CAR ID: CA4970181

1. Replaced heat shields
2. Perform LOF

Created by ZLM777N at 2014-01-27 08:36:20

Created by ZZT176N at 2014-03-13 09:05:50

crr-ma informed c that c was contacted by RCAS on [REDACTED] but vmx box is fu
c stated that c was given a run around by the nissan dlr and c doesn't trust t
his time c feels that Clay Cooley Nissan messed c veh up. c stated at this tim
it doesn't appear that the vehicle has had an unreasonable number of repair a
left vmx with case # and rcas contact info

rcas advised rcas will contact SA to have SA contact c to have appointment set
rcas apologized for c cocnerns and advised rcas can look into something being
rcas-lm thanked for info and assisting c at this time and advised rcas will co
rcas sent email to warranty administrator advising rcas will need ro #'s 20381
sed or replaced and advised rcas-lm will set c follow up date for 1/21 for upd
Service Dept. Review

to pick veh up.

t SA did look into concern and checked other same model veh and did not find c
0 and 201718

2. Complete
3. Perform MPI

advised following up with case and returning c call
ates from dlrsfp fpr concern. rcas-lm advised rcas-lm will need to get info fr
e c has still not received call from FM from clay cooley nissan at this time
he veh anymore

ll .

ntact SA for updates on 1/30

offered to c at this time for inconvenience c has had
oncern on veh at this time.c stated at this time c is having new noise with ve
rcas-lm advised at this time c request still in process and advised at this ti
rcas-lm received vmx from c advising c has picked veh up and advised c was rea
RHR has incorrect dealer no. Don Davis Nissan is 3225.

Service Dept. Review

ttempts.

up at this time.

3. Complete

Actions:

ARBS note called Frank, sm, @ Don Davis Nissan. Frank, sm, stated RO207867 tes

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,706

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,707

REQUESTED BY: lattad

CAR ID: CA4970181

ARBS note NNA will continue to honor the terms and conditions of all applicable from dlrshp for concern. rcas-lm advised rcas-lm will need to get info for call ended mutually

Created by ZLM777N at 2014-01-20 08:17:59

Created by ZLM777N at 2014-02-20 08:43:42

c thanked

c understood and thanked

ding ro and advised ro states "customer states brakes are not working." "customer engine and advised a this time c will be taking veh to dlrshp 2/26 for concern he veh anymore

ll .

me will be additional 5 business days to receive decision

rcas advised if c is not feeling safe in veh then rcas can resubmit c request

01/13/14 @ 21,374 miles 10 days down

1. Replaced heat shields

Created by ZLM777N at 2014-01-28 08:32:13

Crr-aa forwarding case to rcas for veh and dealer complaint

c stated c could not be contacted on that number.

c understood and advised c is concerned with veh at this time and inquired what concerns

are

for rhr and advised in regards to sales department at dlrshp rcas can document customer states noise coming from mirror." c stated c never advised to dlrshp that from dlrshp to submit to arbs and will take up to 10 business days for rcas to rcas advised rcas will follow up with c 2/12 and advised if c does not hear from rcas advised will research and contact c 2/7

rcas-lm made outbound call to SM Kevin

rcas made outbound call to c at 10:33 am EST @ # [REDACTED]

c drove with Carrie Evans, who has been bringing vehicle in. There were no concerns

2. Complete

ARBS note that NNA does not

brakes were not working or noise coming from mirror. c stated c has taken veh to dlrshp c concerns and place complaint but at this time rcas can not force dlrshp to address concerns regarding noise.

Concerns:

Crr-aa forwarding case to rcas for veh and dealer complaint

c stated c could not be contacted on that number.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,708

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,709

REQUESTED BY: lattad

CAR ID: CA4970181

c thanked and call ended mutually
om dlrshp to to submit to arbs and wil take up to 10 business days for rcas to
om SA for appointment to contact rcas
rcas apologized for c concerns and advised at this time rcas did get decision
rcas-lm sent email to warranty administrator advising rcas will need ro
rcas spoke to c
SM advised part for brake booster came in and was bad. SM advised dlrshp had t
t will happen if c pick veh up and if c has concern can c take veh to alternat
1. Noise from left side when driving
3. Complete
ARBS note vehicle was at Don Davis Nissan 3 times, RO #'s 201718, 204475, and
ARBS suggests RCAS requests the customer test drive vehicle with service membe
contact c and advised dlrshp is independently owned and operated and advised a
Created by ZLM777N at 2014-01-28 08:44:15
Created by ZLM777N at 2014-02-04 08:25:51
Crr-aa informed c that c will be contacted within the next business day.
crr-ma informed c that c was contacted by RCAS on [REDACTED]
c understood and thanked
e dlrshp
from ARBS and advised at this time NNA is not able to repurchase or replace ve
o re-order part and should be at dlrshp by 1/21
rcas advised following up with case and inquired if c has heard from Clay Cool
receive answer
to DON DAVIS NISSAN and advised c has appointment. c stated c was almost in ac
01/13/14 @ 21,374 miles 10
207867.
2. Perform MPI
call ended mutually
cident and advised c does not feel safe in veh as c having concerns with brake
Crr-aa informed c that c will be contacted within the next business day.
crr-ma informed c that c was contacted by RCAS on [REDACTED]
ey Nissan Fanace Department at this time
h at this time. rcas advised NNA is advising at this time NNA will reimburse c
rcas-lm advised c is still under warranty and advised if c having future conce
rcas-lm received vmx from c (carrie evans) advising c has been contactd by dl
rcas-lm sent email to CSM Bob Brissie
rcas-lm thanked and call ended mutually

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,710

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,711

REQUESTED BY: lattad

CAR ID: CA4970181

receive answer

r to verify noise. Verify they are hearing the same noise.

t this time rcas can make aware of c concerns in case. rcas advised at this ti

3. Rattle noise coming from brake pedal when in use

b

Concerns:

Created by null at 2014-01-20 11:52:55

Created by ZLM777N at 2014-01-30 07:49:21

Created by ZLM777N at 2014-02-17 07:37:21

Created by ZZT176N at 2014-03-13 09:07:12

Crr-aa asked for further assistance. C declined.

c stated at this time c has not and advised c was waiting to see if dlrshp wou

c stated c could not be contacted at the work number [REDACTED], c stated

for one veh payment at this time.

me if don davis nissan is advising that c concerns are normal at this time the

rns c can take to alternate dlrshp

rshp and was advised popping noise has been verified and dlrshp is attempting

s and advised brake pedal goes to floor. c stated c also smelling antifreeze c

1. Noise from left side when driving

Actions:

ARBS note reviewed the repair history and at this time, NNA is not in a positi

b

Crr-aa asked for further assistance. C declined.

CRR received call from Sarah Perkins c asked to be transferred to RCAS LM, CRR

c stated c could not be contacted at the work number [REDACTED], c stated

c understood and advised c will wait for rcas to contact c

ld contact c in regards to concerns.

n rcas has to go off of dlrshp diagnostic and advised a this time c can receiv

oming from veh as well. c stated c is frustrated at this point.

rcas advised at this time c concerns will need to be adressed at this time bef

rcas-lm made outbound call to DON DAVIS NISSAN

rcas-lm sent email to warranty administrator seeking latest ro to be faxed to

to find where noise is coming from. c advised c was contacting rcas to give up

1. Replaced driverb

2. Perform MPI

attempted to transfer c but only go voicemail of RCAS LM CRR advised c that C

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,712

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,713

REQUESTED BY: lattad

CAR ID: CA4970181

Created by ZLM777N at 2014-01-27 09:03:04

Crr-aaB provided to c name, ext # and file number

c would like RCAS to disregard the 2 contact numbers as c can be best reached date.

e third opinion and advised at this time is up to c

h to dlrshp multiple times and feels for new veh c should not have so many con

on to offer a repurchase or replacement of this vehicle, as the vehicle has no

ore rcas can comensate c

rcas.

rcas advised of follow up date for 1/30

rcas advised rcas will reach out to dlrshp agian for c

rcas-lm left vmx for SA advising of c concerns and advised if SA can contact c

rcas-lm spoke to SA Carrie

2. Complete

3. Rattle noise coming from brake pedal when in use

Created by ZLM777N at 2014-02-17 07:45:41

Created by ZZT176N at 2014-01-28 15:56:37

Crr-aaB provided to c name, ext # and file number

c stated all of c concerns over again and advised c will have c partner take v

c thnaked and call ended mutually

c understood and inquired on credit check dlrshp is running on c and inquired

c would like RCAS to disregard the 2 contact numbers as c can be best reached

h to dlrshp multiple times and feels for new veh c should not have so many con

rcas advised at this time c request is still in process at this time and advis

rcas-lm made outbound call to c at 10:40 EST @ # [REDACTED]

RR would send RCAS an infernal message to call c

SA advised at this time dlrshp eco pump was replaced and advised at this time

t been subject to an unreasonable number of repair attempts for any warrantabl

to have appointment set up to have veh looked at

01/27/14 21,411 4 days down

1. Replaced driverb

ARBS TZ notes RHR does not reflect the current visit to Don Davis Nissan.

at (682) 300-3237.

cerns.

Created by ZAA111N at 2014-01-14 12:56:42

Created by ZLM777N at 2014-01-21 08:47:05

Created by ZLM777N at 2014-02-11 08:57:58

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,714

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,715

REQUESTED BY: lattad

CAR ID: CA4970181

e concern that would substantially impairs the use and the value of this vehic
ed ARBS is still reviewing at this time
eh to another dlrshp to have veh looked at at this time
if rcas can do anything for concerns
Leave file open-transferred file to RCAS
noise is still coming up but not as bad and advised SA feels that SA can advis
rcas-lm made outbound call to dlrshp
rcas-lm spoke to c
02/28/13 @ 4,088 miles 7

2. Complete

at [REDACTED].

cerns.

Concerns:

Created by ZAA111N at 2014-01-14 12:56:42

c understood. c stated c is still hearing noise on veh but have not been able
e to c that veh is safe to drive at this time. SA advised in regards to c conc
Leave file open-transferred file to RCAS

le. NNA will continue to honor the terms and conditions of all applicable warr
rcas advised c will need to take up with dlrshp and advised for c to contact G
rcas advised rcas will set c follow up date for 3/13 as rcas will be out of of
rcas-advised received vmx

rcas-lm noting received 3 vmx from c advising c has had concern with check eng
rcas-lm received vmx from c requesting call back and advised c has not heard f
SA Carrie advised at this time SA has had vehicle returned to c and advised ve

1. Brake pedal goes all the way to the floor and is very grabby when it grabs

3. Replaced brake booster

anties.nor the terms and conditions of all applicable warranties.

b

Concerns:

Created by ZLM777N at 2014-01-15 10:13:38

crr-aa received a call from Carrie Evans(partner) who now referred as c
crr-ma advised c that crr-ma will send IM to RCAS to inform, and to advise to
c stated at this time c has veh in shop again. c stated when picking veh up c
c thanked

erns with heat shields SA did make adjustments to part and advised Clay Cooley
h had gasket replaced again. SA advised c concerns are repaired and advised c
ine come up on veh and advised veh is at dlrshp at this time. c requesting cal

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,716

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,717

REQUESTED BY: lattad

CAR ID: CA4970181

rom dlrshp at this time

ss days

to duplicate for dlrshp at this time and advised once c gets better c will be

01/27/14 @ 21,411 miles 4

1. Perform LOF

asked to speak to SM Kevin and was not able to. c stated c has taken veh to DO

b

Created by ZLM777N at 2014-01-21 09:07:17

Created by ZLM777N at 2014-03-13 15:00:04

crr-aa received a call from [REDACTED] (partner) who now referred as c

crr-ma advised c that crr-ma will send IM to RCAS to inform, and to advise to

c understood and thanked

did leave part loose and is taken care of at this time. SA advised SA will be

has veh at this time

I back

rcas advised rcas will set c follow up date for 2/27

rcas-lm made outbound call to dlrshp

taking to dlrshp to advise and attempt to duplicate for dlrshp

when it does

2. After start on cold start, there is a single pop noise coming from the igni

2. Perform MPI

b

call c back. c understood.

call ended mutually

checking brakes at this time to make sure everything is ok with brakes. SA ad

c is with c's partner who is the registered owner of the veh who is [REDACTED]

Concerns:

Created by ZLM777N at 2014-02-11 09:43:10

c thanked and call ended mutually

N DAVIS NISSAN and advised that c has taken veh to day early in morning and ha

rcas advised rcas will follow up with c 2/24

rcas-lm made outbound call to c at 10:48 am EST @ # [REDACTED]

rcas-lm spoke to SA Marco and placed rcas-lm on hold to speak to SA Joey

rcas made outbound call to c at 4:54 pm EST @ # [REDACTED]

rcas thnakd and call ended mutually

1. Brake pedal goes all the way to the floor and is very grabby when it grabs

3. Noise coming from L/F tire area while driving

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,718

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,719

REQUESTED BY: lattad

CAR ID: CA4970181

b

call c back. c understood.

c is with c's partner who is the registered owner of the veh who is [REDACTED]

Created by ZLM777N at 2014-02-17 10:49:11

Created by ZLM777N at 2014-02-27 10:15:16

Created by ZLM777N at 2014-03-11 07:51:42

c stated c would like for clay cooley nissan to contact c 2/21 for concerns

rcas advised at this time rcas following up with case

rcas-lm made outbound call to c dlrshp

rcas-lm on hold for more than 5 min

rcas-lm spoke to c

s came back at this time. c stated c has so many concerns with CLAY COOLEY NIS

tion area

vised at this time veh will be ready for pick up EOB 1/30

3. Problems with heat shields in the past

Actions:

b

c stated c will just wait for the call.

c stated Physical therapist is at c home at this time and advised c partener h

INS and registered owner of the veh authorized c to call in behalf of the regi

rcas advised rcas will make aware to dlrshp

rcas-lm advised received vmx from c and returning c call at this time. advised

rcas-lm ended call

rcas -lm made outbound call to c at 12:03 pm EST @ # [REDACTED]

rcas sent email to warranty adviser advising rcas will need all ro's after ro

rcas spoke to SA Carrie as SM Frank not available

rcas thanked and call ended mutually

SAN and advised c is fed up at this point.

san running c credit at this time and did not give permission to do so with cr

when it does

1. Complete

204475

2. After start on cold start, there is a single pop noise coming from the igni

4. Bad smell from engine area when hot

as not been able to take veh to dlrshp at this time

b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,720

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,721

REQUESTED BY: lattad

CAR ID: CA4970181

c handed phone to partner ([REDACTED])

Created by ZLM777N at 2014-01-30 08:18:41

c stated c will just wait for the call.

c thanked

edit.

INS and registered owner of the veh authorized c to call in behalf of the regi

rcas did contact dlrshp and was advised that part for c veh was received and

rcas spoke to c partner ([REDACTED])

SA advised c has brought veh back and advised check engine light has come back

2. Complete

Actions:

advised part came damaged and dlrshp did have to re-order part at this time.

b

c advised when receiving paperwork for veh c name was highlighted and advised

Created by ZLM777N at 2014-03-11 07:58:41

CRR -MA offered further assistance, c declined.

on and advised seal for fuel pump was crimped and tech replaced at this time.

rcas advised at this time rcas following up with c request and advised NNA is

rcas advised at this time rcas is following up with c case at this time

rcas-lm made outbound call to c at 9:50 am EST @ # [REDACTED]

rcas-lm made outbound call to SM Kevin

rcas offered further assistance

stered owner of the veh

tion area

1. Operating as designed

3. No work done

3. Problems with heat shields in the past

b

c declined

CRR -MA offered further assistance, c declined.

c stated at this time c [REDACTED] has been sick and advised at this time v

c understood and advised c has not heard from dlrshp at this time and advised

not able to repurchase/ replace veh at this time.

rcas-lm left vmx advising need to speak to SM on c

rcas-lm made outbound call to c at 12:32 pm EST @ # [REDACTED]

rcas-lm spoke to c

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,722

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,723

REQUESTED BY: lattad

CAR ID: CA4970181

rcas sent email to warranty adviser advising rcas will need ro # 201718, 20381
SA advised veh was returned to c and when c got home c advised check engine l
stered owner of the veh

when looking at ro c address was changed to address that is not c's address. c

0 and any ro after 204475 as rcas does have ro # 204475

12/31/13 @ 20,951 miles 4

2. Replaced fuel pump

4. Bad smell from engine area when hot

at this time c dlrshp has had veh for week and c does not trust dlrshp at ths

b

call ended mutually

c ionquired why

Created by ZLM777N at 2014-01-15 10:18:05

crr-aa advised c that crr-aa needs to speak with the registered owner of the v

CRR -MA gave name & extension. crr-ma exiting case.

eh has not been taken to dlrshp for concern. c stated c will be taking veh in

ight has come back on again. SA advised SA advised c to drive veh for couple d

rcas advised at this time ARBS at this time has advised at this time ARBS has

rcas spoke to c

stated c also had email address on ro that was also not c's. c stated c broug

2/28 and advised c has not been feeling well and advised c knee is swollen and

3. No problem found

Actions:

ays to see if check engine light goes off and advised c should be contacting S

b

Concerns:

Created by ZJS111N at 2014-03-11 10:59:55

Created by ZLM777N at 2014-01-15 10:18:05

Created by ZLM777N at 2014-02-20 08:47:48

crr-aa advised c that crr-aa needs to speak with the registered owner of the v

CRR -MA gave name & extension. crr-ma exiting case.

ht concern up to SA at Don Davis Nissan and was advised that Clay Cooley Nissa

rcas advised did receive vmx and c has having concerns with having c credit ra

rcas advised rcas does not know what ARBS looks into in regards to repurchase

reviewed c request and advised at this time NNA is not able to repurchase or r

time. c stated c also does not trust veh either. c stated c gave rcas c word

1. Operating as designed

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,724

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,725

CAR ID: CA4970181

1. When starting veh and pressing gas, there is a clicking noise from engine a
4. No problem found

A 2/12

and advised rcas does know that ARBS does review case thouroly

Created by ZLM777N at 2014-01-16 09:57:56

eh in filing a complain with the veh and dlr

eplace veh at this time and advised rcas is still following up with dlrshp wit

If so, document names of dealers/retailers? No
infected.

n by Clay Cooley Nissan

n may have changed info manually as c would receive survey in mail inquiring o
rcas-jonathon spurling assisting

rcas-lm made outbound call to c at 12:14 pm EST @ # [REDACTED]

rcas made outbound call to CLAY COOLEY NISSAN

that c would not get media involved with concern but c is to point where c is
02/08/14 @ 21,430 miles 1 days down

2. Replaced fuel pump

c advised is correct and advised c did receive letter in mail advising that c

Created by ZLM777N at 2014-01-16 09:57:56

c understood and advised for rcas to contact c 3/14 for rcas to speak to c

eh in filing a complain with the veh and dlr

going to put on social media with concern and c has nothing wrong with rcas or
h repairs.

If so, document names of dealers/retailers? No

n how service was from dlrshp and dlrshp may not have wanted c to receive and
rcas apologized for c concerns and advised whenever c is able to take veh to d

rcas-lm made outbound call to c at 12:14 pm EST @ # [REDACTED]

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

rcas thanked and call ended mutually

rea and white smoke is coming from tail pipe

ted c at this time

2. There is a rattle noise coming from under veh when in gear

4. No problem found

Concerns:

corporate btu c is trired fo dlrshp at this time.

credit was being ran. c stated c is tired of dlrshp and does not want to handl

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,726

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,727

REQUESTED BY: lattad

CAR ID: CA4970181

c stated c does not feel safe in veh. c stated c knows rcas is messenger and i
 c understood and crr-aa spoke with the registered owner of the veh
 c understood and thanked. c stated c was on verge of contacting media for conc
 lrhsp is up to c and advised rcas will follow up with c
 rcas-lm received vmx from c requesting call back @ # [REDACTED]
 rcas setting follow up date for 2/24
 rcas understood and advise dwill contact c 3/14
 rce to proceed with processing of RHR
 that is why c address changed and email as well. c stated c is very frustrated
 vmx box is full

02/08/14 @ 21,430 miles 1

- 1. Fuel lid light was on for a couple of days. Went off and now check engine l
- 3. Coolant smell from engine area

Created by ZJS111N at 2014-02-20 10:37:25

c thanked and advised c will be taking veh in 2/28

c thanked and call ended mutually

c understood and crr-aa spoke with the registered owner of the veh
 c understood and thanked. c stated c was on verge of contacting media for conc
 e with dlrshp any longer.

rcas completed and submitted RHR

rcas-lm apologized for c concerns and advised at this time if c has concerns w

rcas-lm made outbound call to c at 11:06 am EST @ # [REDACTED]

rcas-lm received vmx from c requesting call back @ # [REDACTED]

s not rcas fault but c inquired what will take to have veh taken back. c state
 vmx box is full

with concern and advised c is fed up at this point

4. Perform LOF

Concerns:

Created by 12345678 at 2014-03-11 12:09:54

Created by ZLM777N at 2014-03-14 14:54:58

c stated that c complains the veh and the dlr where c took the veh for service
 d at this time c does not want veh. c stated Clay Cooley Nissan messed with c
 ern but will hold off and c was looking into getting lawyer as well
 ight is on

ith dlrshp once c receives veh c can take veh to dlrshp to have second opinion
 rcas advised c will need to contact dlrshp and speak to FM at dlrshp

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,728

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,729

REQUESTED BY: lattad

CAR ID: CA4970181

rcas advised rcas will follow up with c 3/3
rcas apologized for c concerns and advised at this time rcas can t place compl
rcas-jonathon spurling assisting
rcas-lm spoke to c
rcas-lm unable to leave vmx

- 1. Fuel lid light was on for a couple of days. Went off and now check engine I
- 5. Perform MPI

Actions:

aint against dlrshp for concern and apologized for c concerns at this time. rc
c stated c does not want to deal with dlrshp any longer
c stated over weekend check engine light has come back on. c advised that tech
c stated that c complains the veh and the dlr where c took the veh for service
c thanked and call ended mutually
done on veh but in regards to dlrshps diagnosis, rcas has to go off diagnosis
***DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for re
ern but will hold off and c was looking into getting lawyer as well
rcas-lm unable to leave vmx

rcas made outbound call to c at 4:54 pm EST @ # [REDACTED]
rcas noting that owner of case received all RO's as stated in CPIA and Salesfo
veh and made worse and advised c does not feel that c should be responsible fo

- 1. Replaced fuel tank O ring

Actions:

as advised c concerns with dlrshp will be dealt with internally and advised rc
Created by ZLM777N at 2014-03-03 15:12:45

d

from dlrshp as rcas not technically trained in info. rcas-lm advised in regar
ight is on
left vmx with case # and rcas contact info
rcas advised at this time rcas-lm will set c follow up date for 1/21 and follo
rcas advised rcas can contact dlrshp and have FM from dlrshp contact c and hav
rcas-lm made outbound call to c at 11:05 am EST @ # [REDACTED]
rce to proceed with processing of RHR
r veh at this time. c stated c will be looking to get lawyer at this time
view.

who repaired fuel pup crimped gasket and advised dlrshp fixed and did advise

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,730

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,731

REQUESTED BY: lattad

CAR ID: CA4970181

02/13/14 21.944 2 days down

1. Unable to duplicate

Actions:

advised following up with case

as will definitely make aware in c case notes at this time.

Created by ZZT176N at 2014-03-13 08:20:40

d

ds to c request for repurchase or replacement of veh, c request is still in pr
e FM speak to c with credit concern.

rcas advised at this time rcas-lm will set c follow up date for 1/21 and follo
rcas completed and submitted RHR

rcas-lm apologized for c concerns and inquired if c would like rcas to follow

rcas-lm made outbound call to c at 11:05 am EST @ [REDACTED]

rcas made outbound call to c at 5:04 pm EST @ # [REDACTED]

that concern was dlrshps fault. c stated dlrshp fixed and c received veh back.

1. Replaced fuel tank O ring

2. SOP

ARBS notes the following repair history per CPIA, ROs, RHR:

c (Carrie Evans) came back on phone and advised c concerns on veh at this poin

Concerns:

Created by PKA298N at 2014-02-20 12:18:17

crr-aa verified and upated c's information

c stated at that time when c received veh, check engine light came back on. c
ocess at this time.

rcas advised in regards to c request for repurchase or replacement and advised

rcas-lm made outbound call to c at 12:15 pm EST @ # [REDACTED]

rcas-lm spoke to Carrie evans known as c

rcas setting follow up date for 3/17

rcas spoke to c

up with repairs

w up with c

02/13/14@ 21.944 miles 2

02/28/13 @ 4,088 miles 7 days down

1. SES light is on

3. Unable to duplicate

Created by ZLM777N at 2014-03-17 13:05:37

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,732

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,733

REQUESTED BY: lattad

CAR ID: CA4970181

crr-aa verified and updated c's information

c stated c would and advised c has had to miss 2 days of work as dlrshp would

c understood

DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review

rcas advised at this time following up on case

rcas-lm made outbound call to c at 12:15 pm EST @ # [REDACTED]

rcas-lm spoke to Carrie evans known as c

stated c contacted dlrshp back and was advised that c need to drive veh for c

t are making c sick. c stated c wakes up in morning and feels sick to c stomach

will be resubmitting for c at this time and advised rcas is awaiting for docs

w up with c

.

2. Wind up sound on startups at times

4. Complete

Concerns:

c stated at this time c has not been able to take veh to dlrshp as c has been

c stated that c heard a rattling noise from the veh and c took the veh to niss

c stated that c veh is still in dlrshp at this time. c stated c has been advis

C understood and thanke d

from dlrshp

h with all of concerns. c stated smell of burning is worrying c and also brake

not authorize more rental for c. c stated concern is making c sick and advised

ouple days. c stated c will be having to contact dlrshp 2/12 to advise if ligh

rcas-lm advised rcas-lm will set c follow up date for 1/23 for updates on veh

rcas made outbound call to c at 3:00 pm EST @ # [REDACTED]

unknown person answered and advised no one in office with name

1. Perform LOF

1. SES light is on

5. Complete

Actions:

and rhr process as well

ARBS notes the following repair history per CPIA, ROs, RHR:

c stated that c heard a rattling noise from the veh and c took the veh to niss

c stated that c veh is still in dlrshp at this time. c stated c has been advis

c understood and advised c is just frustrated with whole concern and advised c

C understood and thanke d

c wants concerns taken care of before c has to go for surgery.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,734

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,735

REQUESTED BY: lattad

CAR ID: CA4970181

in and out of hospital a this time. c stated at this time veh will be taken in
rcas spoke to c ()

s as well

t has cleared. c stated at this time c is having so many concerns with veh and
unknown person answered and advised no one in office with name

01/11/14 @ 21,259 miles 1

02/28/13 @ 4,088 miles 7

1. Cleaned fuel pump gasket and installed new seal

2. Perform MPI

2. Wind up sound on startups at times

3/4

advised at this time c is not happy with veh. c stated c would just like for
an dlr for diagnosis and c was advised that there is an issue with the heat sh
c understood and thanked

ed that c side mirror will need replaced at this time and advised c knows that
is going to be going to surgery and advised c was not able to go down and see
rcas apologized and advised rcas will follow up with DON DAVIS NISSAN in regar
rcas apologized and advised rcas will still follow up with c on repairs and ad
rcas inquired if c has taken the vehicle to alternate dlrshp

rcas-Im thanked and call ended mutually

rcas-Im verified c has contact info

03/04/14 @ 22,578 miles 2 days down

1. Heat shield rattles underneath veh

3. Noise coming from L/F tire area while driving

Actions:

an dlr for diagnosis and c was advised that there is an issue with the heat sh

call ended mutually

Concerns:

c son as c veh was in shop. c stated SA Carrie from dlrshp has been great to
c stated c has not and advised c has been working a lot due to c spouse not be
ds to diagnostic and advised c concerns will be documented at this time. rcas
ed that c side mirror will need replaced at this time and advised c knows that
NNA to take veh back and give c new one or give c some sort of compensation.

rcas advised rcas will set follow up date for 3/6

rcas-Im thanked and call ended mutually

rcas-Im verified c has contact info

vised whatever outcome is of veh is up to c which ave c would like to take to

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,736

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,737

REQUESTED BY: lattad

CAR ID: CA4970181

1. Cleaned fuel pump gasket and installed new seal

1. Perform LOF

2. Perform LOF

Actions:

advised c request also in progress at this time and advised will follow up with call ended mutually

c and advised that c has no concerns with SA but c is tired of veh at this time concern is not side mirror. c stated c has test driven veh so many times with

Concerns:

Created by ZLM777N at 2014-01-21 09:17:27

c thanked and call ended mutually

field of the veh

ing able to work or drive at this time

rcas apologized for c concerns and advised at this time what rcas can do is re

resolve concerns

1. Complete

1. Hose hanging down L/R of veh

2. Perform MPI

2. Unable to duplicate

3. Perform MPI

call ended mutually

concern is not side mirror. c stated c has test driven veh so many times with

Created by ZLM777N at 2014-03-04 15:19:22

c understood and thanked

e.

h c 1/30

field of the veh

rcas apologized and inquired when c thinks c will be taking veh in

rcas-Im made outbound call to SM Kevin

submit c request as c does have new info and advised rcas can get info from dl

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,738

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,739

REQUESTED BY: lattad

CAR ID: CA4970181

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 03/31/13

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: 03/17/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,740

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,741

CAR ID: CA4970181

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP0DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCJ99855280	3225 Texas	4/1/2013	12/29/14	0040000	01/01/01	01/01/01
1		3225 Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,742

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,743

REQUESTED BY: lattad

CAR ID: CA4970181

CURRENT SERVICE CONTRACT

CONTRACT: RCCJ99855280

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: J

DEDUCTABLE: 100

EFFECTIVE: 4/1/2013

EXPIRES: 12/29/14 **MILES:** 0040000

CANCEL: 01/01/01 **MILES:** 0040000

TRANSFER: 01/01/01

TRANSACTION: 03/31/13

PRINTED: 04/06/13

DEALER NO: 3225 **STATE:** TX

DEALER NAME: DON DAVIS NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,744

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,745

REQUESTED BY: lattad

CAR ID: CA4970181

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3225

STATE: TX

DEALER NAME: DON DAVIS NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,746

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,747

NAME: ,	SC: NONE	CAR ID: CA5014407
STREET:	VIN: JN8AZ08TX3W [REDACTED]	
CITY:	YR/MDL:	MILEAGE: 18000
ST/ZIP: CA	VCAN:	IN SVC DATE:
DAY PH:	PAID:	RTL DLR: 3489 MAROONE NISSAN/PEMBROKE
EVE PH:	SUSP:	SVC DLR: 3489 MAROONE NISSAN/PEMBROKE
DLR PH: 954 433 3400	DENY:	RESP DLR: 3489 MAROONE NISSAN/PEMBROKE
		REGION: 34 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 Preowned	MILES: 18000	# NISSAN/INFINITI VEHICLES:
VEHICLE MAINTAINED BY:		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:

ORIG CODE: NI NI	OPEN DATE: 01/01/01	XFER/RSPNSBLTY: 34 03 1
CONTACT (S):	FOLLOWUP DATE:	INF-NET (Y/N):
SEVERITY: N	CLOSE DATE: 01/01/01	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS

131000 ALTERNATOR

AF ENGINE ELECTRICAL

ZO FINANCIAL ASSISTANCE REQUEST (CAM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,748

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,749

REQUESTED BY: lattad

CAR ID: CA5014407

C. A. R. COMMENTS

@01/20-BH

CRR-SS SENT AN EMAIL TO NNA GECIS DOCUMENTS REQUESTING AN UPDATE WITH REGARDS
FILE OPENED-ZSS997N 07/28/2005

ONE PREVIOUS RELATED FILE# 4732831 FOUND FOR THE C @07/28-ZSS997N

CALLER WANTING THE REPAIR CHARGES REIMBURSED TO THE C

CRR-SS VERIFIED C'S NAME AND VIN

TO THE REIMBURSEMENT APPROVAL.

@11/03-ZSS997N

CALLER () FROM AERO TOY STORE CALLED ON-BEHALF OF C

CRR FOUND THERE IS AN OPEN SERVICE CAMPAIGN FOR THE MURANO ALTERNATOR.

CRR-SS SENT AN EMAIL TO NNA GECIS DOCUMENTS REQUESTING AN UPDATE WITH REGARDS

CALLER STATED C IS CURRENTLY LOCATED IN GENEVA AND SINCE THE VEHICLE WAS ALSO

CALLER STATED THE DEALERSHIP HAS FAXED ALL THE PAPERWORK HOWEVER, ALL THE

TO THE FILE.

@11/08-ZSS997N

***** CRR-WD IN REVIEW OF CHECK REIMBURSEMENT REQUEST *****

DOCUMENTS ARE WRITTEN IN FRENCH.

@07/28-ZSS997N

SHIPPED TO GENEVA, REPAIR ON THE ALTERNATOR WAS PERFORMED AT A NISSAN DEALER

CRR PROVIDED CALLER WITH THE FILE#, CRR'S NAME, EXTENSION# AND FAX# AND

CRR-WD DENYING THE REIMBURSEMENT REQUEST DUE TO THE FOLLOWING REASON(S):

IN SWITZERLAND

- CHECK SOP 7.11.G ON HOW TO HANDLE OVERSEAS RECALL CAMPAIGN

REQUESTED THAT CALLER FAX ALL THE PAPER WORK

***** @11/09-ZWD346N

CRR ALSO REQUESTED CALLER TO CONFIRM WITH C THE ADDRESS WHERE THE REFUND AMT

CRR-SS SENT AN EMAIL TO CRR-WD REQUESTING AN UPDATE WITH REGARDS TO THE

NEEDS TO BE SENT

@07/28-ZSS997N

CALLER CAN BE REACHED AT ()

@07/28-ZSS997N

REIMBURSEMENT DENIAL.

@11/29-ZSS997N

CALLER STATED THE DOCUMENTS WILL BE FAXED TOMORROW I.E. 07/29/05 TO CRR

***CRR MF RECEIVED INBOUND CALL FROM C'S FRIEND GEORGE REGARDING REIMBURSEMENT

CALLER THANKED CRR AND ENDED CALL

@07/28-ZSS997N

OF FUNDS PEFERED # 954-229-5010 UP DATE AND STATUS.

CALL ENDED

@12/01-VMF197N

**CRR-SH RECEIVED A CALL WANTS TO TRANSFER TO CRR-SS

***CRR MF RECEIVED CALL FROM C AND SENT FAX WITH PROOF OF OWNERSHIP

UPDATED THE FILE AND TRANSFERD THE CALL

@08/02-ZSH942N

CRR-SS RECEIVED THE FAXED DOCUMENTS FROM GEORGE BARBER

@08/02-ZSS997N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,750

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,751

REQUESTED BY: lattad

CAR ID: CA5014407

CRR UPDATED FILE AND HAS DOCS FOR THIS AGENT

CRR SENT AN EMAIL REQUESTING TO KNOW OF THE AMOUNT FOR WHICH C NEEDS TO BE
C WAS ASKING FOR OTHER ITEMS FOR REIMBURSEMENT--BATTERY AND CAT CONVERTER--

FAXED DOCS SENT TO AGENT INCHARGE OF FILE.8:06AM PST @12/20-VMF197N

REIMBURSED AS THE REPAIR ORDER RECEIVED IS IN FRENCH. @08/02-ZSS997N

CRR AWAITING AN UPDATE TO KNOW OF THE AMT FOR WHICH A CHECK NEEDS TO BE

***GDHS HARDCOPIES FILED UNDER CRR-SS (SIMONS) @12/28-ZMD571N

CRR-SS RECEIVED THE PROOF OF OWNERSHIP FROM CRR-MF THROUGH THE MAIL.

REQUESTED @08/08-ZSS997N

CRR AWAITING UPDATE. @08/11-ZSS997N

CRR SENT AN EMAIL TO CRR-SV WITH ALL THE DOCUMENTS RECEIVED WITH REGARDS TO

CRR SENT AN EMAIL REQUESTING AN UPDATE WITH REGARDS TO THE FILE.@08/17-ZSS997N

THE RECALL REIMBURSEMENT TO BE PROCESSED. @01/09-ZSS997N

CRR AWAITING AN UPDATE WITH REGARDS TO THE FILE @08/23-ZSS997N

***CRR-SV FORWARDED THE FILE TO TL-SN FOR FURTHER HANDLING AS THIS IS A

CRR-SS FOUND THAT 1100.00 SWISS FRANCS = \$866.24(US) AS ON 08/30/05 HENCE

OVERSEAS RECALL PROCESS. @01/10-ZSV939N

CRR-SS SPOKE TO NNA, OVERSEAS RECALL/CAMPAIGN PARTS CO-ORDINATOR AND

GOING AHEAD WITH THE CONVERSION RATE. @08/30-ZSS997N

@01/10-ZSS997N

INVOICE DATE :09/08/04

INVOICE #: NA

WAS ADVISED TO FOWARD FILE TO CORE GROUP.

CRR-SS SENT AN E-MAIL TO NNA, CA C TRANSFER. @01/10-ZSS997N

PART NAME: ALTERNATOR

PART#: NA

SR-AP FORWARDING FILE TO CRR-FM FOR FURTHER HANDLING, EMAIL SENT

@01/11-ZAP758N

MILEAGE: 13000 MILES @08/30-ZSS997N

COST OF PART: \$472.50

***CRR MF RECEIVED VM FROM C CONCERNING STATUS OF FILE

COST OF LABOUR: \$393.74 @08/30-ZSS997N

UPDATED FILE AND SENT E-MAIL TO CRR-FM 10:12AM PST @01/18-VMF197N

TL-SR REQUESTED FOR CHECK REQUEST TO BE DELETED SO THAT FILE CAN BE CLOSED.

TOTAL: \$866.24 @08/30-ZSS997N

@01/20-ZSR072N

CRR REQUESTED A CHECK FOR AMOUT \$866.24 IN THE FILE HOWEVER, THERE IS NO

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,752

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,753

REQUESTED BY: lattad

CAR ID: CA5014407

CRR FM CLOSED FILE

@01/27-ZFM509N

PROOF OF OWNERSHIP ATTACHED IN THE DOCUMENTS SENT TO CRR.

CRR CALLED [REDACTED] AND LEFT A MESSAGE REQUESTING A CALL BACK.

***CRR MF RECEIVED CALL FROM C CONCERNING STATUS OF FILE

@08/30-ZSS997N

C STATED C HAD SUBMITTED ALL INFORMATION AND WHAT IS STATUS OF REIMBURSEMENT.

CRR CALLED [REDACTED] AT [REDACTED] AND REQUESTED A PROOF OF OWNERSHIP

CRR INFORMED C HAD RECEIVED FAXES BUT FORWARDED TO AGENT INCHARGE OF FILE.

C STATED C HAD SENT REIMBURSEMENT DOCUMENTATION FOR OVER \$3000.00 REIBURSE

STATING C OWNS THE VEHICLE CURRENTLY.

CRR WAS INFORMED THAT A COPY OF TITLE OR BILL OF SALE CAN BE PROVIDED.

MENT REQUEST TO CRR.

@02/14-VMF197N-COMMENT

CRR INFORMED C FAXES RECEIVED WERE: SIAB 2 PAGES AND AERO TOY STORE, LLC 4PGS

CRR PROVIDED MR. BARBER WITH CRR'S FAX#, CRR'S NAME AND EXTENSION#

CRR ENDED CALL

@09/06-ZSS997N

CRR RECEIVED FAX TODAY 3 PAGES.

@02/14-VMF197N-COMMENT

CRR CALLED [REDACTED] AND WAS INFORMED THAT M [REDACTED] IS WAITING ON THE

SENDING UPDATE TO AGENT IN CHARGE OF FILE. @02/14-VMF197N-COMMENT

***CRR MF FOLLOW UP; CONSULTED WITH SR LEADS NO REIBURSEMENT FOR THIS

PROOF OF OWNERSHIP DOCUMENT FROM THE C

[REDACTED] STATED THE NEEDED DOCUMENT WILL BE FAXED TO CRR AS SOON AS THE

REQUEST DUE TO C IS NOT IN MILITARY AND OUT OF US TERRITORY. @02/16-VMF197N

SAME IS RECEIVED FROM C.

SR-AP FORWARDING FILE TO CRR-EF FOR FURTHER HANDLING, EMAIL SENT

@02/21-ZAP758N

CRR THANKED MR. BARBER ENDED CALL.

@10/05-ZSS997N

CRR AWAITING THE PROOF OF PAYMENT FROM [REDACTED].

@10/07-ZSS997N

CRR-EF CLOSING FILE, NO REIMBURSEMENT FOR THIS REQUEST DUE TO C IS NOT IN

CRR AWAITING PROOF OF PAYMENT FROM [REDACTED].

@10/14-ZSS997N

THE MILITARY AND OUT OF US TERRITORY

@02/21-ZEF191N

CRR-SS LEFT A MESSAGE FOR [REDACTED] STATING THE FILE IS BEING CURRENTLY CLOSED

CRR WILL REOPEN THE FILE AFTER GETTING A PROOF OF PAYMENT. @10/20-ZSS997N

CRR WAS UNABLE TO CLOSE THE FILE AS THE CHECK REQUEST HAS ALREADY BEEN

CREATED.

@10/20-ZSS997N

CRR AWAITING A CALL BACK FROM MR BARBER.

@10/20-ZSS997N

CRR RECEIVED A COPY OF DMV STATING C PURCHASED THE VEH HENCE GOING AHEAD WITH

THE REIMBURSEMENT.

@10/21-ZSS997N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,754

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,755

REQUESTED BY: lattad

CAR ID: CA5014407

CRR SENT AN EMAIL TO NNA REQUESTING THE REIMBURSEMENT TO BE APPROVED.
CRR RECEIVED A VOICE MESSAGE FROM [REDACTED] WITH REGARDS TO THE FILE AND CAN
BE REACHED AT [REDACTED]
CRR WAS UNABLE TO REACH [REDACTED] OR LEAVE A VOICE MESSAGE ON [REDACTED]
@10/21-ZSS997N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	ROOT CAUSE: NI
CALLBACK:	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK:	DATE: 00/00/00
	NEW INFO:	DATE: 00/00/00
	OTHER:	DATE: 00/00/00
	COMMENTS ONLY:	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:	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,756

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,757

REQUESTED BY: lattad

CAR ID: CA5014407

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,758

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,759

CAR ID: CA5014407

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR:

MAKE: N

MODEL LINE:

NAME: ,

VIN: JN8AZ08TX3W [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3489	Cacheu					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,760

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,761

REQUESTED BY: lattad

CAR ID: CA5014407

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3489

STATE: FL

DEALER NAME: MAROONE NISSAN/PEMBRO

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,762

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,763

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA5022279
STREET: [REDACTED] **VIN:** 3N1CN7AP5EL [REDACTED]
CITY: NORTH HOLLYWO **YR/MDL:** 2014.0 VSD **MILEAGE:** 006890
ST/ZIP: CA [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 1,156 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 5393 NISSAN OF VAN NUYS
DLR PH: 818 787 8400 **DENY:** 0 **RESP DLR:** 5393 NISSAN OF VAN NUYS
REGION: 44 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 01/30/14 **EXEC:** 00/00/00 **EMAIL:** 01/22/14
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:** 006890 **# 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:** 01/22/14 **XFER/RSPNSBLTY:** 44 02 N
CONTACT (S): **FOLLOWUP DATE:** 02/13/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/13/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES YX POOR OR IMPROPER OPERATION
AG ENGINE MECHANICAL ZM EXCESSIVE NOISE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,764

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,765

REQUESTED BY: lattad

CAR ID: CA5022279

C. A. R. COMMENTS

Created by ZDR123N at 2014-02-06 12:09:16

Created by ZNT176N at 2014-01-22 13:56:00

Crr-nt advised c that cb

crr-nt forwarding case to rcas and leaving the case open.

ood and stated that c is not content with the info and believes that there is

Service Dept. Review

ut if the UC dlr has offered the maintenance plan and what to options are and

a concern with the veh. RCAS advised c to take the veh to any other nna dlr an

Created by ZBH777N at 2014-01-23 20:10:15

Crr-nt asked c if c has already took veh at the dlr for diagnosis

DRTS-DR attached RHR to case.

Service Dept. Review

ut if the UC dlr has offered the maintenance plan and what to options are and

Created by ZBH777N at 2014-01-23 20:10:15

Created by ZDC777N at 2014-02-06 14:41:45

C said that c took veh at the dlr a week ago and veh has been at the dlr for a

d c understood and will take the veh to either mission hills or a different dl

RCAs advised c that NNA doesn't assist with maintenance items. C understood.

Service Dept. Review

ARBS-DC notes the dealer service records:

lmost a week

RCAs advised c that NNA doesn't assist with maintenance items. C understood.

RCAS called c [REDACTED] at 8:06 pm EST and call was ended.

r. RCAS understood and RCAS will leave the VM with contact info for the dlr. C

Service Dept. Review

C said that c got the veh back yesterday and c was advised by technician that

RCAS called c [REDACTED] at 8:06 pm EST and call was ended.

RCAs gave case number c and set the follow 1-28. C understood and call end

RO 127183 Opened 10-12-13 Closed 10-14-13 (3 Days) Miles 2210

Service Dept. Review

understood an call ended.

Concern: client states right side rear view mirror is loose

RCAS called c [REDACTED] at 8:06 pm EST and spoke to c. RCAS verified that

RCAS called c back and left a VMX that the info for the mission hills dlr is (

RCAs gave case number c and set the follow 1-28. C understood and call end

squeaking noise on the veh was a normal condition

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,766

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,767

REQUESTED BY: lattad

CAR ID: CA5022279

[REDACTED]

Action Taken: SOP

Created by ZBH777N at 2014-01-24 11:25:54

C said that c test drove same exact veh but c was unable to feel any squeaking
RCAS called c [REDACTED] at 8:06 pm EST and spoke to c. RCAS verified that
c has many concerns.

Concern: client states lower grill crack no impact signs

Created by ZBH777N at 2014-01-24 11:25:54

noise.

summary is c stated that there were many concerns on the veh and RCAS advised

Action Taken: SOP

c has many concerns.

C said that c feels unsafe with the veh

c to take the veh to any other nna dlr and c understood and will take the veh

RCAS called the Van Nuys Dlr and spoke to the SM. RCAS was advised that the ro

Concern: client states steering and engine vibration while waiting at light

C said that c wants a reliable veh

C stated that c took the veh to the Universal city Nissan and the veh was retu

RCAS called the Van Nuys Dlr and spoke to the SM. RCAS was advised that the ro

to either mission hills or a different dlr. RCAS understood and RCAS will leav

Action Taken: unable to duplicate

C added that c missed work because of the concern

C stated that c took the veh to the Universal city Nissan and the veh was retu

e the VM with contact info for the dlr. C understood case closed.

was opened on 1-13-14 and the ro was closed on the 1-23-14.

Created by ZBH777N at 2014-01-29 18:48:21

Crr-nt apologized to c and advised c that case will be forwarded to rcas for r

med the same day. C took the veh back to the dlr for the second time and ther

RO 131262 Opened 11-23-13 Closed 12-12-13 (20 Days) Miles 4702

was opened on 1-13-14 and the ro was closed on the 1-23-14.

Concern: client states brakes squeaking a lot when braking

C's concerns were:

dlr is not in portal and rcas not able to data net case.

eview and c will receive a call back before the end of the next business day

med the same day. C took the veh back to the dlr for the second time and ther

Action Taken: Replace brakes with genuine Nissan brake pads and turn the roto

Created by ZRC999N at 2014-01-30 13:51:43

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,768

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,769

REQUESTED BY: lattad

CAR ID: CA5022279

crr-nt asked for further assistance but c declined

C's concerns were:

e was something wrong wit the brakes. C stated that a repair was made. replace

crr-nt verified best number for c: [REDACTED]

DRTS rec'd MRF Pertaining to case reopening case.

e was something wrong wit the brakes. C stated that a repair was made. replace

rs for smoother braking and noise reduction

shaking when stop and dlr not able to duplicate and the veh is working fine

Cases found: [REDACTED] [REDACTED]

Concern: client states front grill has cracked.

crr-nt provided name, case number and extension number

d the brakes and changed the rotors. C was told that c would not have any conc

shaking when stop and dlr not able to duplicate and the veh is working fine

Action Taken: Replaced front grill assy.

crr-nt provided recap of c's concern

erns and the next day the concern came back. C stated that c took the veh to V

mirror replaced

NIS1411741. DRTS recb

Concern: client states states passenger outside mirror knob is heating the en

crr-nt forwarding case to rcas and leaving the case open.

erns and the next day the concern came back. C stated that c took the veh to V

mirror replaced

relabel vehicle. CCF states: Brakes squeak and squeal, repair attempts 2. Ac

an Nuys and was told that the concern is normal and that the concern was due t

bumpers and fender were re aligned.

celeration drags pulls back and forward, repair attempts 3. Engine vibrates an

Created by ZNT176N at 2014-01-22 13:42:33

d already not letting the client room for adjustment

Action Taken: Replace front passenger side mirror assy

an Nuys and was told that the concern is normal and that the concern was due t

bumpers and fender were re aligned.

Created by ZNT176N at 2014-01-22 13:42:33

d shakes car vigorously, repair attempts 3. Brake pedal randomly gets stuck, r

Brakes are operating normal

Concern: customer states vehicle shakes a lot when getting to a stop or vehic

Crr-nt received a call from c stating that c wants to follow up about case nu

repair attempts 3. Brake pedal sinks in slowly when in use, repair attempts 3.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,770

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,771

REQUESTED BY: lattad

CAR ID: CA5022279

o the cold. C wants to know which is correct? C stated that test drove the ano
Brakes are operating normal

le want to go

mber: 12712359

o the cold. C wants to know which is correct? C stated that test drove the ano
Passenger side broken cover mirrors still move, repair attempts 3. Front grill

Action Taken: normal operation

cracked broken, repair attempts 3. Car swerves side to side and blown around

mber: 12712359

Pedal was found operating normal

ther veh. C stated that the test veh had no concerns.

Concern: client states brake donb

Crr-nt verified no info has changed

on highway.

Pedal was found operating normal

ther veh. C stated that the test veh had no concerns.

Created by ZBH777N at 2014-01-30 17:16:42

Crr-nt verified no info has changed

C stated that the dlr stated that there were no problems at that time and the

he brake pedal and vehicle keeps going.

nothing abnormal with steering

Action Taken: Not able to duplicate concern

Crr-nt advised c that cb

C stated that the dlr stated that there were no problems at that time and the

nothing abnormal with steering

RCAS rec'd a VMX from c on 1-29 and c requested a call back from RCAS.

concern was normal. SM went on a test drive and didn't find any concerns.

Crr-nt advised c that cb

RCAS spoke to c after the VM was left.

RCAS understood and call ended.

RO 109586 Opened 1-13-14 Closed 1-21-14 (9 Days) Miles 6835

Concern: customer states brakes make squealing noise while driving and brakin

concern was normal. SM went on a test drive and didn't find any concerns.

Created by ZDR123N at 2014-01-31 09:11:08

Crr-nt asked c if c has already took veh at the dlr for diagnosis

RCAS understood and call ended.

Created by ZBH777N at 2014-01-27 16:24:02

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,772

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,773

REQUESTED BY: lattad

CAR ID: CA5022279

Crr-nt asked c if c has already took veh at the dlr for diagnosis

DRTS-DR contacted Patty at dlr 042B and Linda at dlr 5393 and requested all CC g.

RCAS advised c that RCAS will call the dlr and verify the concern. C stated th

Action Taken: Slight brake noise when vehicle is cold is a normal characteris

C said that c took veh at the dlr a week ago and veh has been at the dlr for a

RCAS advised c that RCAS will call the dlr and verify the concern. C stated th

RCAS called the dlr Universal city Nissan 8187698100 at 6:18 pm EST and RO's.

at c has some more concerns.

Created by ZDR123N at 2014-01-31 09:41:52

C said that c took veh at the dlr a week ago and veh has been at the dlr for a

spoke to a SA and was advised that everyone was busy and not able to take RCAS

tic. No problem found.

at c has some more concerns.

Concern: client states shaking when coming to a stop or in idle and shifting

DRTS-DR rec'd RO's from dlr 5393

lmost a week

's call. RCAS understood and call ended.

Created by ZBH777N at 2014-01-28 14:51:41

Created by ZDR123N at 2014-02-03 10:00:46

c stated that c took the veh to the Universal city Nissan dlr and requested a

into gear

lmost a week

Action Taken: no problem found

C said that c got the veh back yesterday and c was advised by technician that

c stated that c took the veh to the Universal city Nissan dlr and requested a

DRTS-DR contacted Cynthia at dlr 042B and requested all CC RO's

RCAS called the dlr Universal city Nissan 8187698100 at 4:36 pm EST and the SM

Concern: Customer states passenger mirror goes out of adjustment and cannot b

Created by ZDR123N at 2014-02-03 13:21:06

C said that c got the veh back yesterday and c was advised by technician that

oil change. c did not receive a oil change. stated that c has called the dlr

was unavailable to speak. RCAS spoke to the SA. RCAS was advised that c doesn

DRTS-DR contacted Cynthia at dlr 042B and requested all CC RO's

e adjusted with switch.

oil change. c did not receive a oil change. stated that c has called the dlr

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,774

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,775

REQUESTED BY: lattad

CAR ID: CA5022279

squeaking noise on the veh was a normal condition

't have a contract on file. RCAS understood. RCAS verified that c has a One to

Action Taken: Replaced passenger door mirror and inside cover

and was to receive a call from the dlr.

Created by ZDR123N at 2014-02-03 13:52:42

one rewards card with a balance of \$21.75. c used it on 1-24 for an oil chang

squeaking noise on the veh was a normal condition

and was to receive a call from the dlr.

Concern: Customer states all bumper corners not aligned with body and fenders

C said that c test drove same exact veh but c was unable to feel any squeaking

DRTS-DR rec'd RO's from dlr 042B

e. C came in on November and no oil change was requested. C came to the dlr in

Action Taken: Removed both front fender liners and adjusted position of bumper

Created by ZDR123N at 2014-02-04 14:35:38

C said that c test drove same exact veh but c was unable to feel any squeaking

c stated that c was told that c was going to get maintenance for 1 year for fr

Oct. C had the same complaints. RCAS understood and call ended.

c stated that c was told that c was going to get maintenance for 1 year for fr

DRTS-DR completed RHR, needs to call for days down.

edges to line up with fender. Removed mounting bolt from rear bumper to line

noise.

Created by null at 2014-02-13 09:53:41

ee. C stated that Van Nuys will not give c a oil change.

noise.

RCAS called c [REDACTED] at 4:45 pm EST and RCAS called 2 times and call ended

up edges with wheel arches

.

Concern: Customer states vehicle pulls when braking and lunges forward.

C said that c feels unsafe with the veh

ee. C stated that Van Nuys will not give c a oil change.

NIS1411741. DRTS recb

Action Taken: No abnormal condition at this time.

C said that c feels unsafe with the veh

e not received C signed CCF. Recb

RCAS advised c that the offer is only good at the dlr that offer from the dlr.

RCAS called c [REDACTED] at 4:47 pm EST and RCAS left a VMX and advised t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,776

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,777

REQUESTED BY: lattad

CAR ID: CA5022279

Concern: Customer states at a stop brake pedal sinks to the floor.

C said that c wants a reliable veh

hat RCAS has info for the case. RCAS left contact info.

RCAS advised c that the offer is only good at the dlr that offer from the dlr.

Action Taken: Found brakes are operating within manufacturer specs.

C said that c wants a reliable veh

c states that c was to receive a oil change.

RCAS called c [REDACTED] at 4:49 pm EST and spoke to c and was advised that th

C added that c missed work because of the concern

Concern: Customer states engine rocks back and forth when accelerating.

c states that c was to receive a oil change.

is is not a good time and c will call RCAS back. RCAS understood and provided

Action Taken: No problem found. Normal operation of motor mounts while acceler

C added that c missed work because of the concern

contact info.

RCAS asked c if c brought the veh concerns to the Van Nuys dlr.

ating.

Created by ZBH777N at 2014-01-29 18:47:43

Crr-nt apologized to c and advised c that case will be forwarded to rcas for r

RCAS asked c if c brought the veh concerns to the Van Nuys dlr.

Concern: Customer states lower bumper grill has cracks.

Crr-nt apologized to c and advised c that case will be forwarded to rcas for r

C states that the veh's concerns were addressed a the dlr and some still exist

RCAS called c [REDACTED] at 7:43 pm EST and spoke to c. RCAS advised c tha

Action Taken: Front bumper lower grill has stains due to outside influences.

C states that the veh's concerns were addressed a the dlr and some still exist

eview and c will receive a call back before the end of the next business day

t the C's concerns were:

Clean debris per customer satisfaction.

. C stated that the veh Vibration is okay and c states that the veh pulls when

eview and c will receive a call back before the end of the next business day

shaking when stop and dlr not able to duplicate and the veh is working fine th

ARBS notes 3 visits to the dealership for various concerns and 32 days out of

crr-nt asked for further assistance but c declined

. C stated that the veh Vibration is okay and c states that the veh pulls when

e mirror replaced. The bumpers and fender were re aligned.

accelerates and is loud.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,778

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,779

REQUESTED BY: lattad

CAR ID: CA5022279

Brakes are operating normal

crr-nt asked for further assistance but c declined service.

accelerates and is loud.

Created by ZDC777N at 2014-02-06 14:43:13

crr-nt verified best number for c: [REDACTED]

Pedal was found operating normal

ARBS sent the BBB MRF response to the BBB Auto Line and to BBB rep Daniel Hern

crr-nt verified best number for c: [REDACTED]

c stated that mirror concern is repaired and the bumpers and fender were re a nothing abnormal with steering andez.

crr-nt provided name, case number and extension number

c stated that mirror concern is repaired and the bumpers and fender were re a

RCAS gave info from Van Nuys dlr and c stated that the tech felt the concern a

Created by ZNT176N at 2014-01-22 13:42:33

crr-nt provided name, case number and extension number

ligned. The grill on the front was cracked and the top was replaced the top an

nd states that the dlr has stated that the are no concerns. RCAS understood an

crr-nt provided recap of c's concern

Crr-nt received a call from c stating that c wants to follow up about case nu

d advised c that RCAS spoke to the Universal city Nissan and verified that c h

ligned. The grill on the front was cracked and the top was replaced the top an

as a One to one rewards card with a balance of \$21.75. c used it on 1-24 for a

crr-nt provided recap of c's concern

d Van Nuys has fixed this. RCAS understood and advised c that RCAS will find o

mber: [REDACTED]

crr-nt forwarding case to rcas and leaving the case open.

Crr-nt verified no info has changed

d Van Nuys has fixed this. RCAS understood and advised c that RCAS will find o

n oil change. C came in on November and no oil change was requested. C underst

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,780

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,781

REQUESTED BY: lattad

CAR ID: CA5022279

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
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 02/13/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,782

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,783

CAR ID: CA5022279

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP5EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5393	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,784

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,785

REQUESTED BY: lattad

CAR ID: CA5022279

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5393

STATE: CA

DEALER NAME: NISSAN OF VAN NUYS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,786

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,787

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA5071190
STREET: [REDACTED] **VIN:** 3N1CN7AP3DL [REDACTED]
CITY: BONNEY LAKE **YR/MDL:** 2013.0 VSD **MILEAGE:** 008208
ST/ZIP: WA [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 414 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 530A BILL KORUM'S PUYALLUP NIS
DLR PH: 253 848 4507 **DENY:** 0 **RESP DLR:** 530A BILL KORUM'S PUYALLUP NIS
REGION: 44 **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:** 008208 **# 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:** 01/30/14 **XFER/RSPNSBLTY:** 44 04 N
CONTACT (S): **FOLLOWUP DATE:** 02/12/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/12/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,788

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,789

REQUESTED BY: lattad

CAR ID: CA5071190

C. A. R. COMMENTS

B7 Discussed purpose of inspection.

Created by ZJO176N at 2014-01-30 11:29:12

Created by ZJP179N at 2014-02-05 11:51:19

SRCAS thanked SM & call was ended mutually.

B7 Discussed dealer performance prior to my arrival.

RCAS Jennifer Pou assisting RCAS Juanita Orona

SRCAS setting a task for: 2-10-14 to call SM in regards to DTS & exiting case.

1. Dealer performed well in this case.

Created by ZJO176N at 2014-01-31 12:17:04

RCAS calling dlr @2538484507@ 1:29 pm est and spoke with SM who stated veh is

2. Vehicle was inspected and symptom was not duplicated.

at dlr and c is in a loaner veh. SM is aware of DTS appointment. RCAS understo

SRCAS emailed DTS -Joe Dill advising that SM is aware of the apt & that c's ve

3. Dealer contacted Techline. Techline directed dlr to open an infield w

h is at the dlr & that c is in a loaner veh.

od and ended call

ith RCAS.

RCAS exiting case

SRCAS exiting case.

4. Dealer opened infield.

Created by ZJO176N at 2014-01-31 14:06:03

Created by ZJO176N at 2014-02-06 09:41:29

5. No parts were replaced by dealer.

SRCAS called the dlr @ 2538484507 @ 11:33 am est.

SRCAS received a call from DTS-Joe Dill in reference to the case.

6. Dealer assisted with informing customer of DTS inspection and meeting

SRCAS asked to speak with SM: Dan Russell.

SRCAS was advised that if c is in a loaner of the dlr that c can remain in the

loaner but that if the dlr is paying for a rental that the c needs to be give

SRCAS verified with the SM that C will be advised to be present for the DTS in

time.

B7 First day that Service Manager was not there after termination.

n c's veh back & then when the date for the DTS comes c needs to be present wi

spection. SM states will not be a concerns. SRCAS understood.

DTS REQUEST INFORMATION

SRCAS verified that c is in a loaner that belongs to the dlr & that there is n

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,790

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,791

REQUESTED BY: lattad

CAR ID: CA5071190

th c's veh for the inspection. SRCAS understood.

B7 Requested by CA

o cost for the loaner. SRCAS understood.

SRCAS advised DTS that SRCAS is 99.9 % sure that c is in a loaner from the dlr

B7 Juanita Orona

but that SRCAS will email the SM & verify & email DTS in regards.

SRCAS thanked SM & call was ended mutually.

B7 CA 13071190

Created by ZJO176N at 2014-02-10 07:20:58

DTS understood.

B7 FI 13025920

SRCAS received an email from the SM stating that the c can be @ the dlr on 2-1

SRCAS thanked DTS & call was ended mutually.

1-14 @ 12 noon. SRCAS emailed the DTS & DTS states it will be fine for a 12 (n

SRCAS emailed the SM & set a task to check on info on 2-3-14.

SRCAS exiting case & setting follow up for today to contact the dlr.

Created by ZJO176N at 2014-02-12 12:06:08

oon) apt with the c for the inspection.

SRCAS emailed the SM reminding of the apt tomorrow & advising to remind c to b

Summary: Received a call from the dlr to create an infield case. C states c's

e there at Noon.

veh brakes failed & c almost had an accident. Case created. DTS looked at veh

SRCAS emailed the DTS to remind of the apt.

- veh repaired & c picked up the veh.

SRCAS closing case & exiting.

SRCAS exiting case.

SRCAS called the dlr @ 2538484507 @ 1:59 pm est.

SRCAS setting follow up for: 2-14-14

Created by ZJO176N at 2014-02-12 09:13:02

SRCAS asked to speak with Billy Korum.

SRCAS received the following from DTS-Joe Dill.

SRCAS spoke with assistant : Michelle.

CUSTOMER AND VEHICLE INFO

SRCAS asked to speak with Billy Korum & was placed on hold.

Jacob Kralovic

SRCAS spoke with Billy Korum & was advised that c picked up the veh & that c's

13 Versa Sedan

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,792

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,793

REQUESTED BY: lattad

CAR ID: CA5071190

veh was repaired.

3N1CN7AP3DL [REDACTED]

SRCAS understood.

INSPECTION INFO

SRCAS exiting case & closing.

B7 Vehicle inspection conducted on 2/11/13 at Puyallup Nissan in Puyal

Created by ZJO176N at 2014-01-30 11:21:16

SRCAS spoke with SM: Dan Russel in regards to another case & was advised this up, WA.

B7 Odometer at time of inspection: 8,212 miles.

customer states that c's brakes wouldn't take & that c almost had an accident.

B7 Odometer at end of repair: 8,215 miles.

SM states that SM was directed to make an infield case. SRCAS understood. SRC

AS emailed DTS [REDACTED] in regards to if a DTS needs to look at the veh o

CUSTOMER ROOT CONCERN

Brake pedal sank to the floor when braking.

r not.

SRCAS awaiting response.

SYMPTOM VERIFICATION

B7 Symptom did not occur during inspection.

SRCAS was advised that the c is in a loaner veh from the dlr.

PRELIMINARY TESTING

SRCAS understood.

B7 Test drove vehicle.

SRCAS exiting case & setting task for : 1-31-14.

B7 Discussed with Engineering.

Created by ZJO176N at 2014-01-31 07:13:05

DIAGNOSIS & REPAIR

SRCAS received an email from Daniel Guzman being that when SRCAS emailed the S

B7 Current master cylinder installed is version A.

nr DTS [REDACTED], [REDACTED] emailed the DTS's for more info. Daniel Guzman

B7 Engineering recommended repair due to possible contamination.

emailed SRCAS stating to place the DTS request & to forward to Daniel Guzman.

B7 Replaced Master Cylinder to updated part B.

SRCAS submitting the DTS request & exiting case.

B7 Replaced ABS Module.

Created by ZJO176N at 2014-01-31 12:14:55

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,794

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,795

REQUESTED BY: lattad

CAR ID: CA5071190

B7 Disconnected all brake lines and blew out lines.

SRCAS received an email from : Joe Dill stating that a DTS inspection will be

B7 Excessively bleed brake system.

completed on : 2-11-14 @ 10 am.

SERVICE HISTORY REVIEW

SRCAS called the dlr @ 2538484507 @ 2:08 pm est.

B7 No related history for this concern.

SRCAS asked to speak with SM: Dan Russell.

ADDITIONAL COMMENTS

SRCAS spoke with SM & advised SM that there will be a DTS apt on : 2-11-14 @ 1

0 am.

B7 RO opened on 1/21/14.

B7 Customer requested to have old brake fluid back. Provided as reques

SM understood.

ed.

SM states will give info to c.

EVERY CUSTOMER EVERY TIME

SRCAS understood.

B7 Met with customer to discuss concern.

SRCAS advised the SM that SRCAS will call c on 2-10-14 to remind of the DTS in

B7 Met with customer after the inspection to discuss the results of in

spection. SM understood.

pection and repairs.

SM was asked if c will leave the c in the loaner veh till the inspection & SM

EVERY DEALER EVERY TIME

states yes.

B7 Met with DP Billy Korum.

SRCAS understood.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,796

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,797

REQUESTED BY: lattad

CAR ID: CA5071190

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCSV
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: 02/12/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,798

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,799

CAR ID: CA5071190

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP3DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		530A	Washington					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,800

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,801

REQUESTED BY: lattad

CAR ID: CA5071190

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 530A

STATE: WA

DEALER NAME: BILL KORUM'S PUYALLUP NI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,802

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,803

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA5125606
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: UNION **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000803
ST/ZIP: KY [REDACTED] **VCAN:** N **IN SVC DATE:**
DAY PH: 0 **PAID:** 560 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3333 KERRY NISSAN, INC.
DLR PH: 859 371 8191 **DENY:** 0 **RESP DLR:** 3333 KERRY NISSAN, INC.
REGION: 24 **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:** 000803 **# 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:** 02/07/14 **XFER/RSPNSBLTY:** 24 10 N
CONTACT (S): **FOLLOWUP DATE:** 07/11/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/09/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,804

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,805

REQUESTED BY: lattad

CAR ID: CA5125606

C. A. R. COMMENTS

Created by ZML204N at 2014-02-07 13:30:38

Created by ZML204N at 2014-02-07 13:40:40

Created by ZZT176N at 2014-04-30 09:24:04

Created by ZZT176N at 2014-07-07 13:46:19

Placed call to c on [REDACTED] at 2:45pm. Advised c of same info above. C than p with c for getting part but is inquiring what c is seeking from NNA? C state Service Dept. Review

ARBS note Jimmy Pugh, pa, stated the part was sent 4/8/14.

ARBS note received the signed release and attached.

crr-ml received call from c.

ked for calling and agreed to follow up by eod 2/24/14

Service Dept. Review

s told the dlr that c would even go to a different model veh if c could. Rcas

Created by ZZT176N at 2014-02-19 16:02:16

Created by ZZT176N at 2014-05-12 14:30:31

Created by ZZT176N at 2014-07-07 14:01:30

crr-ml verified c's name, vin, address, mileage, phone number,

inquired that c is seeking to be out of veh? C states yes that is an option. R

Service Dept. Review

ARBS note c decided to go with the \$2500.00 cash settlement.

ARBS TZ note reviewed the part order with Jimmie Pugh, DRT parts analyst, who

ARBS TZ notes requested check for \$2,500.00 and printed FedEx shipping label w

cas advised cannot make any promises but advised that request can be looked in

email address & responsible dlr.

Service Dept. Review

ARBS note will FedEx release.

c stated that c bought a brand new veh about 5 months ago

searched and there is no ETA on the part.

Service Dept. Review

to. Rcas advised that case will be reviewed by ARBS who will make decision and

/ tracking number: 770528285257

Created by ZZT176N at 2014-02-19 16:02:45

Created by ZZT176N at 2014-05-12 14:38:53

Created by ZZT176N at 2014-07-08 11:15:12

c stated that veh is at the dlr for 4 months now

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,806

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,807

REQUESTED BY: lattad

CAR ID: CA5125606

that process can take up to 10 business days. Rcas advised will follow up with ARBS note NNA presented the option of repurchase or replacement. ARBS note requested a copy of registration prior to mailing release, c is not ARBS TZ note left msg @ [REDACTED] c stated that part is in backorder which is the brake master cylinder. h c every 3 business days by eod 2/13/14 to advise where process stands. C ag Service Dept. Review
 Created by ZZT176N at 2014-02-21 15:47:11
 c stated that dlr do not know the eta for the part.
 reed and thanked for calling.
 Service Dept. Review
 sure if his mother is on registration.

~~~~~  
 ARBS TZ notes sent c a msg to call me at their earliest convenience.  
 Created by ZZT176N at 2014-05-23 13:25:51  
 c requested from the dlr to put c to another veh, however dlr told c that dlr Service Dept. Review  
 ARBS note c/s that sandra is co owner. ARBS noted will need registration. can not do that.  
 Created by ZMA629N at 2014-03-03 14:55:34  
 Rcas emailing SM-Kendall to fax all ROs on VIN  
 Service Dept. Review  
 c is requesting to replaced the veh c has.  
 Created by ZKD176N at 2014-02-11 03:53:47  
 Created by ZZT176N at 2014-05-28 13:27:41  
 CRR-MC received a call from c stating that c wanted to speak with RCAS about c Service Dept. Review  
 ARBS note c/s he needed the address to send the registration. ARBS note provi CRR-MC verified name, address to pull up case.  
 c stated that a less cheaper will do, but a veh that is more dependable.  
 Service Dept. Review  
 SRD-KD in review of case for back order part, template and part # documented correctly.  
 CRR-MC also verified that contact info changed.  
 c stated that dlr have had the veh more than c had driven the veh. ded the information.  
 Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,808

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,809

REQUESTED BY: lattad

**CAR ID:** CA5125606

Created by ZKS000N at 2014-02-12 08:11:13

Created by ZZT176N at 2014-06-02 13:35:40

CRR-MC checked case and advised c that case is no longer handled by RCAS and w  
crr-ml advised c that file will be transferred to rcas for review.

Service Dept. Review

ARBS note received the c registration and attached.

as already forwarded to ARBS. CRR-MC advised c that CRR-MC can only send an in

crr-ml advised c to expect a call within the next business day.

Rcas emailing CSM-Joe Stone to advise of RHR

Service Dept. Review

Created by ZZT176N at 2014-06-02 14:15:46

c understood.

Rcas submitting RHR for completion

Service Dept. Review

ternal message to ARBS about c's callback. C agreed.

~~~~~

ARBS note sent release to c via FedEx. Your tracking number: 770166996069

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

crr-ml offered further assistance, c declined.

Service Dept. Review

Created by ZZT176N at 2014-06-02 14:16:09

CRR-MC offered further assistance. C declined.

crr-ml provided name, ext and file number.

Rcas emailing PC-Jimmy Pugh for update on ETA (Tiger Team involved)

Service Dept. Review

ARBS note registration is in John Hoffman's name only.

Created by ZKS000N at 2014-02-13 09:43:24

CRR-MC provided name, case and extension #.

crr-ml leaving file open, transferring case to rcas.

Service Dept. Review

Created by ZML204N at 2014-02-07 17:32:14

Created by ZSD999N at 2014-06-16 10:34:38

CRR-MC exiting file.

Rcas received email from PC advising that if ARBS does not take over case to p

Service Dept. Review

Created by ZKS000N at 2014-03-13 08:49:08

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,810

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,811

REQUESTED BY: lattad

CAR ID: CA5125606

Service Dept. Review

ut case in PC's name. ~~~~~

Vehicle Concern

Created by ZML204N at 2014-02-07 13:40:40

last time c called.

Rcas placed call to c on [REDACTED] at 11:41am. Rcas left msg with c's wife

Rcas received vmx from c wonder if c is ever going to get any info

Service Dept. Review

~~~~~

C requested to be transferred to ARBS TZ.

crr-ml received call from c.

Service Dept. Review

that case is still being reviewed by ARBS and that Rcas will follow up again by eod 2/18/14. C's wife understood and thanked for calling.

crr-ml verified c's name, vin, address, mileage, phone number,

C want to be connected to ARBS TZ. crr-sd apologized for the inconvenience and

Rcas emailing ARBS-TZ to advise

Service Dept. Review

advised that crr-sd do not have the phone number for arbs tz. c agreed.

Created by ZJS111N at 2014-02-17 09:37:18

Created by ZZT176N at 2014-03-17 11:32:09

email address & responsible dlr.

Service Dept. Review

ARBS note called c @ [REDACTED]

Crr-sd advised that an internal message to rcas will be sent for notificatio

c stated that c bought a brand new veh about 5 months ago

rcas-jonathon spurling assisting

Service Dept. Review

ARBS note will send letter of intent FedEx.

c stated that veh is at the dlr for 4 months now

n that c called so c can be provided a cb asap if possible. c agreed.

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Service Dept. Review

ARBS note c/s he would like a versa, ARBS note SOC on lease would have to be s

Crr-sd verified phone numbers of c as follows:

c stated that part is in backorder which is the brake master cylinder.

rce to proceed with processing of RHR

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,812

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,813

REQUESTED BY: lattad

**CAR ID:** CA5125606

Service Dept. Review

8597431220

ame model.

c stated that dlr do not know the eta forthe part.

rcas completed and submitted RHR

Service Dept. Review

8593843589

Created by ZKS000N at 2014-02-17 09:45:16

Created by ZZT176N at 2014-03-27 15:15:33

c requested from the dlr to put c to another veh, however dlr told c that dlr

Service Dept. Review

ARBS note left c a msg.

b

can not do that.

Crr-sd offered further assistance. c declined, c satisfied.

Service Dept. Review

c is requesting to replaced the veh c has.

Created by ZZT176N at 2014-04-04 07:20:06

Crr-sd provided c with case number, name and extension number.

Service Dept. Review

Veh been down since Nov on backordered part with no ETA

ARBS note sent letter of intent FedEx. Your tracking number: 798443406652

b

Crr-sd sent internal message to arbs tz and exiting case.

c stated that a less cheaper will do, but a veh that is more dependable.

b

Created by ZSD999N at 2014-06-16 10:34:55

Created by ZZT176N at 2014-04-04 07:21:06

c stated that dlr have had the veh more than c had driven the veh.

ARBS Case Follow-up

b

crr-ml advised c that file will be transferred to rcas for review.

part in backorder

b

Created by ZMR777N at 2014-06-19 07:34:21

Created by ZZT176N at 2014-04-04 07:28:28

crr-ml advised c to expect a call within the next business day.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1,814

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 1,815

**REQUESTED BY:** lattad

**CAR ID:** CA5125606

ARBS note closing case until further contact from c. regarding repurchase or r  
CRR-MR received a call from C following up on the case.  
c understood.

No

b

crr-ml offered further assistance, c declined.

CRR-MR verified C's contact information. Contact info has not changed.

replacement. ARBS note cash settlement of \$2500.00 offered.

b

Created by ZZT176N at 2014-04-09 08:40:50

crr-ml provided name, ext and file number.

CRR-MR informed C that the case is being handled by ARBS. C understood.

ARBS note c called in and would like to pursue replacement.

b

crr-ml leaving file open, transferring case to rcas.

CRR-MR informed C that an internal message will be sent to let ARBS know that  
airs? Since 11/27/13

Created by ZKS000N at 2014-02-10 15:16:11

Created by ZZT176N at 2014-04-09 08:45:26

C would like to receive a call as soon as possible. C understood.

ARBS note c has a lease and will go tomorrow to look at vehicles.

b

CRR-MR offered further assistance. C declined.

Rcas placed call to dlr. SM-Kendall advised veh has been at dlr since 11/27/13

ARBS note will contact sales manager.

b

. C in loaner. Dlr cannot get a master cylinder. Dlr keeps getting emails fro

CRR-MR provided CRR name and extension number.

Created by null at 2014-02-17 12:12:40

Created by ZZT176N at 2014-04-09 08:56:16

CRR-MR exiting case.

m the Tiger team that there is no ETA. C is getting to the point to where c do

ARBS note spoke to Tony Dipietrantonio, sales manager, regarding the soc. Ton

Created by ZMS177N at 2014-06-20 10:59:20

es not want the veh anymore. Part has been STP'd

The RHR has been submitted for review to Arbitration Specialist Janelle Cantra

~~~~~

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,816

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,817

REQUESTED BY: lattad

CAR ID: CA5125606

crr-ms received a follow up call from c. c stated that c have settlement agree
ll.

y/s he will not be in tomorrow and referred Steve Hall, finance director will

b

be briefed on the soc.

Created by null at 2014-02-17 12:12:55

ment and release form for veh, part went put for 8 months and got back and set

ARBS note requested fax number for Steve, fax# 859-371-6285

b

DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review

itled for downtime, c said that c's mother and c were the owner and not solely

.

b

Created by ZZT176N at 2014-04-09 09:02:28

"John Hoffman"

ARBS notes the following repair history per CPIA, ROs, RHR:

ARBS note waiting for the c to choose a vehicle and received both invoices and

b

crr-ms verified if there are any changes in c's contact information.c stated n

11/27/13 @ 806 miles

b

"mock" sales contract.

o

b

Concerns:

Created by ZZT176N at 2014-04-28 12:52:36

crr-ms offered to send internal message to ARBS - as crr-ms does not have acce

1. Veh has rought idle

ARBS note Tony D, sm, called to inquire on what needs to be put on the purchas

rable (if applicable) 11/27/13

ss on ARBSext., c understood

2. When braking, has to push pedal all the way to the floor to stop. When push

b

crr-ms offered further assistance, c said no

e agreement.

Created by ZKS000N at 2014-02-10 15:35:37

Created by ZZT176N at 2014-04-30 09:21:42

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,818

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY:** lattad

TIME: 9:19:07 AM

PAGE: 1,819

CAR ID: CA5125606

crr-ms gave name and extension number
ing it, veh wants to keep rolling forward

3. Perform MPI

ARBS note c requested going over the options. ARBS explained repurchase, repl
crr-ms exiting the case

Rcas placed call to c on [REDACTED] at 5:19pm. Left vmx advising that Rcas wil

4. Install front license plate

acement and \$2500 cash settlement. Cash option only if the vehicle is repaire

Created by ZMS177N at 2014-06-20 10:59:41

I follow up again by eod 2/11/14.

ARBS Case Follow-up

Created by ZKS000N at 2014-02-18 12:47:31

d and c is happy.

Placed call to c on [REDACTED] at 5:22pm. Rcas apologized for c's concern

ARBS note c has not been told vehicle has been repaired.

Created by ZZT176N at 2014-06-23 14:12:49

Rcas placed call to c on [REDACTED] at 2:44pm. left vmx advising that cas

s on backordered part. c states knows its not Rcas fault but c has been withou

ARBS note need to add to case. ARBS called c on 6/20/14, c wanted address.

ARBS note sent Jimmy Pugh, parts analyst, for an update.

e is still being reviewed and Rcas will follow up with c again by eod 2/24/14.

t veh for a while now. Rcas understood. Rcas advised will continue to follow u

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCMV

CALLBACK: 0

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,820

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,821

REQUESTED BY: lattad

CAR ID: CA5125606

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#: 46010-3SG1B	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 07/09/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,822

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,823

CAR ID: CA5125606

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3333	Kentucky					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,824

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,825

REQUESTED BY: lattad

CAR ID: CA5125606

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3333

STATE: KY

DEALER NAME: KERRY NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,826

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,827

REQUESTED BY: lattad

NAME: , BARAJAS, RAM SC: MULTI CONTRACT CAR ID: CA5200669
 STREET: [REDACTED] VIN: 3N1CN7AP4DL [REDACTED]
 CITY: TORRANCE YR/MDL: 2013.0 VSD MILEAGE:
 ST/ZIP: CA [REDACTED] MD VCAIN SVC DATE:
 DAY PH: [REDACTED] PAIRTL DLR: NI NI
 EVE PH: [REDACTED] SUSSVC DLR: 5285 HOOMAN NISSAN LONG BEACH
 DLR PH: 2 800 973 3689 DENRESP DLR: 5285 HOOMAN NISSAN LONG BEACH
 REGION: 2 44 DIST: SL/SV/PT: 06 06 36 NP NP NP

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 Preowned New x Preowned 135000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: NONE
 OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 02/13/14 XFER/RSPNSBLTY:
 CONTACT (S): FOLLOWUP DATE: 02/28/14 INF-NET (Y/N):
 SEVERITY: 9 N CLOSE DATE: 01/01/01 02/28/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
 AD BRAKES TA LOCK-OUT
 BP ROADSIDE ASSISTANCE ADMIN YE MULTIPLE REPAIR ATTEMPTS
 YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,828

REQUESTED BY: lattad

VIN: NP

MILEAGE: 006000 135000

RTL DLR: NP NP

SVC DLR: NP NP

RESP DLR: NP NP

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 2 NP I 44 06 N

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,829

REQUESTED BY: lattad

CAR ID: CA5200669

C. A. R. COMMENTS

able to road test veh c understood

Case Number : [REDACTED] 01-14

Created by ZJU176N at 2014-02-13 13:12:06

oshua lemis

r. Call ended

RCAS understood & advised the C that RCAS has spoken with the DTS & the appoin

Service Dept. Review

THIS CAR CREATED THROUGH ROADSIDE SERVICE WITH THE FOLLOWING REASON:

LOCK-OUT,

RCAS advised would set follow up 2/24/14 c understood thanked

RCAS-JL checked for previous related cases: None

RCAS made out bound call to [REDACTED] at 4:21pm Est

RCAS-rq asked c if any contact information such as address or phone #'s have c

Service Dept. Review

tment would like to be made on 2/26/14 at 9:00am

C understood & agreed with the date & time & asked which dlrshp the C will go

hanged, c stated no

RCAS-JL checked for previously unrelated cases: None

RCAS left VMX advising that the dlrshp has confirmed that the veh is repaired

RCAS provided c with Name, Case and EXT #.

Service Dept. Review

RCAS-JL verified name, address, primary and alternate phone #, Cb

RCAS-rq came back to c & thanked c for hold time.

RCAS setting task

& ready for pick up, RCAS also advised that RCAS will close the case & if the
to

C has any questions or concerns the C can contact RCAS back, RCAS provided nam

email address, mileage, how veh was acquired, Srv Dir

RCAS advised the C that RCAS will speak to the DTS to confirm & will contact t

RCAS exiting case.

RCAS-rq explained that RCAS js was not currently available but rcas rq would s

Created by ZKD176N at 2014-02-19 14:00:56

e & ext & call back # 1-800-647-7261

end rcas js a message advising rcas-jl that c called

he C back with the information

RCAS-JL checked for open recalls/campaign found: None

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,830

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,831

REQUESTED BY: lattad

CAR ID: CA5200669

C understood

RCAS closing case

RCAS-JL received call from C stating that the C has had to take the veh 3 tims

RCAS-rq exiting case.

SRD-KD in review of case for DTS inspection SRD supports DTS

Created by ZJU176N at 2014-02-19 06:34:56

Created by ZJU176N at 2014-02-19 14:43:14

RCAS asked for the best contact #

Summary

to the dlrshp. C states that the C went the first time so the brakes can be r

C called in with concern that the C has had to go into the dlrshp for repairs

C provided [REDACTED]

epaired. C states that the C went to the dlrshp & the C was advised to contact

RCAS noting that case was not worked yesterday due to RCAS not being in the of

RCAS submit DTS request

Created by ZJU176N at 2014-02-20 09:53:04

fice

NNA because the dlrshp cannot do anymore.

on the brakes 3 times. DTS was requested & brake master cylinder was replaced.

RCAS understood

Created by ZJU176N at 2014-02-24 10:26:06

Created by ZJU176N at 2014-02-27 14:24:58

RCAS-JL asked the C what is the C requesting from Nissan

RCAS made out bound call to [REDACTED] at 11:45am Est

RCAS made out bound call to [REDACTED] at 11:51am Est

C states that the C has taken the veh into the dlrshp countless times & the br

dlrshp & set something up to repair the C's veh

RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364

RCAS sent DTS email to confirm the dlrshp where the DTS would like to set the

Unable to datanet because "No users are associated with the selected dealer to

akes continue the same & the dlrshp has advised the C that the dlr has done al

appointment for

RCAS asked the C again what is the C requesting from Nissan

RCAS changing follow up date for 2/21/14

share the case with."

Created by ZJU176N at 2014-02-20 09:55:14

Created by ZJU176N at 2014-02-24 14:39:14

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,832

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,833

REQUESTED BY: lattad

CAR ID: CA5200669

Created by ZSS345N at 2014-02-28 12:24:35

C states that the C would like for the brakes repaired

I that can be done & to contact NNA.

RCAS advised the C that the dlrshp has not been able to duplicate the C's conc

RCAS made out bound call to [REDACTED] at 4:37pm Est

RCAS-Sandra Santiago received a call from c's husband [REDACTED] that will be

RCAS understood & advised the C that RCAS will contact the dlrshp & gather inf

When C calls please advise that a DTS has been requested & the DTS would like
ern

for the appointment to be on 2/21/14 at 9am & advise that the DTS will need th

ormation, RCAS advised the C that RCAS will contact the C on 2/18/14 with furt

RCAS advised the C that the C's DTS appointment is at Hooman Nissan at 9:00am

refer as c stating wants to speak with: RCAS-Joshua

e C to be available for a test drive

her information

on 2/26/14

RCAS advised the C that RCAS recommends to take the veh into a secondary dlrsh

Rcas asked c if any contact information such as address or phone #'s have chan

C understood

C understood & then asked what is the C going to do for transportation

ged, c stated: No

p to a second opinion on the veh

RCAS made out bound call to [REDACTED] at 12:12pm Est

C understood & asked if the C is going to have to pay for going to another dlr

RCAS advised the C that the C will contact the C on 2/25/14 to remind the C of

RCAS asked c if reason of call is the same for previous case or is something d

RCAS asked the C if the C has spoken to the dlrshp for one

RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364 ext 45735

4

C states that the C was advised to contact NNA first

ifferent. C stated that c just want to speak with agent to thank agent for as

shp

the appointment

Created by ZJU176N at 2014-02-20 10:37:21

Created by ZJU176N at 2014-02-24 14:43:20

RCAS advised the C if the concern is warrantable & then the repair would be co

RCAS understood & advised the C that RCAS will speak to the dlrshp & contact t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,834

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,835

REQUESTED BY: lattad

CAR ID: CA5200669

sistance received.

he C tomorrow

RCAS asked c permission to place call on hold for 1 minute to verify if agent

RCAS made out bound call to [REDACTED] (Carson Nissan) at 12:31pm Est

RCAS made out bound call to (800) 973-3689 at 4:39pm Est

vered under warranty

C understood

is available, c agreed.

RCAS spoke with SA-Chris

RCAS spoke with SA-Hermie

RCAS advised the C to take the veh to

RCAS asked to speak to the SM

RCAS-JL provided C with name, extension 457364, & case number #

RCAS thanked c for waiting period, provided c with rcas name and ext# and warm

CARSON NISSAN

RCAS advised SM-Mike that the C has a DTS appointment for 2/26/14 at 9:00 am

RCAS asked SM-Roy

RCAS-JL offered further assistance C was satisfied and declined the further as

transferred call.

1505 E 223RD STREET

RCAS asked the SM if the SM advised the C have a DTS come out & look at the ve

RCAS exiting case.

sistance

SM understood

CARSON, CA 90745

Created by ZJU176N at 2014-02-28 12:25:42

h.

RCAS-JL thanked C for calling Nissan C.A

RCAS made out bound call to [REDACTED] at 2:29pm Est

Created by ZJU176N at 2014-02-17 10:16:07

Phone: [REDACTED]

RCAS advised the C that the DTS appointment is on 2/26/14 at 9:00am at Hooman

RCAS received call from the C stating that the C is more happy than the C was

SM states that no one would have told the C that & the SM would have made the

C understood & transferred the C to the dlrshp to set up the appointment for t

DTS request

Nissan

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,836

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,837

REQUESTED BY: lattad

CAR ID: CA5200669

RCAS made out bound call to (800) 973-3689 at 12:06pm Est
when the C started the case. C states that the C was calling to thank RCAS adv
C understood
he diagnostic
ised the C that RCAS is going to close the C's case & advised the C of the sur
RCAS spoke with SA-Michael
RCAS understood
C made appointment for 2/20/14
Created by ZJU176N at 2014-02-20 10:42:51
RCAS advised the C that RCAS will contact the C on 2/28/14 with further inform
RCAS asked to speak to the SM
vey sent by email
ation from the DTS appointment
Created by ZJU176N at 2014-02-19 10:06:35
C states that the C doesnt have a email
RCAS spoke with SM-Mike
RCAS was also advised that the dlrshp was unable to duplicate the C's concern
Created by ZJU176N at 2014-02-24 10:06:10
C understood
RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364
RCAS understood & advised the C that is fine then not to worry about the email
SM states that the C keeps complaining with brake concerns. SM states that the
but thanked the C for calling RCAS & advising that the veh is repaired & with
RCAS changing follow up date for 2/20/14
RCAS changing follow up date for 2/28/14
RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364
SM has test driven with the SM many times & not once has been able to duplica
Created by null at 2014-02-19 10:46:58
Created by ZJU176N at 2014-02-27 07:20:48
RCAS made out bound call to 8003106116 at 12:05pm Est
te the concern. SM states that there is no fix since the SM cannot find the pr
the C
CRR Benjamin Pastor received a call from c stating c wants to speak with RCAS-
C thanked RCAS for assisting the C & call ended mutually
oblem but the C keeps taking the veh into the dlrshp.
RCAS received email from the DTS stating
RCAS received message that RCAS has reached a national telemarketing company

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,838

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,839

REQUESTED BY: lattad

CAR ID: CA5200669

Created by ZJU176N at 2014-02-28 12:25:54

Joshua Lemus returning call from RCAS.

Joshua, The DTS met with [REDACTED] at 9 am as agreed at Hooman Nissan. Afte

RCAS ended call

RCAS understood

Call ended mutually

CRR asked c if any contact information such as address or phone #'s have chang

r a brief interview the DTS went on a test drive with [REDACTED] and when appl

RCAS changing follow up date for 2/25/14

RCAS closing case

Created by ZJU176N at 2014-02-17 10:33:27

ed, c stated: no.

RCAS sending follow up email

Summary

ying soft even pressure on the brake pedal while coasting DTS was able to dupl

C called in with concern that the C has had to go into the dlrshp for repairs

Created by ZJU176N at 2014-02-24 10:06:48

CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is

icate the consumers complaint. The DTS authorized to replace the brake master

RCAS made out bound call to (310) 320-3795 at 12:28 pm Est

available, c accepted.

cylinder to correct this condition.

on the brakes 3 times. DTS was requested & brake master cylinder was replaced.

RCAS cannot send email due to the C never providing one

RCAS left VMX requesting the C calls RCAS back at 1-800-+647-7261 ext 457364

Created by ZJT999N at 2014-02-24 10:20:31

CRR explained that RCAS is not available and is helping another customer. C st

DTS also briefed the Service Manager Mike Zermeno and sale Manager Luis of wha

RCAS made out bound call to (800) 310-6116 at 12:29pm Est

ates that RCAS helped C to make an appointment for veh diagnostic at dlrship a

RCAS Jose Matheus received a call from c stating wants to speak with RCAS-Jos

RCAS received automated message stating that RCAS has contacted a telemarketer

t DTS found pointing out that this should have been found during the previous

dealer visit by the consumer.

hua Lemus, because received a vxm.

nd RCAS called C back. CRR states that RCAS states in case notes that RCAS wil

, RCAS followed prompts & asked for the C

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,840

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,841

REQUESTED BY: lattad

CAR ID: CA5200669

Created by ZJU176N at 2014-02-27 12:04:19

I call C on 02/20/14 to know info from veh diagnostic. C understood.

RCAS-JM asked c if any contact information such as address or phone #'s have c

RCAS was advised that RCAS called a call center, RCAS was advised that RCAS ca

CRR provided c with Name and EXT #.

hanged,

n call a toll free # for pamphlets to market

RCAS emailed the DTS for update on veh from yesterday

CRR exiting case.

C stated no

DTS advised RCAS that the brake master cylinder was ordered & has arrived at t

RCAS declined & call ended mutually

Created by null at 2014-02-17 11:10:13

Created by ZJP179N at 2014-02-19 14:00:39

he dlrshp today & was the DTS advised the dlrshp to repair the veh asap to giv

RCAS-JM provided C with Name, Case and EXT #.

CRR Benjamin Pastor received a call from c stating c wants to speak with RCAS-

e back to the C

RCAS [REDACTED] received a call from c stating wants to speak with RCAS- Jos

RCAS-JM asked C to hold on the line from 1 to 5 min while RCAS verified if the

agent is available,

hua Lemus

Joshua Lemus returning call from RCAS.

RCAS understood

C accepted.

Created by ZJU176N at 2014-02-27 13:39:51

CRR asked c if any contact information such as address or phone #'s have chang

RCAS asked c if any contact information such as address or phone #'s have chan

CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is

ged, c stated no

RCAS-JM came back to C & thanked C for hold TIME.

RCAS made out bound call to (800) 973-3689 at 3:32pm Est

available, c accepted.

RCAS explained that RCAS was on another call but RCAS could provide c info c u

RCAS-JM explained that C will be transfer tothe agent.

RCAS spoke with SA-Michael

C gave thanks.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,842

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,843

REQUESTED BY: lattad

CAR ID: CA5200669

CRR came back to c & thanked c for hold time.

nderstood

RCAS asked to speak to the SM

CRR explained that RCAS is not available and offered to transfer C to leave a

c stated c has already taken veh today 2/19/14 and dlr was not able to duplica

RCAS asked the SM what is the status of the C's veh

RCAS-JM exited case.

Created by ZJU176N at 2014-02-24 10:25:36

SM states the brake master cylinder has been replaced & is waiting for the C t

te concern and advised c to contact NNA so that NNA could send someone to road

vxm for RCAS but C refused. C states that C will call RCAS later.

CRR provided c with Name and EXT #.

o pick up the veh

RCAS received call from the C

test veh with c.

Created by ZJU176N at 2014-02-27 14:24:12

CRR exiting case.

C states that the C went to the dlrshp & the C was advised that everything is

RCAS understood

Created by null at 2014-02-17 12:14:27

fine on the veh & the C was recommended to have NNA send a mechanic to the dlr

RCAS advised c that RCAS would work case to seek other possibilities in regard

RCAS made out bound call to (██████████) at 4:19pm Est

RCAS raquel quinones received a call from c stating wants to speak with RCAS-j

RCAS received automated system stating that the C is not available & call late

shp to inspect the veh

s to c's concern but would not guarantee c assistance or that someone would be

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,844

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,845

REQUESTED BY: lattad

CAR ID: CA5200669

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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	01/11/13	11/30/12
3RD PRY: NI	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		
CLOSE: N	CLOSE DATE: 01/01/01	02/28/14	MICROFILM:
RESP CAA:	OLM:		DOM:
PHONE:	OWNER FIRST: [REDACTED]		

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,846

REQUESTED BY: lattad

ROOT CAUSE: NI SCMV

USERID:

USERID:

USERID:

USERID:

USERID:

CHECK REQUESTED: Y

CHECK ISSUED: Y

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY:** lattad

PAGE: 1,847

TIME: 9:19:07 AM

CAR ID: CA5200669

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: VSD

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCD06473107	5285	California	10/24/2012	10/24/18	0075000	10/25/12	01/01/01
2	RCCD06473263	5285	California	11/14/2012	10/24/18	0075000	01/01/01	01/01/01
2		5285	California					
2		NP	Maryland					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,848

MODEL YEAR:

MAKE:

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,849

REQUESTED BY: lattad

CAR ID: CA5200669

CURRENT SERVICE CONTRACT

CONTRACT: RCCD06473107

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 10/24/2012

EXPIRES: 10/24/18 **MILES:** 0075000

CANCEL: 10/25/12 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 01/11/13

PRINTED: 10/27/12

DEALER NO: 5285 **STATE:** CA

DEALER NAME: HOOMAN NISSAN LONG BEA

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,850

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,851

REQUESTED BY: lattad

CAR ID: CA5200669

CURRENT SERVICE CONTRACT

CONTRACT: RCCD06473263

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 11/14/2012

EXPIRES: 10/24/18 **MILES:** 0075000

CANCEL: 01/01/01 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 11/30/12

PRINTED: 12/01/12

DEALER NO: 5285 **STATE:** CA

DEALER NAME: HOOMAN NISSAN LONG BEA

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,852

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,853

REQUESTED BY: lattad

CAR ID: CA5200669

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5285

NP

STATE: CA

NP

DEALER NAME: HOOMAN NISSAN LONG BEAN NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,854

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,855

REQUESTED BY: lattad

NAME: , HERNANDEZ, N **SC:** NONE **CAR ID:** CA5206341
STREET: [REDACTED] **VIN:** 1N4AL11D72C [REDACTED]
CITY: MENTONE **YR/MDL:** 2013.0 SEN **MILEAGE:**
ST/ZIP: CA [REDACTED] TN **VCAIN SVC DATE:**
DAY PH: [REDACTED] **PAIRTL DLR:** 3131 NISSAN OF RIVERGATE
EVE PH: [REDACTED] **SUSSVC DLR:** 3131 NISSAN OF RIVERGATE
DLR PH: 615 865 7220 909 793 3377 **DENRESP DLR:** 3131 NISSAN OF RIVERGATE
REGION: 34 44 **DIST: SL/SV/PT:** 04 04 34 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 Preowned New x Preowned 60000 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:**

ORIG CODE: NI NI NP NP **OPEN DATE:** 01/01/01 02/14/14 **XFER/RSPNSBLTY:**
CONTACT (S): **FOLLOWUP DATE:** 02/27/14 **INF-NET (Y/N):**
SEVERITY: 9 N **CLOSE DATE:** 01/01/01 02/27/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	113500 HEADLAMP
OF NNA., INC. ISSUES	184500 WARNING DISPLAY
AC BODY ELECTRICAL	ZO FINANCIAL ASSISTANCE REQUEST (CAM
AT INSTRUMENTATION	ZR GENERAL INQUIRY
AZ NISSAN PRODUCT INQUIRIES	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,856

REQUESTED BY: lattad

VIN: 3N1AB7APXDL [REDACTED]

MILEAGE: 000000 60000

RTL DLR: NI NI

SVC DLR: 3378 METRO NISSAN OF REDLANDS

RESP DLR: 3378 METRO NISSAN OF REDLANDS

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 34 04 I 44 05 N

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,857

REQUESTED BY: lattad

CAR ID: CA5206341

C. A. R. COMMENTS

ant to cover the Evap Canister on the VEH. Rcas verify with SM and DTS DB that

Created by null at 2014-02-14 10:35:21

Created by null at 2014-02-14 10:43:06

Created by ZCR177N at 2014-02-18 12:36:21

CRR-ST FOUND THAT THE CHECK HAS BEEN APPROVED.

--C states brake pedal needed to be pushed all the way to brake

FILE OPENED-ZSS969N 01/20/2006

g RO # 12102. SA stated will send it in and that SA still have rcas fax #. Rca

NO PREVIOUS FILES.

Service Dept. Review

CRR-JS checked for previously related cases found:12826838

CRR-SS RECEIVED AN INBOUND CALL FROM C.

CRR-SS VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE

CRR-ST CLOSING FILE.

@02/03-ZST952N

damage are cause by and outside object and that repair will not be cover unde

EH yesterday. SA agree. Rcas ask for Name SA stated Devin. Rcas ask for diagno

----No problem found

RCAS Case Follow-up

1 day down

AND THE MAINTAINING DLR.

Created by ZCM176N at 2014-02-17 10:43:23

Created by ZCM176N at 2014-02-18 12:37:43

CRR-JS checked for previously nonrelated cases found [REDACTED], [REDACTED], 12847

C STATED THAT C HAS REPLACED THE HEADLAMP AT NISSAN DLRSHIP AND SINCE THERE IS

r warranty also FOM JW agree with decision. C requested and RHR was decline. R

stic. DA stated DTS spoke with SM and SM advised SA that DTS think that damage

078, and [REDACTED]

12/23/13 169 miles

A CAMPAIGN C WOULD LIKE TO GET REIMBURSED FOR THE EXPENS.

cas ask CSM for a recommendation was decline. rcas advised c rcas closing case

CRR-SS UPDATED TEH EVENING NUMBER.

Rcas call METRO NISSAN OF REDLANDS. Rcas ask for SM Rcas was transfer to SM VM

Rcas received transfer from Catherine Realo

s are done accidentally not mechanical. Rcas advised SA that rcas will email D

call was disconnected

CRR-JS verified name and phone number

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,858

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,859

REQUESTED BY: lattad

CAR ID: CA5206341

CRR-SS CHECKED AND ADVISED C THAT SINCE THE CAMPAIGN IS PERFORMED ON THE VEH
CRR-SS CHECKED FOR RECALL INFORMATION AND FOUND :

--C states vehicle has no power going up hills

no further follow up

TS to ask for report. SA agree. Rcas thanked SA call ended mutually

X. Rcas left a VMX asking for a call back to 800.343.6913 Ext 457370. Rcas als

C CAN FAX THE FOLLOWING DOCS AT CRR-SS FAX NUMBER SO THAT C'S REQUEST FOR

Created by ZCM176N at 2014-02-18 12:39:44

Created by ZCM176N at 2014-02-21 09:29:54

CRR-JS checked for open campaigns found:none

---No problem found

o left SM that Rcas is needing all c copy of RO plus technician time stamp if

OPEN P3142 ONLY IF IN COLD ST NTB03-077 07/31/03 04/19/04 00/00/00

1 day down

CRR-JS received call from c refereing to case [REDACTED] and opened case as thou

Rcas received call from Diego stating having issue sending picture by email...

Rcas send email to DTS Devin Boelman requesting for report.

REIMBURSEMENT CAN BE FORWARDED.

VEH been down more than 7 days send to [REDACTED] Rcas also advised that Rc

12/31/13 381 miles

as need a mandatory call back. Rcas also advised SM that pictures need to be t

Created by ZCM176N at 2014-02-21 10:59:58

gh was going to transfer to RCAS-Sandra case owner but made mistake because wh

SA inquired email address rcas provide email address as [REDACTED]

WORK ORDER

aken from the part that VEH need repair and send it to Rcas at catherine.marti

--C states veh lacks power after coming to a stop or when going up hill

en went to open case today was the 30th day

PROOF OF PAYMENT

@01/20-ZSS969N

Rcas received email from DTS Devin Boelman stating The damage I saw was cause

san-usa.com. SA stated is the same but will try again. Rcas thanked SA call e

d by outside influence. I'm not sure what the scenario was, but it was definit

ned mutually

nez@nissan-usa.com.

---No problem found

please advised c new case and new RCAS case owner

PROOF OF OWNERSHIP.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,860

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,861

REQUESTED BY: lattad

CAR ID: CA5206341

3 days down

Created by ZCM176N at 2014-02-19 15:21:57

CRR-JS received a call from c stating still having issues with veh c stated th
CRR-SS PROVIDED C WITH THE FAX NUMBER WHICH IS 310 771 4810.

ely impact related and not a factory defect.

Rcas press 0 Rcas spoke with SA Gabriel who stated that c came in with engine

01/31/14 578 miles

at is taking into nissan dealership today c stated check engine went on two ti

Created by ZCM176N at 2014-02-24 06:07:40

C STATED THAT CANNOT FAX THE DOCS TO CRR-SS AS C DO NOT HAVE THE FAX MACHINE.

light on. SA stated computer advised dlrship that VEH is needing the evaporati

Rcas received doc from Metro nissan of redline. Rcas notice RO missing # 31210

2.

CRR-SS ADVISED C TO MAIL THE DOCS AT @01/20-ZSS969N

--C states veh lacks power when going up hills

mes c

on canister. at this time dlrship notice that canister is damage by and outsid

Rcas sent email to FOM Jack Wayne Wong asking for ok to send denial letter.

C had issues with this veh before relating to case # [REDACTED]

Created by ZCM176N at 2014-02-24 06:09:15

----Dlr test drove with customer, no problem found

e object and that will void warranty. Rcas ask SA if pictures can be taken and

NISSAN NORTH AMERICA

Rcas call metro Nissan of Redlands rcas ask for SM not available. Rcas ask for

1 day down

CRR-JS advised c that RCAS will contact c 02/17/2014

if picture can be sent to Rcas. SA agree. SA ask for Rcas email. Rcas provide

PO BOX 191

Rcas received email from the FOM stating Ok to send but customer should unders

SM rcas left message to call rcas back with rcas name, Ext and call back # 80

02/11/14 2069 miles

0343-6913. Rcas ask for RO missing # 312102 Rcas was transfer TO CASHIER. RCAS

CRR-JS mistakenly said RCAS-Sandra would contact c

email as catherine.martinez@nissan-usa.com.

GARDENA

tand by seeing pics c either hit over ran over something it clearly states in

CA 90248.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,862

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,863

REQUESTED BY: lattad

CAR ID: CA5206341

CRR-JS couldnt reopen case asvising RCAS [REDACTED] of mistaken info s

--C states CEL is on / loud clunking noise from rear

Rcas also advised SA that Rcas is needing all c copy of RO plus technician tim

SPOKE WITH Lissette rcas ask for RO # 312102. Lissette ask for rcas fax #. Rc

warranty manual in glove box what is not covered a Damage Condition.

as provide # as [REDACTED]. rcas thanked Lissete call ended mutually

C STATED THAT C WILL TRY FAXING THE DOCS.

e stamp if VEH been down more than 7 days send to [REDACTED]. SA agree. Rcas

o can inform c of new case new RCAS

---P0441 Evap purge low (non-warrantable repair to canister) / Dlr replaced b

Rcas requesting denial letter under warranty to MT

ask SA if a message can be left to SM to call Rcas at 800.343.6913 Ext 457370

Created by ZCM176N at 2014-02-19 15:29:54

Created by ZCM176N at 2014-02-24 09:56:35

CRR-SS ADVISED C THAT CRR-SS WILL FORWARD C'S REQUEST FOR REIMBURSEMENT

C understood.

oth rear wheel cylinders due to clunking noise

3 days down

CRR-JS provided c with name, ext 457326, and case #.

FURTHER ONCE CRR-SS RECEIVES THE DOCS AND AS THE REQUEST IS APPROVED C WILL

rcas attached Ro to case. rcas waiting for missing RO

Rcas call metro Nissan of Redlands Rcas ask for SM not available. Rcas spoke w

. SA agree. Rcas thanked SA call ended mutually

Created by VCA449N at 2014-02-27 07:31:33

Created by ZCM176N at 2014-02-17 13:08:10

Created by ZCM176N at 2014-02-20 09:25:14

CRR-JS offered further assistance. C was satisfied & declined further assistan

ith SA Diego. Rcas advised SA Diego that Rcas still waiting for SM call ad the

RECEIVE THE CHECK WITHIN 4 TO 6 WEEKS.

**ARBS-CA notes warranty repair / rear wheel cylinder due to clunking noise

ce.

C STATED THAT C WILL FAX THE DOCS AFTER A WEEK AS CRR-SS INQUIRED.

Rcas call c mobile # [REDACTED] Has been disconnected.

Rcas call metro Nissan of Redlands rcas ask for SM not in. Rcas ask for SA Die

RO # 312102. SA stated will send RO. Rcas advised SA that today is Rcas last

***ARBS-CA reviewed case. After careful evaluation, NNA will not be able to o

CRR-JS created follow-up date of 02/17/2014

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,864

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,865

REQUESTED BY: lattad

CAR ID: CA5206341

CRR-SS ADVISED C THAT CRR-SS WILL CLOSE THE FILE AND ONCE C FAXES THE DOCS

day to obtain doc. SA understood. SA stated still have Fax #. Rcas understood.

go on another line. Rcas left MESSAGE REQUESTING FOR SM AND SA IS ON ANOTHER

Rcas call home # [REDACTED] Rcas spoke with c.

CALL. Rcas ask if a message can be left or is SA can ASSIST WITH RO MISSING. S

Created by ZJP179N at 2014-02-17 08:28:19

CRR-SS WILL REOPEN THE FILE.

ffer repurchase at this time, as there have not been an unreasonable number of

Rcas advised c that call may be monitor for quality purpose

Rcas also advised Rcas needing SM to call Rcas. SA agree. SA stated have all

A STATED THE ONLY THAT CAN ASSIST IS SA Diego. rcas UNDERSTOOD AND ADVISED SA
C AGREED.

Rcas advised c. Rcas advised C THAT DLRSHIP CLAIM that something damage canist

Rcas info and will provide it again to SM. Rcas UNDERSTOOD AND THANKED SA CALL

RCAS Jennifer Pou received a call from c stating wants to speak with RCAS- San

repair attempts for any warrantable concerns that would substantially impair

CRR-SS ALSO ADVISED C THAT THERE IS AN OPEN SERVICE CAMPAIGN WHICH IS

dra Santiago

ENDED MUTUALLY.

er. C stated what happen was on Sunday 02/09/14 c heard a loud noise. C stated

the use, safety, or value of the vehicle**

TO ADVISED SA Diego THAT RCAS HAVEN'T RECEIVED PICTURES AND THAT RCAS IS NEEDI

after that c notice that engine light turn on. C stated took VEH to the dlrsh

APPLICABLE IN THE COLD STATE, HOWEVER TN IS NOT A COLD STATE THE CAMPAIGN IS

Created by ZCM176N at 2014-02-24 10:04:53

NG RO # 312102. Rcas also advised that rcas need to leave a message to SM. SA

NNA will continue to honor the terms and conditions of all applicable warranti

RCAS asked c if any contact information such as address or phone #'s have chan

agree. Rcas provide rcas name, Ext and call back # 800.647.7261. Rcas thanked

es

ip on 02/10/14 and c was advised that light was on due that was needing to be

NOT APPLICABLE.

Rcas call c home # [REDACTED] Rcas spoke with c.

RCAS explained that RCAS is no longer in charge of case and RCAS [REDACTED]

Created by VCA449N at 2014-02-27 07:34:20

C UNDERSTOOD.

Rcas advised c that call may be monitor for quality purpose. C understood.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,866

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,867

REQUESTED BY: lattad

CAR ID: CA5206341

reset and that VEH is needing new break pads due and that was the reason of th
SA call ended mutually

tinez will now be in charge of case.

****ARBS-CA recommends RCAS agent consult with the region and/or management to

Created by ZCM176N at 2014-02-20 09:33:47

CRR-SS PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION.

c understood

e loud noise.C stated dlrship replace pads and return VEH on 02/12/14. C state

Rcas advised c that DTS stated that The damage DTS saw was caused by outside i

C THANKED AND CALL ENDED.

determine any goodwill offers or case recommendations.

d on 02/13/14 engine light turns on again. C stated took VEH to the dlrship on

nfluence not by mechanic and at this time repair is not cover under warranty.

RCAS asked c what c is seeking from NNA

Rcas send email to FOM Wong, Wayne Jack requesting assistance with the dlrship

02/13/14 around 3 pm. C stated was advised that VEH will be given to a differ

Created by ZCM176N at 2014-02-27 08:07:20

CRR-SS CLOSING THE FILE WITH C'S PERMISSION. @01/20-ZSS969N

c stated c would like another veh because c is tired of taking veh to dlr beca

in reference picture and missing RO plus to have SM to call rcas... Rcas also

Rcas advised c to look on the warranty booklet and c will see there informatio

advised c is requesting and RHR

CRR-SS RECEIVED THE FOLLOWING DOCS FROM C :

ent SA. C agree. C stated didn't request a rental due that c has other VEH. Rc

n in reference. C agree. C stated will go to the dlrship to pick up veh. Rcas

Rcas requested denial letter to be send to c

use veh is new. and part repaired

advised c that Rcas still working in the review on the case. C agree. Rcas adv

Created by ZCM176N at 2014-02-20 09:34:37

Created by ZMS866N at 2014-02-27 08:52:45

c states c took veh to dlr 2/11/14 for the check engine light turning on and

dlrship advised c that c damage canister and that repair will not be cover. Rc

PROOF OF OWNERSHIP AND THE WORK ORDER.

as apologized to c and advised c that dlrship got the right to denied a repair

CRR-SS WAITING FOR THE PROOF OF PAYMENT. @01/25-ZSS969N

ised c that last day for review is on 03/03/14. Rcas advised c that Rcas will

MT MS received request for letter to be mailed to the customer. MT MS mailing

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,868

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,869

REQUESTED BY: lattad

CAR ID: CA5206341

veh issues

veh was at dlr until 2/13/14 and when c received veh back c was advised dlr r

Created by ZCM176N at 2014-02-20 09:42:53

CRR-SSS ENT THE DOCS TO INTERNAL QC FOR FURTHER HANDLING. @01/25-ZSS969N

replaced rear brakes. c states 2/15/14 c had to take veh back because c herd an follow up with c on 02/27/14

if dlrship see a damage the part. C stated c never damage pat. Rcas understood letter to customer and sending notification to agent to close the case.

C agree. C thanked Rcas call ended mutually

Created by ZCM176N at 2014-02-27 11:20:47

d but at this time that is the information provide. Rcas advised c that Rcas s explosion in rear and when c took veh to dlr c was advised veh needs emission

Rcas call c mobile # [REDACTED] Disconnected

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT

Created by ZCM176N at 2014-02-24 11:24:11

ee on the case that c requested an RHR. C agree due that c have 2 x concern wi evap. sensor that costs \$600 c states c was advised by dlr that costs would n

Rcas call c home # [REDACTED]. Rcas spoke with c.

Rcas send email to FOM Wong, Wayne Jackb

SERVICING DEALER : HAYS NISSAN

Lagergren, Tom

ot be covered under warranty because c caused concern. c states c has not caus Rcas advised c that call may be monitor for quality purpose. C understood.

Rcas received RO from o Nissan of Redlands

REPAIR ORDER NUMBER : 48750 @01/25-ZST952N

th breaks, 2 x about engine light and 5 x transmission. C stated purchased a n

DATE OF REPAIR : 04/05/05 .

ed concern and c would like to not pay for costs. c states veh is currently at ew VEH not to be other time at the dlrship. Rcas advised c that is no guarante rcas advised c that rcas still reviewing case. C understood. C stated when tod Rcas provide RO to TL Andrew czarney.

Rcas send another email with denial to SM @ kblackstone@metronissan.net

ay to the dlrship and c was advised to leave VEH due that a technician from Ni

Created by ZCM176N at 2014-02-27 11:21:43

dlr.

e that VEH will be buy back and Rcas recommend for c to have VEH repair. C un

PART NAME / NUMBER : KIT HALOGEN TERMINAL PLATE / 26067-8J020

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,870

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,871

REQUESTED BY: lattad

CAR ID: CA5206341

Rcas send email to FOM Jack Wayne Wong

Created by ZMS866N at 2014-02-24 13:33:34

derstood. Rcas advised c that Rcas will be keeping c updated in reference revi

PART NAME / NUMBER : HALOGEN LOW BEAM BULB / 26291-89903

RCAS asked c

Rcas received email from CSM Fernando Hernandez stating As for the case, CSM s

ssan is coming to look at VEH today at 10 am. Rcas understood. rcas advised c

COST OF PART : \$19.20

ee no cause for any goodwill. Most of the issues were never duplicated.

ew. C agree. Rcas advised c that Rcas will follow up on 02/20/14/ C agree. Rca

MT MS received request for letter to be mailed to the customer. MT MS mailing

that rcas will be leaving the office early today but rcas will be tying to loo

Why does c want to return the vehicle to Nissan North America? c is tired of t

aking veh to dlr for concerns

COST OF PART : \$7.16

Created by ZCM176N at 2014-02-27 11:39:19

k for new info from the dlrship. C agree.

letter to customer and sending notification to agent to close the case.

s provide c with Rcas name and Ext Rcas also provide case #

COST OF LABOR : \$74.00

Created by ZCM176N at 2014-02-18 11:32:58

Created by ZDS177N at 2014-02-25 07:40:49

Rcas advised c that call may be monitor for quality purpose.

Rcas ask c if rcas can follow up with c on 02/25/14/ C agree. rcas thanks c ca

Where is the vehicle currently? METRO NISSAN OF REDLANDS

COST OF SHOP SUPPLIES : \$4.44

ll ended mutually

Rcas advised c that After careful evaluation, NNA will not be able to offer re

Rcas call METRO NISSAN OF REDLANDS. Rcas ask for SM not in. rcas spoke with SA

****rcas-danielle spurling assisting with RHR. rcas reviewed CPIA and SF VIN h

Where was the vehicle purchased? METRO NISSAN OF REDLANDS

Created by ZCM176N at 2014-02-20 10:59:06

Diego who stated have doc ready for rcas. rcas thanked SA\ Rcas also advised

istory and verified all RO's were obtained. rcas submitting RHR for review****

LESS INSURANCE : \$10.04

purchase at this time, as there have not been an unreasonable number of repair

Was it purchased new or used? new

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,872

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,873

REQUESTED BY: lattad

CAR ID: CA5206341

attempts for any warrantable concerns that would substantially impair the use

Created by ZRT176N at 2014-02-25 10:12:57

Rcas received email from SA Diego with picture

SA that rcas is needing a call back from SM. SA stated have all info and will

TOTAL REIMBURSEMENT AMOUNT : \$104.46 @01/25-ZST952N

Where is the vehicle serviced? METRO NISSAN OF REDLANDS

CRR-ST CALLED THE HAYS NISSAN AND SPOKE TO THE CASHIER DERYNDA AND CONFIRMED

DRTS received the RHR. The RHR was assigned to ARBS-Chad Alsup for review.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

provided to SM. Rcas thanked SA call ended mutually

rcas attached picture to case

, safety, or value of the vehicle** C stated VEH is part into c save money to

Created by VCA449N at 2014-02-27 07:30:17

Created by ZCR177N at 2014-02-18 12:36:08

f so, document names of dealers/retailers?

rcas received VMX from SA Diego requesting a call back

repair. Rcas apologized and ask c maybe c can claim it on the c insurance. C s

THE FOLLOWING

ARBS-CA received RHR

* CONFIRMED THAT C HAS PAID THROUGH CHECK.

Created by ZCM176N at 2014-02-20 11:02:55

none

rep-diego from the dlr called in behalf of c and now referred as c tryibg to t

tated deductible is \$500.00 and repair is few dollars more. C stated will be o

12/13/13 40 miles

alked to rcas

CRR-ST SENDING THE DOCS AFTRE THE FOLLOWING CONFIRMATIONS

go not available. Rcas left a VMX requesting a call back plus with missing RO

k.

RCAS advised c process time of 10 business days for 3/3/14 and RCAS would cont

312102. requesting for SM to call rcas. Rcas left call back # 800.343.6913,

act c every 3 business days for 2/20/14 and that another veh or assistance wou

* CONFIRMED THAT THE NAME AND ADDRESS ON THE FILE ARE CORRECT.

crr-cr verified account

--C states veh delays to accelerate after making a turn going up a hill / veh

Rcas advised c that rcas will be closing case. C agree.

* CONFIRMED THAT C HAS PAID FOR THE REPAIR.

@01/25-ZST952N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,874

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,875

REQUESTED BY: lattad

CAR ID: CA5206341

CRR-CR advised c that crr-cr will try to reach rcas first, crr-cr advised c th
Ext, name, and fax # 615-984-5496.

Id not be guaranteed but RCAS would work case for c

loses all power when taking off / psng door is hard to close

Rcas offered further assistance: C declined.

at crr-cr will transfer c directly if rcas is reached, c understood

c asked what c should do about veh that is at dlr

* CONFIRMED THAT THE RECALL IS CLOSED ON THE MAINFRAME.

---No Problem found / No problem found / No problem found

Rcas provided c with case #, Rcas Name, extension #.

Rcas will hold sending denial letter into rcas verify that repair is really de
2 day down

CRR-CR offered further assistance, c declined.

money to pay for repair c would have to pick up veh

nial after technician look at the VEH today.

Rcas advised c that c will be receiving a survey by email. C agree

THE DOCS ATTACHED TO THE MAIL ARE PROOF OF OWNERSHIP AND REPAIR INVOICE.

@01/25-ZST952N

12/14/13 74 miles

CRR-CR gave name & extension

c understood

Rcas closing case due to no follow up action required.

Rcas exiting case.

Created by ZCM176N at 2014-02-21 09:26:51

Created by ZCM176N at 2014-02-27 11:45:11

crr-cr reached rcas

***** CRR-MD IN REVIEW OF CHECK REIMBURSEMENT REQUEST *****

--C states knocking/clunk noise from rear end when braking

RCAS provided c with Name, Case and EXT #.

1 day down

Case summary::

crr-cr warm transfer the call

CRR-MD APPROVING THE REQUESTED AMOUNT AND FORWARDING FILE FOR CHECK ISSUANCE

Rcas call metro Nissan of Redlands rcas ask for SM not available. Rcas spoke w

RCAS setting task

*****@01/27-ZMD571N

12/21/13 142 miles

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,876

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,877

REQUESTED BY: lattad

CAR ID: CA5206341

C requested a buy back due that VEH has multiple issue and now dlrship don't w
crr-cr existing case
ith SA Diego. Rcas advised that rcas still needing SM call plus rcas is needin
RCAS exiting case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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: N	CLOSE DATE: 01/01/01	02/27/14
RESP CAA:	OLM:	MICROFILM:
PHONE:	OWNER FIRST: [REDACTED]	DOM:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,878

ROOT CAUSE: NI SNSH

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,879

TIME: 9:19:07 AM

CAR ID: CA5206341

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3131 Tennessee					
0		3378 California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,880

MODEL YEAR:

VIN: 3N1AB7APXDL [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,881

REQUESTED BY: lattad

CAR ID: CA5206341

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3131

3378

STATE: CA

TN

DEALER NAME: METRO NISSAN OF REDLAN NISSAN OF RIVERGATE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,882

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,883

NAME: , [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA5206535
STREET: [REDACTED] **VIN:** 1N4AL11D52C [REDACTED]
CITY: HIALEAH **YR/MDL:** 2013.0 SEN **MILEAGE:**
ST/ZIP: FL [REDACTED] WI **VCAIN SVC DATE:**
DAY PH: [REDACTED] **PAIRTL DLR:** 2081 KRENZEN NISSAN
EVE PH: [REDACTED] **SUSSVC DLR:** 2081 KRENZEN NISSAN
DLR PH: 218 727 2905 305 626 2600 **DENRESP DLR:** 2081 KRENZEN NISSAN
REGION: 24 34 **DIST: SL/SV/PT:** 03 03 33 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 Preowned New x Preowned 86000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:**

ORIG CODE: NI NI NP NP **OPEN DATE:** 01/01/01 02/14/14 **XFER/RSPNSBLTY:**
CONTACT (S): **FOLLOWUP DATE:** 02/21/14 **INF-NET (Y/N):**
SEVERITY: 9 N **CLOSE DATE:** 01/01/01 02/21/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OC NISSAN DEALER ISSUES 159500 HEATER UNIT
AD BRAKES WA PREMATURE WEAR/FAILURE
AJ HEATER/AIR CONDITIONING YX POOR OR IMPROPER OPERATION
BE NSN DEALER SALES DEPT. ZH CRITICISM
ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,884

REQUESTED BY: lattad

VIN: 3N1AB7APXDL [REDACTED]

MILEAGE: 017500 86000

RTL DLR: NI NI

SVC DLR: 5378 PALMETTO57 NISSAN

RESP DLR: 5378 PALMETTO57 NISSAN

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 24 05 I 34 03 N

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,885

REQUESTED BY: lattad

CAR ID: CA5206535

C. A. R. COMMENTS

FILE OPENED-ZRM891N 01/20/2006

FOUND CLOSED RELATED FILE # 4531629 @01/20-ZRM891N

nd C just need to set up appointment with dlr for repairs. RCAS asked C if dlr

Service Dept. Review

C ALSO OWNED A 1996 TRUCK. NO VIN # AVAILABLE. @01/20-ZRM891N

have contacted C to set up appointment?

Service Dept. Review

THAT C SHOULD TAKE THE VEH TO A NISSAN DLR TO HAVE THE VEH INSPECTED. C

CRR-RM VERIFIED C INFO. C NAME ADDRESS DAY AND EVE PHONE # VIN # MILEAGE

C stated that dlr contacted C and that appointment for veh repairs have been s

Service Dept. Review

UNDERSTOOD.

AND RESPONSIBLE DLR.

CRR-RM ADVISED TEH C OF THE OPEN RECALL.

et up for 2/19/14 @ 4 pm .

CRR-RM ADVISED THE C OF THE FILE #. @01/20-ZRM891N

C STATES THAT THE HEATER DOES NOT WORK. C WANTED TO KNOW WHAT THE PROBLEM

RCAS thanked C for providing info and advise to C that RCAS will be back in co

FILE CLOSED. @01/20-ZRM891N

MIGHT BE. CRR-RM ADVISED THE C THAT CRR-RM IS NOT A TECH. CRR-RM ADVISED THE C

ntact with C by 2/21/14 to verify how is veh performance after veh repairs,

C HAS HAD HAD THE PROBLEM WITH THE VEH AS A LEAK IN THE RADIATOR.

RCAS offered C further assistance. C decline further assistance.

@01/23-ZRM891N

RCAS provided C with name and Ext #.

CRR-RM RETURNED THE C CALL. CRR-RM LEFT A MESSAGE TO PLEASE CONTACT CRR-RM.

RCAS exiting case and setting follow up for 2/21/14

@01/24-ZRM891N

Created by ZKM179N at 2014-02-21 12:13:45

@01/30-ZRM891N

RCAS contacted dlr PALMETO57 NISSAN at 3056262600

C STATES THAT THE RADIATOR IN THE VEH HAS BEEN REPLACED. C WANTS TO KNOW WHAT

RCAS spoke with SA Mariano and asked about C's veh repairs that was programmed

CAUSED THE RADIATOR TO FAILED. CRR-RM ADVISED THE C TO CONSULT WITH THE DLR

for 2/19/14. SA stated that brake assay switch was replaced on 2/19/14 and th

at was tested and verified no further issues with veh brakes component was fou

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,886

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,887

REQUESTED BY: lattad

CAR ID: CA5206535

TO SEE IF THEY CAN TELL C WHAT CAUSED THE SEAL INT HE RADIATOR TO FAIL. CRR-RM
LEFT A MESSAGE ON C VMX.. @01/30-ZRM891N

nd. SA stated that dlr performed on veh change of oil as well and that C was s
atisfied with veh repairs. RCAS thanked for the assistance and mutually ended
CRR-JS apologized for c's inconveniences and understood situation can be frust
call.

rating

CRR-JS advised c that will refer case to RCAS and will be contacted by the end
RCAS exiting case.

Created by ZKM179N at 2014-02-21 12:20:25

of next business day 02/17/2014

CRR-JS advised cannot promise resolution but that case will be worked

RCAS contacted C at [REDACTED] at 2:14 pm EST

C understood.

RCAS advised c that the call may be recorded for quality purposes.

CRR-JS provided c with name, ext 457326, and case #.

C understood.

ce.

RCAS asked C how was veh performance after repairs and how does C feels about

CRR-JS created follow-up date of 02/17/2014

the repairs on veh.

Created by ZKM179N at 2014-02-17 16:11:32

C stated that veh is working fine and that C have not notices any other inconv
enience, C stated that C feel good about the repairs performed on veh and now

RCAS contacted dlr PALMETO57 NISSAN at 3056262600

C is okay with the veh.

RCAS spoke with SA Eric and asked about C's veh part in order. SA stated that
is looking for the info and place RCAS on hold. SA stated that

RCAS understood and thanked C for info, RCAS offered C further assistance, C d
ecline further assistance.

SA stated that SA Rick who was working with C's veh was at the parts departmen

RCAS advise to C that C will be receiving a survey of RCAS service provided. C

t and dlr have already receive the veh par that dlr was waiting for veh repair

RCAS advise to C that case will be closed due to no other follow up action is

s to be perform on C's veh. SA stated that will call C at this moment to provi

de info and to set up an appointment for veh repairs. RCAS thanked for the inf

required.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,888

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,889

REQUESTED BY: lattad

CAR ID: CA5206535

o and stated that RCAS will also be in contact with c to get that repairs date

RCAS provided C with name and ext #.

and call back when veh is at dlr being repair.

RCAS closing case due to no other follow up action is required.

b

Summary: C contacted CA because dlr was waiting for a brake switch assy and C

b

was not being contact about the situation by the dlr. Part was delivered and

b

C's veh was repaired. C is satisfied with veh repairs.

b

b

b

b

b

b

b

RCAS once again thanked SA for info and assistance and mutually ended call.

RCAs exiting case.

Created by ZKM179N at 2014-02-17 16:15:55

RCAS contacted C at [REDACTED] at 6:13 pm EST

RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call back # of 1800-647-7261.

RCAS explained to C on VMX that dlr have already received C's part for veh repairs to please contact dlr and set up appointment for veh repairs.

RCAS exiting case & setting follow up for: 2/18/14

Created by ZKM179N at 2014-02-18 13:36:01

RCAS contacted C at [REDACTED] at 3:23 pm EST

RCAS advised c that the call may be recorded for quality purposes.

C understood.

RCAS advise to C that RCAS is the agent in charge of the case C created. RCAS explained to C that RCAS contacted dlr on 2/17/14 and was provided with the information that the part dlr was waiting for veh repairs have arrived already a

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,890

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,891

CAR ID: CA5206535

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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	02/12/13	CHECK REQUESTED: Y
3RD PRY: NI	PART#: 253203GA0A		CHECK ISSUED: Y
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		
CLOSE: N	CLOSE DATE: 01/01/01	02/21/14	MICROFILM:
RESP CAA:	OLM:		DOM:
PHONE:	OWNER FIRST: [REDACTED]		

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,892

REQUESTED BY: lattad

ROOT CAUSE: NI

SCIN

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,893

TIME: 9:19:07 AM

CAR ID: CA5206535

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCD07462970	5378 Florida	2/8/2013	02/08/19	0075000	01/01/01	01/01/01
1		2081 Wisconsin					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,894

MODEL YEAR:

VIN: 3N1AB7APXDL [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,895

REQUESTED BY: lattad

CAR ID: CA5206535

CURRENT SERVICE CONTRACT

CONTRACT: RCCD07462970

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 2/8/2013

EXPIRES: 02/08/19 **MILES:** 0075000

CANCEL: 01/01/01 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 02/12/13

PRINTED: 02/16/13

DEALER NO: 5378 **STATE:** FL

DEALER NAME: PALMETTO57 NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,896

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,897

REQUESTED BY: lattad

CAR ID: CA5206535

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2081

STATE: MN

DEALER NAME: KRENZEN NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,898

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,899

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA5206639
STREET: [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: ADDISON **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 001000
ST/ZIP: IL [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: [REDACTED] **PAID:** 4,044 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 2888 GLENDALE NISSAN, INC.
DLR PH: 630 469 6100 **DENY:** 0 **RESP DLR:** 2888 GLENDALE NISSAN, INC.
REGION: 24 **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:** 001000 **# 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:** 02/14/14 **XFER/RSPNSBLTY:** 24 06 N
CONTACT (S): **FOLLOWUP DATE:** 05/23/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 07/03/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	WA PREMATURE WEAR/FAILURE
	YE MULTIPLE REPAIR ATTEMPTS
	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,900

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,901

REQUESTED BY: lattad

CAR ID: CA5206639

C. A. R. COMMENTS

asked to return the rental vehicle since 4/11/14. The vehicle is repaired. T

Created by ZKM179N at 2014-02-14 11:20:49

Created by ZKM179N at 2014-02-14 11:46:10

Created by ZZT176N at 2014-04-21 14:08:40

C understood and thanked for the info.

ot available. C understood. Rcas advised c that Rcas have left a VMX to ARBS a

RCAS advise to C that no updates are available about back order part and that

rs and 63 days out of service for master brake cylinder concern.

S apologize and advise to C that RCAS will call C back on 2/24/14 with more in

Service Dept. Review

ter can be sent via email jerry_medina@hotmail.com.

upon the RHR provided and a good faith review of customers concerns, NNA is no

vided RCAS do not get any updates about veh parts RCAS will be submitting case

ARBS note received the following payoff information from NMAC:

Created by ZZT176N at 2014-04-11 08:51:39

Created by ZZT176N at 2014-06-26 14:19:56

fo about 2 process RHR and Back Order Part.

for another review.

nd an email. C agree. C thanked Rcas

odd/s the customer will be charged for the rental amount since 4/11/14.

RCAS advise to C that RCAS will be back in contact with C by 2/27/14 and offer

RCAS checked for previously related cases found none

RCAS will be contacting C back on 3/17/14

Service Dept. Review

t in a position to offer a repurchase of this vehicle, as the vehicle has not

ARBS note I left the c a message on 4/11/14 that the vehicle is repaired and w

ARBS note received the following update from Jim, sm:

been subject to an unreasonable number of repair attempts for any warrantable

Consumer Affairs Voluntary. Nissan is replacing with VIN#3N1AB7AP6EY [REDACTED] due

C understood and stated that RCAS can call C on the 3/21/14

ed C further assistance, C decline further assistance at this moment.

RCAS checked for previously unrelated cases found 13062095

RCAS exiting case & setting follow up for: 2/24/14

RCAS exiting case & setting follow up for: 3/17/14

RCAS provided c with RCAS'S name & extension.

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,902

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,903

REQUESTED BY: lattad

CAR ID: CA5206639

SR#1-4318956192

Account# [REDACTED]

concerns. NNA will continue to honor the terms and conditions of all applicabl

Created by ZJP179N at 2014-02-19 13:22:52

Created by ZKM179N at 2014-03-12 12:16:01

ill need to be picked up.

PART ARRIVED 2 DAYS AGO, VEHICLE HAS BEEN REPAIRED, WE BEEN CALLING CUSTOMER F

RCAS exiting case.

RCAS provided C with name and ext #.

RCAS understood and advise that info will be documented.

RCAS verified and updated C's name,address, primary & alternative phone #'s, e

Service Dept. Review

to 2 repairs and 63 days out of service for master brake cylinder concern.

Created by ZJU176N at 2014-05-06 14:30:26

Created by ZZT176N at 2014-05-14 15:33:09

Created by ZZT176N at 2014-06-27 07:47:06

C understood.

Customer: YESENIA RIOS

e warranties.

mail, VIN, mileage, how acquired veh and srv dlr.

OR LAST 2 DAYS TO INFORM CUSTOMER THAT VEHICLE IS READY TO BE PICKED UP, CUSTO

RCAS exiting case and setting follow up for 2/27/14.

RCAS Jennifer Pou received a call from c stating wants to speak with RCAS- Kar

RCAS send email to NNA Parts Coordinator requesting updates on this back order

Service Dept. Review

30 day payoff \$24996.97 good thru 5/17/14

ARBS note Jennifer Pou, RCAS spanish interpreter, assisted with the return cal

ARBS note received notice from Morley that they have not been able to contact

Created by ZKM179N at 2014-02-24 12:03:16

C understood and did not agree with RCAS RHR decision.

en Maldonado

MER HAS NOT RETURNED A CALL. PLEASE HELP WITH CONTACTING CUSTOMER OR LET ME K

part.

RCAS checked for open campaigns found none

RCAS offered C further assistance, C decline further assistance.

RCAS received call from the C requesting speak with RCAS-JP

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,904

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,905

REQUESTED BY: lattad

CAR ID: CA5206639

customer to setup the surrender. ARBS note attempted to make calls and email
l to the c.

NOW WHAT OUR NEXT THING I CAN DO.

Per diem 6.59

RCAS advise to C that RCAS will be able to resubmit RHR after 3/21/14 if veh p
RCAS asked c if any contact information such as address or phone #'s have chan
RCAS exiting case.

RCAS placed C on brief 1-2 minute hold

RCAS provided C with name and Ext #.

RCAS received a call from C stating C purchase veh on 12/20/13 and so far veh
RCAS sent email to NNA Parts Coordinator requesting an ETA in case it have bee
Service Dept. Review

3 Payments received

ARBS note Jennifer explained that Joe, sm and ARBS have been incontact, c will
art that dlr is waiting for veh repairs is not at dlr.

Created by ZKM179N at 2014-03-12 12:27:19

Created by ZZT176N at 2014-04-11 08:54:42

customer. ARBS note also sent letter via FedEx. tracking number: 770440978388
ged, c stated yes c updated #

have been at dlr for 3 weeks waiting for dlr to repair veh. C stated that veh
n released.

RCAS exiting case and setting follow up for 3/21/14

RCAS transferred the C to RCAS-JP

Service Dept. Review

ARBS note sent c's husband, [REDACTED], a message that the dealership advised me th

Created by ZJP179N at 2014-05-06 14:37:00

Created by ZKM179N at 2014-03-21 10:12:21

C stated that C do not want the veh because veh already fail from brakes and a
have issues with brakes and C do not feel safe on veh and C wants NNA to chang
Payment amount \$469.27

RCAS exiting case.

RCAS explained that RCAS was on break and RCAS provided info left on vmx to c

RCAS received email from NNA Parts Coordinator with the following info: NNA is
receive a letter from ARBS that c will need to sign and return. Joe, sm, wil

Service Dept. Review

Created by ZKM179N at 2014-02-25 13:38:33

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,906

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,907

REQUESTED BY: lattad

CAR ID: CA5206639

Created by ZZT176N at 2014-06-27 07:47:56

c understood

e veh for another that do not have any issues. C stated that C took veh in dif
e vehicle is repaired and the vehicle is ready for pick up. [REDACTED]

Interest paid \$700.39

I be in contact with c shortly.

So that C will not pick up veh after veh is repair.

RCAS received warm transfer from RCAS Joshua Lemus

RCAS resubmitted RHR for 2nd review.

Service Dept. Review

trying to get an ETA from NMX.

ARBS note contacted NMAC to inquire on the SOC documents sent to the dealershi

Created by ZZT176N at 2014-05-20 07:12:45

ferent occasions to dlr and no repairs was performed but that dlr did somethin
il.com

RCAS apologize with C for all the inconvenience and explained to C that RCAS w
RCAS exiting case.

RCAS provided c with Name, Case and EXT #.

RCAS received email from NNA Part Coordinator stating the following on 2/24/14

RCAS translated call for arbs trisha zamarron with c (husband on line Jerry Me

Recent payment received on 469.27 in the amount of \$ 469.27

Service Dept. Review

Consumer Affairs Voluntary. Nissan is repurchasing this vehicle due to 2 repai

Created by null at 2014-03-12 15:58:23

Created by null at 2014-03-21 11:21:44

Created by ZKM179N at 2014-02-19 13:34:44

Created by ZZT176N at 2014-04-11 10:48:50

Created by ZZT176N at 2014-04-23 12:00:51

dina)

g on veh to turn brakes warning light off.

ill be back in contact with C by 3/7/14 with more info about the back order pa

No update at this time.

p.

Service Dept. Review

ARBS note Joe G, left message, ARBS returned call and left message.

ARBS note NMAC has not received the SOC documents from the dealership.

ARBS note the vehicle has been down for 72 days due to the master brake cylind

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,908

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,909

REQUESTED BY: lattad

CAR ID: CA5206639

Created by ZKM179N at 2014-02-26 14:08:46

DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review
Karen Maldonado-Rivera

RCAS advised that RCAS will initiate an RHR which is a review of the veh repai

RCAS exiting case

RCAS verify on NMPS HOST CI53 an there is no ETA.

rs and 63 days out of service for master brake cylinder concern.

rt,

Service Dept. Review

.

CI53/HOPN9201 NISSAN NORTH AMERICA, INC. DATE:02/19/14

Created by ZKT176N at 2014-04-24 06:53:23

Created by ZKT176N at 2014-05-06 14:52:18

Created by ZKT176N at 2014-05-20 07:13:02

Created by ZKT176N at 2014-06-27 07:49:20

C understood.

er being on B/O.

RCAS advised c that rcas karen was available and asked if c wanted to add some

RCAS contacted dlr GLENDALE NISSAN at 6304696100

r history in which will be determine if C qualifies for a repurchase of veh or

Service Dept. Review

ARBS note c provided the following contact information:

ARBS note Jennifer Pou, RCAS, assisted with spanish interpretation. C request

ARBS note NMAC stated Steve, from dealership was sending the SOC documents ove

Created by ZKM179N at 2014-03-21 13:41:54

Created by ZKT176N at 2014-04-11 13:13:47

exchange as C is requesting. RCAS advise to C that RCAS will be in contact wi

PAGE 1 CUSTOMER ORDERS BY PART NUMBER INQUIRY TIME: 12:29:08

RCAS offered C further assistance, C decline further assistance.

RCAS spoke with PM Dail and asked if dlr have received back order part C's veh

RHR 2/27/2014

Service Dept. Review

thing to the case

ARBS note sent the letter of intent via email per customers request.

Created by ZKT176N at 2014-05-23 13:10:27

c stated that c had a question for RCAS-kr

ed explanation of the negative balance due for the repurchase. C inquired on t

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,910

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,911

REQUESTED BY: lattad

CAR ID: CA5206639

is waiting for. PM stated dlr have not receive veh part. RCAS thanked for inf

PDC NO: ____ PART NO: 460103SG1B_____

RCAS left a VMX with case #, RCAS name & extension. RCAS also provided call ba

RCAS provided C with name and Ext #.

might on 6/16/14. NMAC has not received any documents.

Service Dept. Review

th C every 3 business days and that RHR decision should be available for 2/27/

Will surrender @ Haldeman Nissan - 951 US Highway 33 Hamilton Square, NJ 08690

14. RCAS asked C the following ??? as part of the RHR process.

ARBS note requested an updated replacement vehicle sales contract that shows t
ck # of 1800-647-7261.

Created by ZRQ777N at 2014-04-11 17:48:17

Created by ZTZ176N at 2014-06-27 07:53:22

CUSTOMER NO: 2888_ DTL SEL: A ORDER SEL: B

he interest rate if he were to get a new loan. ARBS note no control over fina

o and advise that RCAS will be requesting another ETA. RCAS thanked and mutual

rcas advised that rcas could send rcas-kr a message to contact c as soon as c

RCAS exiting case and setting follow up for 3/7/14

Service Dept. Review

(A/B/P) (B/C/O)

ARBS note left msg w/Steve Haven, finance.

Created by ZKM179N at 2014-03-04 12:56:27

he vsc.

ly ended call.

My Address - [REDACTED], East Windsor, NJ [REDACTED]

nce rates. ARBS note rebates may be available depending on vehicle and a VPP c

RCAS advise C that RCAS submitted case for a 2nd review and that RCAS will con

rcas raquel quiones recieved a call from c. c called in asking to speak with a

Service Dept. Review

was available which would probably be 03/13/14

Why does c want to return the vehicle to Nissan North America? because C do n

an be provided.

Created by ZTZ176N at 2014-05-28 13:21:56

Created by ZTZ176N at 2014-07-01 13:56:11

c understood and agreed

My Contact Number - [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,912

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,913

REQUESTED BY: lattad

CAR ID: CA5206639

ORDER ENTRY CUST C ORDER SCHED ORDER ALLOC RELSD BCKORD CNCL ASS

rbs Trisha Zamarron

RCAS exiting case.

RCAS received email from NNA Parts Coordinator with the following info: No upd

Service Dept. Review

tact C back every 3 business days next contact for 3/26/14

Where is the vehicle currently? GLENDALE NISSAN

ARBS note left a msg with Steve H, regarding the documents faxed over. They w

ARBS note sent c via FedEx account will be closed until further contact. Morl

ARBS note the customer will consider a replacement.

ates at this time

Created by ZJS111N at 2014-02-27 15:33:07

Created by ZZT176N at 2014-04-24 06:54:06

GN

RCAS exiting case & setting follow up for: 3/26/14

RCAS provided c with RCAS'S name & extension.

rcas tried to contact arbs but was not open

Service Dept. Review

Where was the vehicle purchased? GLENDALE NISSAN

ARBS note the information in previous comments does not belong to this case.

Created by null at 2014-05-09 14:52:06

Created by ZMS866N at 2014-03-06 09:27:38

Created by ZZT176N at 2014-03-25 11:07:08

ere not the correct replacement documents needed. ARBS note sent the original

ey is not able to reach c. C is not returning calls or responding to email.

rcas advised c that ARBS was not available but rcas would email ARBS and let

RCAS exiting case.

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Service Dept. Review

TYPE DATE NUM H NUMBER DATE QTY QTY QTY QTY QTY PD

Was it purchased new or used? new

arbs know that c was trying to get in contact with arbs . rcas advised c woul

ARBS note SM, Jim Hutcheson/s the vehicle is still there and no ETA on the mas

C

Created by ZKM179N at 2014-03-13 16:41:49

Created by ZZT176N at 2014-04-24 10:06:06

CRR Jennifer Sanchez received a call from c's spouse (Jeremy Medina now referr

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,914

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,915

REQUESTED BY: lattad

CAR ID: CA5206639

"mock" sales contract sent to ARBS to Steve and asked that the amt for the ve
MT MS received request for letter to be mailed to the customer. MT MS mailing
rce to proceed with processing of RHR

Service Dept. Review

Tracking number 770440978388

Where is the vehicle serviced? none at this time

ARBS note spoke to Joe Aguirre, sales manager, regarding the documents needed

Created by ZZT176N at 2014-07-03 07:09:57

d not receive a call before 04/14/14

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

hicle service contract be added and send back.

ing to as c) stating c wants to speak with ARBS-TZ and RCAS-JP

letter to customer and sending notification to agent to close the case.

rcas completed and submitted RHR

RCAS contacted C at [REDACTED] at 6:16 pm EST

Service Dept. Review

STK 012714 2888 N 22169895 1 1

ter brake cylinder.

ARBS note received Morley packet and voided Check \$21,911.00 payable to Glenda

Created by null at 2014-02-27 17:29:20

Created by ZKM179N at 2014-03-06 10:46:38

Created by ZZT176N at 2014-03-25 11:08:41

Created by ZZT176N at 2014-05-29 14:13:46

CRR-JS asked c if any contact information such as address or phone #'s have ch

CSC 012714 2888 N 22170137 1 1 1

c understood and agreed

for replacement. provided fax#. Joe/s they do not have the vehicle in red but

f so, document names of dealers/retailers? GLENDALE NISSAN 6304696100

RCAS advised c that the call may be recorded for quality purposes.

Service Dept. Review

0

anged, c stated: no

ARBS note called Steve H, sales m, requested the sales contract for the replac

ARBS note taking case due to the 2 repairs and 30 business days out of service

le Nissan.

located one.

rcas assisting : [REDACTED] called c at [REDACTED] 7:27pm and got

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,916

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,917

REQUESTED BY: lattad

CAR ID: CA5206639

RCAS explained to C that RCAS was calling C on 3/12/14 to explained that at th
RCAS send email to NNA Parts Coordinator requesting updates on this back order
rcas sent ARBS internal message

RCAS thanked for the information and offered c further assistance.

Service Dept. Review

Created by ZZT176N at 2014-04-28 13:41:35

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS

c's vmx advised c there is no new information to provide if c has questions c

C understood and decline further assistance at this time.

ement vehicle that includes the VSC not the GAP.

for a master brake cylinder.

is time RCAS do not have any other info available about the back order part fo
part.

rcas exiting case

RCAS sending email to NNA Parts Coordinator requesting an ETA.

Service Dept. Review

ARBS note received the invoice for the replacement vehicle and attached.

can call

Created by ZZT176N at 2014-03-26 15:24:53

Created by ZZT176N at 2014-04-11 08:54:42

Created by ZZT176N at 2014-05-30 06:58:31

is available, c accepted.

RCAS exiting case.

RCAS provided C with name, Ext. 457242 , and case #.

r the veh.

Service Dept. Review

ARBS note left c a message.

ARBS note received the sales contract for the replacement vehicle.

ARBS note sent c's husband, [REDACTED] a message that the dealership advised me th

Created by ZKM179N at 2014-02-20 16:23:26

Created by ZKM179N at 2014-03-06 11:40:35

Created by ZZT176N at 2014-04-30 12:27:51

CRR-JS came back to c & thanked c for hold time.

C understood and asked RCAS why was the RHR denied.

RCAS-rq left a vmx with case #, RCAS name & extension.

RCAS thanked C for calling CA.

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,918

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,919

REQUESTED BY: lattad

CAR ID: CA5206639

ARBS note Joe,sm, faxed in a new invoice for the replacement vehicle and the c

Created by ZTZ176N at 2014-03-28 13:14:37

Created by ZTZ176N at 2014-05-30 07:10:50

CRR-JS explained that RCAS-JP is not available CRR advised will send internal
e vehicle is repaired and the vehicle is ready for pick up [REDACTED]

RCAS apologize with C for all the inconvenience and explained to c that RHR wa

RCAS received email from NNA Parts Coordinator stating the following: ETA has

RCAS received email from NNA Parts Coordinator : We are waiting for the suppli

RCAS-rq also provided call back # of 1800-647-7261.

RCAS setting follow up for 2/19/14

Service Dept. Review

ARBS note c requested a spanish interpreter.

ARBS note sent the soc letter to the dealership with the following calculation
been requested.

Created by ZKM179N at 2014-02-14 11:46:34

er to provide an ETA.

il.com

message so c can be contacted

RCAS-rq Exiting case & setting follow up for 03/04/14

s denied due to After careful evaluation, NNA will not be able to offer repur

Service Dept. Review

urrent vehicle invoice.

chase at this time, as there have not been an unreasonable number of repair at

Created by ZDR123N at 2014-02-28 09:19:40

Created by ZTZ176N at 2014-03-28 13:16:13

Created by ZTZ176N at 2014-04-11 10:48:50

Created by ZTZ176N at 2014-04-30 14:39:55

CRR advised soonest would be 05122014 if RCAS-JP has admin time will be today

RCAS exiting case.

RHR

s:

Service Dept. Review

Added the VSC

ARBS note Jennifer Pou, RCAS spanish Interpreter, assisted with the call to th

ARBS note Jim Hutchinson, sm, stated parts does not have the part in and there

ARBS note the vehicle has been down for 72 days due to the master brake cylind

Created by ZKM179N at 2014-02-19 12:34:37

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,920

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,921

REQUESTED BY: lattad

CAR ID: CA5206639

Created by ZKM179N at 2014-02-21 08:59:27

Created by ZKM179N at 2014-03-07 10:30:58

DRTS-DR received the RHR. The RHR was assigned to ARBS-TZ for review.

if not soonest will be 05122014

Service Dept. Review

attempts for any warrantable concerns. NNA will continue to honor the terms and

C advised CRR that picked out a veh and spoke to manager Joe

conditions of all applicable warranties. RCAS explained to C that NNA is tryin

Created by ZZT176N at 2014-03-04 11:25:34

e c. ARBS note the c would need to pay \$2,843.00 for a replacement vehicle w/

er being on B/O.

is no ETA.

(+) New Vehicle Invoice: \$17,480.00

RCAS contacted C at [REDACTED] at 12:26 pm EST

RCAS contacted GLENDALE NISSAN at 6304696100

RCAS sent email to CSM Joe Stone as an advise that an RHR will be sent to the

Service Dept. Review

ARBS notes the following repair history per CPIA, ROs, RHR:

(+) Collaterals: vin etch, doc fee, tax, l & t \$1,946.27

Created by ZZT176N at 2014-03-28 13:16:42

Created by ZZT176N at 2014-04-11 13:13:47

CRR-JS sending email to RCAS-JP and ARBS-TZ

DRT for review.

GPS. C/s he wants a repurchase.

g to get info about part delivery date in order to have more info for c but NN

RCAS spoke with C's husband [REDACTED] who will be referred as C on this cas

RCAS spoke with SA Kevin and asked for veh repair history of C's veh. SA stat

Service Dept. Review

01/08/14 @ 933 miles 1

A is waiting from manufacture to provide info. RCAS advise to C that if part d

ARBS note sent request for a spanish interpreter.

ARBS note sent the letter of intent via email per customers request.

ARBS note will get the calculations together and FedEx them to the c.

CRR-JS provided c with Name and EXT #.

e.

ed that will be providing docs as soon as possible and asked RCAS for fax # an

RCAS exiting case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,922

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,923

REQUESTED BY: lattad

CAR ID: CA5206639

Service Dept. Review

(+) Vehicle Service Contract \$2,985.00

Concerns:

Created by ZKM179N at 2014-02-21 15:08:00

Created by ZRQ777N at 2014-04-14 13:18:37

Created by ZZT176N at 2014-04-10 15:16:41

Created by ZZT176N at 2014-04-30 15:33:21

CRR-JS exiting case.

d explained to RCAS that veh last time veh was at dlr was order the brake mast

o not arrive to dlr by 3/21/14 RCAS will resubmit case once again for review.

RCAS advised C that the call may be recorded for quality purposes.

(-) Rebate \$500.00

Service Dept. Review

1. VDC and brakes lights are on

ARBS note not able to reach c with a spanish interpreter. ARBS note sent c a

ARBS sent the Repurchase letter FedEx. Your tracking number: 798714608814

Created by ZZT176N at 2014-05-13 13:47:51

C understood.

C understood and thanked RCAS for info.

er cylinder which is in back order. RCAS asked SA the following ??? and thanke

RCAS contacted dlr GLENDALE NISSAN at 6304696100

rcas-raquel quinones received a call from c .c called in asking to speak with

Service Dept. Review

(=) Total NNA Pays to Dealer: \$21,911.00

Actions:

ARBS note sent replacement invoice to NMAC for SOC approval.

Created by ZZT176N at 2014-04-30 15:37:47

Created by ZZT176N at 2014-05-30 07:16:56

d for the assistance and info provided.

message will call w/spanish interpreter tomorrow.

RCAS explained to C that there is no ETA at this time due to the part supplier

RCAS Jennifer pou.

RCAS offered C further assistance, C decline further assistance.

RCAS spoke with SD Jim and asked the following ??? in order to complete the RH

Service Dept. Review

1. Topped off brake fluid and bled system

ARBS note requested updated payoff and verification that the dealership sent b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,924

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,925

REQUESTED BY: lattad

CAR ID: CA5206639

ARBS note sent the repurchase letter with the following calculations.

b

Created by null at 2014-04-10 16:44:51

Created by ZZT176N at 2014-05-13 14:04:02

have not provide any update about when the part will be sent.

rcas advised c that c's case was in the name of ARBS- Trisha Zamarron

RCAS provided C with name and ext #.

R process.

Service Dept. Review

02/13/14 @ 1,893 miles

ack the SOC papers.

ARBS note replacing vehicle with VIN#3N1AB7AP6EY [REDACTED]

b

Base Price \$17,120.00

CRR [REDACTED] received a call from c stating c wants to speak with RCAS

C understood and stated that C is very disappointed about this situation.

How many times has the cb

RCAS exiting case.

rcas-rq asked c whether there was any assistance that rcas-rq could provide

Service Dept. Review

ARBS note sent dealership the following calculations:

b

Concerns:

Created by ZKM179N at 2014-03-17 11:59:00

Created by ZZT176N at 2014-05-30 07:30:32

c stated that c was trying to get ahold of arbs and needed an interpreter

-KMR c wants info on case

License Fee \$101.00

RCAS apologize and advise that RCAS will be back in contact with C by 3/12/14

Service Dept. Review

What repairs were performed? 1st brakes, 2nd dlr waiting for brake master cyli

1. VDC and brakes lights are on and brake pedal goes to the floor

and offered C further assistance, c decline further assistance.

ARBS note received the following payoff information from NMAC:

b

CRR-JS asked c if any contact information such as address or phone #'s have ch

Document Fee \$164.30

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,926

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,927

REQUESTED BY: lattad

CAR ID: CA5206639

nder.

(+) New Vehicle Invoice: \$17,480.00

rcas-rq advised c that rcas would try to contact arbs and asked to place c on RCAS send email to NNA Parts Coordinator requesting updates on this back order

Service Dept. Review

a breife hold c agreed.

anged, c stated: yes

b

Below is the payment/payoff information that you requested.

(+) Collaterals: vin etch, doc fee, tax, l & t \$1,946.27

Created by ZZT176N at 2014-03-04 11:29:24

How many days has the vehicle been kept out of service at your dealer for repa part.

RCAS provided c with name and ext #.

Service Dept. Review

VIN Etching \$259.00

ARBS note 2 repairs VDC and Brakes

b

Certificate of Title Fee \$95.00

CRR-JS updated address to : 810 college blvd apt 101

irs? If the Service Manager is unsure, the RCAS needs to collect the hard copi

RCAS exiting case.

RCAS exiting case and setting follow up for 3/12/14

rcas tried to call arbs but was transferred to ARbs vmx

(-) Rebate \$500.00

Service Dept. Review

SR# 1-4422727003

Addison, IL 60101

ARBS note master brake cylinder on back order, vehicle down since 2/13.

Created by ZKM179N at 2014-03-10 11:43:39

Created by ZKM179N at 2014-03-17 16:17:30

es of the repair orders that contain the technician time stamps. veh have been

NDALE NISSAN 6304696100

NNA Vehicle Service Plan \$2,985.00

rcas left a message informing arbs c was trying to call ARBS

Service Dept. Review

(=) Total NNA Pays to Dealer: \$18,926.27

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,928

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,929

REQUESTED BY: lattad

CAR ID: CA5206639

YESENIA RIOS

Account Number: [REDACTED]

ARBS note based on the rhr provided and a good faith review of the c concerns,

b

Created by ZZT176N at 2014-05-13 14:19:55

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if ARBS down since the 27 of January which makes 26 days approximate open RO back ord

Opt ERT Fee \$25.00

RCAS contacted C a [REDACTED] at 6:15 pm EST

rcas informed c that rcas tried to contact ARBS but arbs was not available, bu

RCAS send email to NNA Parts Coordinator requesting updates on this back order

Service Dept. Review

30 Day Payoff amount:\$ 24807.41b

ARBS note sent c the replacement letter via FedEx. Your tracking number: 7988

b

er part.

Interest Paid \$700.39

is available, c accepted.

it doesn't appear that the vehicle has had an unreasonable number of repair a part.

RCAS left a VMX with case #, RCAS name & extension. RCAS also provided call b

Service Dept. Review

t rcas did leave a message for c informing arbs c would like a call back with

47061960

ack # of 1800-647-7261.

an interpreter

CRR-JS made outbound call to [REDACTED] no answer left voice mail

Has Tech line been involved? No

Per Diem:\$6.53

RCAS asked SA to please transfer RCAS with SM for RCAS to gather the rest of t

RCAS exiting case.

Service Dept. Review

Subtotal of Credits \$21,449.69

ttempts.

ARBS note NNA will continue to honor the terms and conditions of all applicabl

c agreed

Created by ZKM179N at 2014-03-10 13:17:41

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,930

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,931

REQUESTED BY: lattad

CAR ID: CA5206639

Created by ZZT176N at 2014-05-14 07:43:15

CRR-JS came back to c & thanked c for hold time.

Has the Dealer Technical Specialist (DTS) been involved? No

he info RCAS need to complete the RHR process. SA transferred RCAS with SM VMX

Interest Paid to Date:\$ 911.37

Less Rebate (\$1,000.00)

RCAS advise C that no new info about the part is available and that RCAS will

ARBS note NMAC confirmed SOC documents were sent to Joseph Aguirre, Glendale N

contact C back on 3/20/14

Created by ZFJ178N at 2014-04-17 14:08:38

CRR-JS explained that ARBS-TZ not available and left voicemail

e warranties

Payments Received:4

Payoff to NMAC good thru 5/17/14 (\$24,996.97)

RCAS received email from NNA Parts Coordinator : No updates at this time.

RCAS thanked for the info and assistance on this matter and mutually ended cal

where RCAS provided C's name, case # and last 8 of the VIN. RCAS requested a

ARBS note that NNA doesnb

call back in order for RCAS to gather some info from SM about C's visit at the

crr-jd received a call from tricia and requesting to transfer call to

CRR-JS advised per case notes c will be contacted 04112014 with Spanish interp

issan.

I.

Monthly Payment:\$469.27

RCAS exiting case.

RCAS exiting case & setting follow up for: 3/20/14

Subtotal of Deductions (\$25,996.97)

457245. crr-jd warm transferred call.

ARBS recommends RCAS resubmit RHR for review if the part is not in by 3/21/14

Created by ZCM176N at 2014-05-14 12:55:41

Created by ZKM179N at 2014-03-12 12:15:47

Created by ZKM179N at 2014-03-17 16:27:29

dlr for the RHR request. RCAS provided call back # with ext #.

Last Payment Received:5/5/14

RCAS exiting case.

reter

*Total Owed from [REDACTED] (-\$4,547.28)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,932

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,933

REQUESTED BY: lattad

CAR ID: CA5206639

AS-Catherine Martinez received a call from c stating wants to speak with: ARB

Created by ZKM179N at 2014-02-24 12:01:47

Created by ZKM179N at 2014-03-04 12:45:10

Created by ZYT176N at 2014-05-01 10:28:30

Created by ZYT176N at 2014-06-02 08:00:44

crr-jd exiting the case

CRR-JS provided c with Name and EXT #.

RCAS also send to SM Jim an email requesting veh repair history and call back.

RCAS contacted C at [REDACTED] at 2:09 pm EST

RCAS received a call from C stating that is returning RCAS call.

ARBS note Joe, sm, stated the c has a loaner vehicle. ARBS note I do not have

ARBS note need to make correction to the Total NNA Pays to Dealer: should be

Created by ZYT176N at 2014-04-17 14:29:08

CRR-JS exiting case.

C's husband stated that C was working and asked to please call C at 331-208-26

RCAS contacted C at [REDACTED] at 1:52 pm EST

RCAS exiting case.

RCAS send email separate for SM, and CSM, DOM, and FOM.

RCAS thanked C for returning call and asked C is any contact info have change

S-Trisha Zamarron

\$21,911.27, requested check to dealership for \$21,911.27

44.

anything to do with the loaners. ARBS offered a repurchase or replacement, i

ARBS note Jennifer Pou, spanish interpreter, assisted ARBS with the call to c/

as phone # and or address have changed.

Created by ZKM179N at 2014-02-19 12:39:46

Created by ZYT176N at 2014-04-11 08:36:32

RCAS advised c that the call may be recorded for quality purposes.

Rcas asked c if any contact information such as address or phone #'s have chan

RCAS exiting case.

ARBS note sent Jim, sm, a request for an update on the part that is on b/o.

Created by ZKM179N at 2014-03-04 12:54:43

Created by ZYT176N at 2014-06-03 13:58:39

C stated everything is the same.

C understood.

ged, c stated: no changes c stated for ARBS to call any number on the case

husband Jerry. The letter of intent was received and explained to the c. C/s

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,934

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,935

REQUESTED BY: lattad

CAR ID: CA5206639

RCAS contacted C at [REDACTED] at 2:38 pm EST

RCAS thanked for the assistance and the info provided.

It was assumed the customer wanted a replacement because he went to the dealership and

ARBS note sent documents and check to Morley Case Number: 212260 6/03/2014 Mor

Created by ZZT176N at 2014-04-11 08:46:53

picked out a vehicle. ARBS note customer does not want a replacement so a repurchase

RCAS asked customer permission to place call on hold for 1 to 2 minute to verify if a

RCAS contacted C at [REDACTED] at 2:46 pm EST

RCAS explained to C that RCAS at this moment requested more info about the back

RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call b

RCAS provided name and ext #.

RCAS spoke with C's husband Jerry Medina who stated that C's husband was in Me

the vehicle is financed thru NMAC. c/s he would like a sentra w/gps and it wa

ack # of 1800-647-7261.

ARBS note Jennifer Pou, spanish translator, conferenced the customer in on the call.

re purchase has been offered.

replacement is available, customer agreed. Rcas call ARBS TZ Rcas left a VMX requesting to

get order part and no updates has been provided. RCAS explained to C that RCAS i

vey FedEx Shipment: 770172532143

RCAS advised customer that the call may be recorded for quality purposes.

RCAS contacted C at [REDACTED] at 2:12 pm EST

RCAS explained upgrade would be out of pocket expense for the customer. C/s he will pro

ceed with the following 2 weeks but that C's husband was already informed and a

ARBS note c/s the vehicle is still at the dealership. ARBS note a letter of in

formation probably go with a repurchase because he wants a vehicle with a GPS. Please sen

call customer back. Rcas also send email and a task requesting to call customer back.

Created by ZZT176N at 2014-05-06 13:04:29

Created by ZZT176N at 2014-06-26 14:19:48

Customer understood.

RCAS advise to C that at this time RCAS have not received any docs from dlr bu

RCAS left a VMX with case #, RCAS name & extension. RCAS also provided call b

authorization from C to received information from NNA.

ack # of 1800-647-7261.

ARBS note Todd Zannacker, FOM, wanted to let ARBS know this customer has been

Consumer Affairs Voluntary. Nissan is repurchasing this vehicle due to 2 repai

d Repurchase letter or soc letter via FedEx.

RCAS explained to C that RCAS is calling with RHR decision and that Based

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,936

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,937

REQUESTED BY: lattad

CAR ID: CA5206639

part C's veh is waiting for to be repair.

RCAS explained to C that if for the time line 3/21/14 after RHR denial was pro
RCAS thanked c for waiting period, C Understood. Rcas advised c that ARBS is n
tent will be sent w/a repurchase/replacement or cash settlement offer. C/s let
t that RCAS continue working with case and that no ETA have been obtained. RCA

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
	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: 06/19/14	CHECK REQUESTED: Y
3RD PRY: NI	PART#: 46010-3SG1B	CHECK ISSUED: Y
BYBACK ST: P	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 07/03/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,938

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,939

REQUESTED BY: lattad

CAR ID: CA5206639

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,940

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,941

CAR ID: CA5206639

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

NAME: [REDACTED]

VIN: 3N1AB7AP8DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCD07387318	2888	Illinois	12/20/2013	12/20/19	0075000	05/16/14	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,942

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,943

REQUESTED BY: lattad

CAR ID: CA5206639

CURRENT SERVICE CONTRACT

CONTRACT: RCCD07387318

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 12/20/2013

EXPIRES: 12/20/19

MILES: 0075000

CANCEL: 05/16/14

MILES: 0075000

TRANSFER: 01/01/01

TRANSACTION: 06/19/14

PRINTED: 12/28/13

DEALER NO: 2888

STATE: IL

DEALER NAME: GLENDALE NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,944

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,945

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA5207923
STREET: [REDACTED]	VIN: 3N1AB7AP6DL [REDACTED]	
CITY: MORRISTOWN	YR/MDL: 2013.0 SEN	MILEAGE: 020000
ST/ZIP: TN [REDACTED]	VCAN: N	IN SVC DATE:
DAY PH: 0	PAID: 2,844	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 711	SVC DLR: 2855 EAST TENNESSEE NISSAN INC
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 2855 EAST TENNESSEE NISSAN INC
	REGION: 34	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)
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: 020000	# 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: 02/14/14	XFER/RSPNSBLTY: 34 12 N
CONTACT (S):	FOLLOWUP DATE: 02/28/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/12/14	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES	WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,946

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,947

REQUESTED BY: lattad

CAR ID: CA5207923

C. A. R. COMMENTS

Again, thank you for working with me.

Base Price \$20,435.00

Created by ZKD253N at 2014-02-14 14:17:18

Created by ZKD253N at 2014-02-14 14:22:35

Customer Quality & Dealer Network Development

If you have any questions or concerns, please let me know.

Johnson City, TN 37604

ng, RCAS asked if the dlrshp had warranty clerk, Charles stated yes and transf of this RO)

r. If this is an option that you would like to consider then please let me kn

Service Dept. Review

t agreement. Could you send that over today?

Thanks a bunch,

You will receive a full refund for the price you paid for your Sentra includin

Arbitration Specialist I

Candace Beene

CRR-KDR received a call from c saying c have the veh serviced at the dlrshp fo
erred RCAS, Charles picked up the phone again and stated Tammy has left. RCAS
g taxes and registration fees. There will be a reasonable allowance for milea
If you have any questions or concerns, please let me know.

ow and I can send you the b

Ph# [REDACTED]

REQUEST:

Sales Tax \$1,439.60

Service Dept. Review

Thanks a bunch,

Thank You,

1.Brake pedal will go all the way to the floor

Arbs called the dealer and spoke to the SA-Charles Barnett and SA-CB referred

Branch Manager

Candace Beene

Fax# 423-232-6482

ge and like we discussed on the phone the mileage was at 7896 miles in Sept. w

Lic/Reg \$30.00

r over a week now. C stated c have issues with the ABS on the veh that was alr

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,948

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,949

REQUESTED BY: lattad

CAR ID: CA5207923

Service Dept. Review

Sincerely,

stated need all the r/o's for vin be faxed to 615 984 5197, RCAS stated need

Thanks a bunch,

Arbs reply email to C

ARBS reply to C

Arbs to the Parts dept. and arbs spoke to parts counter person Alan. Alan loo

Branch Manager

Candace Beene

c copy and include the PDI.

Dealer Doc Fee \$499.00

eady ordered by the dlrshp which is on back order as of now.

hen you first took your vehicle to the dealer for the repair to the vehicle.

Janelle CANTRALL

REPAIR:

Service Dept. Review

1st Heritage Credit of TN

1.Verified. Master cylinder is leaking, ordered ABS pump

Branch Manager

Created by ZHM000N at 2014-02-19 07:11:58

C said c was provided by the dlrshp a rental veh but was not enough to solve t

Customer Quality & Dealer Network Development

Did the dealer give you a date when the repairs will be finished?

GAP

If you purchased a Non-Nissan warranty you will need your dealer to apply for

Janelle CANTRALL

ked up the information on c part and stated the part is due in 3.17.2014

Ms. Beene,

Service Dept. Review

1st Heritage Credit of TN

3101 Browns Mill Rd Suite 7

Arbitration Specialist I

Arbs thanked Alan in parts

Created by ZJC776N at 2014-02-25 12:04:40

Customer Quality & Dealer Network Development

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,950

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,951

REQUESTED BY: lattad

CAR ID: CA5207923

DLR CVR Fee

he frustrations c have with the veh.

If you would like to wait until the repair has been done and you feel satisfie

RCAS called the dlrsph and SM-Rufus states will fax over the r/o's.

Service Dept. Review

the refund for that warranty, but If you have a Nissan Warranty that will be

3101 Browns Mill Rd Suite 7

Arbitration Specialist I

Arbs set a task for RCAS MH to attach most recent RO# 193055 to Case File.

Created by ZHM000N at 2014-02-20 06:52:28

Created by ZJC776N at 2014-03-10 08:54:16

C said c wanted to return the veh or giving c a half reimbursement on what c p

d with the repairs that is fine. But yes your vehicle is still covered under

Janelle CANTRALL

Once I send you the repurchase agreement and if you agree on the numbers and h

Other

Part Number 47660-3sg2b

Ph# [REDACTED]

Service Dept. Review

aid for the veh because c do not trust the veh anymore and do not want to take

Arbs prepared Cash Settlement Agreement

ave no concerns or questions, then I will need you to sign the last page and r

Created by ZHM000N at 2014-02-25 13:17:57

Created by ZJC776N at 2014-03-06 09:12:44

Created by ZJC776N at 2014-03-07 14:52:37

Customer Quality & Dealer Network Development

Fax# 423-232-6482

Johnson City, TN 37604

RCAS emailed FOM-Anthony Moten asking for help in getting the r/o's for this c

Service Dept. Review

the manufacturer warranty. I donb

Total Purchase Price \$22,403.60

Arbitration Specialist I

ARbs email to C

Arbs reply email to C

a risk on the veh while c drive it.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,952

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,953

REQUESTED BY: lattad

CAR ID: CA5207923

return all the pages back to me for the completion of the buyback.

Hi Janelle,

Less Usage \$5,775.56

Ph# [REDACTED]

RCAS called the dirshp and SM-Rufus stated the part has not come in and the dl
Service Dept. Review

SETTLEMENT AGREEMENT AND RELEASE

the settlement. Once you send me the notarized and signed settlement agreeme
Candace M. Beene of 1150 McFarland St. Apt. S11, Morristown, TN 37814 has agr
Created by ZHM000N at 2014-02-20 12:15:19

C reply to ARBS

C wanted to talk to a higher department to whom c could request all these requ

Fax# 423-232-6482

Less GAP

[REDACTED],

nt back, I will send you the check via FedEx and it will require an adult sign
rshp is waiting on the parts.

Service Dept. Review

Sorry [REDACTED],

Thank you for your quick response. Before I commit to anything, I do need to a
The agreement explains what to expect with our third party vendor Morley for t
ARBS reply email to C

Created by ZJC776N at 2014-02-25 13:22:11

eed to the following Settlement Agreement and Release (b
est.

he actual surrender of the Sentra.

I hope I answered all your questions.

I just got off the phone with Alan in the parts department at East Tennessee N
No. The last time I talked to the dealer was on 02/13/14 when I spoke to Charl
RCAS called the dirshp and warranty clerk-Tammy states will get the r/o's faxe
Rebate \$750.00

Service Dept. Review

sk some questions.

Yes I received the signed settlement agreement and have already submitted the

1. [REDACTED] in consideration of a cash settlement in the amount of \$2

1. I notice that the mileage you used to calculate the Less Usage is 20627, al

Arbs rec'd RO from RCAS #193055

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,954

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,955

CAR ID: CA5207923

check request. I will let you know that day I FedEx the check out. Been on t
CRR-KDR verified and updated C's information.
d over, RCAS stated need c copy and include the PDI. RCAS gave fax number 615
es in the Service Department. He said my part was still on back order and refe
If you would like to buy another Nissan vehicle then I can help with a VPP.
issan and he said the part is due in on 3/17/2014. So hopefully the dealer wil
Loan Payoff* \$21,480.40

[REDACTED]

Service Dept. Review

Sincerely,

,500.00 (Two Thousand Five Hundred Dollars) hereby releases and forever discha
984 5197

A VPP is simply a voucher that will give you a big discount off the invoice pr
CRR-KDR informed c that case has been created for cb

Dealer Verified Brake pedal goes to the floor. Master cylinder is leaking Orde
he phone a lot today. Super busy.

I understand and will help in any way that I can. A VPP is a discount that wi
I get you repaired quickly. We can wait until after the repair to see if you
rred me to Nissan Consumer Finance. I talked to Marilyn from NCA on 02/25/14 a
Service Dept. Review

though in your previous email you stated you would be using 7896 when Nissan s
Total Deductions \$28,005.96

Created by ZHM000N at 2014-02-20 13:11:49

feel comfortable with it and then if you are I can send you the cash settlemen
ice of a new Nissan. Just something to consider when buying a new vehicle.

Janelle CANTRALL

ll by the end of next business day to review and try to solve the issue.

ll help in getting into a new vehicle. It is usually so much off the invoice
nd she said still no word on the buyback or the part being delivered. That is
red ABS Pump.

Refund Amount -\$5,602.36

rges Nissan North America, Inc., and all its associated or affiliated companie

Service Dept. Review

tated I first reported my issue. I'm still in dispute as of when I first repor

Thanks,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,956

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,957

REQUESTED BY: lattad

CAR ID: CA5207923

Created by ZHM000N at 2014-02-25 13:29:06

C stated c wanted a callback at c's work number at [REDACTED] business hou
Customer Quality & Dealer Network Development

Let me know if you have any questions or concerns.

Lien Payoff

price of the vehicle. For instance on a 2013 Nissan Sentra the discounted pric
RCAS called the dirshp and sm-Mark states will get that faxed over to 615 984
s (Nissan North America, Inc., Nissan Motor Co. Ltd., Nissan Motor Acceptance
t agreement.

ted my issue. The original date was 09/06/13 at 6335. Can you please explain w
the 1st day I talked to you. I went by there last weekend and my car was sitti
5197

Arbitration Specialist I

Attorney Fees

austing and frustrating this has been. I just really appreciate you working ha
Corporation, Nissan Motor Manufacturing Corporation), and all their associated
e can be up to \$1,217 below the MSRP. Each model has different savings but I
hy you are not using the mileage of 6335 or not even using the first mileage y
Janelle CANTRALL

Just let me know and I wish you a good weekend.

RCAS called c [REDACTED], the phone rang and rang no answer, could not leave
rs only.

Sincerely,

_____ and subsidiary companies, officers, agents, heirs, executors, administrators,
a vmx

Covington Nissan, 540 962 7853

CRR-KDR offered further assistance. C said "No"

Customer Quality & Dealer Network Development
ou quoted to me?

Phone: 615.725.7485

rd to resolve this matter.

Total Repurchase -\$5,602.36

will be glad to get you a VPP claim number when you get ready to purchase a ne

2. If you are insisting on me contacting the dealer for reimbursement on the G

Arbitration Specialist I

Created by ZHM000N at 2014-02-20 13:50:49

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,958

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,959

REQUESTED BY: lattad

CAR ID: CA5207923

CRR-KDR gave name, extension and case number.

Fax: 615.984.5789

If you have any questions or concerns, please let me know.

Janelle CANTRALL

RCAS called c [REDACTED], RCAS stated to c was following up as RCAS stated RCA successors, assigns, dealers, and each of them, from all manner of actions, I

The usage is the formula listed in the TN State Lemon Law and is as follows:

w vehicle. We can wait until the money from the cancellation of the warrantie

20627 Miles X .28 = \$5,775.56

AP & Warranty, what department or name of person should I contact?

Arbitration Specialist I

awsuits, liens, debts, dues, damages, claims, judgments, executions and demand

CRR-KDR provided recap of c's concern.

Customer Quality & Dealer Network Development

Email: Janelle.cantrall@nissan-usa.com

Phone: 615.725.7485

RCAS has contacted DTS-Tim Freeman for assistance on getting the part there AS

s hit your loan and reduce the price of the payoff to get a new payoff if you

S would. RCAS stated to c that RCAS is still working with the pc to get the p

Thanks a bunch,

3. You mentioned if I chose to buy another auto from Nissan you could help wit

Another option Is the cash settlement option if you would like to keep your ve

AP.

Arbitration Specialist I

art there as soon as possible, RCAS also stated that RCAS doesn't have the an

Candace Beene

Created by ZJC776N at 2014-03-10 11:01:55

CRR-KDR leaving case Open.

Fax: 615.984.5789

Nissan North America, Inc.

s of every kind whatsoever, either at law or in equity, whether known or unkno

The \$750 Rebate is not a refundable item and the Aftermarket warranties of \$7

50 Gap & USWC \$1,473.04 are not Nissan warranties and you will need to contact

Arbs rec'd email from C

Branch Manager

Created by ZHM000N at 2014-02-20 13:56:48

Created by ZJC776N at 2014-03-07 15:10:24

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,960

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,961

REQUESTED BY: lattad

CAR ID: CA5207923

Created by ZKD253N at 2014-02-14 14:22:48

Email: Janelle.cantrall@nissan-usa.com

h a VPP. Is this guaranteed? What is the % or amount of the discount? Will I b
hicle and NNA would give you a cash settlement. All of your manufacturer warr
Nissan North America, Inc.

swer on the repurchase as it can take up to 10 business days and RCAS will con
wn, and whether past, present or future, which relate to a certain 2013 Nissan
1st Heritage Credit of TN

anties will still apply and the settlement is usually 10% of the purchase pric

Arbs rec'd email from C

Created by ZJC776N at 2014-03-10 08:59:53

Created by ZJC776N at 2014-03-12 06:08:11

e limited to a purchase price or a certain Nissan Model when using it? Can I

One Nissan Way

RCAS called c 423 839 0453, the phone rang and rang no answer, could not leave

RCAS Case Follow-up

Sorry, Janelle. I didn't mean to confuse you on my last question. Long day at
tinue to work on that also. RCAS stated would follow up with c on 02/28/2014
your dealer to obtain the refund for those monies.

3101 Browns Mill Rd Suite 7

Arbs emailed the cash settlement agreement to C

Arbs notes: Check req approved.

a vmx

Created by ZHM000N at 2014-02-17 11:13:59

Created by ZJC776N at 2014-02-25 13:31:35

e.

Franklin, TN 37067 USA

Hi Janelle,

Let me know if you have any questions and I will need the registration when yo
use it at another Nissan Dealer vs. East Tennessee Nissan?

work. ;-) and the week has just started.

Arbs notes from case file that the veh has been at the dealer since 1.28.2014

Created by ZJC776N at 2014-03-12 13:37:59

Either way is fine for me. Having a specific date is more than what I had back

Fax 615.984-5789

I know these are a lot of questions, but as a Consumer I have the right to be
I'm faxing over the information you need. It should come through shortly. Plea

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,962

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,963

REQUESTED BY: lattad

CAR ID: CA5207923

Johnson City, TN 37604

Just let me know how you would like to go forward at this point.

██████████,

RCAS called c ██████████, RCAS stated to c that RCAS doesn't have an answer
RCAS called the dlrshp and SA-Charles states the SM wants RCAS to leave contact
u find it. I know that you mentioned a lawyer and stated that you have not ob
Arbs emailed C

er on the repurchase of the veh, and RCAS is still working on that concern. R
fully informed before making any decisions.

I have attached the cash settlement agreement. Please sign and have it notar
in February. You can send it now if you would like. I really just want to be

Ph# ██████████

Phone: ██████████

se let me know when you get it. Also, can you have the check sent to my work a
Sincerely,

tained one yet. In the event that you do I am no longer able to speak with yo
t information and SM-Rufus will call RCAS back. RCAS left contact information
waiting on part # 47660-3sg2b Order #23175001 ABS Control Module Switch.

Arbs rec'd email from C

address below.

Fax# 423-232-6482

finished with it as you probably due to. ;-)

If you have any questions or concerns, please let me know.

ized before you return it back to me. Please remember to send a copy of your

██████████,

rking with the dlrshp on that. c stated thanks for the call. RCAS stated woul

Total days down and counting - 30+

u directly but will need to communicate with your lawyer.

Created by ZHM000N at 2014-02-17 13:42:08

Created by ZJC776N at 2014-03-07 14:25:47

current registration.

d follow up with c on 02/25/2014

History of Repairs and OR Concerns:

If you have any questions or concerns, please let me know.

If you want you can cancel the Non-Nissan Warranties and once the credit has b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,964

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,965

REQUESTED BY: lattad

CAR ID: CA5207923

it will be delivered tomorrow via FedEx. Please let me know if you have any

Janelle,

Janelle CANTRALL

Thanks a bunch,

(1) C/S Veh making Squeak/Squeal noise coming from rear of veh / Dealer Repl

Arbs reply to C

[REDACTED]

Customer Quality & Dealer Network Development

een applied to your loan to reduce the amount that you owe the bank we can rec

I'm faxing over the Lien Holder payoff form and a copy of the sales contract.

questions.

RCAS called the dlrshp and SM-Rufus states that c needs ABS control Module, RC

RCAS emailed CSM-David Mackay with c concern of the repurchase of the veh.

Thanks a bunch,

Thank You,

1st Heritage Credit of TN

alculate your payoff then. But Nissan does not refund for those warranties.

Arbitration Specialist I

b

Branch Manager

[REDACTED]

Created by ZHM000N at 2014-02-20 14:38:06

I'm having trouble locating my registration but will continue to search for it

[REDACTED],

R Wheel Cylinders Bled Brake Lines (2) C/S Brake Pedal will go all the way to

Sincerely,

[REDACTED]

[REDACTED]

and send it as soon as I find it.

b

Branch Manager

Customer Quality & Dealer Network Development

I apologize for all the inconveniences you have been though, but just let me k

Phone: [REDACTED]

RCAS called the dlrshp and pm-Allen states doesn't know how to change it to c

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,966

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,967

REQUESTED BY: lattad

CAR ID: CA5207923

Sincerely,

the floor / Dealer verified Master cylinder is leaking. Ordered ABS Pump

[REDACTED]
[REDACTED]

Arbitration Specialist I

b

care, as is new to the position. RCAS stated maybe the FOM could assist Allen

Created by ZJC776N at 2014-02-25 13:31:52

Fax: 615.984.5789

I did want to address some of the concern of mileage deduction. The original d

Janelle CANTRALL

Johnson City, TN 37604

now what you want to do. You have those two options the repurchase and the se

3101 Browns Mill Rd Suite 7

and dlrshp needs to contact the tiger team for this concern.

Arbs - JC is taking over case file.

ate I took my auto in to be inspected for the problem was on 09/06/13. I was a

b

Created by ZJC776N at 2014-03-10 09:10:23

Customer Quality & Dealer Network Development

Email: Janelle.cantrall@nissan-usa.com

Janelle CANTRALL

Johnson City, TN 37604

Ph# 423-232-6450

ttlement.

Arbitration Specialist I

ARbs rec'd email from C

b

Created by ZHM000N at 2014-02-20 14:43:10

Created by ZJC776N at 2014-02-25 14:07:30

Created by ZJC776N at 2014-03-07 14:20:49

Customer Quality & Dealer Network Development

divised the first part was on back order and that's when I took the auto back o

Fax# 423-232-6482

Ph# 423-232-6450

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,968

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,969

REQUESTED BY: lattad

CAR ID: CA5207923

Arbitration Specialist I

Arbs called C @ [REDACTED] Arbs notes c work - Arbs asked for c

Arbs notes email from C

ARBS reply email to C

b

Fax# 423-232-6482

FEDEX # 798165755725

Janelle CANTRALL

n 09/21/13. The mileage on 09/06/13 was 6,335.

RCAS emailed DTS-Tim Freeman asking if DTS could assist the pm with the c care

Will do. I will get it all to you by this afternoon.

All I ever wanted from the start was my auto, having it fixed in a timely mann

Arbs reply email to C

Arbs reply to C

Arbs was put on hold and then the c picked up. Arbs introduced arbs self and

b

concern.

Created by ZJC776N at 2014-03-12 13:38:19

Customer Quality & Dealer Network Development

If you have any questions or concerns, please let me know.

I want to make sure that I leave this situation being made whole. I should not

[REDACTED],

Phone: [REDACTED]

1. Your state allows full usage for the mileage and apologize for any misunder

Arbitration Specialist I

Arbs closing case file.

b

Created by ZHM000N at 2014-02-20 14:51:13

er, and feeling safe. I don't want to sour my relationship with Capital One or

Fax: 615.984.5789

have a deficiency with my current lien holder and should have reasonable fund

let c know that NNA is offering to repurchase c veh per c request from CA.

[REDACTED],

Thanks a bunch,

Arbs notes c Email to ARBS

b

Candace Beene

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,970

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,971

REQUESTED BY: lattad

CAR ID: CA5207923

C said great and what exactly what does that mean? Arbs explained the Repurc
Email: Janelle.cantrall@nissan-usa.com

I totally understand your situation. I will send it Monday if you don't
Nissan. I bought multiple auto's from Nissan Airport Motor Mile in the past a
parts manager-Allen states veh has been down since 01/28/2014
standing.

s to purchase another auto. Since my auto has been VOR, I've continued to make
Thatb

2. You would need to contact the Finance Manager of the dealership or the acco
Branch Manager

Created by ZHM000N at 2014-02-17 13:59:58

Created by ZJC776N at 2014-03-05 12:36:05

hase process. Arbs expl the mileage fee and c stated per Lemon Law about the
lb

I'm fine with the settlement if the auto gets fixed. Can you check with them o
my payments with my lien holder and maintain insurance without having the use
nd never had issues.

RCAS called the dirshp and SM-Rufus states that the veh has been down for 24 d

Yes, I can FedEx the check to your work. No problem.

1st Heritage Credit of TN

Arbs rec'd a reply email from C

ays, since the 28th of January. RCAS asked if there is an open r/o and SM sta
h you before I left.

If my auto can be fixed and I'm still going to be covered under my warranties,
n the part or the estimated date of repair? Please just let me know what steps
of the auto. I should also not have to contact the dealer for any refunds in
RCAS called c [REDACTED], the phone rang and rang no answer, could not leav
unting office to cancel the Non-Nissan warranties.

what arbs can charge for mileage. Arbs assured c that NNA follows c STATE GU
3101 Browns Mill Rd Suite 7

3. For the VPP discount it varies. Depending on which vehicle you choose to pu
e a vmx

I can help with to get this resolved asap for the both of us.

IDELINES LEMON LAW for the buyback.

I'm okay with accepting the 10% to compensate me for my time, frustration, st
Janelle,

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,972

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,973

REQUESTED BY: lattad

CAR ID: CA5207923

Janelle CANTRALL

regards to GAP or Warranty reimbursement. The value of my trade should also be

Sincerely,

ted yes. RCAS stated need that faxed over to 615 984 5197, SM stated okay, R

CAS asked if it was going to be sent today and SM stated yes.

C mentioned talking to a lawyer. Arbs let c know if c has retained a lawyer t considered when making a proposal to me. I lost a valuable asset when using i Customer Quality & Dealer Network Development

I disagree, I am very upset and disappointed about the amount due to me at the

If you have any questions or concerns, please let me know.

Johnson City, TN 37604

RCAS called c [REDACTED], c states that the dlrshp has not been able to fi rchase. The VPP is valid at any Nissan Dealer.

ress, and payment for the auto and insurance I've been out while not having my

Arbitration Specialist I

auto inuse.

Created by ZHM000N at 2014-02-20 15:05:30

hen arbs is not allowed to speak with c but will have to talk to c attorney.

Hope this answers your questions and please let me know if you have any more.

Janelle CANTRALL

Ph# 423-232-6450

surrender of my vehicle per the documents you sent me this morning. The whole

Thanks a bunch,

t towards the purchase of the auto.

x the veh, c states that first the veh needed WHEEL CYLINDER ASS'Y, then recen

Candace Beene

C assured arbs that as of this conversation c has not hired c attorney, but c

Customer Quality & Dealer Network Development

Fax# 423-232-6482

I did consulatate with my attorney John Taylor 423-283-7700. I've not retained h

If you have any questions or concerns, please let me know.

Phone [REDACTED]

purpose a person purchase a new vechicle is for them not to have issues when

RCAS called the dlrshp and SM-Rufus states will re fax it.

Sincerely,

tly the brakes went out on the veh and now the veh is at the dlrshp and the pa

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,974

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,975

REQUESTED BY: lattad

CAR ID: CA5207923

Arbitration Specialist I

Branch Manager

Created by ZDS177N at 2014-02-24 07:58:51

Created by ZJC776N at 2014-03-10 10:44:27

Fax: 615.984.5789

im at this time but was advised in light of the issues that Toyota and GMC hav
is glad that arbs called today or c was going to.

it comes to transportation, and since August 2013 that's all I've had. All of
rts are on back order, c states that c wants the veh bought back. RCAS stated

Thanks a bunch,

ARBS let c know what documents arbs needs to start the repurchase process and

Arbs rec'd email from C

Candace Beene

Created by ZJC776N at 2014-03-10 05:45:31

e faced in prior years, I hope that we can resolve this issue quickly and fair

Email: Janelle.cantrall@nissan-usa.com

I can call the dealer and see if I can get a date.

Janelle CANTRALL

****rcas-Danielle Spurling assisting with RHR. rcas verified all RO's were obt
the back and forth and calls to Nissan isn't what a person with a brand new ve
to c that RCAS can put in the request for repurchase of the veh, RCAS stated
ained per CPIA and VIN history. rcas submitting RHR for ARBS review****

Arbs rec'd reply email from C

asked c what bank is c financed with? C said Capital One.

Branch Manager

Created by ZJC776N at 2014-03-10 11:04:09

Customer Quality & Dealer Network Development

hicle should be doing. The only thing that I have ever asked from Nissan was t

Hi Janelle,

ly.

Thank You,

that this process can take up to 10 business days. RCAS stated that RCAS can

1st Heritage Credit of TN

Arbitration Specialist I

ARBS asked c for current email to follow up with C

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,976

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,977

REQUESTED BY: lattad

CAR ID: CA5207923

Arbs rec'd signed Cash Settlement Agreement and REG

Created by null at 2014-02-24 13:08:56

guarantee that NNA will repurchase the veh, RCAS stated will work with the dlr

I have my registration and the form filled out. I just wanted to make sure I u

o fix the problem. In fixing the problem means replacing the transmission that

Thanks a bunch,

That sounds good. Have a great weekend!

3101 Browns Mill Rd Suite 7

Arbs submitted Check request for Cash Settlement

Created by ZJC776N at 2014-03-07 12:49:35

C stated C email address is:

DRTS received the RHR. The RHR was assigned to ARBS-Janelle Cantrall for review

If you have any questions or concerns, please let me know.

isn't compatible with the torque converter that was replaced in August 2013. O

Janelle CANTRALL

understand what's taking place.

shop to get the part there as soon as possible.

\$2,500 and c requested for arbs to send check to c work

Arbs let c know that arbs will follow up with an email. C said ok and thank y

Arbs rec'd email from C

Branch Manager

*c states that c has to keep coming back for the same concern with the brakes

Customer Quality & Dealer Network Development

I'm going to fax the registration and notarized Cash Settlement back to you. M

Johnson City, TN 37604

once again, I am not agreeing to these figures.

Thanks a bunch,

w.

1st Heritage Credit of TN

Arbitration Specialist I

Created by ZHM000N at 2014-02-25 09:09:42

Janelle,

Ms. Wilson,

ou.

over and over

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,978

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,979

REQUESTED BY: lattad

CAR ID: CA5207923

Ph# [REDACTED]

y Nissan is scheduled to be repaired on March 17, 2014. I will be able to pick

[REDACTED]

Branch Manager

Created by ZJC776N at 2014-02-25 14:07:53

Fax# 423-232-6482

First of all I am sorry that you are having problems with your vehicle and I h

my auto up with no issues when the repair is complete? It's still covered und

Phone: [REDACTED]

RCAS called the dlrshp and pm-Allen states will do a stp on the parts, RCAS th

Thank you for all your help. I talked to Susan Stull the finance manager at Ea

*veh is at the dlrshp

1st Heritage Credit of TN

anked for that information.

Arbs reply email to C

Arbs sent C email

er the original warranty as if this issue never took place?

Fax: 615.984.5789

Johnson City, TN 37604

ope the dealer has repaired your vehicle to your satisfaction. However, I hav

st Tennessee Nissan and she stated that they will be willing to prorate my GAP

*veh was purchased at East Tennessee Nissan

[REDACTED]

Created by ZJC776N at 2014-02-25 12:03:03

Do I pick the settlement up at the dealer or is it mailed (if mailed what time

Email: Janelle.cantrall@nissan-usa.com

e to follow your States guidelines and the numbers that are on your sales con

Hello [REDACTED]

[REDACTED],

Ph# [REDACTED]

*veh serviced at the dlrshp.

& Warranty and apply it to the lien holder to minimize the deficiency.

Arbs - JC Rev'd case file, RO's and RHR

Are you in your vehicle now?

Created by ZHM000N at 2014-02-17 14:21:00

Created by ZJC776N at 2014-03-07 14:48:29

Fax# 423-232-6482

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,980

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,981

REQUESTED BY: lattad

CAR ID: CA5207923

frame are we looking at) or do I have the option to have it ACH?

I will fax over my registration Monday or over the weekend. I haven't been able to get it yet.
Johnson City, TN 37604

Per our telephone conversation I will need these documents to start the repurchase agreement. Once again after you cancel the two Non-Nissan warranties and the money

09/21/13 @ 7896 Miles RO#190378 1 Day Down

Arbs email to C

Created by ZJC776N at 2014-03-05 10:46:09

to locate it but I'm sure it's in my documents somewhere.

purchase of your 2013 Nissan Sentra. The whole process can take up to three weeks

If you have any questions or concerns, please let me know.

is applied to your loan, we can ask for a new payoff and see how much the loan

Ph# [REDACTED]

RCAS stated to c would follow up with c on 02/20/2014

Arbs sent c calculations of the buyback

Created by ZHM000N at 2014-02-17 14:26:45

Customer Quality & Dealer Network Development

Fax# 423-232-6482

I hope you understand my biggest concern is walking away with owing as less as

[REDACTED],

loan has been reduced to lower the amount you will owe at surrender.

REQUEST:

Thanks a bunch,

to complete so as soon as I get these documents I will calculate the repurchase

1. Vehicle making squeak/squeal noise coming from rear of vehicle

Arbitration Specialist I

[REDACTED]

Created by ZJC776N at 2014-03-10 08:44:10

Created by ZJC776N at 2014-03-10 14:43:09

I can call the dealer and see if I can get a date.

[REDACTED]

Or if your vehicle is repaired to satisfaction, then Nissan North America can provide a loaner vehicle if possible and having something to drive when this is all said and done.

RCAS called the dealership and SM-Rufus states will fax over all the documents for c, calculate the amount and email it to you.

1. Sales Contract

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,982

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,983

REQUESTED BY: lattad

CAR ID: CA5207923

Arbs emailed c

Arbs notes c reply email to arbs

Arbs rec'd email from C

Branch Manager

I have completed the calculations of your buyback and the guidelines that NNA Is a Dealer Assistance the same as a VPP? When this is all done, I won't have offer you a cash settlement. You would keep your vehicle and Nissan North Ame RCAS stated need c copy, and if any r/o's are open more than 7 days, RCAS will REPAIR:

Thank You,

1.Replaced rear wheel cylinders, bled brake lines

1st Heritage Credit of TN

2. Registration

a trade or money to put towards a new auto, so I will need all the assistance

Created by ZHM000N at 2014-02-18 15:10:40

follows are your state guidelines.

Hi Janelle,

██████████,

No mam. I haven't had my auto since Jan 29th.

rica would send you a check for 10% of the purchase price. All manufacture wa 1/28/14 @ 20627 Miles RO# 193055 28 Days Down (ARBS does not have a copy

████████████████████

3. Lien holder payoff information. (Form Attached)

I forgot but I need a copy of your registration to complete the cash settlemen

If you have any questions or concerns, please let me know.

I haven't heard from you. Did you receive the information you were needing?

Janelle CANTRALL

possible.

RCAS called the dlrshp and SA-Charles states that SM is with a c and one waiti

Repurchase

ranties on your vehicle will stay in effect and you would simply keep your ca

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,984

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,985

CAR ID: CA5207923

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: NP
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#: 47660-3SG2B	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 03/12/14	MICROFILM:
RESP CAA:	OLM:	DOM:
PHONE:	OWNER FIRST: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,986

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

TIME: 9:19:07 AM

PAGE: 1,987

CAR ID: CA5207923

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: [REDACTED]

VIN: 3N1AB7AP6DL691243

MAKE: N

IN SCV DATE:

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2855	Tennessee					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,988

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,989

REQUESTED BY: lattad

CAR ID: CA5207923

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2855

STATE: TN

DEALER NAME: EAST TENNESSEE NISSAN I

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,990

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 1,991

NAME: , MIGNOTT,LESI **SC:** MULTI CONTRACT **CAR ID:** CA5224154
STREET: [REDACTED] **VIN:** 1N4AL11D55N [REDACTED]
CITY: OCOEE **YR/MDL:** 2013.0 SEN **MILEAGE:**
ST/ZIP: FL [REDACTED] NY **VCAIN SVC DATE:**
DAY PH: 0 **PAIRTL DLR:** 3109 PREMIUM NISSAN, LTD.
EVE PH: [REDACTED] **SUSSVC DLR:** 3109 PREMIUM NISSAN, LTD.
DLR PH: 516 483 4400 914 576 7600 **DENRESP DLR:** 3109 PREMIUM NISSAN, LTD.
REGION: 26 **DIST: SL/SV/PT:** 01 01 31 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 Preowned New x Preowned 003478 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:**

ORIG CODE: NI NI NP NP **OPEN DATE:** 01/01/01 02/17/14 **XFER/RSPNSBLTY:**
CONTACT (S): **FOLLOWUP DATE:** 03/12/14 **INF-NET (Y/N):**
SEVERITY: 9 N **CLOSE DATE:** 01/01/01 03/10/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEA
OF NNA., INC. ISSUES	204500 ALTIMA
AD BRAKES	VJ GENERAL WARRANTY COVERAGE INQUI
AZ NISSAN PRODUCT INQUIRIES	WA PREMATURE WEAR/FAILURE
	YP PARTS AVAILABILITY (BACKORDER)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,992

REQUESTED BY: lattad

VIN: 3N1AB7APXDL [REDACTED]

MILEAGE: 0 003478

RTL DLR: NI NI

SVC DLR: 5036 NISSAN OF GARDEN CITY

RESP DLR: 5036 NISSAN OF GARDEN CITY

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 26 01 I 26 02 N

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,993

REQUESTED BY: lattad

CAR ID: CA5224154

C. A. R. COMMENTS

Actions:

FILE OPENED-ZJC466N 02/07/2006

letter to customer. Thank You!

NO PREVIOUS FILES FOUND

RCAS calling C on [REDACTED] @ 9:24 am est. C is driving and asked if RCAS can

RCAS sending email to SM regarding RO # 562646 and need it faxed over

RCAS spoke with TL Brett Locher, who is willing to reimb for one veh payment i

Service Dept. Review

1. Replaced brake master cylinder and bled system

call back in 5 to 10 min. RCAS agreed.

Created by ZME538N at 2014-03-03 14:22:42

Created by ZME538N at 2014-03-10 12:23:28

C STATES THE FOLLOWING:

f under \$500. RCAS agreed.

METHOD OF CONTACT: NOT SPECIFIED

Service Dept. Review

2. Complete

Case Summary:

Created by ZME538N at 2014-02-20 08:34:00

Created by ZME538N at 2014-02-24 12:35:03

C'S EMAIL ADDRESS: LNIEVES@HEALTHFIRST.ORG

IS THIS VEHICLE COVERED FOR ROADSIDE.

RCAS received fax and attached to case regarding missing RO.

Service Dept. Review

3. Resecured

c had a back order Master cylinder, veh was fixed. C wanted to have the veh re

CRR-JC RESPONSE:

NO OPEN RECALLS

RCAS calling C on [REDACTED] @ 9:38 am est. Spoke with C. C would rather have

RCAS received incoming call from C. C is not happy at all. C does not feel sa

RCAS resending in a copy of RHR for completion.

Service Dept. Review

4. Complete

an Altima at this point. c is not happy at all with the veh in question. RCA

Created by ZME538N at 2014-03-03 14:34:55

CRR-JC VERIFIED ADDRESS, VIN, AND PHONE NUMBERS. C DID NOT PROVIDE MILEAGE.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,994

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,995

REQUESTED BY: lattad

CAR ID: CA5224154

DEAR MR. NIEVES,

fe in the veh and does not wish to take it back to FL as C does not trust the purchased, request was denied. C will be obtaining legal action.

Service Dept. Review

Created by ZEM180N at 2014-03-25 07:57:04

Created by ZZT176N at 2014-03-07 07:37:40

CRR-JC REC'D EMAIL 303709 CREATED: 1/26/06 11:06 AM MAIL READ;

ne month veh payment for all the troubles that C has had with the dlrshp. C ag

RCAS calling C on [REDACTED] @ 4:34 PM EST. Spoke with C. RCAS adv C that the

S adv that after being told for 3 weeks the part is on B/O and all of a sudden

Service Dept. Review

THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. AND ALLOWING US

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

ARBS note the following:

reed to this stating it is a start. RCAS questioned C if the veh was finance t

re is no update as of yet. RCAS is hopeful for one soon. Call ended mutually

Service Dept. Review

THE OPPORTUNITY TO BE OF ASSISTANCE. WE APOLOGIZE FOR THE DELAY IN RESPONSE.

the part comes in. RCAS adv C that since RCAS is NNA sometimes is able to go

about different ways to get parts. RCAS knew C needed to get home and wanted

hrough NMAC c stated yes. RCAS went on to explain that will get a hold of the

IF YOUR VEHICLE IS INOPERATIVE DUE TO THE FAILURE OF A WARRANTED PART, TOWING

. Making follow up for 3/4

Review delay due to closed monday due to ice, and internet issues.

Service Dept. Review

SSA-EM documenting C's comments (C = Laura) via Twitter

C: @NissanSupport - Help! My dad's 2013 #NissanSentraSV has been 2 the shop 4x

Created by ZME538N at 2014-03-03 14:55:38

documents needed to have the veh payment reimb. C agreed. Call ended mutual

Service Dept. Review

SERVICE TO THE NEAREST AUTHORIZED NISSAN DEALER IS COVERED FOR 36 MONTHS OR

to get the veh repaired ASAP for C. C is wanting to have the veh repurchased

Vehicle purchased in FL

36,000 MILES, WHICH EVER COMES FIRST.

ly.

RCAS received incoming call from C asking regarding the cracked console. RCAS

Residence in NY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,996

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,997

REQUESTED BY: lattad

CAR ID: CA5224154

Service Dept. Review

Why do you want to return the vehicle to Nissan North America?: C feels unsafe w/ Master cylinder issues, since he purchased it in Oct.2013

2 brake light and slip lights on, 2 repairs

adv still needs to speak with the SM regarding this. C understood. call ended

IF YOU HAVE ANY FURTHER COMMENTS OR CONCERNS, PLEASE FEEL FREE TO E-MAIL US

in the veh, and no longer trusts the veh.

RCAS spoke with SM Jim regarding case and will fax over copies of the RO's ASA

Service Dept. Review

SSA: @Imigno Hi Laura, we'd like to look into your father's concern. Can you p

25 days down due to part delay

AGAIN OR CONTACT OUR CONSUMER AFFAIRS DEPARTMENT AT 1-800-647-7261.

d mutually.

please follow us & DM his VIN, phone # & servicing dealer? Thanks!

P. call ended mutually.

Service Dept. Review

* Where is the vehicle currently?: Nissan of Garden City

Created by ZJS111N at 2014-03-03 15:08:07

Created by ZME538N at 2014-02-25 14:45:33

Created by ZZT176N at 2014-03-07 07:37:55

C: The dealership ended up having the car for over 3 weeks. Apparently they ha

Service Dept. Review

SINCERELY,

* Where was the vehicle purchased?: Reed Nissan

ARBS note based on the rhr provided and a good faith review of the c concerns,

d to take a master cylinder from new car to replace it. Honestly

JUAN C.

rcas-jonathon spurling assisting

RCAS sent email to SM-Jim Lennon (Garden City) asking for RO's to be faxed ove

Service Dept. Review

* Was it purchased new or used?: New

C: My dad is in his 70s and doesn't feel safe in the car, much less driving it

CONSUMER RELATIONS REPRESENTATIVE

* Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?

it doesn't appear that the vehicle has had an unreasonable number of repair a

r

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,998

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1,999

REQUESTED BY: lattad

CAR ID: CA5224154

Service Dept. Review

back to FL. We've escalated it b/c we want to replace the car.

If so, document names of dealers/retailers?: Reed Nissan and Nissan of Garden

NISSAN NORTH AMERICA, INC.

@02/07-ZJC466N

RCAS calling Reed Nissan spoke with heather who will be faxing over a copy of rce to proceed with processing of RHR

Service Dept. Review

ttempts.

ARBS note NNA will continue to honor the terms and conditions of all applicabl

C: I'm happy to deal w/this if it's easier. You can reach me at [REDACTED]

City

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

rcas completed and submitted RHR

Service Dept. Review

the RO shortly. Thanked for assistance.

AN OF GARDEN CITY, SM [REDACTED]

But for a new car to have this many issues is unacceptable.

Created by 12345678 at 2014-03-04 08:08:39

Created by ZME538N at 2014-02-26 07:32:35

e warranties

RCAS called Reed Nissan and Spoke with ASM who will be faxing over copies of R

Service Dept. Review

Can the vehicle be driven? If not, why?

Created by ZME538N at 2014-03-07 11:48:25

C:VIN#3N1AB7APXDL [REDACTED] you can reach him @ [REDACTED]. He purchased the car i

***DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for re

O's from the dlrshp including time stamps. Thanked for assistance.

RCAS sending email to CSM Cristin Adinolfi and FOS Rhonda Calico adv of the RH

Service Dept. Review

Created by ZME538N at 2014-02-21 13:07:46

n Florida, but had the issues when they drove up to NY.

RCAS checked RO's, All RO's for Nissan of Garden city are attached. When spok

RCAS sumbitting check for the balance left for 1 month payment

The date the vehicle became inoperable (if applicable): no, because SM told c
view.

Created by ZME538N at 2014-03-04 14:39:16

e with Reed Nissan adv that RO's are state inspection and PDI. Did not fax ove

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,000

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,001

REQUESTED BY: lattad

CAR ID: CA5224154

****GOODWILL REIMBURSEMENT****

RCAS calling Reed Nissan to get a copy of RO's spoke with C's spoke with SA wh
SSA: Hi Laura, our department only works across social media platforms. If heb
that veh is dangerous to drive and veh has been in the dlr since january 29, 2
014

o states will have faxed over ASAP. Thanked for assistance.

r.

RCAS calling C on [REDACTED] @ 4:35 pm est. Spoke with C. RCAS adv no RHR an
SSA; have him call 1-(800)-NISSAN-1 between 7am-7pm CST Monday-Friday. Have a
THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

Approved by: TL Brett Locher

ASK:

good rest of the day. Take care! (2/2)

RCAS received fax from Reed Nissan and attached to case.

RCAS sending RHR to be completed.

swer as of yet. RCAS apologized. RCAS adv C will call tomorrow with any updat

C IS ELIGIBLE FOR 1 MONTH

C: Ok, thanks. Hope they can help

Created by ZME538N at 2014-02-26 08:33:22

es. C is not happy but understands. Call ended mutually. Making follow up

Is the part needed due to a warrantable failure? yes

RCAS calling C on [REDACTED] @ 2:02 pm est. Spoke with C, to find out how th
alternate# [REDACTED]

C:" Hi, this is the same # he's already spoken with and hasn't resulted in a s
e repair went C does not have the veh and was not notified if the veh had been
for 3/5

RCAS calling NMAC and spoke with Shelonda who is looking up the VIN number to
VEH PAYMENT REIMBURSEMENT ONLY.

Created by ZME538N at 2014-03-05 14:46:10

email: [REDACTED]

olution

PAYMENT: \$209.84-202.84= 6.00

repaired. RCAS asked C if RCAS could call back in 5 min.

see how much the payment is per month. will be faxing over doc to 615-984-5592

crr-ma advised c that file will be transferred to rcas for review.

RCAS calling C on [REDACTED] @ 4:40 pm est. RCAS spoke with C. RCAS apologize

RCAS calling dlrsdp and spoke with SA Kevin and asked if the veh is completed.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,002

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,003

REQUESTED BY: lattad

CAR ID: CA5224154

. RCAS Was adv will be receiving between 2 and 4 hours. Thanked for assistan
SSA: We see your case was carefully assessed by Consumer Affairs who have take
TOTAL AMOUNT: \$6.00

ce. Call ended mutually.

crr-ma advised c to expect a call within the next business day.

d that there is no answer as of yet. C is very upset as C was told 10 business

Mailing Address verified:

n many factors into consideration regarding this matter. (1/2)

Veh has not been completed as of yet. RCAS questioned as RCAS was told SA was
1844 RACHELS RIDGE LOOP

Created by ZME538N at 2014-02-26 14:18:40

c understood.

days. RCAS adv the case is with the ARBS department and waiting on an update

pulling the part from the veh. RCAS learned this was put on hold. RCAS thank

Unfortunately we're not in the position to overturn the decision made. Please

crr-ma offered further assistance, c declined.

. C understands and is becoming very upset over the matter of waiting. RCAS ap
ed for assistance.

RCAS-ME SUBMITTING CHECK REQUEST

RCAS noting received and attached fax from NMAC RCAS submitting check for 1 mo
reach out to them directly with any questions. (2/2)

Created by ZME538N at 2014-03-07 12:07:32

crr-ma provided name, ext and file number.

nth veh payment.

ologized and adv will be calling C on 3/6 in hopes of an answer. Call ended m

RCAS called C and adv that RCAS is sorry that this was put off and was longer

crr-ma leaving file open, transferring resp to rcas.

****GOODWILL REIMBURSEMENT****

RCAS calling C on [REDACTED] @ 1:49 pm est. Spoke with C. RCAS Adv that the ch
than 5 min. But RCAS is working in the back ground to do all that RCAS can do
utually.

Created by ZHL167N at 2014-03-06 15:06:00

Created by ZMA178N at 2014-02-17 12:46:22

eck for 6.00 the difference of the payment and the check issued. RCAS adv tha

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

to assist C and would like to call C again by the end of the business day. C

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,004

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,005

REQUESTED BY: lattad

CAR ID: CA5224154

Approved by: Brett Locher

rcas-lah assisting rcas michelle ebert placed outbound call to c 3/6/14@(917) the backordered part notification email has been sent to the RCAS.

t the RHR that c has requested is denied. C states this is unacceptable. C go understood, but is not happy. Call ended mutually.

██████████ @4:53p and spoke with c. rcas reviewed case with c.

C IS ELIGIBLE FOR 1 MONTHS VEH PAYMENT REIMBURSEMENT ONLY.

Created by ZMA178N at 2014-02-17 12:46:30

es on to states nothing Nissan is willing to give c for the time C had spent d RCAS email FOS Rhonda Calico and FOM Scott Cairo regarding the update with the case.

own. RCAS adv there are no recommendations that were given. C is not happy, R

PAYMENT: \$202.92

rcas advised that a decision has not been made and will be available on 3/7/14

Vehicle Concern

CAS apologized. C states will have to get attorney to get what C deserves fro

Created by ZME538N at 2014-02-18 13:50:18

. c states that c has been inconvenienced not to mention that c's life was in

RCAS email GM Ramzey to get the inside story on the case and why this was stop

TOTAL AMOUNT: \$202.92

danger and c has been stuck in NY for the past 3 weeks.

Mailing Address verified:

m this. RCAS understood. C stated no longer wishes to speak of this and will h

ped. GM will do what can to assist RCAS with the repair and will be in touch

RCAS calling C on ██████████ @ 3:22 pm est. Spoke with C. C states spoke wit

1844 RACHELS RIDGE LOOP

by the end of the business day. Thanked for assistance.

ear from attorney. RCAS wished C a good day. Call ended.

h C and adv that there is no ETA as of yet. veh was leased in Oct and as broug

rcas apologized. c wants to know the delay. rcas advised that nna was gatherin

Created by ZME538N at 2014-02-21 13:27:27

g information from dlrshp and case is currently being reviewed by the appropri

ht into dlrshp a week later and the brake light was on, no problems found. C s

OCOEE, FL 34761

RCAS sending denial letter correspondence.

ate dept.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,006

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,007

REQUESTED BY: lattad

CAR ID: CA5224154

RCAS-ME SUBMITTING CHECK REQUEST

RCAS received email from GM Ramzey stating the veh is currently being repaired
tates this has happened 3 different times until the master cylinder was diag.
and all is taken care of on the dlrshp front. Thanked for assistance

Case Summary:

C asked regarding what can NNA do for my inconvenient right now. RCAS adv C w

Created by ZME538N at 2014-02-26 14:19:39

c states that c's wife received the check for reimbursement on payment and the
c had a back order Master cylinder, veh was fixed. C wanted to have the veh r
ill look into see what can be done. C stated several times will be going back
payment was incorrect. c states another example how nissan could care a less
RCAS email FOS and FOM regarding update

RCAS making request for RCAS Paula L not to close case as waiting on pending R
about c.

Created by ZME538N at 2014-02-21 14:28:47

epurchased, request was denied. C will be obtaining legal action.

HR.

to FL on 2/20. RCAS adv will call on or before 2/21 C agreed. C is wanting
and rcas would have rcas-me resubmit for the difference. rcas advised follow

Created by ZME538N at 2014-02-27 14:41:57

Created by ZME538N at 2014-03-07 12:10:49

RCAS calling C on [REDACTED] @ 4:23 pm est. Spoke with C and asked if the dlrs
the veh repaired now as the veh is unable to go anywhere. C is wanting anothe
hp called C stated no. RCAS apologized and adv someone will be calling C, as
RCAS adding to memos that RCAS Paula L not close case as pending denial letter
RCAS calling C on [REDACTED] @ 4:34 pm est. Spoke with C. RCAS adv C that the
r veh. RCAS adv that the process can take up to 10 business days and RCAS wil
up for 3/7/14.

check has been approved. C is grateful for this. C states that the the gear s
I call C on 2/21 with updates. C wants to be called sooner if possible as C w
rcas thanked c and ended call mutually.

the veh is being repaired. RCAS adv will call on 2/24 to see how the veh is.

C agreed but is very upset over all of this. call ended mutually.

Created by ZME538N at 2014-03-07 12:37:24

Created by ZZT176N at 2014-03-07 06:59:08

hifft console was cracked when the Master cylinder was replaced. C did take thi

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,008

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,009

REQUESTED BY: lattad

CAR ID: CA5224154

ill be back in FL as vacation has already been extended due to the veh. Call e
ARBS notes the following repair history per CPIA, ROs, RHR:

Created by ZME538N at 2014-02-24 08:32:09

ended mutually.

RCAS received incoming call from C. C wanted to state that NNA is not willing
s to the attention of SA mike, this is who C has been dealing with. RCAS aske
12/11/13 @ 1,670 miles 1

d if C spoke with the SM. C stated no. RCAS adv will look into this with SM t
he line.

RCAS sending email to FOS Rhonda Calico asking for assistance with the veh and
to give C any compensation for being stuck in NY for the time C was waiting o

Concerns:

Created by ZME538N at 2014-02-24 09:29:22

n the RHR. RCAS adv ARBS did not give any recommendations. RCAS adv that the
o see what can be done. C understood. RCAS adv will call C back on 3/3 C agre
transportation to FL.

1. Brake light and slip lights are on

check has been approved and will be received between 2 and 4 weeks, and C will

Created by ZJS111N at 2014-02-27 16:34:48

Created by ZME538N at 2014-02-18 13:58:05

RCAS calling dlrshp veh was picked up on Saturday. Thanked for assistance.

Actions:

be receiving a denial letter in the mail. C understood. Call ended mutually

Created by ZME538N at 2014-02-20 06:17:39

RCAS calling C on [REDACTED] @ 11:06 am est. Spoke with C. C was called on Fr
rcas noting that rcas unable to process RHR

1. Topped off brake fluid. Reset lights

iday to have the veh picked up. C picked up the veh on Sat. When C picked up
rcas noting that RO 562646 is missing

RCAS received email from SM-Jim who is on vacation. Tommy is working on the ve
01/29/14 @ 3,478 miles 28

Created by ZME538N at 2014-02-28 09:36:21

Created by ZME538N at 2014-03-10 08:32:34

h please call the dlrshp and have Tommy inform of what is going on. Thanked fo
the veh the trim on the front was hanging off. C had to wait 45 min. C is not

Concerns:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,010

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,011

REQUESTED BY: lattad

CAR ID: CA5224154

happy with the dlrshp at all. RCAS adv C that RCAS understands as this could
r assistance.

RCAS calling dlrshp to get missing RO sent over SM - Jim Lennon will be sendin
RCAS corrected address that was changed on account to match where C lives in F

1. Brake light and slip light stay on

Created by ZME538N at 2014-02-20 07:28:21

g over the RO ASAP. Thanked for assistance.

L. Added name to letter and reattached to case. Sending correspondence to be
of been handled much better than it was and apologized. C stated is on way t

2. Perform LOF

Created by ZME538N at 2014-03-03 08:09:29

o the dlrshp currently and will call RCAS back as soon as C has an updated on
RCAS calling dlrshp spoke to SA Omar who is assisting in SM's absence. The dlr
sent.

3. Check splash guard in front is missing fastener

Created by ZMS866N at 2014-03-10 12:22:16

RCAS calling dlrshp on 5164834400 @ 9:53 am est spoke with SM Jim
shp is pulling the part from the veh and should be repaired today for C to go
the veh. RCAS adv if does not hear from C will call back @ 3:00 C agreed. Cal

4. Perform MPI

back to FL. RCAS thanked for assistance.

Created by ZME538N at 2014-03-03 14:12:17

I ended mutually.

MT MS received request for letter to be mailed to the customer. MT MS mailing

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,012

REQUESTED BY: lattad

ROOT CAUSE: NI

SCIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,014

USERID:

USERID:

USERID:

USERID:

USERID:

CHECK REQUESTED: Y

CHECK ISSUED: Y

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,015

TIME: 9:19:07 AM

CAR ID: CA5224154

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MQNI00302858	3109 New York	6/18/2005	06/18/09	0060000	01/01/01	01/01/01
2	MTNH01393767	5036 Florida	10/5/2013	10/05/16	0045009	01/01/01	01/01/01
3	RCNK06684334	5036 Florida	10/5/2013	10/05/16	0040000	01/01/01	01/01/01
3		5036 Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,016

MODEL YEAR:

VIN: 3N1AB7APXDL [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,017

REQUESTED BY: lattad

CAR ID: CA5224154

CURRENT SERVICE CONTRACT

CONTRACT: MQNI00302858

OWNER NAME: ,

PLAN TYPE: Q

PLAN TERM: I

DEDUCTABLE: 0

EFFECTIVE: 6/18/2005

EXPIRES: 06/18/09 **MILES:** 0060000

CANCEL: 01/01/01 **MILES:** 0060000

TRANSFER: 01/01/01

TRANSACTION: 06/29/05

PRINTED: 07/02/05

DEALER NO: 3109 **STATE:** NY

DEALER NAME: PREMIUM NISSAN, LTD.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,018

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,019

REQUESTED BY: lattad

CAR ID: CA5224154

CURRENT SERVICE CONTRACT

CONTRACT: MTNH01393767

OWNER NAME: [REDACTED]

PLAN TYPE: T

PLAN TERM: H

DEDUCTABLE: 0

EFFECTIVE: 10/5/2013

EXPIRES: 10/05/16 **MILES:** 0045009

CANCEL: 01/01/01 **MILES:** 0045009

TRANSFER: 01/01/01

TRANSACTION: 10/23/13

PRINTED: 10/26/13

DEALER NO: 5036 **STATE:** NY

DEALER NAME: NISSAN OF GARDEN CITY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,020

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,021

REQUESTED BY: lattad

CAR ID: CA5224154

CURRENT SERVICE CONTRACT

CONTRACT: RCNK06684334

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: K

DEDUCTABLE: 0

EFFECTIVE: 10/5/2013

EXPIRES: 10/05/16 **MILES:** 0040000

CANCEL: 01/01/01 **MILES:** 0040000

TRANSFER: 01/01/01

TRANSACTION: 10/23/13

PRINTED: 10/26/13

DEALER NO: 5036 **STATE:** NY

DEALER NAME: NISSAN OF GARDEN CITY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,022

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,023

REQUESTED BY: lattad

CAR ID: CA5224154

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,024

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,025

REQUESTED BY: lattad

NAME: , **SC:** NONE **CAR ID:** CA5224888
STREET: **VIN:** 1N4BA41E65C [REDACTED]
CITY: **YR/MDL:** **MILEAGE:** 15000
ST/ZIP: TN **VCAN:** **IN SVC DATE:**
DAY PH: **PAID:** **RTL DLR:** 3562 COOKEVILLE NISSAN
EVE PH: **SUSP:** **SVC DLR:** 3562 COOKEVILLE NISSAN
DLR PH: 931 528 7715 **DENY:** **RESP DLR:** 3562 COOKEVILLE 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 Preowned **MILES:** 15000 **# NISSAN/INFINITI VEHICLES:**
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: **MILES:** **(PT) MONTHS:** **MILES:**

ORIG CODE: NI NI **OPEN DATE:** 01/01/01 **XFER/RSPNSBLTY:** 34 04 I
CONTACT (S): **FOLLOWUP DATE:** **INF-NET (Y/N):**
SEVERITY: N **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	185500 CARPET/FLOORMAT
OC NISSAN DEALER ISSUES	206000 MAXIMA
OF NNA., INC. ISSUES	222500 SERVICE PERSONNEL (NISSAN)
AU INTERIOR (NON-ELECTRIC)	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YP PARTS AVAILABILITY (BACKORDER)
BF NSN DEALER SERVICE DEPT.	YX POOR OR IMPROPER OPERATION
BO TIRE/WHEEL	YY POOR SERVICE EXPERIENCE
	ZH CRITICISM
	ZZ LACK OF FOLLOW-UP/NEVER CONTACTE

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,026

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,027

REQUESTED BY: lattad

CAR ID: CA5224888

C. A. R. COMMENTS

C STATES WIL CONTACT SERVICE DEPT AND CALL RCAS BACK IF ANY FURTHER
FILE OPENED-ZVE966N 02/07/2006

FOLLOW-UP IS DUE ON OR BEFORE

NO PREVIOUS FILES

01/19/06

ASSISTANCE IS NEEDED.

CRR-VE VERIFIED C NAME/ADDRESS/VIN/MILEAGE/DAY & EVE PHONES/RESP DLR

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

00/00/00

CRR INFORMED NO OPEN RECALLS

@02/07-ZVE966N

CUSTOMER.

RCAS CLOSING FILE PENDING C CALL BACK.

@02/27-ZSB659N

00/00/00

OPEN

PLEASE REVIEW

CRR RECEIVED CALL FROM C THAT STATES FOLLOWING:

PB011

C HAD A FLAT TIRE AND CALLED TRIPLE A TO ASSIST C WITH REPAIR.

MAXIMASEATHARNESSENTB05116

C STATES WAS TOLD BY AAA NOT TO DRIVE THE DOUGHNUT PUT ON VEHICLE MORE THAN
50 MILES.

C STATES HAS TO DRIVE 50 MILES TO GET THE TIRE THAT WAS ORDERED FOR VEHICLE.

C STATES THERE SHOULD BE A SPARE AND A TIRE TO MATCH WHAT IS ON THE VEHICLE

C STATES HAS TO DRIVE 50 MILES TO GET A TIRE, AS THERE IS NONE IN STOCK

CLOSE TO C.

C STATES ALSO THERE IS A STAPLE IN THE CARPET STAPLED ON TOP THAT CAN BE

SEEN, C HAS INFORMED DLR AND WAS TOLD BY SALES MANAGER (MORGAN WEST) SM

WOULD CHECK INTO THIS, BUT TO DATE NOTHING HAS BEEN DONE

@02/07-ZVE966N

C IS REQUESTING THAT SOMETHING BE DONE TO THE CARPET AND PROVIDED A SPARE

TIRE TO MATCH WHAT IS ON VEHICLE.

CRR INFORMED C CRR WILL FORWARD FILE TO RCAS TO ASSIST WITH CONCERNS AND EITHE

C UNDERSTOOD

CRR PROVIDED C WITH NAME, EXT, FILE NUMBER, THANKED C AND ENDED CALL

CRR FORWARDED FILE TO AN RCAS FOR FURTHER HANDLING.

@02/07-ZVE966N

C IS STILL WAITING FOR FOLLOW-UP FROM RCAS-SB. CRR-NT INFORMED CUST THAT EMAIL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,028

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,029

REQUESTED BY: lattad

CAR ID: CA5224888

WILL BE SENT TO RCAS AND FOR C TO CALL BACK IF FOLLOW-UP HAS NOT BEEN RECIEVED
BY 2/28/2006. @02/23-ZNT296N

CRR-NT PROVIDED NAME,EXT AND FILE NUMBER @02/23-ZNT296N

ID: 331683 CREATED: 2/23/06 4:37 PM

EMAIL READ

C STATES:

I HAD A COMPLAINT ON FEB 6, 2006 AND SPOKE WITH SOMEONE ABOUT IT AND I WAS
SUPPOSE TO GET A PHONE CALL THE NEXT DAY. TODAY IS FEB. 23 AND I STILL HAVE'T
HEARD FROM ANYONE.IS ANYONE LISTENING DOES ANYONE CARE? CATHIE HACKER

CRR-NW RESPONSE:

DEAR CATHIE HACKER,

THANK YOU FOR YOUR EMAIL TO NISSAN NORTH AMERICA, INC. WE APOLOGIZE FOR THE
DELAY IN RESPONSE.

IN REGARDS TO THE ISSUE THAT IS DESCRIBED IN YOUR EMAIL, WE DO APOLOGIZE FOR
ANY INCONVENIENCE THAT THIS MAY HAVE CAUSED YOU AT THIS TIME. @02/24-ZNW230N
YOUR FILE (#5224888) HAS BEEN UPDATED AND IS CURRENTLY BEING WORKED ON BY A
SPECIALIST. PER NOTES ENTERED IN YOUR FILE ON 2.23.06 YOUR SPECIALIST WILL BE
IN CONTACT WITH YOU BY 2.28.06.

IF YOU HAVE ANY FURTHER QUESTIONS OR COMMENTS PLEASE CALL 1800-647.7261
(OPTION #0) TO SPEAK WITH YOUR FILE MANAGER. PLEASE REFERENCE ABOVE MENTIONED
FILE NUMBER.

SINCERELY,

NAKISHA WINBUSH

CONSUMER RELATIONS REPRESENTATIVE

NISSAN NORTH AMERICA, INC

EMAIL SENT TO RCAS

@02/24-ZNW230N

RCAS CONTACTED DLR SPOKE TO SA-LESTER STATES C HAD VEH TO DLR TODAY (2/24)

SA STATES NOT AWARE OF C CONCERNS, SA VERIFIED ON R/O C DID NOT ADVISE

DLR OF C CONCERNS.

RCAS CALLED C

@02/27-ZSB659N

C STATES NOT HAPPY WITH SPARE TIRE THAT CAME WITH VEH. C STATES FELT THAT
VEH SHOULD HAVE CAME WITH REGULAR SIZE TIRE, AND NOT SPARE.

C STATES THAT DLR HAS TIRE ADVANTAGE PROGRAM, AND C HAVE CONTACTED SALES
MANAGER FOR REVIEW FOR REIMBRUSEMENT FOR TIRE.

RCAS ADVISE C THAT SA IS NOT AWARE OF C CONCERNS WITH CARPET, AND ADVISED
C TO TAKE VEH BACK TO DLR TO INSPECT VEH.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,030

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,031

REQUESTED BY: lattad

CAR ID: CA5224888

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N		ACTION CODE: NI	ROOT CAUSE: NI
CALLBACK:		DATE: 00/00/00	USERID:
REOPEN:	CALLBACK:	DATE: 00/00/00	USERID:
	NEW INFO:	DATE: 00/00/00	USERID:
	OTHER:	DATE: 00/00/00	USERID:
	COMMENTS ONLY:	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:	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,032

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,033

CAR ID: CA5224888

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR:

MAKE: N

MODEL LINE:

NAME: ,

VIN: 1N4BA41E65C [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3562	Tennessee					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,034

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,036

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,037

REQUESTED BY: lattad

NAME: , HUGHES,DEB(SC: NONE CAR ID: CA5239104
STREET: [REDACTED] VIN: 1N4AB7AP9DN [REDACTED]
CITY: FRANKLIN SQUAR YR/MDL: 2013.0 SEN MILEAGE:
ST/ZIP: NY [REDACTED] PA VCAIN SVC DATE:
DAY PH: [REDACTED] PAIRTL DLR: 2291 MAROONE NISSAN OF DELRAY
EVE PH: [REDACTED] SUSSVC DLR: 5036 NISSAN OF GARDEN CITY
DLR PH: 2 516 483 4400 DENRESP DLR: 5036 NISSAN OF GARDEN CITY
REGION: 2 26 DIST: SL/SV/PT: 02 02 32 NP NP NP

LETTER RECEIVED: 00/00/00 02/18/14 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:
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: New Preowned New x Preowned MILES: 001800 33000
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 02/19/14 XFER/RSPNSBLTY:
CONTACT (S): FOLLOWUP DATE: 03/28/14 INF-NET (Y/N):
SEVERITY: 9 N CLOSE DATE: 01/01/01 03/27/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OF NNA., INC. ISSUES 204500 ALTIMA
AD BRAKES YX POOR OR IMPROPER OPERATION }
AZ NISSAN PRODUCT INQUIRIES ZR GENERAL INQUIRY
BG POWERTRAIN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,038

REQUESTED BY: lattad

VIN: 1N4AL11D75C [REDACTED]

MILEAGE: 001800 33000

RTL DLR: NI NI

SVC DLR: NP NP

RESP DLR: NP NP

SENT TO LEGAL: N (Y/N)

NISSAN/INFINITI VEHICLES: 2

MILES: 0

XFER/RSPNSBLTY: 26 02 N 2 NP I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,039

REQUESTED BY: lattad

CAR ID: CA5239104

C. A. R. COMMENTS

8:53 am

FILE OPENED-ZDC232N 02/21/2006

Lease Buyout/Payoff (3/27/14) \$21,692.28

*****MAIL FILE LOGGED*****

C STATES THAT C WENT ON A TRIP TO GEORGIA AND WHEN C WAS 1200 MILES AWAY C
NO PREVIOUS FILES FOUND

On FedEx vehicle for delivery

Total Repurchase \$25,455.85

COULD HEAR KNOCKING NOISE FROM THE VEH.

Created by VCA449N at 2014-03-14 09:33:57

GARDEN CITY, NY

LETTER REC'D 02/21/06 ADDRESSED TO NNA-CA SENT VIA REG MAIL ON 02/15/06

ARBS-CA sent offer letter to ATTY via email

Created by VCA449N at 2014-03-10 09:08:57

C STATES C TOOK THE VEH TO MAROONE NISSAN AT DELRAY BEACH, FL.

>>>>>FORWARDING FILE TO CRR-VK FOR FURTHER HANDLING<<<<<<< @02/21-ZDC232N

ARBS-CA received email from ATTY

Created by 12345678 at 2014-03-14 12:53:59

CRR-MS CHECKED THE LETTER MAILED BY C.

C STATES THAT C WAS INFORMED THAT THE BOTTOM OF THE VEH HAD RUSTED AND

Chad,

CRR-MS MADE AN OUTBOUND CALL AND SPOKE TO C.

DRTS KP received and attached the title application from dealer 5036.

IT WAS UNSAFE FOR C TO DRIVE THE VEH.

Created by VCA449N at 2014-03-19 06:20:41

C STATES THAT DLR INFORMED C THAT C CAN TRADE IN THE VEH AND THAT C WILL

I'm in receipt of Nissan's \$3,500 offer. This one pretty clearly meets LL req

ARBS-CA received signed offer letter

RECEIVE ONLY \$ 5000.00 FOR THE MAXIMA.

uirements. Over 30 days for a combined serious brake problem (the pedal went

all the way down but the car didn't stop), and a transmission replacement. Mr

Created by VCA449N at 2014-03-19 06:22:16

C STATES THAT AS C HAD TO DRIVE THE VEH BACK HOME C TRADED IN THE VEH FOR A
ALTIMA.

ARBS-CA requested copy of registration

s. Hughes is demanding statutory repurchase along with attorney fees. Please

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,040

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,041

REQUESTED BY: lattad

CAR ID: CA5239104

advise.

Created by VCA449N at 2014-03-24 07:30:12

C STATES THAT WHEN C CAME HOME C RECEIVED A LETTER STATING A RECALL ON THE

ARBS-CA received copy of registration

Eugene Krukus, Esq.

SUB FRAME.

Created by VCA449N at 2014-03-10 09:09:31

Created by VCA449N at 2014-03-24 07:30:37

C THEN KNEW THAT THE KNOCKING NOISE WAS DUE TO THE RECALL AND C GOT ONLY

\$ 5000.00 FOR THE MAXIMA.

ARBS-CA check payoff with NMAC

ARBS-CA notes 3 repair attempts and 35 days down, not 25

C FEELS THAT C WAS CHEATED BY NISSAN DLR AND WANTS ASSISTANCE FROM NISSAN.

Chad b

Created by VCA449N at 2014-03-10 09:11:44

ARBS-CA sent reply email to aTTY

CRR-MS ASKED C IF THE DLR INFORMED C ABOUT THE RECALL ON THE VEH.

The information below is still correct.

C STATES THAT THE DLR ONLY MENTIONED THAT THE DLR WILL PAY C \$ 5000.00 AND

NNA will offer \$5,000.00 inclusive of attorney fees.

Thanks!

Created by VCA449N at 2014-03-24 07:40:36

OR

TOOK THE MAXIMA WHICH C DID NOT LIKE.

ARBS-CA sent check request to ARBS-SUP

CRR-MS ADVISED C THAT CRR-MS WILL FORWARD FILE TO AN AGENT FOR FURTHER

-NNA will offer to repurchase the vehicle.

ARBS-CA requested check in the amount of \$3763.57 payable to C and ATTY

ASSISTANCE AND THAT C WILL RECEIVE A CALL BEFORE THE END OF THE NEXT BUSINESS

If your client elects to accept the repurchase, NNA will need the following

ARBS-CA requested check in the amount of \$21692.28 payable to NMAC

DAY.

information:

1. Copy of the vehicleb

Created by VCA449N at 2014-03-27 07:35:52

C UNDERSTOOD.

2. Lien holder information

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,042

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,043

REQUESTED BY: lattad

CAR ID: CA5239104

ARBS-CA notes sent Morley case 210203 via FedEx 798352702966

CRR-MS PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION.

a. Physical address or overnight address of lien holder

ARBS-CA closed case

C THANKED AND ENDED CALL.

@03/02-ZMS925N

b. 30 day lien payoff

CRR-MS NOTES THAT C COULD NOT UNDERSTAND CRR CLEARLY AND COULD NOT HEAR CRR.

@03/02-ZMS925N

c. Per diem amount (amount of interest the customer pays daily on account)

CRR-MS SENT AN EMAIL TO TL-TS FOR APPROVAL.

@03/03-ZMS925N

d. Account number

Please let me know your clientb

TL-TS APPROVING FILE TRANSFER TO CORE GROUP.

@03/03-ZTS910N

Created by VCA449N at 2014-03-12 09:24:49

CRR-MS FORWARDED FILE TO CORE GROUP FOR FURTHER ASSISTANCE.

@03/03-ZMS925N

ARBS-CA received reply from ATTY

SR-AP FORWARDING FILE TO CRR-YJ FOR FURTHER HANDLING, EMAIL SENT

@03/06-ZAP758N

Chad,

CRR YJ LEFT VMX FOR C INFORMING C THAT FILE WOULD BE FORWARDED TO AN RCAS

She'll do the repurchase along with \$1,750 in attorney fees. Please confirm.

Assuming that's ok, her account # from NMAC is [REDACTED]. Do you need her t

FOR REVIEW. CRR YJ INFORMED C THAT AN RCAS OR DLR WILL CALL THE C IN 24 BUS

HRS

@03/10-ZYJ697N

o request the payoff letter or can NNA request it?

I will follow up with the Registration card.

RCAS-YC IN REVIEW OF FILE, BAD DLR LETTER SENT TO C. RCAS CLOSED FILE.

@03/14-ZYC282N

Created by VCA449N at 2014-03-12 09:25:12

11/19/13 517 miles

ARBS-CA requested payoff from NMAC

ARBS-CA requested sales docs and invoice

--C states hears noise when braking / hears thumping noise when driving

----Dlr replaced rear brake wheel cylinders / tech could not duplicate thumpin

DRTS KP called dealer 5036 to request the sales document and title application

. Frank G. - sales manager , will fax.

g noise / Dlr replaced left rear wheel cylinder due to defective tread

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,044

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,045

REQUESTED BY: lattad

CAR ID: CA5239104

2 days down

Created by 12345678 at 2014-03-12 10:17:24

11/22/13 561 miles

DRTS KP attached the vehicle invoice.

Created by 12345678 at 2014-03-14 06:44:58

se when accelerating and braking

----Dlr replaced master cylinder / tightened and torque bolts

DRTS KP received and attached the sales document from dealer 5036.

22 days down

Created by VCA449N at 2014-03-14 09:16:15

01/14/14 1412 miles

Customer Name: [REDACTED]

Account Number: [REDACTED]

--C states vehicle runs poorly, has no power / has to push button more than on

30 Day Payoff amount: 21692.28 good until 3/27/14

ce to start car / car will not always come out of park when shifting

----Dlr replaced transmission / tech found no problem with push start / tech f

Per Diem: N/A

Interest Paid to Date: N/A

ound no problem with shifting concern

11 days down

Monthly Payment: \$350.82

Created by VCA449N at 2014-02-25 08:25:28

Last Payment Received: 3/3/14 for \$350.82

ARBS-CA notes 3 repair attempts and 25 day down due to brakes and transmission

Created by VCA449N at 2014-03-14 09:33:14

Created by VCA449N at 2014-02-25 08:30:03

Down Payment \$610.29

Additional Payments (4) \$1,403.28

ARBS-CA sent offer to ATTY via FedEx 798022972452

ARBS-CA offered \$3,500 inclusive

Attorney Fees \$1,750.00

Created by VCA449N at 2014-03-05 06:41:32

Total Amounts Paid \$3,763.57

9:53 am

Less Usage \$0.00

Delivered

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,046

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,047

REQUESTED BY: lattad

CAR ID: CA5239104

Total Deductions \$0.00

MERRICK, NY

Refund to Customer and Attorney \$3,763.57

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

NP

CALLBACK: 0

DATE: 00/00/00

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: A

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: N

Y

CLOSE DATE: 01/01/01

03/27/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,048

ROOT CAUSE: NI

SCSV

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,049

TIME: 9:19:07 AM

CAR ID: CA5239104

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5036	New York					
0		NP	Para					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,050

MODEL YEAR:

VIN: 1N4AL11D75C [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,051

REQUESTED BY: lattad

CAR ID: CA5239104

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5036

NP

STATE: NP

NY

DEALER NAME: NISSAN OF GARDEN CITY NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,052

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,053

NAME: , GARCIA, ENRIC SC: NONE CAR ID: CA5240814
STREET: [REDACTED] VIN: 3N1AB7AP3DL781689
CITY: RIVERSIDE YR/MDL: 2013.0 SEN MILEAGE:
ST/ZIP: CA [REDACTED] NJ VCAIN SVC DATE:
DAY PH: 0 PAIRTL DLR: 2157 KOEPEL NISSAN INC
EVE PH: [REDACTED] SSSVC DLR: 2372 CHERRY HILL NISSAN, INC.
DLR PH: [REDACTED] 951 571 9300 DENRESP DLR: 2372 CHERRY HILL NISSAN, INC.
REGION: 26 44 DIST: SL/SV/PT: 05 05 35 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 Preowned New x Preowned 62810 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 02/19/14 XFER/RSPNSBLTY:
CONTACT (S): FOLLOWUP DATE: 04/17/14 INF-NET (Y/N):
SEVERITY: 9 N CLOSE DATE: 01/01/01 04/16/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES VF NON-WARRANTY ITEM GOODWILL ASSIS
AI FUEL/INTAKE SYSTEM YP PARTS AVAILABILITY (BACKORDER)
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,054

REQUESTED BY: lattad

VIN: JN1CA31A01T [REDACTED]

MILEAGE: 006299 62810

RTL DLR: NI NI

SVC DLR: 5305 RACEWAY NISSAN

RESP DLR: 5305 RACEWAY NISSAN

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 26 06 I 44 05 N

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,055

REQUESTED BY: lattad

CAR ID: CA5240814

C. A. R. COMMENTS

ARBS-CA notes waiting on return of signed offer letter

ARBS-CA sent offer letter to C via FedEx 798383679757

Created by null at 2014-02-24 11:52:20

c stated c wanted to get a resolution on the case because c is paying for a ve

Customer questions:

FILE OPENED-ZYJ697N 02/22/2006

FOLLOW-UP IS DUE ON OR BEFORE

NO PREVIOUS FILES FOUND

@02/22-ZYJ697N

RCAS calling c @ [REDACTED] @ 3:20 pm est and could not leave vmx

rcas thanked parts, call was ended

SRCAS verified ro's - c's vin doesn't pull up in Host but SRCAS noting that SM

Created by null at 2014-03-12 15:56:15

Created by VCA449N at 2014-04-03 05:59:44

Created by VCA449N at 2014-04-14 05:51:21

CRR VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE # AND RESPON DLR

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

h that c cannot even use.

RCAS called Raceway Nissan at 9515719300 at 1:34 pm EST

RCAS setting follow up 3/4/14

states the only ro besides the one sent to SRCAS is the pdi.

SVC TECH INFORMED C THAT AN AIR FLOW METER WAS NEEDED TO FIND OUT THAT THE

Why does c want to return the vehicle to Nissan North America? brake master c

ARBS-CA received call from customer to review options

ARBS-CA received signed offer letter

CRR CHECKED FOR RECALLS NON FOUND

crr informed c that crr will have the case escalated to rcas sup and c should

CUSTOMER.

PROBLEM WAS NOT WITH THE AIR FLOW SYSTEM BUT COILS NEEDED TO BE REPLACED. C

RCAS called Raceway Nissan at [REDACTED] at 5:06 pm EST.

RCAS looked in HOST part is on CSC order no ETA.

RCAS spoke with Parts Manager Peter and asked the following.

SRCAS emailed CSM-Fernando Hernandez in regards to rhr.

ylinder concern.

Created by null at 2014-03-12 15:57:45

Created by VCA449N at 2014-04-14 07:56:43

CRR YJ RECV CALL FROM C STATING THAT THERE HAS BEEN MULTIPLE REPAIRS ON VEH

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,056

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,057

REQUESTED BY: lattad

CAR ID: CA5240814

C stated does not feel it is fair he will have to pay NNA to have the vehicle get a call within the next 4-8 business hour.

Part Name - Brake Master Cylinder

RCAS asked to speak to Parts Manager Peter and asked if the part had been received. SRCAS exiting case.

STATES THAT THIS TIME C LEFT VEH AT DLR AND PHONED NNA. C WANTS NNA TO HELP

Where is the vehicle currently? @ the dlr.

ARBS-CA notes PerDiem \$2.04

Created by ZDS177N at 2014-03-21 07:59:04

C STATES THAT SVC TECH DIAGNOSES ONE PROBLEM FIXES IT C IS ASSURED THAT ALL c understood

ived.

Part Number - 460103sg1b

RCAS sent e-mail to IDTS Tim Freeman, and asked if part info was available.

repurchase. ARBS advised repurchase is set to comply with Cali Lemon LAW, ARB

Where was the vehicle purchased? new

WITH EXPENSES SINCE NNA TECHS HAVE EVALUATED/ DIAGNOSED VEH WRONG....CRR

c declined further assistance

Created by VCA449N at 2014-04-14 08:08:18

IS WELL THEN C RETURNS HOME TO FIND THAT THE ISSUE STILL EXISTS. C STATES THAT

Order Number - V207

PM stated no, part order # is 20714 and it has been STP.

**rcas-danielle spurling assisting with RHR. rcas reviewed CPIA and SF VIN his

RCAS exiting case.

S-CA advised

Where is the vehicle serviced? . new veh.

YJ INFORMED C THAT ALL INFORMATION WOULD BE REVIEWED BY AN RCAS AND THAT ONCE

ARBS-CA advised if customer is looking to get into another Nissan, NNA can offer

Consumer Affairs Voluntary Repurchase due to wheel cylinder on back order for

Created by null at 2014-03-12 16:28:26

crr-lb provided name, ext

Dealer Name and Code (where parts were ordered) RACEWAY NISSAN, 5305

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

PM stated the tiger team has not advised C of an ETA and does not have an ETA.

REVIEWED C WILL RECEIVE A CALL BACK FROM EITHER THE DLR OR RCAS IN 24 BUS HRS

tory and verified all RO's were obtained. rcas submitted RHR for review**

@02/22-ZYJ697N

@02/22-ZYJ697N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,058

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,059

REQUESTED BY: lattad

CAR ID: CA5240814

48 days and 1 repair attempts

Created by null at 2014-03-21 08:04:52

crr exiting the case

er VPP and reduce usage

f so, document names of dealers/retailers?RACEWAY NISSAN

RCAS called C at [REDACTED] at 6:22 pm EST.

RCAS thanked SM and advised if RCAS was able to find anything out , RCAS will

Region Code - 05

advise.

Created by VCA449N at 2014-04-14 08:10:50

Created by ZJO176N at 2014-03-14 13:07:28

C requested ARBS-CA send updated offer

C understood.

DRTS received the RHR. The RHR was assigned to ARBS-Chad Alsup for review.

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

RCAS CONTACTED DLR SM BOB AT 1:25PST @02/24-ZNJ449N

RCAS left detailed message.

ARBS-CA notes payoff to TD Auto \$21,812.12 good until 5/20/14

ARBS-CA requested VPP

Created by VCA449N at 2014-03-21 09:32:58

LEFT DETAILED MESSAGE. @02/24-ZNJ449N

PM thanked RCAS and call was ended mutually.

RCAS provided C with call back # of 1-800-343-6913 ext 457224

SRCAS advised c that RCAS-AT will continue to work c's case for ETA & to obtai

SRCAS called dlr @ 9515719300 @ 2:29 pm est.

WAY NISSAN, 6030 SYCAMORE CANYON BLVD, Phone # 9515719300

\$21,750.92 good until 4/20, plus \$2.04 x 30 = \$21,812.12

ARBS-CA received RHR

Created by null at 2014-03-04 15:19:23

Created by VCA449N at 2014-04-03 06:00:25

n rhr decision. C understood.

RCAS called C at [REDACTED] at 6:24 pm EST

RCAS RECEIVED INBOUND CALL FROM SM

RIVERSIDE, CA 92507

SRCAS asked to speak with SM.

02/06/14 6299 miles

Base Price \$19,530.00

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,060

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,061

REQUESTED BY: lattad

CAR ID: CA5240814

Can the vehicle be driven? If not, why? Brake pedal will go down by itself.

Created by VCA449N at 2014-04-14 08:14:41

RCAS left detailed message.

RCAS sent e-mail to IDTC Timothy Freeman looking for assistance with an ETA.

SM STATES THAT C WAS IN 2 MTHS AGO FOR A BATTERY ISSUE. COMES BACK A WEEK

SRCAS advised c that c will be contacted again for update on: 3-19-14. C under

SRCAS was advised the SM is out of the office till Monday.

ARBS-CA sent check request to ARBS-SUP

Created by null at 2014-03-04 17:47:06

--C states pedal goes lower than normal / vehicle has rough idle

LATER SAYS CAR DONT START AND C IS OUT OF GAS. C THEN GOES TWO MONTHS AND THE

RCAS provided C with call back # of 1-800-343-6913 ext 457224

Sales Tax \$1,648.40

SRCAS understood. SRCAS spoke with SA-Anthony.

stood.

Whether the part is needed due to a warrantable failure or accident. Yes

***48 days down as of 03/21/14

ARBS-CA requested check in the amount of \$60.62 payable to C

CHECK ENGINE LIGHT IS ON. DIAGNOSED WITH AIR FLOW METER AND C DID NOT WANT TO

Lic/Reg/Official Fees \$222.75

PM stated that PM has not been billed for the part.

RCAS called C at [REDACTED] at 6:26 pm EST.

RCAS called C at [REDACTED] at 7:42 pm EST.

SRCAS verified that c has SRCAS'S name & extension, c agreed.

SRCAS was advised there is no no eta

ARBS-CA requested check in the amount of \$21,812.12 payable to TD Auto

Created by VCA449N at 2014-03-21 09:33:40

Dealer Doc Fee \$80.00

PAY BECAUSE OF THE BATTERY. C DID PAY FOR AIR FLOW METER. BRAKES DOWN A WEEK

PM stated when the part is ordered and PM is billed it is received in 2 days,

RCAS left genera message to work #.

RCAS unable to reach C, # is picked up and immediately hung up.

SRCAS thanked c for c's time & call was ended mutually.

SRCAS understood.

but has not been billed.

Created by VCA449N at 2014-04-16 14:14:24

Electronic Reg Fee \$29.00

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,062

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,063

REQUESTED BY: lattad

CAR ID: CA5240814

LATER WITH A DIFFERENT CODE NOW ITS COILS. SM STATES THAT HE TOLD C THAT DLR

Part # 460103sg1b

RCAS called C at [REDACTED] at 7:43 pm EST.

RCAS provided call back of 1-800-343-6913 ext 457224

SRCAS asked to speak with PM & was transferred to: Pete Siquilos.

SRCAS setting a task for: 3-17-14 for Ayleen to begin to get ros & ask the dlr

ARBS-CA sent Morley case 210852 via FedEx 798561405599

Created by VCA449N at 2014-03-21 09:33:54

Interest Paid \$1,801.39

RCAS advised c that the call may be recorded for quality purposes.

RCAS and PA mutually ended call.

RCAS Exiting case & setting follow up for: 03/14/14

SRCAS was advised by the PM. that the tiger team updated the PM yesterday & th
the rhr questions.

WOULD CREDIT C THE AIRFLOW METER AND THEN C WOULD HAVE TO PAY THE DIFFERENCE

ARBS-CA closed case

ARBS-CA notes will take over the case

Created by null at 2014-02-24 11:59:47

Created by ZMA178N at 2014-03-13 17:23:07

C understood.

ere is no ETA yet.

FOR THE COILS. SM STATES THAT THIS IS AN ISSUE BETWEEN THE DLR AND C. SM

SRCAS exiting case.

Total Purchase Price \$23,311.54

Created by VCA449N at 2014-03-24 06:57:05

Created by ZJO176N at 2014-03-19 16:16:05

crr-ma received a call from c following-up on the case and is asking for a sup

Less Usage 6299 miles / 120,000 x \$19,530.00 \$500.00

RCAS advised C RCAS did not have any different information on the ETA for the

RCAS sent e-mail to Tim Freeman for ETA on veh part.

SRCAS understood.

STATES THAT C IS SUPPOSE TO CALL SM TODAY AND GIVE C'S DECISION ON WHAT TO DO.

Created by null at 2014-02-24 12:00:30

ervisor. crr-ma verified that there are no changes on contact information. crr

FedEx 798307948700

Less Rebates \$1,000.00

part, and last the dlr heard as spoken with Parts Manager, was that the veh pa

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,064

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,065

REQUESTED BY: lattad

CAR ID: CA5240814

SM STATES THAT SM ALSO OFFERED C A REFUND ON THE AIR FLOW METER AND THEN C

SRCAS emailed parts coordinator for an eta.

SRCAS Juanita Orona taking ownership of the case per TL-Andrew Czarney.

CAN GO ELSE WHERE FOR THE REPAIRS. @02/24-ZNJ449N

Created by VCA449N at 2014-03-27 08:48:28

Loan Payoff* 4-7-14 \$22,085.18

-ma asked c why c wants to speak to a supervisor. c states because c has been

RCAS checked HOST CI53 and did not find part order as provided by PM at Racewa
rt was ETA at Mid-March but nothing was for sure.

SRCAS exiting case.

SRCAS requested an eta from Parts coordinator - parts coordinator had email SR
ARBS-CA received call from C

CAS ON : 3-14-14 & was advised the Parts coordinator will obtain ETA no email

Created by ZJO176N at 2014-03-14 13:12:45

RCAS advised C RCAS had obtain enough information to work towards providing C

RCAS CONTACTED C AT 2:19PST @02/24-ZNJ449N

Total Deductions \$23,585.18

waiting for a month now without a car. c states veh is still not fixed and dlr
y Nissan.

Created by null at 2014-02-24 16:38:28

C stated would like to review repurchase option, ARBS-CA advised customer to s
LEFT CALLBACK MESSAGE. @02/24-ZNJ449N

Refund Amount -\$273.64

since. SRCAS emailed the Parts coordinator again asking for ETA.

Supervisor call:

told c that dlr is still waiting for the part to arrive. c states c needs to

with a more current ETA, and will call back on 03/07/14

C agreed and thanked RCAS.

Created by VCA449N at 2014-04-07 10:36:53

end requested info and then NNA can put together offer

RCAS called C at [REDACTED] at 6:35 pm EST.

RCAS RECEIVED INBOUND CALL FROM C @02/27-ZNJ449N

resolve this issue today. crr-ma apologized to c but advised c that supervisor

SRCAS exiting case.

SRCAS [REDACTED] called c @ [REDACTED] @ 3:07 pm est.

ARBS-CA attempted to reach customer to review case

ARBS-CA requested sales docs and invoice

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,066

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,067

REQUESTED BY: lattad

CAR ID: CA5240814

Created by ZJO176N at 2014-03-19 16:26:04

C STATES THAT C WANTS THE DLR TO REIMBURSE C FOR THE REPAIRS. RCAS ADVISED C

RCAS advised c that the call may be recorded for quality purposes.

RCAS advised C to call back with any questions.

s here at NNA CA wont be able to assist c with the current concern as case is

SRCAS- left a vmx with case #, SRCAS'S name & extension. SRCAS also provided

already being handled by a higher dept. crr-ma also advised c that the rcas al

backorder part: wheel cylinder

C agreed and mutually ended call.

call back # of 1800-343-6913.

Created by VCA449N at 2014-04-08 07:19:04

Created by ZBP179N at 2014-03-27 09:52:24

C understood.

THAT THE DLR ADVISED RCAS THAT THEY WOULD REIMBURSE C FOR THE AIR FLOW METER

ARBS-CA received email from C requesting to reduce usage to \$0.00

Created by null at 2014-03-05 10:48:42

Created by ZJO176N at 2014-03-19 16:27:19

DRTS obtained vehicle invoice and attached to case.

RCAS spoke with C's son (C was not available, and needs translation) RCAS advi

REPAIR AND THATS IT. C STATES THAT HOW ABOUT FOR ALL THE TIME THAT C HAD TO

SRCAS called c @ [REDACTED] @ 3:09 pm est.

ways make sure to call C but only reaching vmx but rcas is leaving a callback#

ARBS-CA advised reduced usage in 1/2 as goodwill and in customer interest in p

. c states c is only playing phonetags with the rcas. crr-ma apologized to c.

DRTS called Dlr # 5305 and requested a copy of sales docs and title applicatio

RCAS received e-mail from IDTS Tim Freeman, stating the right part # is 142380

sed C that the part information was gathered, and RCAS was still looking for a

SRCAS called the dlr @ 9515719300 @ 6:17 pm est.

SRCAS- left a vmx with case #, SRCAS'S name & extension. SRCAS also provided

WASTE GOING TO THE DLR. RCAS ADVISED C THAT THE DLR IS NOT GOING TO PAY C

48, and any update will come from Tiger Team as this part has been STP.

ANYTHING EXTRA FOR PAIN AND SUFFERING. C STATES THAT C HAS HAD PROBLEMS WITH

call back # of 1800-343-6913.

c states c wants to talk to someone from the rcas and wants to get the issue r

n ETA.

n. Finance-Osmas agreed to fax docs. Provided name and fax #.

SRCAS was placed on hold.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,068

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,069

REQUESTED BY: lattad

CAR ID: CA5240814

urchasing another Nissan, ARBS-CA advised customer can also accept \$4,000 cash

Created by ZBP179N at 2014-03-28 05:24:55

C'S OTHER NISSAN TOO. RCAS ADVISED C TO TAKE C'S VEHICLE TO THE DLR TO HAVE

C stated ok

esolved this day. crr-ma asked if c can be placed on hold. c agreed

IDTS also advised RCAS any information for the part has to be strictly gather

settlement

SRCAS asked to speak with: SM: Manny Casillas.

SRCAS called c @ [REDACTED] @ 3:10 pm est.

ARBS-CA advised unable to reduce usage to \$0.00

crr-ma consulted TL-KT. TL-KT advised that since rcas is leaving a vmx to c an

d from the Tiger Team.

DRTS rec'd sales docs from Dlr # 5305 and attached to case.

RCAS advised a call back will be extended on 02/26/14

SRCAS- left a vmx with case #, SRCAS'S name & extension. SRCAS also provided

SRCAS spoke with SM & was advised c has the open ro for the Cylinder & no othe

THE ISSUE ADDRESSED. C STATES THAT THEY DIDNT DO A GOOD JOB LAST TIME. RCAS

ADVISED C THAT IF C IS NOT HAPPY WITH THE DLR TO GO TO ANOTHER DLR AND C

C agreed.

call back # of 1800-343-6913.

Created by VCA449N at 2014-03-31 06:26:13

Created by VCA449N at 2014-04-08 07:19:33

d a callback #, to provide the callback# rcas noted in the case to c.

RCAS was also advised correct reference case is 13272829.

r ro's other than the PDI. SRCAS understood.

ARBS-CA notes waiting on return of signed offer letter

ARBS-CA received docs from C

crr-ma got back to c and advised c that since c is insisting to speak to someo

RCAS and c mutually ended call.

RCAS exiting case.

SRCAS asked SM to fax the open ro to fax # 615-984-5497. asap.

SRCAS placing case back into agents name to be worked.

STATES IS THAT YOUR SOLUTION TO EVERY PROBLEM, HOW ABOUT CUSTOMER SATISFACTION

Created by null at 2014-02-26 12:47:41

Created by null at 2014-03-06 17:26:30

Created by VCA449N at 2014-04-10 07:48:47

ne from the regional office, to call the callback# rcas left on the vmx. c und

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,070

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,071

REQUESTED BY: lattad

CAR ID: CA5240814

Payoff amount

RCAS ADVISED C THAT IF C IS NOT HAPPY WITH ONE DLR C CAN ALWAYS GO TO ANOTHER.

SRCAS exiting case.

SRCAS- was advised of mileage & added to case.

\$22,085.18 good until 4/7/14

Created by ZJO176N at 2014-03-14 13:31:38

crr-ma offered further assistance, c declined. crr-ma gave name & extension. c

C STATES YOUR NO AND ASKED FOR RCAS FULL NAME. RCAS PROVIDED C WITH RCAS NAME

Payoff amount

RCAS called Raceway Nissan at 9515719300 at 2:42 pm EST.

RCAS sent e-mail to Tiger Team asking for the part Order Status for this dlr.

SRCAS thanked SM & call was ended mutually.

\$21,750.92 good until 4/20/14

AND C HUNG UP THE PHONE.

Created by null at 2014-03-07 15:07:25

rr-ma exiting case.

SRCAS received a call back from c (Arturo Garcia).

SRCAS set task for: 3-20-14 to see if ro received & to check if parts coordina

TD Auto Finance

to RCAS, as the one RCAS has, RCAS cannot locate in the system.

Created by ZMA178N at 2014-03-13 17:23:28

C states that c wants c's car back.

FILE CLOSED

@02/27-ZNJ449N

Overnight Address

PA stated the order # was 14238048

RCAS called Raceway Nissan at 9515719300 at 5:04 pm

TD Auto Finance

tor has responded.

Created by ZJO176N at 2014-03-19 16:31:59

crr-fs escalating the case to rcas for backorder resolution.

C states that c has had c's veh for 3 months.

Overnight Address

RCAS Case Follow-up

RCAS spoke with Parts Advisor Robert and asked if the part had been received.

RCAS tanked PA and call was ended mutually.

TD Auto Finance

Attn: TD Auto Finance Payoff 9001873

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,072

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,073

REQUESTED BY: lattad

CAR ID: CA5240814

Created by ZBL178N at 2014-03-13 17:28:31

crr-fs exiting the case.

C states that c had c's family in c's veh when the concern with the brakes ha
RCAS noting, RCAS did not receive contact from Tim Freeman with part informati
SA stated no, part has not been received yet.

SRCAS called c ([REDACTED]) @ [REDACTED] @ 6:27 pm est.

TD Auto Finance

6716 Grade Lane

Attn: TD Auto Finance Payoff 9001873

c called in and requested to follow up on the case. c stated that c wants the

Created by null at 2014-02-20 18:16:03

on.

ppen. C's phone began to make noises & it cut out.

RCAS thanked PA and call was ended mutually.

SRCAS - advised c that the call may be recorded for quality purposes.

6716 Grade Lane

Bldg 9

concern to be resolved now. c stated that c was told that the dlr is still wai

Created by null at 2014-02-26 12:49:51

Created by null at 2014-03-07 15:09:34

C understood.

RCAS called Raceway Nissan at 9515719300 at 6:36 pm EST.

SRCAS received a call back from c.

Bldg 9

C states that c is in a bad reception area.

PA stated that that the part was not available as of yet, but PA will enquire

RCAS called C at [REDACTED] at 5:07 pm EST.

RCAS verified in HOST with order # provided at the dlr, part is on CSC order,

SRCAS - advised c that c's case is being currently worked & that there is no e

Suite 9

ting on the part. c stated that c no longer wants the veh. c stated that c don

and advise RCAS of any information.

C states that c is making payment on a veh that c doesn't have.

left detailed message in vmx.

Louisville, KY 40213-1870

no ETA.

Suite 9

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,074

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,075

REQUESTED BY: lattad

CAR ID: CA5240814

ta on c's part as of yet.

t trust the brakes. c stated that this will put c's family in danger. crr advi

ARBS-CA notes \$1801.39 paid in finance charges

Created by null at 2014-02-26 12:56:40

C state that c's value on the veh has been lowered by c's concern.

Louisville, KY 40213-1870

RCAS left call back # of 1-800-343-6913 ext 457224

RCAS left contact information of 1-800-343-6913 ext 457224.

sed c that crr will document c's request and call will be connected to rcas fo

SRCAS advised c that the ro's are being collected for c's request. C understoo

Created by null at 2014-03-07 15:11:24

Created by VCA449N at 2014-03-31 06:29:32

Created by VCA449N at 2014-04-10 07:49:49

C states c had no accident. C states the veh just needs the part.

d.d

n. c will leave vmx if rcas is not available.

PA and RCAS mutually ended call.

RCAS called C at [REDACTED] at 2:52 pm EST.

ARBS-CA received registration and copy of sales docs from C

Base Price \$19,530.00

Created by null at 2014-02-20 18:18:45

crr-lb offered further assistance. c declined. crr-lb exiting the case.

C states that c has spoken with several people with c's concern & that c doesn

RCAS advised c that the call may be recorded for quality purposes.

RCAS called dlr at 3234460603 at 5:10 pm EST.

SRCAS asked c what c's request of SRCAS is?

Created by VCA449N at 2014-03-31 06:49:30

Created by ZAJ178N at 2014-03-13 17:37:54

C states c wants a monthly payment made by Nissan.

C understood.

RCAS called C at [REDACTED] at 6:43 pm EST

RCAS reached automated machine, RCAS was unable to leave vmx.

Sales Tax \$1,648.40

't feel safe about c's veh. SRCAS understood.

Base Price \$19,530.00

C called again saying that c tried to reach RCAS-AT and would like to talk to

C states c would want the \$ that c's veh devalue given back to C.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,076

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,077

REQUESTED BY: lattad

CAR ID: CA5240814

Lic/Reg/Official Fees \$222.75

RCAS exiting case, and changing follow up for 03/11/14

RCAS spoke with Arturo Garcia C's son further known as C

RCAS was advised C was not home, to call back at

SRCAS was asked if c will be bought out of c's contract.

anybody from RCAS department or the RCAS supervisor. CRR-JA sent an internal

Created by ZME176N at 2014-03-11 12:50:19

Dealer Doc Fee \$80.00

RCAS advised RCAS did not have different information and advised that RCAS will

RCAS called C at [REDACTED] at 6:45 pm EST.

Sales Tax \$1,648.40

SRCAS apologized to c for c's current concerns with the veh.

t the details if veh qualifies would be given by ARBS. C understood.

Electronic Reg Fee \$29.00

I call C back in 2 more business days by the 28th.

Lic/Reg/Official Fees \$222.75

message to RCAS-AT but no reply. CRR-JA explain to c that CRR-JA will try to

RCAS advised c that the call may be recorded for quality purposes.

Rcas-me calling c at [REDACTED] at 248pm est and leaving vmx with name, ex

SRCAS advised c that at this time there is no ETA but that NNA is working to o

SRCAS advised c that SRCAS will call c with a follow up on: 3-24-14. C agreed.

btain the part as fast as possible. C understood.

C agreed.

communicate with the RCAS-AT's supervisor but c said that c wanted to be tran

C understood.

Dealer Doc Fee \$80.00

Interest Paid \$1,801.39

SRCAS thanked c for c's time.

t of rcas-at and case number

Created by ZME176N at 2014-03-11 12:52:47

C states is blind to what Nissan can do.

Electronic Reg Fee \$29.00

RCAS advised C that RCAS had called dlr and begun to work on getting part out

RCAS and C mutually ended call.

sfer back to the line and hopefully that c can talk to somebody from RCAS. CRR

SRCAS offered c further assistance, c declined.

Total Purchase Price \$23,311.54

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,078

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,079

REQUESTED BY: lattad

CAR ID: CA5240814

Created by ZJP179N at 2014-02-28 13:20:51

C states that c was advised that c is lucky to have a rental.

Interest Paid \$1,801.39

-JA provided the number for the RCAS but c said that it was the number that c

Less Usage 6299 miles / 120,000 x \$19,530.00 \$500.00

Rcas-me calling c at [REDACTED] at 252pm est and leaving vmx with name, ext of

SRCAS provided c with SRCAS'S name & extension & call was ended mutually.

to C as soon as possible, RCAS advised C that RCAS called dlr and spoke with P

A Jose and PA will be calling RCAS with more information on the part.

called and got CRR-JA. CRR-JA apologize and explain that the number for CRR's

Created by ZJO176N at 2014-03-20 07:00:41

Created by ZME176N at 2014-03-11 12:56:35

C states c is entitled to the rental because of what has happen to c's veh.

Less Rebates \$1,000.00

RCAS Jennifer Pou assisting RCAS Ayleen Torres

Total Purchase Price \$23,311.54

\

C asked if RCAS knew when the part will arrive.

is the 8006477261. C asked to be transfer back to the RCAS line again. CRR-

Less Usage 6299 miles / 120,000 x \$19,530.00 \$1,025.16

Loan Payoff* 4-20-14 \$21,750.92

RCAS calling c @ [REDACTED] @1:49 pm est and left c a vmx that case is being w

Rcas-me calling c at [REDACTED] at 255pm est and leaving vmx with name, ext of

SRCAS noting that Parts Coordinator emailed SRCAS stating:

JA transfer the call and exiting the case.

Less Rebates \$1,000.00

orked and RCAS has no new info yet but is working case and contact c 3/4/14 an

Parts Coordinator waiting for NMX to provide an ETA.

RCAS advised no, and advised that RCAS has begun to look into the case with C,

rcas-at and case number

SRCAS advised c of the following information:

Total Deductions \$23,250.92

and will call back in 2 more business days.

Created by ZBL176N at 2014-03-13 17:52:23

Created by ZDS177N at 2014-03-11 15:20:23

d provided RCAS contact info

Loan Payoff* 4-7-14 \$22,085.18

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,080

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,081

REQUESTED BY: lattad

CAR ID: CA5240814

Refund Amount \$60.62

SRCAS advised c that a rhr will take 10 business day to process & that there i SRCAS exiting case.

C agreed and thanked RCAS.

c provided case 13240814

Created by VCA449N at 2014-04-10 08:03:23

Created by ZJO176N at 2014-03-20 07:11:55

RCAS calling c @ [REDACTED] @ 3:16 pm est and left c a vmx that case is bei

rcas calling RACEWAY NISSAN at 5:17 p.m. est

s no guarantee of repurchase or exchange of veh.

Total Deductions \$24,110.34

ARBS-CA sent updated repurchase offer letter to C via email

crr informed c that case was escalated to rcas

ng worked and RCAS has no new info yet but is working case and contact c 3/4/1

RCAS and C mutually ended call.

rcas spoke with parts-David and inquired if Brake Master Cylinder has arrived

Refund Amount -\$798.80

SRCAS advised c that the decision should be provided on: 3-27-14. C c understo

SRCAS received the open ro & attached to case.

4 and provided RCAS contact info

Created by VCA449N at 2014-03-31 06:51:54

Created by VCA449N at 2014-04-11 07:16:36

Created by ZJO176N at 2014-03-20 07:35:03

c stated c knows and c is tired of waiting for almost a month od.

parts advised no, part did not come in

RCAS exiting case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,082

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,083

CAR ID: CA5240814

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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#: 460103SG1B	CHECK ISSUED: Y
BYBACK ST: S	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: N	CLOSE DATE: 01/01/01	04/16/14
RESP CAA:	OLM:	MICROFILM:
PHONE:	OWNER FIRST: [REDACTED]	DOM:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,084

REQUESTED BY: lattad

ROOT CAUSE: NI

PNAV

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,085

TIME: 9:19:07 AM

CAR ID: CA5240814

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2372	New Jersey					
0		5305	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,086

MODEL YEAR:

VIN: JN1CA31A01T [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,087

REQUESTED BY: lattad

CAR ID: CA5240814

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2372

5305

STATE: CA

NJ

DEALER NAME: CHERRY HILL NISSAN, INC. RACEWAY NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,088

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,089

REQUESTED BY: lattad

NAME: , LOPEZ,CARLO SC: NONE CAR ID: CA5281003
 STREET: [REDACTED] VIN: 3N1AB7AP5DL [REDACTED]
 CITY: WESLEY CHAPEL YR/MDL: 2013.0 SEN MILEAGE:
 ST/ZIP: CA FL [REDACTED] VCAIN SVC DATE:
 DAY PH: 0 PAIRTL DLR: 3584 NISSAN OF LONG BEACH
 EVE PH: [REDACTED] SUSSVC DLR: 3903 SCHAIERS' NISSAN/LONG BCH
 DLR PH: 562 426 0333 813 751 1300 DENRESP DLR: 3903 SCHAIERS' NISSAN/LONG BCH
 REGION: 34 44 DIST: SL/SV/PT: 02 02 32 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 Preowned New x Preowned 18945 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: NONE
 OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 02/25/14 XFER/RSPNSBLTY:
 CONTACT (S): FOLLOWUP DATE: 03/03/14 INF-NET (Y/N):
 SEVERITY: 9 N CLOSE DATE: 01/01/01 03/03/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
 OB EXTENDED SERVICE CONTRACT 243000 SILVER PLAN
 AD BRAKES WA PREMATURE WEAR/FAILURE
 BL SECURITY PLUS YX POOR OR IMPROPER OPERATION
 ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,090

REQUESTED BY: lattad

VIN: NP

MILEAGE: 008296 18945

RTL DLR: NI NI

SVC DLR: 5001 WESLEY CHAPEL NISSAN

RESP DLR: 5001 WESLEY CHAPEL NISSAN

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 34 02 N 44 06 I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,091

REQUESTED BY: lattad

CAR ID: CA5281003

C. A. R. COMMENTS

FILE OPENED-ZSS920N 03/30/2006

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

Service Dept. Review

CRR-SS CONFIRMED C'S NAME, ADDRESS, BOTH DAY AND EVENING PHONE NUMBERS,

C STATES THAT PURCHASED AN ESC ON THE VEH AND THE ESC WOULD EXPIRE ON 05/28/06

Service Dept. Review

C INQUIRED IF C COULD EXTEND THE ESC ON C'S VEH.

Service Dept. Review

VIN, RESPONSIBLE DLR AND MILEAGE.

CRR-SS CHECKED FOR POLICY RELATED INFORMATION AND FOUND THE FOLLOWING:

CRR-SS UPDATED C'S DAY AND EVENING PHONE NUMBERS. C ALSO OWNED A DATSUN.

Service Dept. Review

CRR-SS CHECKED FOR RECALLS / SERVICE CAMPAIGNS AND FOUND NONE. INFORMED C.

POLICY NUMBER - NBDF00373037, EXPIRES: 05/28/06 MILES: 100,000.

Service Dept. Review

CRR-SS INFORMED THE SAME TO C.

CRR-SS RECEIVED AN INBOUND CALL FROM C.

Service Dept. Review

CRR-SS INFORMED THAT THE POLICY IS ACTIVE, HOWEVER WOULD EXPIRE VERY SOON.

CRR-SS INFORMED THAT ESC CANNOT BE EXTENDED ON THE VEH.

CRR-SS ADVISED C TO CONTACT NISSAN DLRSHIP, SINCE DLRSHIP MIGHT PROVIDE C AN OPTION TO PURCHASE ANOTHER ESC ON C'S VEH.

CRR-SS INFORMED C THAT THERE ARE NO OPEN RECALLS ON C'S VEH.

C STATES THAT C OWNED A NISSAN DATSUN APART FROM THIS VEH.

C UNDERSTOOD.

CRR-SS PROVIDED NAME, FILE NUMBER AND EXTENSION NUMBER.

C THANKED CRR-SS AND THE CALL ENDED.

CRR-SS CLOSING FILE.

NO FOLLOW UP REQUIRED.

@03/30-ZAV047N

C states that has to fully press brake pedal before VEH will stop. C states pedal goes to floor but VEH will stop. C states has been occurring for about 1-2 months. C states to completely stop VEH that C must press pedal all the way to the floor.

C states that DLRSHIP was willing to keep VEH and have Tech drive VEH but C lives far away. C states VEH is leased and C does not want to put mileage on VEH.

RCAS states understood.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,092

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,093

REQUESTED BY: lattad

CAR ID: CA5281003

RCAS informed will follow up with DLRSH and contact C again on 3/3/14 and C states understood. RCAS provided C with RCAS contact information and call ended mutually.

RCAS setting follow up for 3/3/14.

Created by ZCF749N at 2014-02-26 12:12:06

RCAS-CF sent email to SD-Joey informing VEH was never left at DLRSH and C has VEH.

Created by ZCF749N at 2014-02-27 09:14:21

rn and C did not want to put mileage on VEH to test so C took VEH.

Created by ZCF749N at 2014-02-28 07:50:27

RCAS-CF spoke with SA-Anacario due to SD-Joey not available. SA states that C just dropped off VEH and SA put C in loaner. SA states that SD spoke with DTS-Tom Osborn and DTS instructed to replace brake master cylinder, fluid flush, and reprogram ECM. RCAS states understood and thanked SA.

Created by ZCF749N at 2014-03-03 06:29:43

RCAS-CF spoke with SD-Joey and SD states that VEH repaired and C will be called to inform VEH repaired. RCAS thanked SD.

Created by ZCF749N at 2014-03-03 06:39:33

RCAS-CF called C on [REDACTED] at 8:36am EST and reached VMX. RCAS states that RCAS is aware C's VEH was repaired and waiting for C to pick up VEH. RCAS informed if C has any further concerns to call back and provided name, number, extension and case#.

RCAS closing case as no further actions required.

Created by ZCF749N at 2014-03-03 06:43:14

SUMMARY: RCAS received information from RCAM-David Foeder to create case due to brake pedal going to floor. DLRSH contacted Techline and attempting to duplicate concern. DLRSH spoke with DTS-Tom Osborn and DTS instructed to replace brake master cylinder. DLRSH repaired VEH and will be returning to C.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,094

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,095

CAR ID: CA5281003

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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: N	CLOSE DATE: 01/01/01	03/03/14
RESP CAA:	OLM:	MICROFILM:
PHONE:	OWNER FIRST: [REDACTED]	DOM:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,096

REQUESTED BY: lattad

ROOT CAUSE: NI

SNIN

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,097

CAR ID: CA5281003

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3903 Cacheu					
0		5001 Florida					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,098

MODEL YEAR:

MAKE:

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,099

REQUESTED BY: lattad

CAR ID: CA5281003

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3903

5001

STATE: CA

FL

DEALER NAME: SCHAIERS' NISSAN/LONG B WESLEY CHAPEL NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,100

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,101

NAME: , PEREZ,FELICI/ SC: ONE CONTRACT CAR ID: CA5281806
STREET: [REDACTED] VIN: 3N1AB7AP6DL [REDACTED]
CITY: EDINBURG YR/MDL: 2013.0 SEN MILEAGE:
ST/ZIP: CA TX [REDACTED] VCAIN SVC DATE:
DAY PH: [REDACTED] PAIRTL DLR: 3927 FONTANA NISSAN
EVE PH: [REDACTED] SUSSVC DLR: 3927 FONTANA NISSAN
DLR PH: 909 574 2288 956 214 2500 DENRESP DLR: 3927 FONTANA NISSAN
REGION: 32 44 DIST: SL/SV/PT: 01 01 31 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 Preowned New x Preowned 1000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 02/25/14 XFER/RSPNSBLTY:
CONTACT (S): FOLLOWUP DATE: 03/29/14 INF-NET (Y/N):
SEVERITY: 9 N CLOSE DATE: 01/01/01 04/14/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)
BM STEERING YX POOR OR IMPROPER OPERATION
ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,102

REQUESTED BY: lattad

VIN: 5N1AR18UX6C [REDACTED]
MILEAGE: 000250 1000

RTL DLR: NI NI

SVC DLR: 5350 CHARLIE CLARK NISSAN BRWN

RESP DLR: 5350 CHARLIE CLARK NISSAN BRWN

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 32 01 N 44 05 I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,103

REQUESTED BY: lattad

CAR ID: CA5281806

C. A. R. COMMENTS

Created by null at 2014-03-04 14:34:56

FILE OPENED-ZBW200N 03/30/2006

FOLLOW-UP IS DUE ON OR BEFORE

HAS STATED THTA THEY WANT THE VEH BOUGHT BACK. SM-HP STATED THAT THEY WILL NO PREVIOUS FILE FOUND.

Per Diem:\$4.97

CRR BW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/ EVE NUMBERS AND DLR

C STATES THAT THE VEH POWER STEERING PUMP WENT OUT AND C TOOK VEH TO DLR-3927 DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

Interest Paid to Date:\$0.00

REQUEST AN STP. RCAS THANKED. CALL ENDED.

@04/03-ZAD257N

The RHR has been submitted for review to Arbitration Specialist Ricardo Garcia

CRR BW CHECKED FOR RECALLS/UPGRADES/CAMPAIGNS AND FOUND NONE. CUSTOMER.

_ON 3/25/06. C STATES THAT INSTALLED THE PARTS ON VEH ON TUESDAY.

Payments Received:0

RCAS CHECKED NMPS AND FOUND THAT THEIR IS AN A SHIP DATE OF 04/14/2006 FROM

Created by ZSS345N at 2014-03-05 08:32:06

C STATES THAT C CONTACT C AND INFORMED C THAT THE STEERING COLUMN WENT OUT C WAS INFORMED.

Monthly Payment:\$484.62

PLEASE REVIEW THE CUSTOMERS CONCERNS.

THE PDC AND THE ORDER IS ON CUSTOMER CARE.

@04/05-ZAD257N

AND DLR HAD TO ORDERED THE PARTS FROM MEMPHIS AND PARTS WILL NOT BE AVAILABLE C HAD LEASED AN 02 XTR.

>>> C HAS FILED WITH BBB. FILE CLOSED; NEW FILE IS 5290170 >>> @04/07-ZOP819N

Last Payment Received: Account is currently 7 days past due.

RCAS called c at [REDACTED] as c requested at 10:29am est and left vmx indicat

Service Dept. Review

Created by ZZT176N at 2014-03-31 12:28:50

CRR BW RECEIVED CALL FROM C REGARDING ISSUE WITH VEH.

How many times has the cb

ing that eta is 3-20 to 3-28 and also that case still under review for possibl

Service Dept. Review

UNTIL TUESDAY OR WEDNESDAY.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,104

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,105

REQUESTED BY: lattad

CAR ID: CA5281806

ARBS note c/s he has his vehicle and will take the 2 car payments. ARBS note a CRR-BW APOLOGIZED TO C FOR THE INCONVENIENCE OF VEH.

e replacement of the veh and agent will follow up with c next Monday and asked me.

Service Dept. Review

CRR-BW ASKED C WHAT IS IT THAT C IS REQUESTING FROM NISSAN?

for call back if c has any questions.

Service Dept. Review

sked for a copy of registration. ARBS note verified 2 payments @ \$484.62 = \$96

What repairs were performed? None yet, dlr is waiting for part.

9.24.

C STATES THAT C WOULD LIKE TO KNOW HOW CAN C GO ABOUT GETTING ANOTHER VEH.

How many days has the vehicle been kept out of service at the dealer for repai

RCAS setting follow up for 3-10

Service Dept. Review

Created by null at 2014-03-06 12:31:43

Created by ZZT176N at 2014-04-10 12:28:22

C STATES THAT VEH IS NOT SAFE TO DRIVE. @03/30-ZBW200N

rs? Since 2-15-

Service Dept. Review

ARBS note called c to advise will send check.

CRR Benjamin Pastor received a call from c stating c wants to speak with RCAS-

CRR-BW INFORMED C THAT CRR-BW CAN FORWARD FILE OVER TO A REGIONAL SPECIALIST

Has Techline been involved? no

Service Dept. Review

Created by ZZT176N at 2014-04-10 12:34:52

FOR REVIEW.

Has the Dealer Technical Specialist (DTS) been involved? no

Sandra Santiago wanting to know case status.

Service Dept. Review

ARBS note did receive the following eta from Jimmy Pugh: The tentative ETA is

CRR asked c if any contact information such as address or phone #'s have chang

CRR-BW INFORMED C THAT EITHER DLR OR SPECIALIST WILL CONTACT C BY END OF NEXT

RCAS asked SM to please send copy of open ro to RCAS.

Service Dept. Review

BUSINESS DAY.

ed, c stated: no.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,106

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,107

REQUESTED BY: lattad

CAR ID: CA5281806

Service Dept. Review

SM requested RCAS e-mail address. RCAS provided RCAS e-mail address and asked the first week in April.

Created by ZZT176N at 2014-04-10 12:43:28

CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is
C SAID THANKS AND CALLBACK NUMBER IS ([REDACTED]) WORK.

Service Dept. Review

SM if there any eta for part and SM stated 3-20-14.
available, c accepted.

back order

CRR-BW ASKED C IF THERE WERE ANYTHING ELSE.

RCAS thanked SM for help and call ended mutually.

Service Dept. Review

Created by ZSS345N at 2014-02-27 13:35:35

CRR came back to c & thanked c for hold time.

C SAID NO.

rhr

Service Dept. Review

CRR-BW THANKED C FOR CALLING NNA AND FOR ALLOWING CRR TO ASSIST C.

CRR explained that RCAS is not available. C states that C wants to speak with
monthly payment reimb request

RCAS received ro and attached to case.

Service Dept. Review

Created by ZZT176N at 2014-04-10 12:44:35

CRR BW PROVIDED C WITH CRR NAME, FILE NUMBER AND EXTENSION. @03/30-ZBW200N

RCAS's supervisor. CRR explained that RCAS's supervisor will have to call C ba

RO still open while waiting for master cylinder to arrive and eta as SM stated

Service Dept. Review

and wrote in the ro is 3-20

ARBS note requested check for the goodwill of two car payments \$969.24.

ck in 4-8 work hours. C became upset and states that C wants to speak with a s

CRR-BW FORWARD FILE. @03/30-ZBW200N

Created by ZSS345N at 2014-02-27 13:42:47

Created by ZZT176N at 2014-04-10 12:50:41

RCAS CONTACTED DLR AT 11:45AM PST. @03/31-ZAD257N

upervisor right now. CRR states that it is not possible to speak with a superv

ARBS note attached FedEx label FedEx. Your tracking number: 798510437468

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,108

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,109

REQUESTED BY: lattad

CAR ID: CA5281806

isor right now and explained process again. CRR asked if there is anything els

RCAS sent e-mail to CSM Bob Brissie with rhr information.

SM-HENRY STATED THAT THEIR ARE WAITING FOR PARTS TO COME IN FOR THE VEH AND

Created by ZSS345N at 2014-02-27 13:50:41

Created by ZZT176N at 2014-04-14 08:39:37

e that CRR can do for C and C again requested to speak with a supervisor. CRR

THE VEH IS CURRENTLY DOWN. SM-HP STATED THAT THEY ARE WAITING FOR PART

48810EA260. RCAS THANKED. CALL ENDED. @03/31-ZAD257N

ARBS note c/s he will not be available to sign for the pkg. ARBS note provide

RCAS provided doc to TL-Andrew to provide to rhr person.

warned C that CRR will have to terminate call if C persists to speak with a su

Created by ZSS345N at 2014-02-27 13:52:36

d FedEx c service number and FedEx tracking number.

pervisor right now. C asked why does C have to wait to speak with a supervisor

RCAS CONTACTED C AT 2:05PM PST. @03/31-ZAD257N

if supervisors are working in the same office. CRR terminated the call.

RCAS STATED THAT IT WAS NOT A GOOD TIME AND THEY WILL ATTEMPT TO CONTACT RCAS

RCAS verified NMPS and found no eta

CI53/HOPN9201 NISSAN NORTH AMERICA, INC. DATE: 02/27/

Created by ZZT176N at 2014-03-07 09:50:24

IN ABOUT AN HOUR. RCAS THANKED. CALL ENDED. @03/31-ZAD257N

14

ARBS notes the following repair history per CPIA, ROs, RHR:

RCAS CHECKED NMPS AND FOUND:14824752 CSC 48810-EA260 AND THE PART IS ON

02/15/14 731

BACKORDER WITH NO ETA. RCAS THANKED. CALL ENDED. @03/31-ZAD257N

PAGE 1 CUSTOMER ORDERS BY PART NUMBER INQUIRY TIME: 12:51:

@03/31-ZAD257N

1. Rattle noise coming from under veh, when start or when driving

20

3. Perform MPI

PDC NO: __ PART NO: 460103SG1B_____

RCAS CONTACTED DLR AT 2:13PM PST. @03/31-ZAD257N

Created by ZZT176N at 2014-03-07 09:53:08

CUSTOMER NO: 5350_ DTL SEL: A ORDR SEL: B

RCAS L/M ON VXM FOR SM-HP STATING THAT THEY WANTED TO CONFIRM THE TIME THAT

(A/B/P) (B/C/O)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,110

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,111

REQUESTED BY: lattad

CAR ID: CA5281806

ARBS Trisha Zamarron will review the submitted RHR.

THE VEH WAS DOWN TO MAKE SURE THAT IF THE VEH HAS BEEN DOWN CLOSE TO 30 DAYS AND MOVE THE PART TO AN STP IF SO. RCAS STATED NAME AND NUMBER. CALL ENDED.

ARBS sent the part information to Jimmy Pugh, DRT parts analyst, to get an ETA

ORDER ENTRY CUST C ORDER SCHED ORDER ALLOC RELSD BCKORD CNCL ASS @03/31-ZAD257N

GN

. Part is not in transit as of todays date, part was to be shipped last week.

Created by ZZT176N at 2014-03-08 12:21:56

RCAS CONTACTED C AT 3:29PM PST. @03/31-ZAD257N

TYPE DATE NUM H NUMBER DATE QTY QTY QTY QTY QTY PD

ARBS note sent c a message that I was the point of contact and the options NNA

C

C STATED THAT C IS AFFRAID OF THE VEHICILE BECAUSE IT HAPPENED TO C WHILE C IS DRIVING AND C FEELS THAT THE VEH IS NOT SAFE. C STATED THAT THEY WANTED

VOR 021714 5350 N 15273614 1 1

will provide.

ANOHTER VEHICLE BECAUSE THEY DID NOT FEEL SAFE IN IT AND EVENTHOUGH THEY FIX

Created by ZZT176N at 2014-03-12 15:47:14

CSC 022614 5350 N 15324200 1 1 1

0

@03/31-ZAD257N

Created by ZZT176N at 2014-03-14 14:32:24

ARBS note spoke to Felix, c, husband regarding the buyback process.

Created by ZSS345N at 2014-02-27 13:56:02

IT THEY NO LONGER WANT IT AND C WANTS OUT OF THE VEH. RCAS STATED THAT THEY

ARBS note Felix/s he was told the part has not arrived.

RCAS sent e-mail to IHDTs Tim Freeman asking for information of eta.

UNDERSTOOD BUT NISSANS POSITION IS TO REPAIR THE VEH UNDER THE TERMS OF THE

ARBS note will send letter of intent.

Created by ZSS345N at 2014-02-28 10:00:58

WARRANTY. RCA STATED THAT THWY WILL WORK WITH THE DLRSHIP BUT THAT RCAS IS

Created by ZZT176N at 2014-03-14 14:35:36

NOT IN A POSITION AT THIS TIME TO ASSIST C IN GETTING OUT OF THE VEH AND IF

RCAS received e-mail from IHDTs Tim Freeman stating that system show 46010-3S

ARBS note sent jimmy pugh, a request on eta for part.

G1A is applicable to the VIN. Did the dealer verify that part number with DPI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,112

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,113

REQUESTED BY: lattad

CAR ID: CA5281806

SO C MAY WANT TO SPEAK TO THE DLRSHIP ABOUT GETTING INTO ANOTHER VEH. C STATED
C

Created by ZTZ176N at 2014-03-21 15:43:50

THAT THEY WANTED TO KNOW WHO ELSE THEY COULD SPEAK TO AND RCAS STATED THAT C
ARBS sent follow msg to c.

CAN REFER TO THEIR SUPPLEMENTAL WARRANTY BOOKLET FOR FURTHER INFORMATION.

Created by ZSS345N at 2014-02-28 10:02:47

Created by ZTZ176N at 2014-03-24 13:32:10

o stated that all information provided by dlr is right and eta is for 3-20 plu

RCAS STATED THA THEY WILL CONTINUE TO WORK WITH THE DLRSHIP UNTIL THE VEH

ARBS note c was told by dealership it may take another week until part arrives

IS REPAIRED AND C CAN CONTACT RCAS FOR FURTHER QUESTIONS. CALL ENDED.

s 3 to 7 more days.

@03/31-ZAD257N

Created by ZSS345N at 2014-02-28 11:54:40

ARBS note will request payment amount.

RCAS called c at [REDACTED] at 1:52pm est at only ph# c requested to be contac

RCAS CONTACTED DLR AT 8:40AM PST. @04/03-ZAD257N

ARBS note will check with parts analyst, Jimmy Pugh.

RCAS L/M ON VXM ASKING SM-HP TO PLEASE CONTACT RCAS ON THE ETA ON THE PART FOR
ted and left vmx indicating that RCAS still working with case evaluation proce

Created by ZTZ176N at 2014-03-24 13:32:28

C'S VEH. CALL ENDED. @04/03-ZAD257N

ss and agent will follow up with c next Wednesday and asked for call back if c

ARBS note requested payoff from NMAC.

has any questions.

RCAS CONTACTED DLR AT 1:42PM PST. @04/03-ZAD257N

Created by ZTZ176N at 2014-03-27 10:20:52

RCAS setting follow up for 3-5

SM-HP STATED THAT THE VEH HAS BEEN DOWN SINCE 03/17/2006 AND THIS WAS BECAUSE

ARBS note received the following payoff information from NMAC:

Created by ZJS111N at 2014-03-04 11:34:36

THE POWER STEERING PUMP NEEDED TO BE CHANGED AND AFTER THEY CHANGED IT THEY
rcas-jonathon spurling assisting

REALIZED THAT THEY ALSO NEEDED TO CHANGE THE STEERING COLUMN. RCAS STATED

SR#1-4249123218

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,114

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,115

REQUESTED BY: lattad

CAR ID: CA5281806

FELICIANO PEREZ III

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

THAT THEY WANTED TO CONFIRM IF THE VEH WAS DOWN SINCE THIS DATE AND SM-HP

Account Number: [REDACTED]

rce to proceed with processing of RHR

STATED THAT THEY ARE STILL WAITING FOR THE STEERING COLUMN TO COME IN AND THEU

30 Day Payoff amount:\$ 30550.34b

IS NO ETA. RCAS STATED THAT DLR SHOULD REQUEST AN STP FOR THIS PART SINCE C

rcas completed and submitted RHR

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

NP

CALLBACK: 0

DATE: 00/00/00

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 02/27/06

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 46010-3SG1B

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,116

REQUESTED BY: lattad

ROOT CAUSE: NI

PCAV

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,117

REQUESTED BY: lattad

CAR ID: CA5281806

CLOSE: N

Y

CLOSE DATE: 01/01/01

04/14/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,118

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,119

TIME: 9:19:07 AM

CAR ID: CA5281806

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDE02807127	3927 Cacheu	2/25/2006	02/25/12	0100000	01/01/01	01/01/01
1		5350 Texas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,120

MODEL YEAR:

VIN: 5N1AR18UX6C [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,121

REQUESTED BY: lattad

CAR ID: CA5281806

CURRENT SERVICE CONTRACT

CONTRACT: RCDE02807127

OWNER NAME: ,

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 50

EFFECTIVE: 2/25/2006

EXPIRES: 02/25/12 **MILES:** 0100000

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

TRANSFER: 01/01/01

TRANSACTION: 02/27/06

PRINTED: 03/03/06

DEALER NO: 3927 **STATE:** CA

DEALER NAME: FONTANA NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,122

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,123

REQUESTED BY: lattad

CAR ID: CA5281806

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5350

STATE: TX

DEALER NAME: CHARLIE CLARK NISSAN BR

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,124

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,125

NAME: , CORONA,ALI **SC:** MULTI CONTRACT **CAR ID:** CA5284017
STREET: [REDACTED] **VIN:** 1N4BA41E85C [REDACTED]
CITY: ROY **YR/MDL:** 2013.0 SEN **MILEAGE:**
ST/ZIP: CA UT [REDACTED] **VCAIN SVC DATE:**
DAY PH: 0 **PAIIRTL DLR:** NI NI
EVE PH: 0 **SUSSVC DLR:** 3883 KEN GARFF NISSAN RIVERDAL
DLR PH: 2 877 452 2981 **DENRESP DLR:** 3883 KEN GARFF NISSAN RIVERDAL
REGION: 2 32 **DIST: SL/SV/PT:** 13 13 43 NP NP NP

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 Preowned New x Preowned 30000 **# NISSAN/INFINITI VEHICLES:** 3
VEHICLE MAINTAINED BY: KEN GARFF NISSAN RIVERDALE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:**

ORIG CODE: NI NI NP NP **OPEN DATE:** 01/01/01 02/25/14 **XFER/RSPNSBLTY:**
CONTACT (S): **FOLLOWUP DATE:** 05/02/14 **INF-NET (Y/N):**
SEVERITY: 9 N **CLOSE DATE:** 01/01/01 05/01/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 103500 STEREO/CD/RADIO
AA AUDIO/VIDEO/NAVI WT UNABLE DIAGNOSE/DUPLICATE
AD BRAKES YX POOR OR IMPROPER OPERATION
BG POWERTRAIN ZR GENERAL INQUIRY
302500 CONTINUOUSLY VARIABLE TRANSMIS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,126

REQUESTED BY: lattad

VIN: 3N1AB7AP3DL [REDACTED]

MILEAGE: 015007 30000

RTL DLR: NP NP

SVC DLR: NP NP

RESP DLR: NP NP

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 2 NP I 32 13 N

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,127

REQUESTED BY: lattad

CAR ID: CA5284017

C. A. R. COMMENTS

1. Normal condition

Created by ZKC177N at 2014-04-28 16:20:11

Created by ZVL177N at 2014-03-24 11:32:58

Created by ZZT176N at 2014-04-03 07:29:51

crr-ja provided name, extension and case number

CRR-RB leaving the case

CRT thanked C for returning the call.

c understood and thanked

second opinion. c stated c will do so. rcas closing case pending c call back.

FILE OPENED-ZJS625N 04/03/2006

NO PREVIOUS FILES FOUND

@04/03-ZJS625N

rcas thanked and call ended mutually

Service Dept. Review

2. No problem found

ARBS notes the following repair history per CPIA, ROs, RHR:

call ended mutually

Created by ZCR177N at 2014-03-07 12:32:17

Created by ZLM777N at 2014-02-27 11:37:05

Created by ZLM777N at 2014-03-13 08:59:15

crr-ja exiting case

CRR-JS VERIFIED C NAME, ADDRESS, MILEAGE, VEH, DAY AND EVENINGS PHONE

crr-vl received a call from c asking to be transferred to RCAS ext.

CRT states that SM-Jason Napeer states that C has been coming to the DLR now f

c stated the following issues with the veh:

Service Dept. Review

TL assigned case to CRT-Phil Minch and advised.

10/18/13 11,101 1

3. Normal

c called in to follow the case. c said that c took the veh JERRY SEINER NISSAN

C CALLED REGARDING INSTALL OF XM RADIO, INQUIRED ON THE ELECTRONIC SERIAL

Created by ZJA177N at 2014-03-17 15:22:42

Created by ZLM777N at 2014-03-18 11:00:38

Created by ZPM777N at 2014-04-29 14:42:48

crr-vl verified info of c.

or a while due to the poor experience C had with the DLR where C had purchased

rcas noting rcas received 5 vmx's from c requesting call back

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,128

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,129

REQUESTED BY: lattad

CAR ID: CA5284017

SA advised of phone numbers [REDACTED] and [REDACTED]

Service Dept. Review

- veh starts shaking when stopping

Concerns:

Created by ZLM777N at 2014-02-27 11:40:40

Created by ZTZ176N at 2014-04-03 07:47:16

crr-vl offered further assistance before transfer; c declined.

CRT placed outbound call to C at [REDACTED], spoke with C.

for 2nd opinion. cleft the veh at the dlrshp. c said that the phone # of the

NUMBER FROM THE FACTORY RADIO FOR INSTALL OF XM RADIO @04/03-ZJS625N

RCAS Case Follow-up

rcas sent email to SM Jason advising c is still having concerns and advised rc

Service Dept. Review

the vehicle.

- veh loses power

1. Will pull up to a stop in gear and veh will run rough

7 days or more rcas will need tech time stamps

ARBS notes the following:

- brakes goes all the way to the floor

Created by ZBL176N at 2014-03-17 17:19:58

CRR-JS GAVE C SIRIUS XM RADIO MANUFACTURE 800 NUMBER AND PROVIDED FILE

CRT states that SM-Jason Napeer states that C's vehicle has never been diagnos

C states that C had a bad experience with NISSAN already.

dlrshp is 8016937100 and the person who is in charge of the veh is mike

rcas made outbound call to c at 10:45 am EST @ # [REDACTED]

rcas made outbound call to c at 1:38 pm EST @ # [REDACTED]

Service Dept. Review

ust leave an internal msg for RCAS to call c back, c agreed.

2. Perform MPI

5 visits 3 repairs:

call failed for value of 20

Created by ZLM777N at 2014-03-19 09:53:55

crr-cr verified that there are no changes on c's account

crr-lb received a call from c who wants to return a call to RCAS

crr-vl provided case no., name and ext.

C states that C wants to purchase a new vehicle, but it will never be a NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,130

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,131

REQUESTED BY: lattad

CAR ID: CA5284017

ed as having a concern that could be duplicated by diagnosis.

NUMBER AND MY NAME AND EXTENSION @04/03-ZJS625N

- radio turns on and off by itself

rcas spoke to c

Service Dept. Review

3. Perform LOF

3 runs rough; 2 reprogram ECM, 1 npf
again.

crr-cr told c that crr-cr will re-open the case and will send internal msg to r

crr-lb verified that there are no changes on contact information.

crr-vl exiting case

CRT states that SM-Jason Napeer states that the DLR has driven the vehicle wit

c stated that c brought the veh to the dlrshp 2 weeks ago

rcas advised returning c call and verified c has taken veh to Jerry Seiner Nis

rcas received email from SM Jason advising c veh was test driven by two differ

Service Dept. Review

2 RPM's run high; 1 set IAVL and 1 npf

Actions:

cas and c will receive a callback from rcas on the next bus day, c understood

Created by ZVL177N at 2014-03-24 11:33:20

crr-lb advised c that crr-lb will try to reach rcas first, crr-lb advised c th

c stated that the issues are still happening

C states that the vehicle shakes like crazy, and the brakes go to the floor.

ent tech's and advised veh was compared with other known veh and same concern

h C and asked C to point out the concern C was having, and C could not duplica

rcas made outbound call to c at 1:38 pm EST @ # [REDACTED]

san for second opinion

Service Dept. Review

—
1. Reprogrammed ECM

at crr-lb will transfer c directly if rcas is reached, c understood.

CRR-CR offered further assistance, c declined.

c stated is correct

C states that the DLR had advised C that this is what C gets when C buys a che

c was told by the mechanic that these issues are normal

RCAS Case Follow-up

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,132

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,133

REQUESTED BY: lattad

CAR ID: CA5284017

Service Dept. Review

te the concern when driving with the DLR.

unknown person answered and advised c does not work for company
was on veh.

1 master brake cylinder replaced

2. Complete

ap car.

Created by ZHM000N at 2014-03-25 07:20:48

CRR-CR gave name & extension.

crr-lb informed c that c will still be transferred so c can leave msg in VM. c

CRT states that SM-Jason Napeer states that the vehicle has been driven for 60

c stated that the dlrshp was not able to fix the issues

rcas advised rcas spoke to SM at dlrshp and was advised that SM has no record

rcas sent email to SM advising rcas will advise c and and advised at this time

rcas thanked and call ended mutually

Service Dept. Review

3. Complete

agreed

c is complaining that a brand new veh should not be having these issues

Created by ZLM777N at 2014-02-28 14:15:00

CRR-CR exiting case.

C states that since the DLRSHp replaced the master cylinder, and since then it

miles being diagnosed with a scan code, there is never been a concern or trou

no tech cases,

p

RCAS received a vmx from c. RCAS called c 801 458 4457, c states that c has n

rcas will need ro's and tech time stamps for any ro open for 7 days or more.

Service Dept. Review

01/17/14 15,215 1

ble code.

Created by ZCR177N at 2014-03-07 12:32:28

Created by ZLM777N at 2014-03-19 10:21:39

crr also informed c of follow-up date.

crr-jd apologized to c for the inconvenience

c stated SA Mike

has been better, but it's still not good.

no dts notes

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,134

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,135

REQUESTED BY: lattad

CAR ID: CA5284017

ot been back to the dlrshp as the dlrshp states the veh is okay and is waiting

rcas made outbound call to c at 4:14 pm EST @ # [REDACTED]

Service Dept. Review

Concerns:

crr-jd adv c that case will be escalated to RCAS for review

CRT states that SM-Jason Napeer states that the DLRSHP could never duplicate t

c stated c can be reached at 9:30 AM

C states that C is not sure of the mileage, as it is his daughter's vehicle an

for the answer on the buy back. RCAS stated that RCAS doesn't have anything

left vmx with case # and rcas contact info

no other CA cases

RCAS Case Follow-up

rcas inquired what dlrshp advised to c

rcas made outbound call to c at 12:07 pm EST @ # [REDACTED]

Service Dept. Review

1. Veh shakes after is warmed up when at a stop does not matter if in park or

advised following up with case

at this time, and will follow up with the dlrshp. c states is NNA going to se

Created by ZLM777N at 2014-03-10 08:45:44

Created by ZZT176N at 2014-04-03 07:49:14

crr-jd adv c that RCAS will contact c within the next business day

crr noted

c stated c had veh at dlrshp for five days for concern and advised dlrshp repl

d C does not drive it.

he brake concern and replaced the master cylinder in the interest of customer

rcas spoke to c

Service Dept. Review

aced master cylinder and reprogrammed computer and advised at this time c is s

ARBS note based on a good faith review, NNA is not in a position to offer a re

c cannot provide VIN

crr-lb offered further assistance, c declined. crr-lb gave name & extension. c

C states that C has already been told that everything is normal, so C will jus

in gear

nd someone else out to look at the veh. RCAS stated will follow up with the d

rcas advised at this time rcas has followed up with dlrshp and advised at this

rcas noting sent email to SM Jason inquiring on c concerns

rcas setting follow up date for 3/3

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,136

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,137

REQUESTED BY: lattad

CAR ID: CA5284017

satisfaction, but the DLR has never been able to duplicate the concern.

Service Dept. Review

2. Braked pedal seems soft. Seem to go to floor more than it should

Created by ZJE777N at 2014-02-28 14:26:38

Created by ZLM777N at 2014-03-10 08:49:20

crr-jd adv c that in order for the case to be escalated to RCAS c will have to pr

CRT states that SM-Jason Napeer states that if C is having the concern current

lrshp and get back to c on 03/28/2014

purchase of this vehicle, as the vehicle has not been subject to an unreasonab

rr-lb exiting case

Service Dept. Review

t eat it.

till having concerns and advised veh sounds as if concern is worse at this tim

time dlrshp is advising that c concerns are normal characteristics of veh and

3. Perform MPI

advised c veh was compared to brand new same model and year veh and concern w

Created by ZLM777N at 2014-03-18 10:17:50

crr-je received call from c

C states that C took the vehicle to Pierce NISSAN

e. c advised c does not know what to do at this time

le number of repair attempts for any warrantable concerns that would substanti

ly and C can duplicate the concern, SM-Jason Napeer advised CRT to ask C to co

ovide the VIN

rcas made outbound call to c at 10:47 am EST @ # [REDACTED]

RCAS setting follow up for 03/28/2014

Service Dept. Review

Actions:

ally impair the use, safety, or value of the vehicle. NNA will continue to hon

as same at time. rcas advised at this time dlrshp can nto make repairs on veh

Created by ZHM000N at 2014-03-26 07:33:52

crr-jd adv c to call back with the vin

CRT apologized to C for C's experience, and states that CRT would like to cont

c stated that c was calling for case # [REDACTED]

left vmx with case # and rcas contact info

ntact the DLRSHHP for a diagnosis of C's concerns.

rcas advised rcas will contact dlrshp and get info. rcas advised at this time

rcas noting received 4 vmx's from c requesting call back

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,138

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,139

REQUESTED BY: lattad

CAR ID: CA5284017

Service Dept. Review

1. Reprogrammed ECM

act the DLRSH to obtain additional information, and follow up with C by 5-02- advised at this time rcas is in contact with dlrshp and advised of follow up d and advised rcas can not aqdvise for dlrshp to make repairs on veh as concern Created by ZLM777N at 2014-03-18 10:20:03

c stated that c was not able to get the last # of rcas extn.

C states that C will contact the DLRSH for further diagnosis of C's concerns c understood

if c is still having concerns and stating that concern is worse at this time, or the terms and conditions of all applicable warranties.

RCAS received a vmx from Katie and asked if the dlrshp could have RCAS email a

Service Dept. Review

14

2. Unable to duplicate

ARBS note no DTS involved or any tech cases by any of the dealerships involved ate for 2/13

crr-jd offered further assistance

crr-je informed c that crr-je will transfer c over to rcas.

ddress, as the fax is not working. RCAS called the dlrshp 801 781 4533 no one is normal characteristic of veh.

rcas made outbound call to c at 12:19 pm EST @ # [REDACTED]

rcas will need to advise for c to take veh back to dlrshp for further diagnost

Service Dept. Review

then because the problem is definitely current and can be duplicated.

3. Complete

answered the phone.

c declined

Created by ZAA111N at 2014-03-10 08:57:09

crr-je advised c that if c was routed to vmx

CRT states that CRT has created this case documenting C's vehicle concerns, an

c stated at this time c does not feel that concern is normal for veh and advis

C states that this would be fine, call ends mutually,

ic and rcas will be in contact with dlrshp for concern

left vmx with case # and rcas contact info

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,140

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,141

REQUESTED BY: lattad

CAR ID: CA5284017

01/21/14 15,342 4

advised following up with case

ARBS note vehicle is drivable and c currently has vehicle.

c can leave a message.

Created by ZHM000N at 2014-03-26 07:36:24

crr-aa received a call from c.

crr-jd prov case and ext

c understood and advised c will be taking veh back to dlrshp today

d this information will be available for reference.

ed c will do whatever rcas advises c to do at this time

Service Dept. Review

Concerns:

Created by ZHM000N at 2014-04-03 08:31:28

Created by ZLM777N at 2014-03-18 10:57:41

crr-jd leaving case open pending VIN

crr-je informed c that crr-je will send an IM to rcas as well.

CRT offers further assistance, C declines further assistance at this time,

c stated that c missed a call from rcas-lm

rcas advised a this time rcas can onyl advise c to receive another opinion on

rcas advised rcas will follow up with c 3/17 and advised

RCAS emailed the SM-Chad RCAS email so the r/o could be attached to the email

Service Dept. Review

1. Veh idles rough in gear. Worse when warm

and sent back.

c concerns as rcas is being advised c concerns on ve are normal at this time.

Created by null at 2014-02-26 12:57:31

crr-aa asked for c's case #

CRT is setting follow up with DLRSHP for additional information for 4-30-14

CRT thanks C for contacting NNA CA, call ends mutually.

c understood.

c understood and thanked

RCAS emailed CSM-Bob Z asking if there was anything that NNA wants to offer th

rcas received inbound call from c

Service Dept. Review

2. Perform MPI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,142

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,143

REQUESTED BY: lattad

CAR ID: CA5284017

call ended mutually

c provided case # 13284017

Created by ZHM000N at 2014-03-26 14:17:27

Created by ZPM777N at 2014-05-01 11:37:37

CRR-BC received a call from c providing case #

crr-je transferred c.

CRT is setting follow up with C for 5-02-14

e c.

rcas advised rcas can not advise c what to do with concern at this time and ad

rcas advised rcas following up with case

Service Dept. Review

3. Display on head unit goes blank while driving. Has to restart veh

Created by ZLM777N at 2014-03-13 08:59:41

Created by ZPM777N at 2014-04-30 12:29:34

crr-aa verified c's information, no changes

crr-je exiting case.

CRT is closing case as no further assistance can be offered at this time.

C stated the reason for the call is to provide VIN 3N1AB7AP3DL [REDACTED]

rcas advised rcas spoke to SM Jason and was advised that c concerns were adres

RCAS called the dlrshp and SM-Chad states that had Katie to fax the r/o's and

RCAS emailed the FOM-Jerry Z stating NNA is not repurchasing the veh.

Service Dept. Review

vised is c decision.

Actions:

Created by ZLM777N at 2014-03-03 08:49:54

c reiterated c will do whatever rcas advises c to do

crr-aa advised c that crr-aa will transfer the call to rcas and if c reached v

crr added vin and will sent internal message to case owner

CRT notes most recent service visit documented in Salesforce was on 4/08/14 at

RCAS received an email from CSM-Bob Z stating: would offer a service credit of

rcas sent email to SM Jason advising c concerns and requesting more info

RCAS stated got a vmx stating the fax machine was not working and RCAS sent an

sed at this time and advised SM advised that Air box was fixed and was loose f

\$200 as a goodwill gesture.

18,530 miles at JERRY SEINER NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,144

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,145

REQUESTED BY: lattad

CAR ID: CA5284017

1. No problem found

Created by ZLM777N at 2014-03-17 09:32:40

crr exiting case

email so the r/o's could be attached. SM stated would get on that, sorry for mx crr-aa advised c that c may leave a message to provide cb rcas advised rcas can not advise c what to do with c concerns at this time. rcas noting received vmx from c requesting call back @ # [REDACTED] rom when Ken Garff had vehicle.

2. Complete

as advised at this time rcas is submitting c request for repurchase/replacemen

B7 Customer came in for a rough idle (c had taken car to Ken garff in

CASE SUMMARY*

Created by ZDM333N at 2014-02-26 17:47:43

Created by ZLM777N at 2014-03-03 09:19:58

Created by ZMS866N at 2014-04-03 10:05:26

CRT notes prior service at a different DLR visit documented in Salesforce was c stated c took veh to dlrshp and advised of c concerns with noise and advised nd best time that rcas can call c back the delay.

3. SOP

at time dlrshp was advising to c that the sound was normal. c stated c receiv C contacted NNA CA via VOC regarding a brake concern with C's 2013 Sentra

Created by ZHM000N at 2014-03-27 12:16:48

c understood

MT MS received request for letter to be mailed to the customer. MT MS mailing ogden and dlrshp had forgot to perform an ecu reprogram for one of the repairs on 2/26/14 at 16,636 at KEN GARFF NISSAN.

rcas made outbound call to c at 10:55 am EST @ # [REDACTED]

scrr-dm assisting crr-jd on the case.

t and advised rcas is still gathering info from dlrshp

02/19/14 16,636 8

B crr-aa offered further assistance, c declined.

Created by ZPM777N at 2014-04-30 12:35:22

CRT contacted C and thanked C for contacting NNA CA.

c understood and advised c will park car as c does not feel safe driving veh a dlrshp performed, so dlrhsp took care of concern)

ed call from dlrshp and c was advised that concern was addressed and advised th

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,146

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,147

REQUESTED BY: lattad

CAR ID: CA5284017

letter to customer. Thank You!

RCAS received the r/o's for this veh, now need the time stamps for r/o 438695

rcas spoke to c

scrr-dm attached vin on the case and updated case information as well

at air filter needed to be taken out. c stated at this time c is still having

B7 Customer stated stereo would shut off intermittently (dlrshp were u

Concerns:

Created by ZHM000N at 2014-03-28 09:39:07

Created by ZHM000N at 2014-04-03 14:03:57

crr-aa gave name, extension #457248

CRT apologized to C for C's experience.

CRT placed outbound call to JERRY SEINER NISSAN at (801) 693-7100, requested t

n

scrr-dm told c that crr-jd informed c that once c calls back for the vin #, c'

t this time

1. Head unit goes blank while driving

(unable to duplicate after multiple tries)

concerns with brakes and advised brakes are still going to floor. c stated at

CRT contacted the DLRSHP and was advised by SM-JASON NAPEER that C's vehicle h

c stated c purchased veh new and advised c was getting oil changes and advised

c to speak with SM-Jason Napeer, left VMX requesting a return call.

rcas apologized and advised rcas will follow up with c 3/24

RCAS called c [REDACTED], c states that the veh is still having the concerns

RCAS called the dlrshp and had to leave a vmx for Chad N to call RCAS back wit

RCAS Case Follow-up

c's case will be forwarded to rcas.

2. Driverb

as been diagnosed, and the DLRSHP was unable to duplicate the vehicle concerns

B7 Customer stated the brake pedal would go to the floor (dlrshp repla

Created by ZLM777N at 2014-03-11 08:38:49

c said that c does not want the veh anymore and c wants to get rid off it.

c thanked and call ended mutually

h information on the timestamps or reason why the veh was down so long.

, RCAS stated that c needs to take the veh back to the dlrshp, c states the d

this time c does not feel comfortable in veh and does not feel safe having c d

veh was shaking. c stated c took to dlshp and dlrshp advised no duplication.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,148

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,149

REQUESTED BY: lattad

CAR ID: CA5284017

3. Brakes intermittently go very soft and veh does not seem to stop well , and the vehicle is performing as designed.
 aughter drive veh as well. c stated c would like NNA to assist c in getting ne
 Created by ZHM000N at 2014-03-28 12:05:38
 Created by ZLM777N at 2014-03-19 10:24:46
 CRT is setting follow up with SM-JASON NAPEER for 5-01-14
 c stated then c having concerns with brakes and advised dlrshp advised at this ed the defective master cylinder)
 lrshp can not fix the veh. RCAS stated that the dlrshp states the dlrshp can rcas sent email to SM Jason inquiring on info and cc's FOM Jerry Zeman scrr-dm told c that scrr-dm will escalate case to rcas.

4. Perform MPI

Created by ZAA111N at 2014-03-11 12:16:18
 Created by ZPM777N at 2014-04-30 12:51:41
 CRT advised C that if C is experiencing a current concern with the brakes on C not duplicate the concern, RCAS stated if the dlrshp can not duplicate the co rcas advised rcas is being advised by dirhsp that c concerns with brakes are n RCAS called the dlrshp SA-Tyson states on r/o 438695, the veh was only there f rcas noting made outbound call to Ken Garff Nissan Riverdale scrr-dm told c that c will receive a call from rcas before the end of the next time concern can not be duplicated at time. c stated c also having concerns

Actions:

business day, c understood.
 crr-aa received a call from c.
 CRT received inbound call from SM-Jason Napeer.
 ncern there is nothing the dlrshp can do. c states that there is something wr or about an hour, the wrong part came in and the c came back. there was no loa ot able to be duplicated at this time and advised rcas will contact dirhsp to rcas sent email 3/13 to SM c will taking veh back as c states c concerns have SA Tyson advised SM in meeting at this time
 's vehicle, C vehicle can be brought to a Nissan DLRSHp for diagnosis to adre with radio on veh turning off on c. c stated c daughter is not so much worried

1. SOP

became worse at this time
 c stated that c wants to be transferred to rcas-lm's extension
 ner veh, and the had the veh during that time. Tyson stated that ASM and SM ar

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,150

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,151

REQUESTED BY: lattad

CAR ID: CA5284017

of radio system and is worried about brakes on veh and shaking.
ong with the veh, RCAS stated that c can take the veh to any Nissan dlrshp fo
rcas advised for SA to advise SM to call rcas back
scrr-dm offered further assistance, c declined.
see if dlrshp would be able mto test drive veh with c to see if c can duplicat
SM-Jason Napeer states that C has been coming to the DLR now for a while due t
ss C's vehicle concern.

2. No problem found

crr-aa asked for c's case #

e concerns for dlrshp at this time. rcas inquired c is seekign for veh to be t
e not in today.

o the poor experience C had with the DLR where C had purchased the vehicle.
rcas advised rcas did contact dlrshp and was advised that concerns were not ab
r the this concern. c states that c has taken the veh to different dlrshp and
SA agreed and call ended mutually
scrr-dm provided name, ext and file number.

3. No problem found

aken from c at this time

c provided case # 13284017

Created by ZHM000N at 2014-03-28 12:09:23

Created by ZLM777N at 2014-03-20 13:49:27

le to be duplicated at this time and advised if dlrshp is npt able to dupliat
neither of the dlrshp's can fix the concern. c states that the brake is goin
rcas sent email to 3/17 to SM Jason inquiring if c has taken veh back to dlrsh
scrr-dm leaving file open, transferring resp to rcas.
SM-Jason Napeer states that C's vehicle has never been diagnosed as having a c

4. Complete

Created by ZDM333N at 2014-02-26 17:48:05

crr-aa verified c's information, no changes

c stated is correct

e concerns there is not much rcas can do for c concerns at this time. rcas adv
g to the floor and the veh doesn't stop. RCAS stated that c should take the v
oncern that could be duplicated by diagnosis.

p at this time

RCAS handed in the r/o's for RHR

rcas noting received ro's from JERRY SEINER NISSAN and attaching to case

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,152

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,153

REQUESTED BY: lattad

CAR ID: CA5284017

03/07/14 17,352 5

Created by ZHM000N at 2014-03-28 12:14:37

Created by ZLM777N at 2014-03-17 14:58:48

Created by ZLM777N at 2014-03-20 14:08:46

eh to the dlrshp for the dlrshp to look at the veh. c states that c is going
ised if c would like c can obtain second opinion on concern.

mx crr-aa advised c that c may leave a message to provide cb

rcas advised rcas can submit request for c in regards to c concerns and advise
SM-Jason Napeer states that the DLR has driven the vehicle with C and asked C
Vehicle Concern

Concerns:

Created by ZLM777N at 2014-02-27 11:35:50

c stated c will do so

d rcas will need to get info from dlrshps were c has taken veh to and advised
nd best time that rcas can call c back and crr-aa advised c that crr-aa will s
RCAS called c [REDACTED], c states that c has not taken the veh back to the
rcas made outbound call to Ken Garff Nissan Riverdale

rcas received email from SM advising

to contact c's lawyer and then it will be taken care of and c disconnected the
to point out the concern C was having, and C could not duplicate the concern w
1. When sitting at a stop light the RPM goes below 400 and veh shakes
call.

c did bring veh back and advised Ken garff where c previously took veh left ai
end an internal message to rcas

hen driving with the DLR.

rcas inquired if c knows of dlrshp close to c

rcas made outbound call to dlrshp @ # 8017814500

rcas spoke to SM Chad

veh repaired if c keeps the veh or not. RCAS stated doesn't have an answer o
will submit to ARBS who will review c request and advised will take up to 10 b

2. Brake pedal will go to the floor

Created by ZHM000N at 2014-04-03 14:07:20

c stated no

c understood

n the repurchase of the veh yet and will follow up with c on 04/02/2014, c sta
r box loose and is what was causing the noise c was hearing.

rcas inquired following info

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,154

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,155

REQUESTED BY: lattad

CAR ID: CA5284017

rcas was placed on hold for more than 5 min

SM-Jason Napeer states that the vehicle has been driven for 60 miles being dia
usiness days

3. Stereo will go on and off by itself

crr-aa offered further assistance, c declined.

c stated that is fine and advised anything NNA is advising c to do c will do a
gnosed with a scan code, there is never been a concern or trouble code.

How many times has the customerb

rcas advised of JERRY SEINER NISSAN and advised for c to call nad make appoint

rcas ended call

rcas inquired if c has picked veh up

Summery : c called in with a concern on the veh with the brakes, c states that
tes c can take it to any dlrshp. RCAS stated that c can take the veh to any N

4. Driverb

Created by ZLM777N at 2014-03-17 15:01:38

crr-aa gave name, extension #457248

How many days has the vehicle been kept out of service at your dealer for repa
issan dlrshp.

ment to take veh in.

SM-Jason Napeer states that the DLRSHP could never duplicate the brake concern
the brakes are going to the floor. the dlrshp can not duplicate the concern.

t this time

5. Perform MPI

and replaced the master cylinder in the interest of customer satisfaction, bu

Created by ZJS111N at 2014-03-28 13:45:34

Created by ZRB177N at 2014-03-12 12:18:14

c understood

c wanted the veh repurchased, and ARBS denied the repurchase of the veh and R
irs? If the Service Manager is unsure, the RCAS needs to collect the hard copi

rcas inquired following info:

rcas made outbound call to c at 1:25 pm EST @ # [REDACTED]

rcas made outbound call to c at 5:00 pm EST @ # [REDACTED]

Actions:

call failed twice

CAS sent letter of denial, FOM suggest a SC at the dlrshp and the c states sti

CRR-RB received call from c

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,156

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,157

REQUESTED BY: lattad

CAR ID: CA5284017

es of the repair orders that contain the technician time stamps. SM did not know
left vmx with case # and rcas contact info
rcas-jonathon spurling assisting
rcas provided address and number to dlrshp
t the DLR has never been able to duplicate the concern.
why do you want to return the vehicle to Nissan North America? C having ongoing

1. Set IAVL

advised following up with case

c provided case number [REDACTED]

c thanked

g concern with veh

ll having the concern so RCAS did not offer the SC. RCAS tried to get the c t
rcas noting that owner of case received all RO's as stated in CPIA and Salesfo
SM-Jason Napeer states that if C is having the concern currently and C can dup
w time of call

2. Replaced master cylinder

c states c wanted to speak with rcas at ext457203 about the case

Has Techline been involved? no

licate the concern, SM-Jason Napeer advised CRT to ask C to contact the DLRSHP

o take the veh back to the dlrshp, the c wants to contact lawyer.

rcas advised for c to call rcas back once c has had veh in

rcas made outbound call to dlrshp

rce to proceed with processing of RHR

setting follow up date for 3/18

Where is the vehicle currently? veh is with the customer

3. No problem found

Created by ZJA177N at 2014-03-17 15:22:31

c states c made several attempts to reach rcas but haven't got a callback from

c understood and thanked

for a diagnosis of C's concerns.

Has the Dealer Technical Specialist (DTS) been involved? no

RCAS closing case as there is no further assistance required.

rcas completed and submitted RHR

rcas spoke to SA Tyson as SM Chad not available

Where was the vehicle purchased? vhe was purchased from Ken Garff Nissan of Ri

4. Replaced stop button

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,158

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,159

REQUESTED BY: lattad

CAR ID: CA5284017

call ended mutually

Created by ZBP179N at 2014-03-31 08:52:44

Created by ZKC177N at 2014-04-28 16:19:10

crr-ja received a follow up call from c stating that c got a call few minutes

CRT thanked SM-JASON NAPEER for the information, call ends mutually.

rcas

SA advised at this time c has had multiple concerns with veh and advised none

Sm advised will send ro's

verdale

5. Complete

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

ago

Created by ZHM000N at 2014-03-24 11:16:53

Created by ZPM777N at 2014-05-01 10:16:34

crr-rb informed c schedule follow up on case 03/13/14

***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for rev

of which have been able to been able to duplicate c concerns at this time exce

rcas closing case pending c call back

Was it purchased new or used? Veh was purchased new

03/14/14 17,510 1

Created by ZLM777N at 2014-03-03 09:22:22

crr-ja asked if any of c's contact information changed, c said no

crr tried to reach rcas at x457203 however is unavailable

CRT placed outbound call to C at [REDACTED], left VMX requesting a return ca
iew.

If used, when was the vehicle purchased?

pt for radio concern and advised that radio is on order at this time. SA advis

RCAS called the dlrshp and had to leave a vmx for SM-Chad to send the r/o's fo

TL received the following VOC: i have problems with my car, and never fix my

Concerns;

Created by ZHM000N at 2014-04-02 13:20:41

crr-ja advised c that if rcas has a customer on the other line c's call will b

crr-rb informed c that crr will send a request for rcas to call c back today

ed c has advised that c has 2013 Altima and advised that brakes on Altima are

ll

problems

r this vin, RCAS left the last 8 of the vin and RCAS contact information.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,160

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,161

REQUESTED BY: lattad

CAR ID: CA5284017

*****summary

Where is the vehicle serviced? Veh is serviced at Ken garff Nissan Riverdale,

1. Veh will rev high when going up a hill

c called nna with multiple concerns on veh. c has concern with veh shaking, br

Created by ZHM000N at 2014-03-24 11:21:19

c understood

e routed to vmx, c can just leave c's call back number, name, case number and

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

my cAR IS BROCK ,BRAKES DONT WORK PROPERLY , but if i have accident i sue niss

not same on Versa. SA advised veh's are different and advised will no feel sam

RCAS called c [REDACTED], c states that c took the veh to Lewisville Nissan

2. Brake pedal will go to the floor

akes and radio system. rcas made outbound call to dlrshp. dlrshp advised at th

an

and was told the veh needed a reprogram, c states there is nothing wrong with

CRT is setting follow up with C for 5-02-14

c states c had second opinion from another nna dlr as per advice by rcas

e.

f so, document names of dealers/retailers? Ken Garff Nissan Riverdale, Jerry S

message thus crr-ja will also send an internal message to rcas regarding c's c

RCAS called c [REDACTED], RCAS had to leave a vmx for c to call RCAS back

3. RPMs will drop to 500

all

at Ext 458121

Created by ZKC177N at 2014-04-28 16:19:50

Created by ZPM777N at 2014-05-01 11:31:04

CRR-RB offered further assistance. c declined

einer

is time c concerns have not been duplicated at this time and advised c radio c

rcas advised for SA to have SM Chad contact rcas

the veh, RCAS stated to c that RCAS does not have the answer today on the rep

Actions:

crr-ja asked for further assistance, c declined

CRR-RB provided c with crr name and extension number

CRT received inbound call from C.

oncern was and radio is on order at this time. rcas advised for c to receive s

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,162

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,163

REQUESTED BY: lattad

CAR ID: CA5284017

rcas advised rcas will contact dlrshp and advised will contact c 3/19

RCAS setting follow up for 03/27/2014

SA agreed

urchase concern and will give c a call back on 04/07/2014

veh concern

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NI

NP

CALLBACK: 0

DATE: 00/00/00

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 08/30/06

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: N

Y

CLOSE DATE: 01/01/01 05/01/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: ■■■

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,164

ROOT CAUSE: NI SCIN

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,165

REQUESTED BY: lattad

CAR ID: CA5284017

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,166

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,167

TIME: 9:19:07 AM

CAR ID: CA5284017

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PEDQ04056272	NP Cacheu		8/23/2006	10/04/11	0100000	01/01/01	01/01/01
2	RMNZ08076950	NP Cacheu		8/23/2006	10/04/11	0100000	01/01/01	01/01/01
2		3883 Utah						

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,168

MODEL YEAR:

VIN: 3N1AB7AP3DL [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,169

REQUESTED BY: lattad

CAR ID: CA5284017

CURRENT SERVICE CONTRACT

CONTRACT: PEDQ04056272

OWNER NAME: ,

PLAN TYPE: E

PLAN TERM: Q

DEDUCTABLE: 50

EFFECTIVE: 8/23/2006

EXPIRES: 10/04/11

MILES: 0100000

CANCEL: 01/01/01

MILES: 0100000

TRANSFER: 01/01/01

TRANSACTION: 08/30/06

PRINTED: 09/01/06

DEALER NO: NP

STATE: NP

DEALER NAME: NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,170

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,171

REQUESTED BY: lattad

CAR ID: CA5284017

CURRENT SERVICE CONTRACT

CONTRACT: RMNZ08076950

OWNER NAME: ,

PLAN TYPE: M

PLAN TERM: Z

DEDUCTABLE: 0

EFFECTIVE: 8/23/2006

EXPIRES: 10/04/11

MILES: 0100000

CANCEL: 01/01/01

MILES: 0100000

TRANSFER: 01/01/01

TRANSACTION: 08/30/06

PRINTED: 09/01/06

DEALER NO: NP

STATE: NP

DEALER NAME: NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,172

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,173

REQUESTED BY: lattad

CAR ID: CA5284017

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3883

STATE: UT

DEALER NAME: KEN GARFF NISSAN RIVERD

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,174

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,175

NAME: , GALIZIO,LINDA SC: ONE CONTRACT CAR ID: CA5286828
STREET: [REDACTED] VIN: 1N4AL11D12C [REDACTED]
CITY: MANORVILLE YR/MDL: 2013.0 SEN MILEAGE:
ST/ZIP: NC NY [REDACTED] VCAIN SVC DATE:
DAY PH: [REDACTED] PAIRTL DLR: NI NI
EVE PH: [REDACTED] SUSSVC DLR: 2214 NISSAN 112 SALES CORP
DLR PH: 252 636 1000 631 289 9100 DENRESP DLR: 2214 NISSAN 112 SALES CORP
REGION: 26 34 DIST: SL/SV/PT: 02 02 32 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 Preowned New x Preowned 55200 # NISSAN/INFINITI VEHICLES: 9
VEHICLE MAINTAINED BY: NISSAN 112 SALES CORP
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 02/26/14 XFER/RSPNSBLTY:
CONTACT (S): FOLLOWUP DATE: 03/21/14 INF-NET (Y/N):
SEVERITY: 9 N CLOSE DATE: 01/01/01 03/21/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
AE ENGINE COOLING SYSTEM YX POOR OR IMPROPER OPERATION
AV INTERIOR ELECTRICAL ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,176

REQUESTED BY: lattad

VIN: 3N1AB7AP7DL [REDACTED]

MILEAGE: 017510 55200

RTL DLR: NP NP

SVC DLR: 3149 EASTERN CAROLINA NISSAN

RESP DLR: 3149 EASTERN CAROLINA NISSAN

NISSAN/INFINITI VEHICLES:

MILES: 0

XFER/RSPNSBLTY: 26 02 N 34 14 I

INF-NET (Y/N):

INF-NET DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,177

REQUESTED BY: lattad

CAR ID: CA5286828

C. A. R. COMMENTS

crr-ml received a call from [REDACTED], husband of c, referred ow as c

FILE OPENED-ZYJ697N 04/05/2006

FOLLOW-UP IS DUE ON OR BEFORE

NO PREVIOUS FILES

@04/05-ZYJ697N

RCAS ADVISED THAT RCAS SPOKE WITH PARTS DEPARTMENT

..

CRR CHECKED FOR RECALLS FOUND NON/ADVISED C

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

RCAS ADVISED THAT BEING THAT C'S VEH IS CANADIAN A CANADIAN PART WOULD

THE CANADIAN DISTRIBUTOR. C STATES THAT NOW VEH MEASURES BY KILOMETERS

BE INSTALLED IN THE VEH

c is requesting to be transferred to rcas.

CRR VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE# AND RESPON DLR

CUSTOMER.

NOT MILES. C STATES THAT DLR REPLACED VEH WITH WRONG PART. C STATES THAT

CRR YJ RECV'D INBOUND CALL FROM C STATING IN MARCH OF 2006 C TOOK VEH TO DLR

c stated that c took veh to the dlr this morning, Mar 21 for the 4th time.

PLEASE REVIEW AND CONTACT [REDACTED] AT [REDACTED], THANKS.

RCAS ADVISED THAT THE PART THAT WAS INSTALLED IS THE ONLY PART AVAILABLE FOR

THIS HAS BEEN BROUGHT TO DLR ATTENTION AND DLR ONLY EXCUSE IS THAT IS WHAT

BECAUSE CLUSTER IN MAIN DASH NEEDED TO BE REPLACED. C STATED THAT C PAID

crr-ml verified that there are no changes on contact information.

THE DLR IN CANADA SENT THEM. C STATES THAT BEFORE PART WAS PUT IN DLR KNEW

THE VEH

crr-ml advised c that crr-ml will transfer c to rcas's extension.crr-ml advise

C STATES THAT C HAS CONTACTED THE ATTORNEY GENERALS OFFICE AND HUNG UP

FOR PART AND SVC DEPT. REPLACED PART. C STATES THAT PART WAS ORDERED FROM

THAT THIS WAS THE WRONG PART. _C WANTS NNA TO HAVE CLUSTER REPLACED TO

CALL ENDED

@04/24-ZCP132N

d c if c reached rcas's vmx, just leave a vmx and crr-ml will send internal ms

MEASURE MILES. C WANTS NNA TO HAVE SVC DEPT CALCULATE THE AMOUNT OF KILOMETERS

FILE CLOSED

@04/24-ZCP132N

g for rcas to call c back. C understood.

THAT HAVE BEEN PUT ON VEH INTO MILES SO THAT THE ADDITIONAL KILOMETERS WONT

@04/24-ZSD010N

AFFECT RESALE VALUE OF VEH IN TERMS OF MILES. C STATES THAT THIS HAS JUST

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,178

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,179

REQUESTED BY: lattad

CAR ID: CA5286828

crr-ml offered further assistance, c declined. crr-ml gave name & extension. c

@04/05-ZYJ697N

CRR-SD RECEIVED AN INBOUND CALL FROM C STATING THAT C WOULD LIKE THE CALL TO
rr-ml exiting case.

BEEN BROUGHT TO NNA'S ATTENTION BECAUSE C HAS BEEN ON VAC SINCE THE REPLACEMEN
BE TRANSFERRED TO EXTENSION 3805.

Created by ZME538N at 2014-03-21 14:13:48

C PROVIDED THE FILE NUMBER.
OF CLUSTER.

RCAS calling C on [REDACTED] @ 4:10 pm est. Spoke with C. The wrong part was

CRR-SD VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

CRR YJ INFORMED THE C THAT INFORMATION WOULD BE FORWARDED TO AN RCAS FOR

ordered the cap. C is not happy with the ordering from the dlrshp as the cap

CRR-SD CHECKED FOR OPEN RECALLS/SERVICE CAMPAIGNS AND FOUND NONE.

for the radiator keeps coming in when its the windshield one C needs. Veh has

REVIEW. CRR YJ INFORMED THE C THAT AN RCAS WOULD NOTIFY THE C IN 24 BUS HRS

C CALLED IN STATING THAT THE C'S VEH WAS BUILT, ASSEMBLED IN CANADA AND

CRR PROVIDED C WITH A FILE #, NAME AND EXT @04/05-ZYJ697N

since been repaired. Call ended mutually. closing case

Case Summary:

CRR YJ RECV INBOUND CALL FROM C WITH SVC MGR NAME. C STATES THAT SM IS
SHIPPED TO UNITED STATES FOR SALE IN UNITED STATES. C STATED THAT THE PARTS
BRAD TURNER. @04/05-ZYJ697N

C is wanting to know why the veh is braking down so much. RCAS is unable to an
WERE ALL AMERICAN LIKE THE ODOMETER WAS IN MILES/HOUR.

C STATED THAT NOW CLUSTER WAS REPLACED WITH A CANADIAN PART WHICH IS NOW
RCAS IN REVIEW OF FILE

swer question, C said dlrshp notified a part to repair the veh is in and will

be in to have it repaired. RCAS adv to call when repair is done and ask the dl

RCAS DATANET FILE @04/06-ZCP132N

REGISTERING IN KILOMETERS.

***** CRR-AT RECEIVWED A CALL FROM C STATING THAT C WAS PROMISSED FOR A

CRR-SD REVIEWED THE FILE AND NOTICED THAT A CANADIAN PART WAS

rshp to go over other concerns and RCAS can assist more from there. C agreed.

CALL BACK BY FRIDAY AND C DID NOT RECEIVE A CALL BACK.

Closing case pending call back. C called in to inform RCAS that the veh has be

ORDERED FROM A CANADIAN DISTRIBUTOR AND A WRONG PART WAS INSTALLED.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,180

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,181

REQUESTED BY: lattad

CAR ID: CA5286828

CRR-SD ALSO NOTICED THAT THE DOCUMENTATION STATED THAT THE PART INSTALLED WAS C WANTED TO KNOW WHAT'S HAPPENING ON THE FILE.

en repaired.

Created by ZME538N at 2014-03-24 10:36:44

CRR-AT VERIFIED NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

INCORRECT.

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

CRR-AT INFORMED C THAT THE FILE IS TRANSFERRED TO RCAS WHO IS IN REVIEW OF THE CRR-SD INFORMED C THAT THE SPECIALIST WAS HANDLING THE FILE AND THE DOCUMENTATION STATED THAT THE VEH IS CANADIAN AND CANADIAN PARTS WOULD BE FILE AND C WILL RECEIVE A CALL BACK.

RCAS noting vxm received time stamped prior to RCAS closing case. leaving cas

C UNDERSTOOD AND SAID THAT C IS OUT OF TOWN SO THE RCAS CAN SPEAK TO C'S

e as is.

INSTALLED IN THE VEH HOWEVER, ONLY THE PARTS WHICH ARE AVAILABLE FOR THE VEH HUSBAND [REDACTED].

WOULD BE INSTALLED.

C ALSO MENTIONED THAT C IS NOT GOING TO BE PAITENT FOR LONG TIME AND C WANTS

CRR-SD INFORMED C THAT FOR BETTER ASSISTANCE CRR-SD WOULD TRANSFER THE CALL TO CRR-MA.

THE ISSUE TO BE SOLVED AS SOON AS POSSIBLE.

CRR-AT APOLOGIZED AND INFORMED C THAT CRR-AT WILL ARRANGE A CALL BACK.

C STATED THAT C HAD SPOKEN TO CRR-JY HOWEVER, WAS NOT ASSISTED IN THIS REGARD.

CRR-SD RECOMMENDED C TO LEAVE A MESSAGE WITH THE FILE NUMBER, C'S PREFERRED C UNDERSTOOD.

CRR-AT PROVIDED NAME AND EXTN.

NUMBER, TIME AND NAME INCASE C REACHES THE VM OF CRR-MA.

C THANKED AND CALL ENDED.

@04/12-ZAT987N

C UNDERSTOOD.

C PROVIDED THE CALL BACK NUMBER AS [REDACTED]. @04/24-ZSD010N

CRR-AT SENT A MAIL TO RCAS.

@04/12-ZAT987N

CRR-SD INQUIRED THE BEST TIME FOR CALL BACK..

RCAS CONTACTED DLR AND SPOKE WITH SA-CHUCK

C STATED ANY TIME.

SA STATES THAT THE PM HAS EXPLAINED TO C THAT THE PART IS THE ONLY PART AVAILABLE FOR THE VEH

CRR-SD INFORMED C THAT THERE ARE NO OPEN RECALLS/SERVICE CAMPAIGNS ON THE VEH.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,182

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,183

REQUESTED BY: lattad

CAR ID: CA5286828

CRR-SD RECONFIRMED THE FILE NUMBER AND PROVIDED C WITH CRR-SD'S NAME AND SA STATES THAT THE CLUSTER MEASURES IN KILOMETERS EXTENSION. @04/24-ZCP054N-COMMENT

SA STATES THAT SA CALLED AROUND AND THE PART THAT WAS ORDERED IS THE ONLY AVAILABLE FOR C'S VEH BECAUSE C'S VEH IS CANADIAN C THANKED.

CRR-SD WARM TRANSFERRED THE CALL TO CRR-LM. @04/24-ZSD010N

RCAS THANKED FOR INFORMATION @04/18-ZCP132N

C'S PREFERRED CALLBACK NUMBER - [REDACTED]

RCAS CONTACTED C @ 7:40 PST AND WAS NOT AVAILABLE

RCAS-CP HAS ALREADY ADDRESSED C ISSUE AND EXPLAINED NISSAN POSITION

RCAS LEFT NAME AND EXT @04/18-ZCP132N

CRR-MA RECEIVED A CALL FROM C WHO'S FILE IS BEING REVIEWED BY AN RCAS-CP

FILE REMAINS CLOSED @04/24-ZCP132N

@04/24-ZCP054N-COMMENT

CR-MA ADVISED C THAT CRR-MA WILL SEND RCAS AN E-MAIL AND WILL TRANSFER THE be in to have it repaired. RCAS adv to call when repair is done and ask the dl CALL. @04/20-ZMA124N

C GAVE CRR-MA C'S CELL PHONE NUMBER [REDACTED]

rshp to go over other concerns and RCAS can assist more from there. C agreed.

[REDACTED] IS THE C'S E-MAIL ADDRESS. @04/20-ZMA124N

Closing case pending call back. C called in to inform RCAS that the veh has be

Created by ZML204N at 2014-03-21 08:06:33

RCAS CONTACTED C ON CELLPHONE AND DAY/EVE# AND WAS NOT AVAILABLE

crr-ml received a call from [REDACTED], husband of c, referred ow as c..

RCAS LEFT NAME AND EXT @04/21-ZCP132N

CRR-MA RECEIVED A CALL FROM C WHO WAS UP SET @04/21-ZMA124N

c stated that c took veh to the dlr this morning, Mar 21 for the 4th time.

crr-ml verified that there are no changes on contact information.

C STATED THAT C WAS LEFT A MESSAGE BUT THE RCAS LEFT NO EXTENSION FOR C TO

crr-ml advised c that crr-ml will transfer c to rcas's extension.crr-ml advise

REACH REP.

CRR-MA ADVISED C THAT CRR-MA WILL SEND AN E-MAIL TO REP IN CHARGE OF FILE

d c if c reached rcas's vmx, just leave a vmx and crr-ml will send internal ms

@04/21-ZMA124N

g for rcas to call c back. C understood.

CRR-MA THANKED C FOR CALLING

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,184

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,185

REQUESTED BY: lattad

CAR ID: CA5286828

crr-ml offered further assistance, c declined. crr-ml gave name & extension. c

CRR-MA ENDED CALL @04/21-ZMA124N

rr-ml exiting case.

Created by ZML204N at 2014-03-21 08:06:43

RCAS RECEIVED VM FROM C STATING THAT C CAN BE REACHED AT [REDACTED]

RCAS Case Follow-up

RCAS CONTACTED C

Created by ZML204N at 2014-03-21 08:15:25

C STATES THAT C'S VEH MEASURES IN KILOMETERS

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NI	NP
CALLBACK: 0	DATE: 00/00/00	
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	03/21/13	CHECK REQUESTED: Y
3RD PRY: NI	PART#:		CHECK ISSUED: Y
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY:		
SVC CALL#: N	UPDATE DATE:		

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,186

REQUESTED BY: lattad

ROOT CAUSE: NI

SCIN

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,187

REQUESTED BY: lattad

CAR ID: CA5286828

CLOSE: N

Y

CLOSE DATE: 01/01/01

03/21/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,188

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY:** lattad

PAGE: 2,189

TIME: 9:19:07 AM

CAR ID: CA5286828

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2013

NAME: ,



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MUNH00706638	2214	New York	3/17/2013	03/17/16	0045010	01/01/01	01/01/01
1		2214	New York					
1		3149	North Carolina					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,190

MODEL YEAR:

VIN: 3N1AB7AP7DL [REDACTED]

MODEL LINE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,191

REQUESTED BY: lattad

CAR ID: CA5286828

CURRENT SERVICE CONTRACT

CONTRACT: MUNH00706638

OWNER NAME: [REDACTED]

PLAN TYPE: U

PLAN TERM: H

DEDUCTABLE: 0

EFFECTIVE: 3/17/2013

EXPIRES: 03/17/16 **MILES:** 0045010

CANCEL: 01/01/01 **MILES:** 0045010

TRANSFER: 01/01/01

TRANSACTION: 03/21/13

PRINTED: 03/23/13

DEALER NO: 2214 **STATE:** NY

DEALER NAME: NISSAN 112 SALES CORP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,192

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,193

REQUESTED BY: lattad

CAR ID: CA5286828

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: ,



PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2214

3149

STATE: NC

NY

DEALER NAME: EASTERN CAROLINA NISSA NISSAN 112 SALES CORP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,194

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,195

REQUESTED BY: lattad

NAME: [REDACTED] STUTZ,LINDA **SC:** MULTI CONTRACT **CAR ID:** CA5958620
STREET: [REDACTED] 5258 OCHS AV **VIN:** 3N1AB7APXDL [REDACTED]
CITY: INDIANAPOLIS PINNACLE **YR/MDL:** 2001.0 QX4 2013.0 SEN **MILEAGE:**
ST/ZIP: IN [REDACTED] NC [REDACTED] **VCAIN SVC DATE:** 10/17/01
DAY PH: [REDACTED] [REDACTED] **PAIRTL DLR:** 70021 LYNNES INFINITI
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 2755 MODERN NISSAN, LLC
DLR PH: 224 653 2901 336 767 8260 **DENRESP DLR:** 2755 MODERN NISSAN, LLC
REGION: 34 72 **DIST: SL/SV/PT:** 15 15 45 18 18 48

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 Preowned New x Preowned 080000 **# 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:** 12/03/07 03/10/14 **XFER/RSPNSBLTY:** 34 15 N
CONTACT (S): **FOLLOWUP DATE:** 12/04/07 04/04/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 12/04/07 04/03/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES TW MECHANICAL PROBLEM
BP ROADSIDE ASSISTANCE ADMIN YP PARTS AVAILABILITY (BACKORDER)
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,196

REQUESTED BY: lattad

VIN: JNRDR09Y11W [REDACTED]

MILEAGE: 010000 080000

RTL DLR: NI NI

SVC DLR: 70521 INFINITI HOFFMAN ESTATES

RESP DLR: 70521 INFINITI HOFFMAN ESTATES

DIST: SL/SV/PT: 21 21 46

NISSAN/INFINITI VEHICLES: 1

XFER/RSPNSBLTY: 34 18 N 72 21 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,197

REQUESTED BY: lattad

CAR ID: CA5958620

C. A. R. COMMENTS

ble to contact cust to complete RHR

Case Number : [REDACTED] 12-04

Created by ZRD000N at 2014-03-10 08:00:22

c wants to speak with RCAS

FOLLOW-UP IS DUE ON OR BEFORE 12/04/07

Rcas attached c's veh ro's to c's case and sent an email to CSM David Mackay a

rce to proceed with processing of RHR

THIS CAR CREATED THROUGH ROADSIDE SERVICE WITH THE FOLLOWING REASON:

01- LOCATED AT JEWEL-OSCO. SHAWNA FROM ARTIES TOWING CUST IS NOT AT THIS 12-04

ARBS-NM sent email ARBS-SUPV advising of case file status.

c asked for resolution from NNA since veh is located at MODERN NISSAN for week

crr-ro transferred c's lawyer to RCAS ext# and advised to leave message if rou

DEALER SERVICE MANAGER, THE SUBJECT VEHICLE HAS BEEN TOWED TO YOUR DEALERSHIP

dvising of RHR request.

MECHANICAL PROBLEM,

rcas completed and submitted RHR

Created by ZKG176N at 2014-03-18 14:16:03

Created by ZKG176N at 2014-03-27 07:24:42

Created by ZNM176N at 2014-04-02 14:38:48

LOCATION GOA REQ'T'D -02. 12-04

PER THE INFINITI ROADSIDE ASSISTANCE PROGRAM AGREEMENT. PLEASE CONTACT THE

s now this coming wednesday due to master cylinder issue.

ted to vmx; c understood

ARBS-NM notes service history:

crr-ro provided further assistance;c declined

c stated c purchased the veh new but cant drive the veh cause of the issue.

OWNER ASAP AT THE PHONE NUMBER DISPLAYED BELOW AND MAKE REPAIR ARRANGEMENTS.

Rcas attempt to contact c on [REDACTED] @04:13pm. Rcas left a detailed me

Rcas attempt to contact c's attorney Ervin Brown on 3369719880 @09:20am. Rcas

c dont want to wait longer and wants nna corporate to address this issue.

crr-ro provided c case,name and ext#

Open: 11/08/13 - Closed: 11/08/13 - 5,291 miles - RO# 337652 - 1 day

Parts Dept. Review

spoke with Attorney Ervin Brown and advised Attorney that rcas is unable to sp

ssage on c's vmx.

CRR-RD told c case will be transferred to RCAS for further review and a call b

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,198

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,199

REQUESTED BY: lattad

CAR ID: CA5958620

crr-ro exiting the case

talk with Attorney in reference to c, yet Attorney may send in a letter of repr

Issue

Parts Dept. Review

Rcas attempt to contact c on [REDACTED] @04:14pm. Phone just ring.

1. Perform LOF

ack

Created by ZRO178N at 2014-03-21 10:11:28

representation for c's case. C's attorney stated c's attorney will be suing rcas i

Parts Dept. Review

Rcas attempt to contact c on [REDACTED] @04:14pm. Rcas left a detailed message

2. Perform MPI

in 15 days. Rcas understood and call ended.

on c's vmx.

Parts Dept. Review

RCAS FOLLOW UP CASE

will be given to c from RCAS before the end of the next business day.

Action

Created by ZKG176N at 2014-03-27 07:44:28

Created by ZNT176N at 2014-03-21 10:19:44

CRR-RD asked for further assistance, c stated no.

Parts Dept. Review

Rcas received 4 vmx from c on 03/18/14 asking to be contacted on [REDACTED].

1. Complete

Case Summary

Created by ZSS176N at 2014-03-19 07:29:13

Crr-nt received a call from cb

CRR-RD provided c with ca file number, crr name and extension.

Parts Dept. Review

2. Complete

case transferred to rcas.

C is awaiting a master cylinder part due to being on b/o. C is frustrated due

Crr-nt advised cb

crr-ss received a call from c to follow up case.

Parts Dept. Review

Cb

Created by ZRD000N at 2014-03-10 08:01:34

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,200

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,201

REQUESTED BY: lattad

CAR ID: CA5958620

c wanted to be transferred to rcas-kg's extension.

Open: 1/10/14 - Closed: 1/10/14 - 9,393 miles - RO# 340493 - 1 day

Parts Dept. Review

to the b/o part eta for 04/29/14. C asked for a rhr review. C asked for Rcas n

Cb

crr-ss verified that there are no changes on contact information.

Issue

ot to contact c and contact c's attorney. Rcas contacted c's attorney whom sta

Vehicle Concern

1. Perform LOF

Created by ZKG176N at 2014-03-11 12:26:45

Crr-nt advised cb

crr-ss transferred call but call was routed to vmx.

ted c will be suing Nissan in 15 days.

2. Perform MPI

crr-ss will be sending an internal message to rcas-kg to request for a call ba

low up

Rcas attempt to contact dlrshp on 3367678260 @02:14pm. Rcas spoke with SM Chuc

Rcas will continue with the rhr process due to there not being a letter of rep

Action

ck.

Crr-nt verified best number for cb

k Martin whom stated c's veh master cylinder is on b/o and no eta. Rcas unders

resentation.

1. Complete

Cb

Created by 12345678 at 2014-03-27 10:46:35

c stated that veh is at the dlrshp for over a month.

tood. SM stated c's veh part# 46010-35G1B and no order number. SM stated c's v

2. Complete

Created by 12345678 at 2014-03-27 10:46:35

Crr-nt was unable to provide name, case and extension

c want the veh bought back and consider veh under lemon law.

eh part was ordered since 02/08/14 and c's veh is at dlrshp. Rcas understood a

Crr-nt exiting case.

crr-ss offered further assistance, c declined.

***DRTS received the RHR. The RHR was assigned to ARBS- Nathan Mcdougal for re

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,202

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,203

REQUESTED BY: lattad

CAR ID: CA5958620

nd call ended.

Open: 2/07/14 - Closed: 2/11/14 - 11,246 miles - RO# 341786 - 5 days

Created by ZNT176N at 2014-03-21 10:19:58

crr-ss provided name and extension number.

***DRTS received the RHR. The RHR was assigned to ARBS- Nathan Mcdougal for re
Issue

Rcas checked host and was unable to find any information in Host system.

1. Has to pump brake pedal, brake pedal goes to the floor

[REDACTED]

Created by null at 2014-03-11 12:30:19

crr-ss exiting file.

view.

2. Perform MPI

Created by ZKG176N at 2014-03-21 14:28:57

Created by ZSS176N at 2014-03-19 07:30:27

Part # 46010-3SG1B order# 23270027 elavated to STP with no ETA

view.

Action

Created by ZKG176N at 2014-03-11 12:42:59

Created by ZKG176N at 2014-04-01 08:23:12

RCAS Case Follow-up

Rcas sent an email to CRR-NT advising of SOP 1.20 which states if the customer

1. Bled brake system

Created by ZKG176N at 2014-03-19 07:39:53

Rcas checked c's case for a decision on rhr request and will be moving follow

Rcas sent an email to NNA Parts Coor and awaiting a response on an eta.

's attorney does not have a letter of representation, rcas is not allow to spe

2. Complete

ak with an attorney.

Created by ZKG176N at 2014-03-11 13:31:33

Rcas recieved a vmx from c on 03/19/14 asking to be contacted on [REDACTED]
up date to 04/04/14, due to c requesting not to be contacted by Rcas.

Created by ZKG176N at 2014-03-19 08:08:39

Created by ZKG176N at 2014-03-24 14:33:14

Created by ZNM176N at 2014-04-02 14:38:48

Open: 2/25/14 - Still Open: - 11,449 miles - RO# 1007 - 36 days+

Rcas attempt to contact c on [REDACTED] @03:11pm. Rcas apologized to c for

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,204

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,205

REQUESTED BY: lattad

CAR ID: CA5958620

ARBS-NM notes service history:

c's veh concern. C stated c is a little frustrated. C stated c will like for
Issue

Rcas attempt to contact c on [REDACTED] @04:28pm. Rcas left a detailed message
Rcas attempt to contact c on [REDACTED] @09:41am. Rcas spoke with c whom state
1. Brake pedal will go to the floor at times. Also heard a noise in the shifte
d c's veh part will be avail on 04/29/14. C stated Rcas knows the lemon laws i
Nissan to take on the next payment on c's veh. Rcas advised c that rcas will
on c's vmx.

Open: 11/08/13 - Closed: 11/08/13 - 5,291 miles - RO# 337652 - 1 day
be able to look into c's veh payment reimb after c's veh is repaired. C stated
Issue

n North Carolina. C stated c was in a hurry with c's veh Nissan Versa. C state
r area when this happens

Rcas attempt to contact c on [REDACTED] @04:30pm. Phone just ring

1. Perform LOF
2. Perform MPI

d c's veh lemon law states if c's veh has been without c's veh without c's veh
Rcas attempt to contact c on [REDACTED] @04:31pm. Rcas left a detailed message
tomorrow will make a month that the dlrshp had c's veh. Rcas understood. C st
2. Perform MPI

Action

ated the 1st time c brought veh into dlrshp the dlrshp had c's veh for 1 1/2 d
for 20 days c may file lemon law. C stated c will not be losing any money. C
on c's vmx.

Action

ays and c stated dlrshp called c and stated c's veh was completed.C stated dlr
Created by ZPS178N at 2014-03-24 14:49:21

**RO still open, vehicle is still at dealer awaiting back ordered part.

stated c is pissed. C stated c's veh has been at dlrshp on 02/12/14 and the ti

1. Complete

Created by ZNM176N at 2014-04-02 14:41:42

crr-ps received a call from c regarding case # [REDACTED]

me before when c's veh was suppose to be repaired was on 02/07/14 and received
shp advised c's veh had air in the line.C stated c almost hit someone in front

2. Complete

ARBS-NM called dealer and confirmed with SA-Tampa that vehicle is still at dea

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,206

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,207

REQUESTED BY: lattad

CAR ID: CA5958620

crr-ps asked for the name

c's veh and almost got into a wreck. C stated c was advised by SA Tampa that t of c's veh. C stated c questioned dlrshp about what repair was done on c's ve c then ended the call

h. C stated c had c's veh was in the dlrshp before this time. C stated c purch here was air in the lines. C stated c's state was expecting snow storm on 02/1 ler at this time and has been down since 2/25 awaiting b/o part.

Open: 1/10/14 - Closed: 1/10/14 - 9,393 miles - RO# 340493 - 1 day

2/14 and almost got into a wreck. C stated c spoke with SM Chuck about suing N

Created by ZNM176N at 2014-04-02 15:05:34

crr-ps unable to provide name and ext #

Issue

the amount will be added on c's veh principle. Rcas advised c unfortunately,

1. Perform LOF

Based on comments in case it appears cust has obtained an atty and ARBS is una crr-ps exiting case

issan dlrshp. C stated c's husband stated c's veh master cylinder is the conce NMAC is responsible for financial concerns with veh payments. C stated c will

2. Perform MPI

ble to contact cust to complete RHR

Created by ZPS178N at 2014-03-24 14:49:36

not purchased another Nissan vehicle after this. C stated c brought a Nissan M

rn. C stated c's veh brake was down to the floor. C stated c brought c's veh i

Action

ARBS-NM sent email ARBS-SUPV advising of case file status.

axima prior to c's veh. Rcas understood. C stated c was advised c's veh part w

nto the dlrshp before the snow storm. C stated dlrshp was advising c that c's

RCAS Case Follow-up

1. Complete

Created by ZDS177N at 2014-03-25 17:29:47

Created by ZKG176N at 2014-04-03 15:01:04

ill not be released until April 25th. Rcas understood. Rcas apologized and adv

veh part will not be into dlrshp until the April 29th. C stated c has many att

2. Complete

CASE CLOSING SUMMARY

ised c that rcas is working on getting c's veh part to dlrshp at an earlier ti

orneys that is c's clients. C stated c is awaiting on a call from c's attorney

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,208

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,209

REQUESTED BY: lattad

CAR ID: CA5958620

rcas-danielle spurling assisting with RHR. rcas reviewed CPIA and SF VIN his C HAD A CONCERN WITH C'S VEH MASTER CYLINDER BEING ON B/O UNTIL 04/29/14. C AS . C stated c is a very kind person. C stated c brought a truck from another pl me. C understood. Rcas disclosed name and ext 457200. Rcas advised c that rcas Open: 2/07/14 - Closed: 2/11/14 - 11,246 miles - RO# 341786 - 5 days tory. rcas returning RO's to rcas-KG to obtain RO's 158194, and 332558 ace and the sensor went out and c's veh was repaired. C stated c was in a hurr Created by ZKG176N at 2014-03-26 06:54:50

Issue

KED FOR RHR AND OBTAINED A LAWYER, SO C WAS UNABLE TO HAVE THE REVIEW COMPLETE will follow up with c nlt 03/13/14. C agreed and call ended.

1. Has to pump brake pedal, brake pedal goes to the floor

Created by ZKG176N at 2014-03-13 15:08:56

D. RCAM DAVID FOEDER ADVISED RCAS TO CLOSE C'S CASE.

k Martin whom stated c's veh pdi was performed at the other store and SM will y the night. C stated c's kind heart has ran out and c respect honesty. C stat

2. Perform MPI

ed c needs somebody to do something. C stated c is asking for answers. C state fax over ro:332558. Rcas thanked SM and call ended.

Rcas attempt to contact c on [REDACTED] @04:52pm. Rcas advised c that rcas RCAS IS CLOSING CASE DUE TO NO FURTHER ASSISTANCE NEEDED.

Action

d c does not know who rcas has in c's department. C stated c brought a brand n does not have an ETA at this time and rcas will follow up with c once rcas rec Rcas attempt to contact dlrshp on 7042375100 @08:46am. Rcas left a detailed me

1. Bled brake system

eives some information due to having to take another route. Rcas advised c tha ew Nissan Maxima when c's daughter was 16 years. C stated c does not know if c ssage for dlrshp rental/cashier clerk to fax over ro:158194 to rcas fax#615-98

2. Complete

4-5708.

t rcas will follow up with c on 03/18/14 due to c stating rcas does not have t wants a Nissan product after the last 2 Nissan veh's. Rcas understood and adv

Created by ZKG176N at 2014-03-26 06:55:10

ised c that rcas has collected c's ro's and rcas will send c's docs to Arbs de o follow up with c every 2 days. C stated c's reason for calling is due to c's

Open: 2/25/14 - Still Open: - 11,449 miles - RO# 1007 - 36 days+

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,210

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,211

REQUESTED BY: lattad

CAR ID: CA5958620

Issue

pt for review. Rcas advised c to allow 5-10 business days before receiving a d
Rcas attached c's veh ro: [REDACTED] to c's case.

wanting 1-2 veh payments for inconvenience. Rcas understood. Call ended.

1. Brake pedal will go to the floor at times. Also heard a noise in the shifte

Created by ZKG176N at 2014-03-18 09:41:17

Created by ZKG176N at 2014-03-26 06:57:22

ecision. Rcas advised c that rcas will follow up with c nlt 03/24/14. C stated
no, c will speak to rcas before then. Rcas understood. Rcas advised c that if
Per Tiger Team case#13282335 update still working on case.

r area when this happens

Rcas spoke with TL SP about the PDI request for c's rhr processing. Rcas expla

2. Perform MPI

Created by ZKG176N at 2014-03-18 10:01:49

ined to TL SP that c does not have any warranty work on c's veh pdi (checked C
Nissan is willing to repurchase c's veh, then c's case will be taken over by
Action

arbs rep. C stated c needs to be reimb for veh insurance and payments. Rcas un
PIA). TL SP advised Rcas to notate c's case.

Rcas received a vmx from c asking to be contacted on [REDACTED] in regards to
c finding out that c will not receive c's veh until after 04/27/14. C stated c

Created by ZKG176N at 2014-03-26 09:14:26

derstood and call ended.

**RO still open, vehicle is still at dealer awaiting back ordered part.

Created by ZKG176N at 2014-03-19 08:10:02

Created by ZNM176N at 2014-04-02 14:41:42

Rcas verified with Rcas JS that Rcas needed the pdi RO:332558 since c's name
will like for c's veh to be brought back by Nissan and if not then c will get
an attorney.

ARBS-NM called dealer and confirmed with SA-Tampa that vehicle is still at dea

Rcas sent c's veh ro's to Rcas JS for rhr processing.

Rcas sent ro's to Rcas JS for rhr processing.

Created by ZJS111N at 2014-03-26 15:00:49

Created by ZKG176N at 2014-03-18 10:03:39

Created by ZRO178N at 2014-03-21 10:11:15

ler at this time and has been down since 2/25 awaiting b/o part.

Created by ZNM176N at 2014-04-02 15:05:34

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,212

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,213

REQUESTED BY: lattad

CAR ID: CA5958620

crr-ro rcvd a call from c's lawyer Mr. Brown
 rcas-jonathon spurling assisting
 Rcas sent an email to SM Chris Martin asking for ro's to be faxed.
 Based on comments in case it appears cust has obtained an atty and ARBS is una
 Created by ZKG176N at 2014-03-18 11:19:20
 crr-ro verified with c no contact info has change
 rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	Y	ACTION CODE: NP
CALLBACK: 0		DATE: 00/00/00
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	06/09/14	06/23/14	09/10/13
3RD PRY: NI	PART#: 46010-3SG1B			
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY:			
SVC CALL#: N	UPDATE DATE:			
CLOSE: Y	CLOSE DATE: 12/04/07	04/03/14		MICROFILM:
RESP CAA:	OLM: [REDACTED]			

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,214

ROOT CAUSE: SCAV SVRA

USERID:

USERID:

USERID:

USERID:

USERID:

CHECK REQUESTED: Y

CHECK ISSUED: Y

DOM: CCMCGEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,215

REQUESTED BY: lattad

CAR ID: CA5958620

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,216

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,217

TIME: 9:19:07 AM

CAR ID: CA5958620

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2001

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: I

IN SCV D

MODEL LINE: QX4

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PEDW00460819	2755	North Carolina	6/20/2014	08/30/20	0100000	01/01/01	01/01/01
2	RCCE07378960	2755	North Carolina	8/30/2013	08/30/19	0100000	05/20/14	01/01/01
3	RCCJ07341166	2755	North Carolina	8/30/2013	08/30/15	0040000	01/01/01	01/01/01
4	RWND00460828	2755	North Carolina	6/20/2014	08/30/20	0100000	01/01/01	01/01/01
4		70521	Indiana					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,218

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

9

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,219

REQUESTED BY: lattad

CAR ID: CA5958620

CURRENT SERVICE CONTRACT

CONTRACT: PEDW00460819

OWNER NAME: [REDACTED]

PLAN TYPE: E

PLAN TERM: W

DEDUCTABLE: 50

EFFECTIVE: 6/20/2014

EXPIRES: 08/30/20 **MILES:** 0100000

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

TRANSFER: 01/01/01

TRANSACTION: 06/23/14

PRINTED: 06/28/14

DEALER NO: 2755 **STATE:** NC

DEALER NAME: MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,220

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,221

REQUESTED BY: lattad

CAR ID: CA5958620

CURRENT SERVICE CONTRACT

CONTRACT: RCCE07378960

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: E

DEDUCTABLE: 100

EFFECTIVE: 8/30/2013

EXPIRES: 08/30/19 **MILES:** 0100000

CANCEL: 05/20/14 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 06/09/14

PRINTED: 09/07/13

DEALER NO: 2755 **STATE:** NC

DEALER NAME: MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,222

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,223

REQUESTED BY: lattad

CAR ID: CA5958620

CURRENT SERVICE CONTRACT

CONTRACT: RCCJ07341166

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: J

DEDUCTABLE: 100

EFFECTIVE: 8/30/2013

EXPIRES: 08/30/15 **MILES:** 0040000

CANCEL: 01/01/01 **MILES:** 0040000

TRANSFER: 01/01/01

TRANSACTION: 09/10/13

PRINTED: 09/14/13

DEALER NO: 2755 **STATE:** NC

DEALER NAME: MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,224

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,225

REQUESTED BY: lattad

CAR ID: CA5958620

CURRENT SERVICE CONTRACT

CONTRACT: RWND00460828

OWNER NAME: [REDACTED]

PLAN TYPE: W

PLAN TERM: D

DEDUCTABLE: 0

EFFECTIVE: 6/20/2014

EXPIRES: 08/30/20 **MILES:** 0100000

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

TRANSFER: 01/01/01

TRANSACTION: 06/23/14

PRINTED: 06/28/14

DEALER NO: 2755 **STATE:** NC

DEALER NAME: MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,226

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,227

REQUESTED BY: lattad

CAR ID: CA5958620

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 70521

STATE: IL

DEALER NAME: INFINITI HOFFMAN ESTATES

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,228

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,229

REQUESTED BY: lattad

NAME: [REDACTED] **WEATHERWA SC:** NONE **CAR ID:** CA5960567
STREET: [REDACTED] 2528 N NORMA **VIN:** 1N6DD26S01C [REDACTED]
CITY: BOWLING GREEN CHICAGO **YR/MDL:** 2001.0 720 2013.0 SEN **MILEAGE:**
ST/ZIP: IL [REDACTED] OH [REDACTED] **VCAIN SVC DATE:** 11/18/00
DAY PH: [REDACTED] **PAIIRTL DLR:** 2736 NISSAN OF BRANDON, INC.
EVE PH: [REDACTED] **SUSSVC DLR:** 2736 NISSAN OF BRANDON, INC.
DLR PH: 708 343 3800 813 623 1148 **DENRESP DLR:** 2736 NISSAN OF BRANDON, INC.
REGION: 24 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 Preowned x New x Preowned 200000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: NONE UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 0 49 **MILES:** 0 164000 **(PT) MONTHS:** 0 25 **MILES:**
ORIG CODE: NP NP **OPEN DATE:** 12/05/07 03/10/14 **XFER/RSPNSBLTY:** 24 02 N
CONTACT (S): **FOLLOWUP DATE:** 12/06/07 03/21/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 12/05/07 03/20/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	205000 FRONTIER
OF NNA., INC. ISSUES	208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION
BG POWERTRAIN	WA PREMATURE WEAR/FAILURE
	ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,230

REQUESTED BY: lattad

VIN: 3N1AB7AP4DL [REDACTED]

MILEAGE: 002000 200000

RTL DLR: NI NI

SVC DLR: 38061 AL PIEMONTE NISSAN INC

RESP DLR: 38061 AL PIEMONTE NISSAN INC

MILES: 0 #####

XFER/RSPNSBLTY: 34 02 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,231

REQUESTED BY: lattad

CAR ID: CA5960567

C. A. R. COMMENTS

2. Set tire pressures

and rcas asked sm to fax over ro's and technician time stamps on any open for
FILE OPENED-ZJE146N 12/05/2007

PREVIOUS RELATED/UNRELATED FILE(S) FOUND: NONE.

Service Dept. Review

3. Svc completed

CRR-JA RECEIVED CALL FROM: C.

more than 7 days sm agreed

Service Dept. Review

VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE, MILEAGE. @12/05-ZJE146N

03/03/14 @ 2,375 miles 4

Created by null at 2014-03-13 11:09:02

CRR-JA UPDATED OWNER'S NAME/OWNER'S ADDRESS.

C STATED: C INFORMED CRR-JA THAT C HAS ISSUE'S WITH VEH'S FUEL SENDING UNIT.

Service Dept. Review

C ASKED IF THERE IS RECALL ON COMPONENT.

Concerns:

CRR-JA CHECKED FOR OPEN RECALL/SERVICE CAMPAIGN/UPGRADE(S) FOUND: NONE.

rcas called dlr yark at (800) 848-9275 1:00pm and spoke with sm ray

Service Dept. Review

1. Rear trunk finisher has rust under it

C MENTIONED THAT THERE MIGHT HAVE BEEN RECALL WHEN VEH WAS STILL WITH PREVIOUS
CRR-JA ADVISED THAT THERE IS: NO RECALL.

How many times has the cb

Service Dept. Review

2. Brake pedal sinks to the floor at times

OWNER AND C MIGHT NOT HAVE RECEIVED THE LETTER.

PREVIOUS NISSAN/INFINITI VEH: NONE.

Service Dept. Review

What repairs were performed? replaced drive belt , replaced crank shaft shield

3. Perform MPI

CRR-JA INFORMED C THAT THERE IS NO RECALL AS OF THE MOMENT AND THAT RECALLS

How many days has the vehicle been kept out of service at the dealer for repai

Service Dept. Review

4. After coming to a stop, the veh does not accelerate like if it took off on

ARE VIN SPECIFIC AND THAT VEH'S ARE MADE IN BATCHES.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,232

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,233

REQUESTED BY: lattad

CAR ID: CA5960567

rs? 7 days

Service Dept. Review

2nd gear

CRR-JA ADVISED TO HAVE VEH INSPECTED AT A NISSAN DLRSHIP TO HAVE REPAIRS

Has Techline been involved? no

Service Dept. Review

Actions:

Has the Dealer Technical Specialist (DTS) been involved? no

OR REPLACEMENT DONE.

2. Replaced master cylinder

CRR-JA ADVISED C TO HAVE WORK/REPAIR ORDER, RECEIPT AVAILABLE, SO IF EVER

rcas gave sm the fax number and asked to fax over ro with technician time stamp

3. Complete

p. sm agreed and rcas provided fax number

SAME RECALL FOR FUELSENDING UNIT IS OUTSTANDING, NNA WILL BE ABLE TO REVIEW

4. Unable to duplicate

AND REIMBURSE C.

Created by null at 2014-03-13 11:42:47

Created by ZZT176N at 2014-03-17 15:04:55

C THANKED CRR-JA, C SATISFIED.

rcas called c at [REDACTED], 1:37pm

ARBS note the following:

CRR-JA OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-rq advised c that the call may be recorded for quality purposes.

1drivers door: sublet to align

CRR-JA GAVE FULL NAME, FILE NUMBER AND EXTENSION NUMBER.

C understood.

1 rattle noise in engine while at idle/vehicle vibrates a lot/ no dup

CRR-JA CLOSING FILE. @12/05-ZJE146N

rcas advised c that rcas just wanted to let c know that rcas is working c's ca

1 drive belt chewed up / replace belt, Repairs done in OH

se. rcas advised c that there is no new information to provide at this time

Why do you want to return the vehicle to Nissan North America? c stated c does

1 fluid leak under hood/replace crank seal Repairs done in OH

c understood and stated that c just picked up c's veh but it is not fully repa

not trust the veh or feel safe with it c stated that c was

1 brake pedal went to floor/Replaced master cylinder

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,234

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,235

REQUESTED BY: lattad

CAR ID: CA5960567

ired the dlr is still waiting on a part

Where is the vehicle currently? at the dlr for a week

1 coming to stop the vehicle will not accelerate like taking off in 2nd gear/n

rcas understood and advised c if c requires any assistance c can feel free to

Where was the vehicle purchased? AL PIEMONTE NISSAN

call RCAS provided name and ext and 800 number if not rcas would be in contact

o dup

Was it purchased new or used? new

sale

Where is the vehicle serviced? AL PIEMONTE NISSAN

with c 03/18/14 with an update c understood and agreed

Created by null at 2014-03-13 12:39:22

Created by ZZT176N at 2014-03-17 15:05:52

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

ARBS note based on the rhr provided and a good faith review of the c concerns,

f so, document names of dealers/retailers? YARK NISSAN Toledo oh Phone: (800)

rcas received faxes with all ro's attaching to case , contacting CSM and subm

848-9275, AL PIEMONTE NISSAN

it doesn't appear that the vehicle has had an unreasonable number of repair a

itting RHR

Created by ZJS111N at 2014-03-14 11:43:50

RCAS-rq provided C with name, ext. 458180 , and case #.

ttempts.

ARBS note NNA will continue to honor the terms and conditions of all applicabl

rcas-jonathon spurling assisting

RCAS-rq offered further assistance. C was satisfied & declined further assista

e warranties

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

RCAS-rq thanked C for calling CA.

ARBS note that NNA doesnb

RCAS-rq closed file due to no other follow-up action required.

rce to proceed with processing of RHR

Created by null at 2014-03-11 11:08:05

Created by null at 2014-03-18 10:08:03

rcas completed and submitted RHR

contacting csm about denial

Created by null at 2014-03-14 12:00:08

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,236

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,237

REQUESTED BY: lattad

CAR ID: CA5960567

rcas called dlr at 800) 848-9275 1:05pm and asked to speak with sm

Created by null at 2014-03-18 10:17:04

DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review
sa stated that sm was on lunch but sa took down rcas information and stated wo

received email from csm no suggestions

uld forward the information over when Sm was available

Created by null at 2014-03-18 15:16:13

Created by ZZT176N at 2014-03-17 14:53:35

rcas thanked sm for time provided name and ext thanked sa for time ended call

ARBS notes the following repair history per CPIA, ROs, RHR:

mutually

rcas called c at [REDACTED], 5:03pm

11/18/13 @ 389 miles 1

Created by null at 2014-03-11 11:13:22

C understood.

Concerns:

rcas advised c that at this time nissan is not in the position to repurchas

rcas called AL PIEMONTE NISSAN at 7083433800 1:09pm and asked to speak with sm

1. Driverb

e c's veh

rcas was transferred to sm vmx

2. Rattle noise can be heard from the engine compartment when sitting at idle.

c was not happy with the response and started stating that nissan did nothing

RCAS-rq left a vmx with case #, RCAS name & extension.

and asked how NNA came to this decision

RCAS-rq also provided call back # of 1800-647-7261.

Veh is vibrating a lot

Actions:

Created by null at 2014-03-11 17:36:02

rcas advised c that the decision was made by reviewing c's repair history and

1. Sublet to align door hinge

rcas received a vmx from sm al piemonte nissan asked to be called back 7084834

unfortunately with the repairs done from this point NNA is not able to repurc

007

2. Operating as designed

hase c's veh

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,238

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,239

REQUESTED BY: lattad

CAR ID: CA5960567

11/26/13 @ 764 miles 8

Created by null at 2014-03-12 10:57:55

c was upset and started stating that c does not feel safe with c's veh

Concerns:

rcas advised c that if c does not agree with the decision c can contact the BB

rcas called dlr at 7084834007 12:50pm sm chris got vmx

1. Drive belt chewed up

B autoline and provided phone number and advised c that rcas would send denial

rcas was transferred to sm vmx

2. Fluid leak under hood

letter through the mail

RCAS-rq left a vmx with case #, RCAS name & extension.

3. Perform MPI

Created by ZMS866N at 2014-03-20 08:10:24

RCAS-rq also provided call back # of 1800-647-7261.

Actions:

Created by null at 2014-03-12 11:18:40

MT MS received request for letter to be mailed to the customer. MT MS mailing

1. Replaced drive belt

letter to customer. Thank You!

rcas called c at [REDACTED] 1:17pm and the dlr was closed due to level 3 we

2. Replaced crank seal

ather

Created by null at 2014-03-20 10:14:13

3. Complete

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

Created by null at 2014-03-12 15:22:23

12/12/13 @ 1,202 miles 1

rcas called dlr at 7084834007 5:14 pm and spoke with sm chris

summary:

Actions:

c called in asking for a repurchase of c's veh, because c stated c's alternato

How many times has the cb

1. Perform MPI

r belt and cram shaft seal and master cylinder breaks needed to be replaced. r

What repairs were performed? 03/03 warranty work 03/12 replaced drive belt and

2. Low tire light on

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,240

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,241

REQUESTED BY: lattad

CAR ID: CA5960567

cas submitted the rhr and it was declined. no suggestions where made

CRANK SHIELD 11/18/13 adjust door 11/12/13 rust proofing package

3. Veh broke down on a trip.

How many days has the vehicle been kept out of service at the dealer for repai

Actions:'

Has Techline been involved? no

1. Complete

Has the Dealer Technical Specialist (DTS) been involved? no

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

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: 12/05/07

03/20/14

MICROFILM:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,242

REQUESTED BY: lattad

ROOT CAUSE: NP

SCPP

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,243

REQUESTED BY: lattad

CAR ID: CA5960567

RESP CAA: RANDY DRIER

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

PAGE: 2,244

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,245

CAR ID: CA5960567

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2001

NAME: [REDACTED]

WEATHERWAX,NICOLE

VIN: 1N6

MAKE: N

IN SCV D

MODEL LINE: 720

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2736	Ohio					
0		38061	Illinois					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,246

MODEL YEAR: 2013

VIN: 3N1AB7AP4DL [REDACTED]

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,247

REQUESTED BY: lattad

CAR ID: CA5960567

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2736

38061

STATE: FL

IL

DEALER NAME: AL PIEMONTE NISSAN INC NISSAN OF BRANDON, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,248

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,249

REQUESTED BY: lattad

NAME: [REDACTED] ZES,TIMOTHY **SC:** NONE **CAR ID:** CA5963496
STREET: [REDACTED] 4151 LOIS ST **VIN:** 3N1AB7AP9DL [REDACTED]
CITY: CHESTERFIELD LA MESA **YR/MDL:** 2007.0 XTR 2013.0 SEN **MILEAGE:**
ST/ZIP: CA [REDACTED] MO [REDACTED] **VCAIN SVC DATE:** 02/28/07
DAY PH: 0 [REDACTED] **PAIRTL DLR:** 1964 BOMMARITO NISSAN INC
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 1964 BOMMARITO NISSAN INC
DLR PH: 314 731 2228 858 565 4411 **DENRESP DLR:** 1964 BOMMARITO NISSAN INC
REGION: 24 44 **DIST: SL/SV/PT:** 06 06 36 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:** 005321 020000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: INDEPENDANT FACILITY NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 12/07/07 03/10/14 **XFER/RSPNSBLTY:** 24 06 P
CONTACT (S): **FOLLOWUP DATE:** 12/11/07 03/28/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/02/08 03/27/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
AD BRAKES VQ NOT READY ON TIME
BF NSN DEALER SERVICE DEPT. YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,250

REQUESTED BY: lattad

VIN: 5N1AN08W27C [REDACTED]
MILEAGE: 005321 020000

RTL DLR: NI NI

SVC DLR: 3283 MOSSY NISSAN KEARNY MESA

RESP DLR: 3283 MOSSY NISSAN KEARNY MESA

NISSAN/INFINITI VEHICLES: 2

XFER/RSPNSBLTY: 44 07 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,251

REQUESTED BY: lattad

CAR ID: CA5963496

C. A. R. COMMENTS

Adrienne,

and let off brake pedal the veh lurches forward without pressing the throttle

FILE OPENED-ZLR990N 12/07/2007

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND_NONE

r had a concern similar to c's and dlrs master mechanic had a concern with a v

veh concern

Created by ZAG177N at 2014-03-25 07:07:06

CRR-LR VERIFIED C' S NAME, ADDRESS, VIN, MILEAGE DAY AND EVENING NUMBER

C STATES THAT C HAS HAS C VEH IN THE SERVICE DEPARTMENT AT THE LOCAL NISSAN

DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE

eh not breaking so c's master cylinder was able to be replaced.

Thank you for your call today, it was a pleasant surprise.

- Unable to duplicate. SOP

2. C/S TPMS light is lit - Replaced both rear TPMS sensors

Arbs submitted check request payable to C in the amount of \$5,175.82

DEALER SHIP WAITING ON A PART FOR THE AIR BAG. @12/07-ZLR990N

MILEAGE DAY AND EVENING NUMBER AND RESPONSIBLE DEALER @12/07-ZLR990N

ORDER NUMBER AND THE ORDER DATE.

Per your request, I have enclosed:

rcas understood

3. C/S Driverb

Arbs submitted check request payable to the lienholder in the amount of \$15,87

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGN/UPGRADES FOUND:NONE @12/07-ZLR990N

c stated that c is scared to drive c's veh

C STATES THAT IT HAS BEEN FOUR WEEKS SINCE THE SERVICE DEPARTMENT HAS HAD THE

Purchase agreement

Service Dept. Review

Consumer Affairs Voluntary Repurchase due to 2 repair attempts for the instrum

CRR-LR ADVISED C THERE ARE NO OPEN RECALLS @12/07-ZLR990N

c stated that almost all the electronics in the dash have been replaced and mu

Loan Docs

Service Dept. Review

VEH

@12/07-ZLR990N

y

1. C/S trans feels as if itb

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,252

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,253

REQUESTED BY: lattad

CAR ID: CA5963496

CRR-LR RECEIVED INBOUND CALL FROM C @12/07-ZLR990N
C STATES THAT C WOULD LIKE NISSAN TO BE INVOLVED ON THIS AND ALSO C STATES
ent panel going blank while driving, 3 repair attempts for transmission hesita
rcas understood

Registration

Service Dept. Review

c stated that c sent all c's ROs and paperwork to a lemon law lawyer that want
ght and let off brake pedal the veh lurches forward without pressing the thro
Please let me know if the copies are clear enough for you to read.

Service Dept. Review

THAT C WOULD LIKE FOR NISSAN TO PROVIDE A RENTAL VEH FOR C TO GO BACK AND
tion with 21 days out of service.

Created by ZAG177N at 2014-03-27 12:54:44

FORTH TO WORK @12/07-ZLR990N

I will have to get the details from Mission Federal, but I do believe that I p

Service Dept. Review

s to take c's case

tle - Replaced meter assembly

09/16/13....Mileage: 1,717....RO: 3295113....Days Down: 6*

Arbs created Morley case 210169

CRR-LR ADVISED C THAT CRR-LR WOULD BE TRANSFERRING THE FILE OVER TO RCAS FOR
c stated that c would like to go through NNA first

Service Dept. Review

ut down \$5,000.00 on the car and also purchased a \$2,000.00 Lojack/paint prote

1. When starting veh after it was sitting for roughly 5 hours with foot on bra

Arbs sent case to Morley via FedEx: 798352702966

ction package. These costs I would like to be considered for reimbursement.

FURTHER FOLLOW UP ON THE PART FOR C VEH @12/07-ZLR990N

rcas understood

Service Dept. Review

CRR-LR OFFERED FURTHER ASSITANCE TO C @12/07-ZLR990N

I called Mission Federal and they told me my payoff as of tomorrow (3/19/14) i

ke the RPMs revb

rcas asked c what c was requesting of NNA exactly

Service Dept. Review

C DECLINED @12/07-ZLR990N

c stated that c would like NNA to buy c's veh back or a veh trade

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,254

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,255

REQUESTED BY: lattad

CAR ID: CA5963496

ormal - Unable to duplicate

s \$15,819.56 I can get this updated.

2. C/S TPMS light is flashing - Replaced all 4 TPMS sensors

CRR-LR GAVE NAME, EXTENSION, AND FILE NUMBER

@12/07-ZLR990N

Question... What does the leinholder release agreement do?"

rcas advised c that if c wants a trade c would need to go to the sales departm

09/24/13....Mileage: 1,247....RO: 3295748....Days Down: 1*

CRR-LR TRANSFERRING FILE TO RCAS PENDING REVIEW

@12/07-ZLR990N

ent

1. Display panel on the instrument panel went blank while driving - SOP

Created by ZAG177N at 2014-03-19 12:27:35

rcas advised c that if c wants a repurchase rcas can review the case for assis

RCAS-CR CALLED C ON DAY/EVE NUMBER ON 3:02 PM EST ON 01/02/08. @01/02-ZCR000N

10/01/13....Mileage: 1,995....RO: 3296406....Days Down: 1*

Arbs-ag responded to C's email:

RCAS-CR SPOKE WITH C. RCAS-CR INQUIRED ABOUT C'S VEH.

@01/02-ZCR000N

tance and the review process will take approx 10 business days

1. C/S display panel on the instrument panel went blank while driving - Replac

c asked how long it will take

C STATED C'S VEH HAS BEEN REPAIRED.

@01/02-ZCR000N

"Just looking over your sales contract, I do not see any downpayment. Please

ed combination meter

rcas advised again approx 10 business days

RCAS-CR OFFERED C FURTHER ASSISTANCE, C DECLINED.

@01/02-ZCR000N

refer to Section 6 on Page 2. I am unable to include a downpayment in the ref

10/03/13....Mileage: ??....RO: 3296604....Days Down: 2*

c stated that if c traded c's veh c would not want same model

RCAS-CR CLOSING FILE AS NO FURTHER ACTION IS REQUIRED.

@01/02-ZCR000N

und if it is not on the original sales contract. You also mentioned LOJACK in

1. C/S passenger side airbag light comes on and off while driving - SOP

crr rt-provided name, ext and case no

rcas understood

your email, this is also not on the sales contract. LOJACK is a non-Nissan i

12/05/13....Mileage: 3,103....RO: 3301553....Days Down: 5*

c asked if c could trade veh for another manufacturer or just Nissan

crr rt-forwarding the file to rcas.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,256

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,257

REQUESTED BY: lattad

CAR ID: CA5963496

tem and would not be included in a refund from Nissan North America. The sell
1. C/S passenger side airbag light comes on and off while driving - Replaced s
crr rt-c wants to be reached at phone no [REDACTED]
ing dealership would be able to assist you if there is any refund available fo
rcas advised c that c would have to speak to sales department
c asked who would c speak to about a trade
crr rt-exiting the file.

eat assembly and performed zero point reset
r LOJACK. I did request the sales document from the selling dealership as wel
02/11/14....Mileage: 5,321....RO: 3306055....Days Down: 1*

Created by ZRT177N at 2014-03-10 16:26:55

I. I did receive it this morning, and it does not reflect a downpayment or LO
rcas advised sales department

1 C/S when going downhill and doing a hard stop the veh will brake normal how
c stated that c still would like rcas to begin the buyback process
JACK.

Vehicle Concern

Created by ZTD429N at 2014-03-11 12:33:43

ever the following day the brakes will not work correctly. When brakes are app
rcas understood

The lienholder release agreement ensures that Nissan North America can provide
an accurate payoff in repurchase. It provides not only a 10-day payoff, but
c provided the following information:

lied there is a very soft pedal and will take pressing all the way down to the
rcas made outbound call to the dlrshp and spoke to SM-Brad Calvert

a lack of acceleration - Replaced brake master cylinder

per diem (interest charged by day by the lienholder) and the interest paid to
rcas inquired about veh brake concerns

Why do you want to return the vehicle to Nissan North America? Where is the ve

Created by ZAG177N at 2014-03-13 09:57:31

date. Nissan will refund for the interest that has already been paid on the l
hicle currently? with c

SM advised the following visits for c:

11 Feb 2014-master cylinder replaced

Arbs notes 21 days out of service.

oan. The signature is essentially a release to allow Nissan to continue to up

Where was the vehicle purchased? Buena Park Nissan through Auto land

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,258

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,259

REQUESTED BY: lattad

CAR ID: CA5963496

09-Dec 2013-replaced passenger side seat for airbag concern and c complained v

Arbs notes 3 repair attempts for the trans jerk/lurch

date these figures as they change daily. No personal information other than

Was it purchased new or used? new, purchase in July 2013

Arbs notes 2 repair attempts for the left tail lamp assy

eh would not stop dlr could not duplicate

the account particulars will be transferred. The document you provided from M

Where is the vehicle serviced? MOSSY NISSAN KEARNY MESA

03-Oct 2013-airbag light dlr SOP seat

Arbs notes 2 repairs for the TPMS sensors

ission Federal Credit Union does not provide the current account information.

o

01-Oct 2013-replaced the instrument cluster

Arbs notes 2 repairs for the instrument panel going blank while driving - firs

Once I have the lienholder release form, I will be able to generate your repur

rcas advised c that rcas will follow up with c no later than 14-Mar

16-Sept 2013-c complained of veh revving up when sitting with foot o the brake

chase offer."

c understood

t occurrence 1247 (Arbs notes the discrepancies in the RO mileage)

Arbs notes 2 repair attempts for the Passenger side airbag light

, could not duplicate and TPMS light was flashing. TPMS replaced

Created by ZAG177N at 2014-03-19 13:35:00

rcas provided rcas contact information to c

09-Sept 2013-installed instrument cluster

Arbs notes 1 repair attempt for soft brake pedal

Arbs rec'd call from C. C states that C paid the \$5000 directly to the loan

call ended mutually.

16-Aug 2013-replaced TPMS and tail light was cracked-TPMS light was on and dri

Created by ZAG177N at 2014-03-13 10:05:24

Created by ZTD429N at 2014-03-12 10:06:11

C will send in lienholder release form when Credit Union responds.

Arbs taking over case

Created by ZAG177N at 2014-03-19 14:14:58

RCAS SHARED CASE WITH CSM-FERNANDO HERNANDEZ

ver side tail light is cracked

08-Aug 2013- c complained veh stalls and jerks on acceleration, breaks grindin

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,260

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,261

REQUESTED BY: lattad

CAR ID: CA5963496

Arbs rec'd lienholder release form

Arbs requested sales doc and invoice from DRTS-DR

Created by ZTD429N at 2014-03-12 10:23:33

Arbs sent letter of intent via FedEx: 798205045560

g, veh would not shift from park-no problem found

Mission Federal Credit Union

rcas received all docs from dlr and attached to the case

Acct # [REDACTED]

Created by ZDR123N at 2014-03-14 10:35:10

rcas provided docs to rcas-Jonathon Spurling for RHR submission

tail light cracked-dlr SOP part

DRTS-DR sent fax request to Michelle dlr 5093 in title clerks office requestin

How many times has the customerb

Payoff: #15,834.66 good thur 3.29.14

rcas-jonathon spurling assisting

g sales docs and title app.

Per Diem: \$1.51

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

What repairs were performed? 7

Created by ZDR123N at 2014-03-17 10:14:35

Interest Paid to Date: \$384.85

irs? SM was not sure

rce to proceed with processing of RHR

Created by ZAG177N at 2014-03-20 14:25:13

DRTS-DR left vmx request to Michelle dlr 5093 in title clerks office requestin

Has Techline been involved? yes

rcas completed and submitted RHR

Arbs sent repurchase offer via email:

Created by ZBP179N at 2014-03-13 06:34:14

g callback about sales docs and title app.

Has the Dealer Technical Specialist (DTS) been involved? no

(+)Base Price: \$18,650.00

Created by ZAG177N at 2014-03-18 14:20:42

***DRTS received the RHR. The RHR was assigned to ARBS-Adrienne Gehrke for rev

rcas requested all ROs be faxed to rcas

Arbs notes FedEx not delivered. Attempting 3rd delivery today. Notifications

iew.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,262

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,263

REQUESTED BY: lattad

CAR ID: CA5963496

(+)Sales Tax: \$1,638.88

SM agreed

Created by ZAG177N at 2014-03-13 09:47:39

left for C.

(+)License/Registration Fees: \$227.75

rcas provided rcas fax number to SM

Arbs rev'd RHR and CPIA

call ended mutually.

Created by ZAG177N at 2014-03-18 14:31:15

(+)Dealer Doc Fee: \$80.00

08/08/13....Mileage: 693....RO: 3292175....Days Down: 1

Arbs placed call to C @ [REDACTED]. Arbs offered to repurchase/replace C's

Created by ZTD429N at 2014-03-11 13:01:29

(+)MVSC Govb

1. Veh stalls at a stop - C will return

(+)Interest Paid to Date: \$384.85

rcas made outbound call to c [REDACTED] at 1435 EST

vehicle. C agreed to send registration, sales doc and lienholder release form

2. Veh jerks when accelerating - C will return

. C provided new email addy of [REDACTED]

rcas spoke to c

Total Purchase Price: \$21,010.48

3. Brakes are grinding - C will return

Arbs sent letter of intent via email (with lienholder release form)

Less Usage: waived by Nissan \$0.00

rcas advised c that c's case was received

4. Tail light driverb

Created by ZAG177N at 2014-03-19 12:26:59

c stated that c had a concern with c's brakes two times.

Total refund: \$21,010.48

5. Veh struggles to shift from park - C will return

Arbs rec'd email from C which contained sales, doc, registration and doc from

c stated that c almost ran into someone and the second time c almost went over

Payoff Amount to Mission Federal Credit Union b

6. Ordered left tail light assy - SOP

a mountain side

mission federal credit union. Arbs notes that the document from the lienholde

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,264

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,265

REQUESTED BY: lattad

CAR ID: CA5963496

Refund to Carrie Gibbs: \$5,175.82

08/16/13....Mileage: 1,045....RO: 3292726....Days Down: 3*

Created by ZAG177N at 2014-03-25 06:54:32

rcas apologized.

r does not provide any current information rather original loan particulars.

1. Trans feels as if itb

Arbs notes C's email:

Arbs rec'd signed repurchase letter

c stated that when c went for an oil change dlr advised c that another custome

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

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: S

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,266

REQUESTED BY: lattad

ROOT CAUSE: NP

PCAV

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,267

REQUESTED BY: lattad

CAR ID: CA5963496

CLOSE: Y

CLOSE DATE: 01/02/08

03/27/14

MICROFILM:

RESP CAA: DEAN SABEY

OLM: SHOOK, TODD

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,268

DOM: ZCR000N

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,269

CAR ID: CA5963496

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2007

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		1964	Missouri					
0		3283	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,270

MODEL YEAR: 2013

VIN: 5N1AN08W27C [REDACTED]

MODEL LINE: XTR

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,271

REQUESTED BY: lattad

CAR ID: CA5963496

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED] [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 1964

3283

STATE: CA

MO

DEALER NAME: BOMMARITO NISSAN INC

MOSSY NISSAN KEARNY ME

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,272

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,273

REQUESTED BY: lattad

NAME: [REDACTED] MILLICAN,STE **SC:** ONE CONTRACT **CAR ID:** CA5970000
STREET: [REDACTED] 645 CHESTNU **VIN:** 3N1AB7AP9DL [REDACTED]
CITY: LONG BEACH MC NEIL **YR/MDL:** 2003.0 MUR 2013.0 SEN **MILEAGE:**
ST/ZIP: AR [REDACTED] CA [REDACTED] **VCAIN SVC DATE:** 01/31/04
DAY PH: [REDACTED] [REDACTED] **PAIRTL DLR:** 153C GARDENA NISSAN, INC
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 3082 SANTA MONICA NISSAN, INC.
DLR PH: 310 998 2200 870 864 4700 **DENRESP DLR:** 3082 SANTA MONICA NISSAN, INC.
REGION: 32 44 **DIST: SL/SV/PT:** 03 03 33 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:** 015571 073883 **# 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:** 12/12/07 03/11/14 **XFER/RSPNSBLTY:** 32 09 N
CONTACT (S): **FOLLOWUP DATE:** 12/13/07 03/12/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 12/12/07 03/12/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA
OB EXTENDED SERVICE CONTRACT 240500 GOLD PLAN
AD BRAKES YT POLICY TRANSFER REQUEST
BL SECURITY PLUS YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,274

REQUESTED BY: lattad

VIN: JN8AZ08T43W [REDACTED]

MILEAGE: 015571 073883

RTL DLR: NI NI

SVC DLR: 5359 TROTTER NISSAN

RESP DLR: 5359 TROTTER NISSAN

NISSAN/INFINITI VEHICLES: 2

XFER/RSPNSBLTY: 44 03 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,275

REQUESTED BY: lattad

CAR ID: CA5970000

C. A. R. COMMENTS

Created by ZPS176N at 2014-03-12 17:17:45

FILE OPENED-ZMT152N 12/12/2007

PREVIOUS RELATED FILE(S) FOUND: NONE @12/12-ZMT152N

CRR-MT RECEIVED CALL FROM:

CRR-MT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE,

las-ps contacted customer

AND RESPONSIBLE DLR.

C STATED THAT C WOULD LIKE TO TRANSFER ESC TO NEW VEH OWNER.

customer stated that the customer Traded the vehicle for something else and no

CRR-MT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

C WANTS TO KNOW THE PROCESS OF TRANSFERRING THE ESC.

longer required any assistance

call ended mutually

CRR-MT INFORMED C THAT THERE WERE NO RECALLS.

CRR-MT INFORMED C TO VISIT THE NEAREST DLR IN C'S PLACE AND PREPARE FOLLOWING:

1. CERTIFICATION FOR PRE-OWNED INSPECTION DONE BY NISSAN DLR.

PREVIOUS NISSAN VEH:

2. COPY OF MAINTENANCE RECORDS.

las-ps closing Case

3. PROOF OF OWNERSHIP.

SUMMARY: CUSTOMER REFUSED ASSISTANCE AS CUSTOMER TRADED VEHICLE

4. TRANSFER REQUEST FORM FROM NISSAN DLR SIGNED BY BOTH BUYER@12/12-ZMT152N AND PREVIOUS OWNER.

5. TRANSFER FEE(DEPENDING ON THE STATE)

CRR-MT INFORMED C TO MAIL ALL DOCUMENTS TO NESNA:

NESNA SERVICE CONTRACTS

MAIL STOP P-3-B

PO BOX 685004

FRANKLIN, TN 37068-5004

CRR-MT INFORMED C THAT PROCESSING WILL TAKE 4 TO 6 WEEKS.

CRR-MT INFORMED C THAT CHECK WILL BE SENT WITHIN 4 TO 6 WEEKS AFTER VSC TRANSFER IS COMPLETED.

C REQUESTED TRANSFER FORM TO BE FAXED TO 310 207 5139 CRR-MT INFORMED C THAT

C WILL RECEIVE FORM BY END OF NEXT BUSINESS DAY AND C AGREED.

CRR-MT OFFERED C FURTHER ASSISTANCE C DECLINED.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,276

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,277

REQUESTED BY: lattad

CAR ID: CA5970000

C THANKED CRR-MT FOR ASSISTANCE, C IS SATISFIED.

CRR-MT GAVE C NAME, EXTENSION, AND FILE NUMBER. @12/12-ZMT152N

CRR-MT CLOSING FILE. @12/12-ZMT152N

CRR-RV confirmed that no contact info has changed.

C is calling as c said c's wife called CA after c called earlier for the vehicle complaint, c is concerned that two separated specialist might be dealing with the two cases.

CRR RV verified the other case c was referring to and find case # [REDACTED] Rc as JB is the area specialist.

CRR RV advised c that both cases will be handled by only one RCAS but crr rv did not give the Rcas Name.

CRR RV asked c who c preferred to be contacted by the Rcas, c stated that c would like to be the one to be contacted by the rcas.

CRR RV advised c that rcas will be notified, c understood.

CRR-RV offered further assistance, c declined.

CRR-RV provided name, ext.

CRR-RV exiting case.

Created by ZJS181N at 2014-03-12 09:27:13

crr-js received call from c's wife [REDACTED] now referring as

c said that c wants to get update

c gave case no [REDACTED]

crr-js apologized for the inconvenience.

crr-js asked c if any of c's info changed since the last time c called, c stated none.

crr-js advised c that case was forwarded to RCAS and c will receive a call on or before the end of the business day today. c understood.

crr-js offered further assistance, c said no.

crr-js provided name, case, extension number to c. exiting case.

Created by ZPS176N at 2014-03-12 15:31:11

las-ps contacted TROTTER NISSAN and spoke with Service Manager Chris Barnes and was advised that the only concern that SM is aware of at this point is the Brake Master Cylinder repair but SM had just taken over the Dealership this month

las-ps sent SM an email requesting further advisement on previous repairs

las-ps thanked SM for the assistance

call ended mutually

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,278

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,279

REQUESTED BY: lattad

CAR ID: CA5970000

las-ps exiting Case pending contact with customer

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

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

01/31/04

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: 12/12/07

03/12/14

MICROFILM:

RESP CAA: JACK WONG

OLM: LAYNE, VERNON

PHONE:

OWNER FIRST: [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,280

REQUESTED BY: lattad

ROOT CAUSE: SCMV SSTR

USERID:

USERID:

USERID:

USERID:

USERID:

DOM: ZNS924N

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,281

TIME: 9:19:07 AM

CAR ID: CA5970000

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2003

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: MUR

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NCDD01978280	3082	California	1/31/2004	01/31/10	0075000	01/01/01	01/01/01
1		5359	Arkansas					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,282

MODEL YEAR: 2013

VIN: JN8AZ08T43W [REDACTED]

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,283

REQUESTED BY: lattad

CAR ID: CA5970000

CURRENT SERVICE CONTRACT

CONTRACT: NCDD01978280

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 50

EFFECTIVE: 1/31/2004

EXPIRES: 01/31/10 **MILES:** 0075000

CANCEL: 01/01/01 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 01/31/04

PRINTED: 02/06/04

DEALER NO: 3082 **STATE:** CA

DEALER NAME: SANTA MONICA NISSAN, INC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,284

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,285

REQUESTED BY: lattad

CAR ID: CA5970000

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5359

STATE: AR

DEALER NAME: TROTTER NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,286

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,287

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA5970094
STREET: [REDACTED]	VIN: JNKCV54E57M [REDACTED]	
CITY: WESTMINSTER	YR/MDL: 2007.0 GCP	MILEAGE: 005200
ST/ZIP: CA [REDACTED]	VCAN:	IN SVC DATE: 09/01/07
DAY PH: [REDACTED]	PAID:	RTL DLR: 73111 COSTA MESA INFINITI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 73111 COSTA MESA INFINITI
DLR PH: 714 241 1300	DENY:	RESP DLR: 73111 COSTA MESA INFINITI
	REGION: 92	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: 005200	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 73111 COSTA MESA INFINITI		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 12/12/07	XFER/RSPNSBLTY: 92 02 S
CONTACT (S):	FOLLOWUP DATE: 01/16/08	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/29/08	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	134000 GEN. ENGINE ELECTRIC COMPONENT
AF ENGINE ELECTRICAL	YE MULTIPLE REPAIR ATTEMPTS
	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,288

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,289

REQUESTED BY: lattad

CAR ID: CA5970094

C. A. R. COMMENTS

FILE OPENED-ZJL437N 12/12/2007

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS UNRELATED/RELATED FILES FOUND: NONE. @12/12-ZJL437N

RCAS-TG RECEIVED INBOUND CALL FROM C.

C STATED WAS APPROVED FOR A NEW ENGINE BUT DOES NOT WANT IT, WANTS EITHER

C STATED WHEN THE VEH HAD 3000 MILES, 2 QUARTS OF OIL WAS BURNED.

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE

RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND

ASSISTANCE.

C STATED AT 4000 MILES, 1/2 QUART OF OIL WAS BURNED.

G37 WITH OPTIONS C HAS (SUNROOF, BLUETOOTH, PREMIUM BOSE STEREO ECT) OR

RESPONSIBLE DLR.

BUYBACK OF VEH. @01/17-ZTG999N

C STATED AT 5000 MILES WHICH WAS TESTED YESTERDAY AT THE DLR, 1/4 QUART OF

RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.@12/12-ZJL437N

C STATED SEEKING LEGAL ACTION. @01/17-ZTG999N

OIL WAS BURNED.

RCAS-JL INFORMED C OF NO OPEN RECALLS. @12/12-ZJL437N

C STATED THE ENGINE WAS MAKING WEIRD NOISES AS WELL.

RCAS-JL RECEIVED A CALL FROM C. @12/12-ZJL437N

RCAS-TG STATED WILL CONTACT DLR 73111 TO HAVE ALL R/O'S FAXED TO RCAS-TG

C STATED C WANTS THE VEH BOUGHT BACK.

SO RCAS-EJ CAN PROCESS BUYBACK REVIEW. RCAS-TG INFORMED C THAT BUYBACK REVIEW

CAN TAKE UPTO 30 DAYS.

C STATED C HAS READ BLOGS ON THE INTERNET THAT SOME OWNERS HAVE GOTTEN NEW

C STATED WANTS RCAS-EJ TO CALL C BACK.\ @01/17-ZTG999N

ENGINES BUT THE ISSUE RE-OCCURS. @12/12-ZJL437N

C STATED C HAS THE EPP BUT C DOES NOT HAVE THE CONFIDENCE IN THE VEH.

RCAS-TG UNDERSTOOD BUT STATED RCAS-TG IS TAKING NEXT STEP THAT RCAS-EJ WOULD

HAVE AND RCAS-TG IS GOING SO SO THAT C DOES NOT HAVE TO WAIT. @01/17-ZTG999N

RCAS-JL INFORMED C RCAS-JL WILL FORWARD THE FILE TO A RCAS AGENT IN C'S REGION

C UNDERSTOOD AND THANKED RCAS-TG. @01/17-ZTG999N

TO GATHER UP THE ROS TO INVESTIGATE THIS ALONG WITH CONTACTING THE DLR.

RCAS-JL INFORMED C THE RCAS WILL CONTACT C BY THE END OF BUSINESS DAY 12.13.07

@12/12-ZJL437N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,290

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,291

REQUESTED BY: lattad

CAR ID: CA5970094

RCAS-TG CALLED DLR 73111 AND LEFT VMX FOR SM-CINDY PURDLE TO FAX RCAS-TG ALL R/O'S AS C WANTS BUYBACK.

RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.

C THANKED RCAS-JL FOR ASSISTANCE, C SATISFIED.

SM TO BE CALLED BACK AND CONFIRM @01/17-ZTG999N

RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER.

*****DRTS-LF: C FILED WITH ATTY. FILE CLOSED. NEW FILE # 6023863*****

RCAS-JL SENT AN EMAIL TO RCAS-PO TO ASSIGN THE FILE TO THE APPROPRIATE RCAS.

@01/29-ZLF686N

@12/12-ZJL437N

RCAS-DH CALLED C AT 7:50PM 12/14/07. @12/14-ZDH942N

C REQUESTED BUYBACK. @12/14-ZDH942N

RCAS-DH ADVISED C WILL INVESTIGATE C'S ISSUE AND C SHOULD CONTINUE TO WORK WITH THIS OR ANOTHER DLRSHP UNTIL RESOLUTION BUT ALSO REQUESTED C FAX RO'S AT EARLIEST CONVENIENCE AND EXPLAINED BUYBACK REVIEW PROCESS FROM THAT POINT.

@12/14-ZDH942N

C UNDERSTANDS; C STATED WILL FAX DOCUMENTS ON MONDAY; C SATISFIED.

@12/14-ZDH942N

RCAS-DH PROVIDED FILE NUMBER, FAX NUMBER, NAME NUMBER AND EXTENSION.

@12/14-ZDH942N @12/14-ZDH942N

RCAS-DH RECEIVED FAX FROM C 12/17/07 AT 5:17PM. @12/17-ZDH942N

RCAS-DH NOTED FAX DOES NOT INCLUDE ANY RO'S. @12/17-ZDH942N

RCAS-DH CALLED C AT 6PM 12/17/07 AND C STATED NO REPAIR NEEDS HAVE BEEN DIAGNOSED NOR WORK PERFORMED AT ALL. @12/17-ZDH942N

RCAS-DH ADVISED C THAT A REVIEW IS NOT POSSIBLE WITHOUT ANY RO'S AND TO CALL BACK WHEN THERE HAS BEEN ANY WORK PERFORMED OR WARRANTY COVERAGE HAS BEEN DENIED. @12/17-ZDH942N

C AGREED; C SATISFIED. @12/17-ZDH942N

RCAS-EJ RECEIVED CALL FROM C REQUESTING TO HAVE THE VEH BOUGHT BACK AS THE APPROVAL FOR A NEW ENGINE IS ACTIVE.

C STATES WOULD LIKE TO TRADE THE VEH FOR G37.

C STATES IS TIRED OF HAVING ISSUES WITH THE VEH. C STATES IF VEH IS NOT ABLE TO VEH TRADED THEN C WOULD LIKE TO HAVE MONEY BACK.

RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.

C SATISFIED.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,292

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,293

REQUESTED BY: lattad

CAR ID: CA5970094

C THANKED RCAS-EJ FOR ASSISTANCE.
 RCAS-EJ GAVE NAME, EXTENSION NUMBER AND FILE NUMBER.
 RCAS-EJ ADVISED TO THAT A REGIONAL SPECIALIST WILL BE IN TOUCH WITH C
 BEFORE THE END OF BUSINESS TOMORROW .
 RCAS-EJ TRANSFERING FILE TO RESP REGION SPECIALIST AND
 LEAVING FILE OPEN FOR FOLLOW-UP. @01/15-ZEJ656N

RCAS-SP RECEIVED CALL FROM C.
 C STATES THAT C IS STILL WAITING FOR A CALL FROM REGIONAL PERSON.
 @01/16-ZSP458N

C STATES THAT C WANTS TO SPEAK WITH DISTRICT MANAGER. @01/16-ZSP458N
 RCAS-SP INFORMED C THAT RCAS-SP WOULD LOOK INTO ISSUE FOR C AND CONTACT C BACK
 C UNDERSTOOD.

RCAS-SP SPOKE WITH RCAS-EJ TO SEE WHERE FILE IS GOING. @01/16-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: Y	ACTION CODE: NP	ROOT CAUSE: SCSV
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK: 0	DATE: 00/00/00
	NEW INFO: 1	DATE: 01/15/08
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00
		USERID: ZEJ656N
		USERID:
		USERID:

IIR-DATE:

TRANS DATE: 00/00/00

CHECK REQUESTED: Y

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,294

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,295

REQUESTED BY: lattad

CAR ID: CA5970094

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY: ZEJ656N

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 01/29/08

MICROFILM:

RESP CAA: LIVINGSTON BOB

OLM: RAMSEY GREG

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,296

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,297

CAR ID: CA5970094

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2007

MAKE: I

MODEL LINE: GCP

NAME: [REDACTED]

VIN: JNKCV54E57M [REDACTED]

IN SCV DATE: 09/01/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		73111	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,298

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,299

REQUESTED BY: lattad

CAR ID: CA5970094

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 73111

STATE: CA

DEALER NAME: COSTA MESA INFINITI

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,300

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,301

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA5973221
STREET: [REDACTED] **VIN:** 3N1CE2CP1EL [REDACTED]
CITY: DALTON **YR/MDL:** 2014.0 **VER:** [REDACTED] **MILEAGE:** 003200
ST/ZIP: GA [REDACTED] **VCAN:** Y **IN SVC DATE:**
DAY PH: 0 **PAID:** 8,880 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 17038 PYE NISSAN, INC.
DLR PH: 706 278 2769 **DENY:** 0 **RESP DLR:** 17038 PYE NISSAN, INC.
REGION: 34 **DIST: SL/SV/PT:** 05 05 35 12 12 42

LETTER RECEIVED: 04/15/14 **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:** 003200 **# 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:** 03/11/14 **XFER/RSPNSBLTY:** 34 05 N 34 12 N
CONTACT (S): **FOLLOWUP DATE:** 07/07/14 08/11/1 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES YX POOR OR IMPROPER OPERATION
AG ENGINE MECHANICAL 138000 ENGINE ASSEMBLY
AU INTERIOR (NON-ELECTRIC) 187000 DASH/PANEL/TRIM
AV INTERIOR ELECTRICAL 197000 POWER WINDOW (MOTOR/SWITCH/R

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,302

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,303

REQUESTED BY: lattad

CAR ID: CA5973221

C. A. R. COMMENTS

1346 EDT.

1. C/S driverb

and Trim, repair attempts 2. Engine, repair attempts 3. Brakes, repair attempt ARBS setting follow-up to 8-May pending update from BBB.

Created by ZBL178N at 2014-03-11 13:56:03

Created by ZBL178N at 2014-03-11 14:02:48

d that c is waiting for the info or process.

rental will be charged and rcas will reimbs. C understood and agreed. C just Service Dept. Review

2. C/S vehicle has squealing noise coming from left rear.

Created by ZMB179N at 2014-04-14 07:44:57

Created by ZMB179N at 2014-05-08 07:27:55

crr-vl told c that crr will send an IM to RCAS that c is requesting for a call

██████████, the owner and driver of the veh, called in and requested assist Service Dept. Review

ts 5.

wants dlr to take the time to check concerns. C thanked and call ended mutua

3. C/S vehicle brake pedal went to the floor twice and then jerked to a stop.

ance regarding a veh concern. c stated that c is having issue with the brake p

ARBS notes PIW was sent to c's attorney on 6-May with rebuttal deadline of 4 b

ARBS placed outbound call to c at ██████████. ARBS confirmed that c recei back.

lly

NIS1417218. DRTS recb

Service Dept. Review

4. C/S vehicle seems to get hung on 3k RPM when driving after releasing pedal.

crr-vl offered further assistance; c declined

edeal that goes all the way down to the floor. c stated that c tried to address

parties named submit to arbitration the following: Body and Trim. Engine. Bra

Rcas call sm Joe at Hunt, left detailed vmx that c understood rental concern.

Service Dept. Review

usiness days. ARBS setting follow-up to 12-May pending update from BBB.

ved docs sent via FedEx. C stated that c still does not have an ETA from the

3/24 case follow up with dlr first then c if c has vehicle back

5. C/S vehicle has a wining noise.

body shop. ARBS understood and call ended mutually.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,304

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,305

REQUESTED BY: lattad

CAR ID: CA5973221

Created by ZMB179N at 2014-05-12 13:24:05

crr-vl provided case no.,name and ext.

kes. The parties have come to agreement on the following: N/A. Each Party requ

Service Dept. Review

s the issue on the dlr but c was only told that this is normal for the veh. c

ACTION TAKEN:

ARBS placed outbound call to BBB-Donna regarding case. ARBS left vmx with ARB

ARBS setting follow-up to 21-Apr pending docs or update from c.

Created by ZMS177N at 2014-03-24 07:59:21

crr-vl exiting case

ests the arbitrator(s) render the following decision: Consumer: Repurchase, Ma

Service Dept. Review

stated that c feels that this is not normal and is a safety issue. c stated th

1. Ordered regulator for rear window. C to return when parts are in.

at c would just like to get further assistance in resolving the concern. crr-l

Created by 12345678 at 2014-04-16 13:17:08

Created by ZVL177N at 2014-03-28 14:19:56

crr-ms received a follow up call from [REDACTED] c's girlfriend will now be
nufacturer: Denial. The manufacturer also agrees to extend authority to the ar
S contact info and requested a call back.

Service Dept. Review

2. Test drove with customer b

ARBS CASE FOLLOW-UP

ARBS setting follow-up to 13-May pending BBB contact or update.

b advised that the case will be forwarded to RCAS for review and a specialist

bitrator(s) to award the following: N/A.

DRTS KP attached an Attorney Letter.

referred as c. c stated that c trying to rspeak with rcas

Service Dept. Review

3. Explained how it works. Vehicle is working as designed.

Created by 12345678 at 2014-04-16 13:25:42

Created by null at 2014-04-24 07:23:31

Created by ZMB179N at 2014-05-13 11:34:18

Created by ZVL177N at 2014-03-28 14:26:45

crr-ms verified if c has bee authorized to speak on c's behalf , c said yes a

Service Dept. Review

will give c a callback before the end of the next business day. crr-lb offered

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,306

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,307

REQUESTED BY: lattad

CAR ID: CA5973221

4. No problem found at this time.

ARBS received email from BBB-Deborah confirming that c's attorney did not submit crr-ms offered to transfer c to RCAS and will also send internal message to RC crr-vl noting that crr-vl spoke to [REDACTED].

DRTS KP received an Attorney Letter from Krohn & Moss on 04/15/14, dated 04/10 further assistance. c declined. crr-lb gave name, case and extension number. c Previous Cases: 14044471, 14272437

Service Dept. Review

/14, addressed to NNA, Inc. and sent via USPS First Class mail. Letter states

5. No problem found at this time.

AS if c will be routed to RCAS's vmx, c understood

crr-vl exiting case

it a response to ARBS' PIW within time frame.

Open Recalls: Closed.

rr-lb forwarding the case to RCAS.

Service Dept. Review

17-Feb-14 at 2,446 miles. RO # 94002 - Days Down: 1

ARBS setting follow-up to 16-May pending update from BBB.

Created by ZGB176N at 2014-03-12 14:28:03

Created by ZMB179N at 2014-04-03 10:59:24

Created by ZMB179N at 2014-04-24 08:31:45

crr-ms offered further assistance, c said no

Service Dept. Review

their office represents C pursuant to Federal Magnuson-Moss Warranty Act. NNA

ARBS placed outbound call to c at [REDACTED] ARBS advised c of NNA's of

ARBS sent email to NMAC-Liza requesting updated payoff quote for PIW.

CONCERN:

Created by ZMB179N at 2014-05-16 08:55:12

crr-ms gave name and extension number

is hereby notified of the attorneys' lien. Attorney states the defects inclu

Rcas called SM JW Hooper: SM advised that c was shown a KGV. Dir reviewed bra

Service Dept. Review

1. C/S that brakes goes all the way to the floor.

ARBS received update from BBB-Deborah that BBB is working with c's attorney to

Created by ZMB179N at 2014-04-24 08:44:43

crr-ms exiting the case

de, but are not limited to:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,308

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,309

REQUESTED BY: lattad

CAR ID: CA5973221

fer to repurchase or replace c's veh. C thanked ARBS. ARBS advised c of the d
kes couples times and did not find bulletins. Rcas thanked for info
Service Dept. Review

1. Defective windows as evidenced by the passenger side rear window going up v
2. Passenger side wiper blade came out.

ARBS recieved updated payoff figures from NMAC-Liza:

Created by ZCR177N at 2014-03-12 14:48:37

Created by ZMS177N at 2014-03-24 07:59:44

ocs ARBS will need from c to proceed. C understood and took ARBS fax and cont
schedule veh inspection.

Service Dept. Review

Account#: [REDACTED]

ACTION TAKEN:

act number and stated that c should be able to have docs to ARBS by 7-Apr. AR
ARBS setting follow-up to 23-May pending update from BBB.

c called in to follow the case

ery slowly and failing to stay up and a popping noise in left rear window when

RCAS Case Follow-up

Service Dept. Review

1. Performed diagnosis and found working as designed to work at this time.

30 Day Payoff \$19,447.84 (Good thru 5/24/2014)

BS thanked c and call ended mutually.

Created by null at 2014-05-22 10:03:26

Created by ZGB176N at 2014-03-24 12:06:55

going up;

Service Dept. Review

xrr-cr verified that there are no changes on c's account

2. Defective engine as evidenced by squealing and whining noises;
2. Found wiper on right side had come apart. Replaced wiper blade.

Created by ZSW999N at 2014-04-03 12:37:38

crr-cr informed c that the follow up date of the case is 3/12/14

NIS1417218. DRTS recb

Per Diem: \$2.80

RCAS REC'D VMX FROM C & TO USE [REDACTED] FOR CB

Service Dept. Review

22-Feb-14 at 2,654 miles. RO # 94101 - Days Down: 1

3. Defective brakes as evidenced by the vehicle jerking and stopping when appl

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,310

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,311

REQUESTED BY: lattad

CAR ID: CA5973221

3 Payments received

crr-cr advised c to wait for a callback from rcas, c understood

DRTS called dlr 17038 at 2:34 pm, spoke with FM-Jeff. Requested sales document

RCAS ALSO REC'D VMX FROM DLR SM JOE AT HUNT NISSAN CELL #423-802-9138

Service Dept. Review

to pursue claim. Recb

CONCERN:

Created by ZMB179N at 2014-05-23 10:26:58

CRR-CR offered further assistance, c declined.

Payment amount \$313.98

Rcas rec'd call from SM right away. SM advised that sm and tech agreed that co

Service Dept. Review

s. Provided fax#.

ying brakes and banging at 3000 RPMs after releasing the brake pedal, soft bra

1. C/S has popping noise in left rear window when going up and is very slow to

ARBS notes c has withdrawn BBB claim.

Created by ZSW999N at 2014-04-03 13:03:07

CRR-CR gave name & extension.

Interest paid \$298.04

ke pedal and brake pedal going to the floor before vehicle will stop.

ncern is master cylinder. Sm was about to order part and would claim rental.

Service Dept. Review

4. Any additional complaints made by C, whether or not they are contained in

ARBS closing case.

C called stating to no work on vehicle as c is calling BBB. Sm advised that

CRR-CR exiting case.

DRTS rec'd sales documents from dlr 17038.

go up.

Recent payment received on 11-Apr-14 in the amount of \$313.98.

Service Dept. Review

ACTION TAKEN:

ARBS notes updated payoff figures:

Created by ZCR177N at 2014-03-12 14:48:48

Created by ZMB179N at 2014-04-07 07:22:00

Created by ZMB179N at 2014-06-05 07:27:57

NNA's company records or on any dealer repair orders.

sa called c to let c know to come pick up vehicle & c will be billed rental.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,312

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,313

REQUESTED BY: lattad

CAR ID: CA5973221

Service Dept. Review

1. Found window regulator binding and making noise. Replaced regulator.
ARBS received email from c's attorney accepting ARBS' \$5,000 settlement offer.
ARBS sent email to NMAC-Anna seeking payoff figures.
Attorney states to avoid litigation, C requests a refund of the purchase price
Base Price: \$16,790.00

Rcas apologized on this and will call c as c left vmx as well. SM understood

RCAS Case Follow-up

Service Dept. Review

6-Mar-14 at 3,017 miles. RO # 94234 - Days Down: 1

ARBS received REG from c and attached to case.

ARBS sent settlement agreement to c's attorney via FedEx: 770202681107. ARBS

Created by ZGB176N at 2014-03-12 15:10:44

d and rcas will update sm as soon as possible.

of the vehicle as compensation and payment of their attorneys' fees pursuant

Sales Tax: \$1,065.29

Service Dept. Review

CONCERN:

Created by ZGB176N at 2014-03-24 12:30:56

Created by ZMB179N at 2014-04-07 10:35:19

Governmental Fees: \$22.00

Rcas called c on [REDACTED] @4:50pm: Rcas reached [REDACTED] --now c. Rca

Service Dept. Review

setting follow-up to 7-Jul pending docs from c's attorney.

to the fee-shifting provisions of the State Lemon Law and /or Federal Magnuson

1. C/S to check brakes.

ARBS received the following payoff figures from NMAC-Liza:

Created by ZMB179N at 2014-07-03 13:48:35

Doc Fees: \$599.00

-Moss Warranty Act.. *Attorney states that if NNA wishes to resolve this matte

Rcas called c on [REDACTED] @2:13pm: Rang then went to vmx, vmx not set up u

Service Dept. Review

s introduced self & advised of ob script. Rcas went over concerns with c. C s

Account# [REDACTED]

ACTION TAKEN:

ARBS placed outbound call to c's attorney at (312) 578-9428 x 274 and reached

Finance Charges: \$298.04

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,314

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,315

REQUESTED BY: lattad

CAR ID: CA5973221

nable to leave vmx---tried 2xs. Rcas reached c
r amicably to please contact their office. If the matter has not been resolved
Service Dept. Review

tated that c took vehicle 4xs. C has invoices to show dlr advised normal brak
1. Test drove. Ran diagnostics. Everything is working properly at this time.
30 Day Payoff: \$19,714.75 (Good thru 7-May-14)

an out of office voicemail message advising that attorney would be out of the
es. C advised that dlr ran test and no codes pulled. Rcas will look into reso
Rcas was returning c's call. C advised that c was informed of repair need by
Service Dept. Review

Total Purchase Price: \$18,774.33

within *fourteen (14) days from the date of this letter, a lawsuit will be fi
21-Mar-14 at 3,610 miles. RO # 6003129 - Days Down: 5

Deductions

Hunt but Pye couldn't even take the time or effort to correct concern. C calle
led. Signed, Gregory H. Moss

office until 8-July-14.

Per Diem: \$2.82

Service Dept. Review

urces on brake concern going to floor. C also advised that c had to press bra
ARBS placed outbound call to c's attorney's paralegal at (312) 578-9428 x 274.

CONCERN:

d dlr to go ahead with repair. Rcas inquired on bbb. C said that c wants Pye

*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD C

Interest paid \$130.25

ke hard and was a jerking stop -that happened twice. Rest of the time c has t

Service Dept. Review

Usage: \$176.85

1. C/S brake pedal soft. Brake pedal will sometimes go to the floor before car

ALL PLEASE REFER C TO THEIR ATTORNEY.*****

ARBS left vmx with ARBS contact info and requested a call back.

Created by ZMB179N at 2014-04-07 10:37:48

o press brakes to the floor. Rcas advised dlr stated c was shown a KGV. Dlr r

Rebates: \$1,000.00

Service Dept. Review

to buyback her vehicle. C advised that c thought rcas was bbb. Rcas explain

ARBS notes the following repurchase figures:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,316

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,317

REQUESTED BY: lattad

CAR ID: CA5973221

ARBS sent email to c's attorney and paralegal requesting an update on case sta

Created by 12345678 at 2014-04-16 13:25:54

ed bbb vs nna ca. C understood. Rcas advised that c should address concerns w

viewed brakes couples times and did not find bulletins. Rcas recommends 2nd

Loan Payoff: \$19,714.75

Service Dept. Review

will stop and sometimes brakes feel spongy.

1. Replaced brake booster and master cylinder.

Base Price: \$16,790.00

*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD C

ith pye and explained repurchase process. C asked for rcas to proceed with re

opinion, rcas will research to make sure there is no recommend repairs with in

Service Dept. Review

Total Deductions: \$20,891.60

tus as ARBS has not received signed settlement agreement from attorney.

ALL PLEASE REFER C TO THEIR ATTORNEY.*****

ARBS notes the following:

ARBS setting follow-up to 10-Jul pending update from attorney

dts. C asked about repurchase docs c has. Rcas advised nna ca does not have d

purchase. C agreed to wait for this repair to be completed. C agreed to follo

Refund Amount: -\$2,117.27

Sales Tax: \$1,065.29

Attorney Fees: \$0.00

Created by ZMB179N at 2014-04-16 15:38:45

Created by ZMB179N at 2014-07-08 07:38:12

Georgia applicable Lemon Law;

Governmental Fees: \$22.00

ocs to fill out and advised of the repurchase review option. Rcas explained t

w up nlt 3/27

4 visits, 1 repair and 11 days down for brake concerns;

ARBS received update from c's Attorney-Eric Kaczander that Attorney's office i

ARBS sent Attorney Fees Denial Letter to c's attorney via FedEx: 798568927385.

Doc Fees: \$599.00

his and c agreed to c to get 2nd opinion and rcas to research concern first.

Rcas called sm Joe: SM did find out c ok'd repairs. Rcas advised to fax over

Total Repurchase: \$17,597.48

2 visits, 2 repairs and 5 days down for window concerns;

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,318

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,319

REQUESTED BY: lattad

CAR ID: CA5973221

ARBS setting follow-up to 16-May pending update from c's attorney.

Created by ZRT176N at 2014-04-24 11:44:38

Finance Charges: \$130.25

Rcas provided contact info and agreed follow up 3/17

ro once completed. C is requesting repurchase and has a bigger concern with o
s still waiting on signed docs from c.

1 visit, 1 repair and 1 day down for wiper blade concerns;

ARBS setting follow-up to 15-Jul pending docs from Attorney.

Created by ZGB176N at 2014-03-17 14:37:08

Created by ZMB179N at 2014-04-21 07:38:29

DRTS identified one missing RO:

ther dlr for doing a repair attempt. SM understood.

Total Purchase Price: \$18,606.54

3855 Hunt Nissan.....423-899-2525

ARBS received email from Attorney-Greg Moss. Attorney advised that c is not i

ARBS sent prelim offer letter to c via FedEx: 798364223655

Created by ZGB176N at 2014-03-24 12:31:34

Created by ZMB179N at 2014-07-15 08:52:22

Deductions

Rcas revisted ASIST and did not find any bulletins on c's concern

3/26 case follow up on repair update & ro's

ARBS notes no update from c's attorney.

ARBS setting follow-up to 3-Apr pending docs from c.

Created by ZGB176N at 2014-03-17 14:47:11

DRTS called 3855. Requested RO from Cashier-Heather.

nterested in accepting a repurchase offer that requires c to pay NNA to take b

Usage: Waived

ack c's veh, which is what NNA is asking c to do in the repurchase offer. As

ARBS setting follow-up to 22-Jul.

Created by null at 2014-03-25 11:14:48

Created by ZRT176N at 2014-04-25 11:05:25

Created by ZRV177N at 2014-03-27 16:03:13

Rcas called c on [REDACTED] @4:41pm: OB script stated. Rcas did not find n

Rebates: \$1,000.00

Created by ZMB179N at 2014-07-22 07:24:26

CRR-RV received a call from c following-up on the case and wants to talk to RC

DRTS called 3855. Spoke with Cashier-Heather. Cashier advised RO was not yet f

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,320

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,321

REQUESTED BY: lattad

CAR ID: CA5973221

Loan Payoff: \$19,714.75

Previous Cases:14044471

such, c is interested in negotiating a cash settlement wherein c retains poss
tb on concern. C has appt Friday 3/21 730am. at Hunt Nissan. Rcas will call s
ARBS notes no docs from c's attorney.

AS Lupe.

axed. DRTS requested RO ASAP.

ession and financial responsibility for the subject veh. Attorney advised tha
m to inquire on loaner as c has to be at work by 7:30am. Rcas will follow up n

Open Recalls/Campaigns:None

Total Deductions: \$20,714.75

ARBS sent email to c's attorney-Eric requesting update on documents.

Created by ZRT176N at 2014-04-25 15:15:37

CRR RV verified that there are no changes on contact information.

It 3/20

NIS1415333. DRTS recb

Refund Amount: -\$2,108.21

t if NNA s interested in resolving matter with a settlement to let attorney k

Created by ZMB179N at 2014-07-22 13:01:12

CRR-RV advised c that crr-rv will try to reach rcas first,

C thanked and ros were confirmed rec'd.

d. CCF states: Brakes going to floor. Brakes spongy, repair attempts 5.

DRTS rec'd RO's from 3855.

now and attorney can get ARBS a demand.

Total Repurchase: \$17,606.54

3/19 try to contact dlr sm joe

ARBS received update from c's attorney's paralegal-Valerie Kaufmann that attor

ARBS sent reply to attorney advising that ARBS would be willing to settle with

Created by ZMB179N at 2014-04-07 10:56:20

Created by ZMB179N at 2014-04-29 07:22:34

Created by ZSW999N at 2014-03-26 14:06:48

crr-rv advised c that crr-rv will transfer c directly if rcas is reached, c un

a \$4,000 cash settlement, inclusive of any fees.

ARBS placed outbound call to c at [REDACTED]. ARBS advised c of repurchas

ARBS received email from c's Attorney-Eric requesting a settlement in the amo

but if vmx is reached c can leave a msg and crr rv will send rcas an internal

Created by ZGB176N at 2014-03-19 15:15:39

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,322

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,323

REQUESTED BY: lattad

CAR ID: CA5973221

DRTS called dlr 17038 at 4:04pm, spoke with Sa-Ben. Requested any and all ROs. ney is still waiting on docs from c.

ARBS setting follow-up to 11-Aug pending docs from attorney.

Created by ZMB179N at 2014-04-23 09:02:22

e figures. C understood and asked if ARBS could send c docs via FedEx. ARBS msg that c called, c agreed

Provided Fax#.

Rcas did call sm Joe Van dyke and left vmx on loaner request for c.

unt of \$6,000.00 inclusive of fees.

agreed. ARBS also advised c that NNA would still be willing to do an SOC if c

ARBS received an email from Attorney-Eric Kaczander advising that c has reject

ARBS replied to Attorney that \$5,000 inclusive of fee's was NNA's final offer.

Created by ZGB176N at 2014-03-20 11:31:33

Created by ZSW999N at 2014-03-26 14:27:48

CRR-RV offered further assistance, c declined.

ARBS advised Attorney if amount is not acceptable to c that NNA will proceed

crr-rv gave name & extension.

DRTS rec'd ROs from dlr 17038.

ed ARBS settlement offer. Attorney countered with a settlement offer of \$9,0

rcas rec'd vmx from SM Joe from Hunt Nissan and provided cell 423-802-9138

wished. C understood.

00.00 inclusive of fees.

Created by ZSW999N at 2014-03-27 12:36:47

crr-rv exiting case.

C stated that over the weekend that c's veh was hit from behind and is current

SM called rcas and advised that sm has no problem providing c a rental under r

with BBB Arbitration.

ARBS replied to Attorney rejected Attorney's counter-offer. ARBS advised Atto

ARBS setting follow-up to 5-Apr to submit PIW response pending Attorney decisi

cas assistance but will not be able to claim gw unless there is a problem foun

c called asking for follow up on c's case

DRTS called dlr 3855 at 2:02pm, spoke with Sa-Mike. Requested ROs. Provided Fa

ly at the body shop. C asked how this would affect the buy back. ARBS asked

crr-vl was given case no. crr-vl verified info of c

c to give ARBS an ETA for the repair completion and that ARBS would work with

d. Rcas will advise c that c may have to pay for rental with reimbs from rcas

on.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,324

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,325

REQUESTED BY: lattad

CAR ID: CA5973221

ney ARBS' final offer to settle is \$5,000. ARBS advised Attorney that if ARB
x#.

Created by ZRT176N at 2014-04-29 08:14:17

Created by ZSW999N at 2014-03-27 14:17:37

c stated that c was supposed to be called back yesterday but RCAS but no one
Morley to make sure the scheduled surrender date is after the veh's repair sho
. Rcas will call c to discuss.

S final offer is not acceptable to c, ARBS is willing to proceed with the repu
DRTS completed and attached RHR.

DRTS notes RHR includes RO that was missing from case. RHR up to date and now
is still calling c back. crr-vl advised c that case was already escalated to A

Rcas called c [REDACTED] @1:15pm: Rcas left detailed vmx
rchase.

uld be completed. C understood and call ended mutually.

all RO's are included on case.

ARBS sent repurchase offer letter to c via FedEx (798463370693). ARBS setting

Created by null at 2014-04-24 07:18:33

Created by ZMB179N at 2014-03-27 16:00:45

RBS. and c's case follow up is on 4/3 because the case was being reviewed. c a

Rcas called hm# [REDACTED] : left message for cb

ARBS notes the following repair history:

Created by ZGB176N at 2014-03-20 12:46:07

Created by ZMB179N at 2014-05-05 15:52:11

follow-up to 14-Apr pending update from c.

NIS1417218. DRTS recb

sked for the person. crr-vl told c that c will received the call from them. c

20-Jan-14 at 1,344 miles. RO # 93804 - Days Down: 4

ARBS faxed PIW and supporting docs to BBB and received delivery confirmation a

Created by ZMB179N at 2014-04-08 13:51:31

Rcas rec'd call from C: Rcas advised that dlr does not have loaner but can ge

ttorney Greg Moss. BBB advises ARBS has 14 days to respond. Recb

understood.

ARBS received confirmation from FedEx that letter was delivered on 8-Apr-14 at

c also requested to speak with RCAS becuase c was not inform of c's concern an

CONCERN:

dated 4/23/14. C seeks refund plus attorney's fees and costs. CCF states: Body

t 1644 CDT.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,326

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,327

REQUESTED BY: lattad

CAR ID: CA5973221

t c rental at \$35 a day. Rcas advised if dlr does not find a repair need than

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
	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: [REDACTED]	LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,328

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,329

CAR ID: CA5973221

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CP1EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		17038	Georgia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,330

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,331

REQUESTED BY: lattad

CAR ID: CA5973221

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 17038

STATE: GA

DEALER NAME: PYE NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,332

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,333

REQUESTED BY: lattad

NAME: [REDACTED] MELVILLE, WA **SC:** NONE **CAR ID:** CA5981433
STREET: [REDACTED] 754 THE ALAM **VIN:** 3N1AB7AP1DL [REDACTED]
CITY: HADDON HTS SAN JOSE **YR/MDL:** 2002.0 PTH 2013.0 **SEN MILEAGE:**
ST/ZIP: CA [REDACTED] NJ [REDACTED] **VCAIN SVC DATE:** 02/18/02
DAY PH: 0 999 999 9999 **PAIRTL DLR:** 3474 CAPITOL NISSAN
EVE PH: [REDACTED] 999 999 9999 **SUSSVC DLR:** 2372 CHERRY HILL NISSAN, INC.
DLR PH: 408 978 1234 856 667 8300 **DENRESP DLR:** 2372 CHERRY HILL NISSAN, INC.
REGION: 26 44 **DIST: SL/SV/PT:** 04 04 34 11 11 41

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00 12/18/07

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 001700 # NISSAN/INFINITI VEHICLES: 1

VEHICLE MAINTAINED BY: NONE UNKNOWN

OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP OPEN DATE: 12/24/07 03/12/14 XFER/RSPNSBLTY: 26 04 N

CONTACT (S): FOLLOWUP DATE: 12/25/07 03/25/14 INF-NET (Y/N):

SEVERITY: 9 CLOSE DATE: 12/24/07 05/01/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	114000 HORN
OF NNA., INC. ISSUES	121500 GEN. BRAKE COMPONENT(S)
AC BODY ELECTRICAL	VJ GENERAL WARRANTY COVERAGE INQUI
AD BRAKES	YX POOR OR IMPROPER OPERATION
AZ NISSAN PRODUCT INQUIRIES	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,334

REQUESTED BY: lattad

VIN: JN8DR09Y72W [REDACTED]

MILEAGE: 000000 001700

RTL DLR: NI NI

SVC DLR: 3474 CAPITOL NISSAN

RESP DLR: 3474 CAPITOL NISSAN

NISSAN/INFINITI VEHICLES: 2

XFER/RSPNSBLTY: 44 11 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,335

REQUESTED BY: lattad

CAR ID: CA5981433

C. A. R. COMMENTS

2. Clicking noise opening door

brake went all the TO THE FLOOR

C is concerned at the length of the process.

Created by ZGM346N at 2014-03-20 08:02:44

*****EMAIL FILE LOGGED*****

@12/24-ZWL695N

FILE OPENED-ZWL695N 12/24/2007

Sales Dept. Review

ACTION

Created by ZGM346N at 2014-03-21 08:37:05

C wants clarification as to next step.

DATE RECEIVED: 12/22/07 DATE CREATED: 12/24/07

email from FOS-RC

PREVIOUS RELATED FILES FOUND: NONE

Sales Dept. Review

SM states National backorder on the brake master cylinder and none are expected

1. Lubed weather strip

ARBS advised C that process can continue once ARBS receives signed repurchase

CRR-WL VERIFIED C'S NAME, ADDRESS RESPONSIBLE DLR, VIN, AND DAY PHONE.

d till next month

PREVIOUS UNRELATED FILES FOUND: NONE

rcas called C at 10:33 am est at [REDACTED] & spoke to C to confirm C's vmx

Sales Dept. Review

The file indicates the part has been elevated to b

2. Unable to duplicate. Lubed door hinges and door check

C DID NOT PROVIDE MILEAGE. CRR-WL CHECKED FOR OPEN FOR OPEN RECALLS,

concern

Dealer never reproduced the brake concern but SM feels that the

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

I cover a goodwill rental until 3/28 at \$35/day. Beyond that rental requires a

offer letter.

Sales Dept. Review

02/20/14 @ 1,562 Miles 2 Days down

CAMPAGNS, OR UPGRADES FOUND: 0

C should be taken out of veh and put into rental until the part arrives.

C states C took veh to dealer and was given a car as C has dentist appt.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,336

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,337

REQUESTED BY: lattad

CAR ID: CA5981433

C understands, will sign and mail letter asap.

Additional regional consent to continue

METHOD OF CONTACT: EMAIL ID NO.: 878887

Sales Dept. Review

C is in a loaner veh and it's dirty

CONCERN

Created by ZGM346N at 2014-03-18 13:02:54

C'S EMAIL READS: "HI I HAVE A 02 PATHFINDER WHICH WAS PURCHASED IN CA,

C states DLR wants loaner vehicle returned.

> EMAIL ADDRESS: **** [REDACTED] ****

Rcas will ask CSM- FOS if C can be put into a rental veh until brake master cy

Sales Dept. Review

1. Trunk opens by itself

ARBS will call DLR and see if C's vehicle is safe to drive.

I WANTED TO KNOW IF MY WARRANTY COVERED MY HEADER PIPES "

Cylinder arrives.

Rcas apologized for the condition of the veh and advised C that Rcas will cont

Rcas called dealer at 2:59 pm est at [REDACTED] & spoke to SM Bob to advise

Sales Dept. Review

2. Perform MPI

act dealer and call C by end of day Monday 3/24/14 with update

Created by ZPR178N at 2014-04-22 13:02:28

*****CRR-WL'S RESPONSE TO C:

Region will cover rental until 3/28 at \$35/day

Sales Dept. Review

SM states Dealer can provide Altima to the C if NNA approves

1. Replaced interior trunk trim

ARBS rec'd VMX from C stating that C never received Offer Letter, is waiting o

C thanked Rcas

DEAR [REDACTED], THANK YOU FOR CONTACTING NISSAN NORTH AMERICA,

part name Brake Master Cylinder

Sales Dept. Review

SM states this will cover the veh and SM happy as SM feels C should not be in

2. Complete

Created by ZGM346N at 2014-03-21 08:43:39

INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. IN ORDER TO

return letter.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,338

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,339

REQUESTED BY: lattad

CAR ID: CA5981433

order number was CSC'd -

Sales Dept. Review

the veh with out the veh repaired.

03/10/14 @ 1,804 Miles 1 Day down

ARBS notes per FedEx tracking: Offer was delivered 4/8/14.

OBTAIN INFORMATION REGARDING WHICH PARTS/ISSUES ARE COVERED UNDER

order date - ordered 3/10th VOR'd 11th V311A

rcas called dealer at 10:38 am est at 856-667-8300 & spoke to

rcas understood

Sales Dept. Review

ARBS called C back, left VMX advising C that ARBS will resend Offer via priori

CONCERN

rcas asked if SM has faxed RO's yet

rcas will let SM know if the region approves rental

Sales Dept. Review

SM-Bob Miller to ask if SM wants rcas to contact tech line to assist with the

YOUR LIMITED VEHICLE WARRANTY, PLEASE CONTACT YOUR LOCAL NISSAN

1. Horn goes off at random

Created by ZGM346N at 2014-03-13 12:11:11

DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST

Sales Dept. Review

SM has not but will do so now

trunk concern.

ty overnight.

2. Perform MPI

ARBS notes resending Repurchase Offer Letter via FedEx Pri. Overnight 79862080

POSITION TO DIAGNOSE THE ISSUE AND ADVISE WHAT IS, OR IS NOT COVERED

rcas will call c to advise C to go get loaner veh till c's is repaired

Sales Dept. Review

SM states if SM needs assistance SM will call tech line

Why do you want to return the vehicle to Nissan North America?

3. Brake pedal goes to the floor

7459

BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR TO STOP THE VEH, HORN WILL BLOW ON I

Created by ZGM346N at 2014-03-18 13:05:08

C's Veh is sitting inside dealer and dealer will see it if the trunk opens.

Sales Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,340

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,341

REQUESTED BY: lattad

CAR ID: CA5981433

UNDER WARRANTY. IF YOU HAVE ANY FURTHER QUESTIONS AND/OR COMMENTS,
ACTION

Created by ZPR178N at 2014-04-24 15:10:18

key is by the veh

PLEASE FEEL FREE TO CONTACT NISSAN CONSUMER AFFAIRS AT 1-800-NISSAN1

rcas called C at 3:03 pm est at [REDACTED] & reached message asking rcas to

Sales Dept. Review

T'S OWN, TRUNK WILL OPEN ON IT'S OWN. TRUNK WAS REPAIRED BUT HAS REOCCURRED AG
(1-800-647-7261). THANK YOU FOR ALLOWING ME TO BE OF ASSISTANCE. CRR-WL

1. Unable to duplicate

AIN, CUSTOMER SPENDS 4-5 HOURS AT DEALERS FOR MULTIPLE REPAIRS ON NEW VEH

ARBS notes receipt of Repurchase Offer Letter SIGNED

Dealer will keep C in veh till part comes in

enter access code

Sales Dept. Review

2. Complete

CLOSING FILE.

@12/24-ZWL695N

Created by ZGM346N at 2014-03-19 10:25:44

Created by ZPR178N at 2014-04-24 15:37:10

Rcas thanked SM for update

Sales Dept. Review

* Where is the vehicle currently? WITH CUSTOMER

3. SOP

ARBS notes NMAC Payoff Info:

Created by ZGM346N at 2014-03-13 09:15:08

Created by ZGM346N at 2014-03-24 14:16:30

rcas called C at 12:23 pm est at [REDACTED] & reached message asking rcas t

Sales Dept. Review

* Where was the vehicle purchased? CHERRY HILL NISSAN

b

o enter access code

rcas called C at 4:14 pm est at [REDACTED] & reached message to enter access

rcas called dealer at 11:11 am est at 856-667-8300 & LEFT VMX FOR SM-Bob Mille

Sales Dept. Review

SR# 1-4281264705

* Was it purchased new or used? NEW

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,342

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,343

REQUESTED BY: lattad

CAR ID: CA5981433

code

FRANK CURATOLA JR

* If used, when was the vehicle purchased?

since 3.10.14.

request to ask for all RO's as C is requesting NNA REPURCHASE THE VEH DUE TO MULTIPLE

Sales Dept. Review

Account# [REDACTED]

b

RE BRAKE REPAIRS to fax to rcas at [REDACTED] and to call rcas to advise of c

rcas sent email at 12:25 pm est to C advising of attempted contact dates of 3/

rcas will call again on 3/25/14

Sales Dept. Review

* Where is the vehicle serviced? CHERRY HILL NISSAN

18/14 & 3/19/14

Created by null at 2014-03-25 11:00:56

Created by ZGM346N at 2014-03-25 09:20:15

* Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers

concern

Payoff amount is \$18891.52b

Sales Dept. Review

8003436913 ext 458139

ARBS Called C to discuss LL remedies, reached NO vmx.

call again on 3/21/14

Created by ZGM346N at 2014-03-13 12:15:46

Payments received: 6

rcas sent email at 11:20 am est to SM-Bob asking for part update

ARBS is sending Repurchase Intent Letter via FedEx STD OVERNIGHT 798327419285

Created by ZGM346N at 2014-03-13 09:29:36

Created by ZGM346N at 2014-03-19 10:34:00

Created by ZGM346N at 2014-03-25 10:06:09

Payment amount \$290.87

requesting rental veh and advising of RHR request

Created by ZGM346N at 2014-03-14 08:37:02

Created by ZGM346N at 2014-03-26 07:40:55

email from SM Bob

rcas called C at 11:17 am est at [REDACTED] & spoke to C that states c had t

rcas spoke to rcas-Jon spurling that states the PDI and detailing RO's are not

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,344

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,345

REQUESTED BY: lattad

CAR ID: CA5981433

Recent payment received on 3/31/14

Attaching to case.

email from SM

needed

rcas rcvd RO's & attached to case

rouble with trunk release

Still no release date on the back order. Customers car is here and C is in a

Created by ZPR178N at 2014-04-29 14:31:04

rcas finds that RO #694892 - 694469 - 292346 are missing

rental

The part# is 46010-3sg1b Order # is 20394056 Ordered on 3/11/14 It is on C

trunk would be closed - c comes out and its open

ARBS sending case to Morley via FedEx 798688563939

rcas sent email at 10:35 am est to SM-Bob Miller advising

rcas sent email at 12:31 pm est to CSM-Cristin Adinolfi - FOS-Rhonda Calico -

SC status

then the horn would blow - car in garage all night & c was outside working - h

ARBS notes Morley Case #: 211230

Created by null at 2014-03-31 09:14:35

FOM-David Von Bing & DOM-Peter Orbe advising of RHR request

missing RO"s

orn beeping on its own

rcas replied asking for

694892

ARBS rec'd call from C's son, Frank Curatola Jr.

Part Name Brake Master Cylinder

stopped automatically

694464 - possible PDI

ARBS explained options to C, who states that his father is elderly (80's) and

bmitted to rcas-Jon spurling to submit for review

Part Number

went on for about a half hour

692346 - possible PDI

Created by ZJS111N at 2014-03-19 12:52:48

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,346

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,347

REQUESTED BY: lattad

CAR ID: CA5981433

c thought it was the neighbors veh
has difficulty communicating.

Order Number

Created by ZGM346N at 2014-03-17 09:27:16

C will discuss options with father and reply to ARBS soon.

dealer said trunk was fixed but it happened last night 3/12/14

rcas-jonathon spurling assisting

The date the vehicle became inoperable

Created by null at 2014-04-01 08:28:07

How part was ordered, CSC- Tiger team?

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

rcas sent email at 11:27 am est to SM Bob asking for ro's

the horn c says cant tell where its coming from

ARBS rec'd call from C-Son stating that upon lengthy conversation with father

Created by null at 2014-03-25 10:51:57

Created by ZGM346N at 2014-03-18 08:02:09

rcas asked if horn has done this more than once

rcas to proceed with processing of RHR

ARBS reviewing RHR and notes the following repair attempts:

C states that C will try to find a copy store in order to fax documents, other

C states YES c was backing out of driveway and horn started beeping again

rcas called dealer at 9:45 am est at [REDACTED] & spoke to SM Bob Miler aski

rcas completed and submitted RHR

11/25/13 @ 326 Miles 1 Day down

Created by null at 2014-03-19 13:07:55

c was driving and tried to brake when a truck approached at high speed

ng for RO's

wise will mail necessary documents to ARBS.

brake went all the

C asked response time for quote.

CONCERN

DRTS received the RHR. The RHR was assigned to ARBS-Robert Peterson for review

SM states they are PDI's and detailing but will send today

.

1. When key comes out of ignition, automatically locks doors

ARBS stated quote time is typically 3-5 business days and whole process takes

C STATES Dealer is replacing master cylinder

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,348

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,349

REQUESTED BY: lattad

CAR ID: CA5981433

rcas thanked SM

2-4 weeks.

2. Brake pedal goes all the way down to the floor

But not sure when

Created by ZAA111N at 2014-03-20 07:26:45

Created by ZGM346N at 2014-03-18 09:40:26

3. Rattling sound

Created by ZPR178N at 2014-04-03 14:14:47

crr-aa received a call from c.

RCAS ASKED C TO CALL RCAS WHEN DEALER CALLS TO ADVISE THE MASTER CYLINDER IS I

rcas sent email at 11:40 am est to SM asking for update on part arrival - ETA

4. Trunk lid looks out of alignment

ARBS notes receipt of Lienholder release, purchase contracts, and registration

Created by ZRR999N at 2014-03-18 09:51:23

c stated that c wants to speak with rcas-gm

N SO THAT RCAS MAY GET THIS RO TO ADD TO THE RHR REQUEST

ACTION

c needs veh for Dr. Appts

crr-aa verified cb

CRR-RM received a call from c

via USPS.

2. No problem found. Adjusted rear drums

c afraid what else will happen to the veh

crr-aa advised c that crr-aa will transfer the call to rcas and if c reached v

CRR-RM c states c wants to speak with RCAS-GM

Docs scanned and entered into case.

3. No problem found

ARBS emailed NMAC-AF for payoff info.

C IS ASKING NISSAN TO REPLACE OR REPURCHASE

CRR-RM verified with c if any of the contact information have change c said no

mx crr-aa advised c that c may leave a message to provide cb

4. Adjusted deck lid

Created by ZPR178N at 2014-04-08 09:37:37

crr-rm advised c that RCAS follow up to c on the case will be by today.

nd best time that rcas can call c back

Rcas advised C that to REPAIR THE VEH IS NNA GOAL and that rcas will start the

12/05/13 @ 508 Miles 1 Day down

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,350

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,351

REQUESTED BY: lattad

CAR ID: CA5981433

ARBS calculating refund and notes the following figures:

CRR-RM advised c that crr-rm will try to reach the extension of RCAS-GM and c understood

RHR process (explained this to the C_

B crr-aa offered further assistance, c declined.

Cash Down Payment \$0.00

CONCERN

if crr-rm reach voicemail c will be transferred to voicemail and leave a messa

VEH has been NOWHERE ELSE BUT CHERRY HILL

1,700 MILES ON VEH ONLY

1. Trunk not aligned properly

Additional Payments (5 x \$290.87) \$1,454.35

crr-aa gave name, extension #457248

ge c agreed also advised c, crr-rm will send an internal message to RCAS-GM

ACTION

Created by ZAA111N at 2014-03-20 07:26:58

CRR-RM offered further assistance c declined

Less reasonable allowance for use* (\$66.07)

Veh is with C and operable.

1. SOP finisher and clips

CRR-RM c that the case no. will be the same

C states veh is nice but the drivers side is too congested for the C's leg roo

RCAS Case Follow-up

Total Amount Due to [REDACTED] from NNA at Surrender

\$1,310.28

12/19/13 @ 911 Miles 13 Days down

Created by ZGM346N at 2014-03-20 07:34:24

CRR-RM provided name and extension no.

m.

CONCERN

CRR-RM left the case open

rcas apologized for this and will call C no later than 3/18/14 with RHR update

rcas rcvd vmx from C stating Dealer said the trunk was fixed but C states tru

*Reasonable allowance for use = \$20,267.87 / 100,000 x 326 miles

1. Trunk is opening on its own periodically

Created by ZGM346N at 2014-03-18 10:28:16

Created by ZPR178N at 2014-04-08 09:40:54

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,352

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,353

REQUESTED BY: lattad

CAR ID: CA5981433

nk is now opening again and the horn was also blowing

RCAS PROVIDED C WITH RCAS CONTACT INFO

ACTION

ARBS is sending Repurchase Offer Letter via FedEx overnight 798477119939

Created by ZGM346N at 2014-03-13 12:04:24

email from SM

this was 3/19/14

1. Replaced trunk release assembly. SOP latch and striker

Created by ZPR178N at 2014-04-14 14:41:32

No it has not. Estimated to arrive next week. On customer care

rcas called dealer at 1:53 est at 856-667-8300 PM est & spoke to SM Bob that

Trunk opened 3 times while c was in an apt bldg. someone came to get the C to

01/14/14 @ 1,096 Miles 1 Day down

ARBS called C to follow up on repurchase offer. Left VMX.

Created by ZGM346N at 2014-03-18 12:58:11

states c has had multiple complaints on this veh

tell C the trunk was open & horn was blowing

C cant go anywhere with the trunk opening

CONCERN

Created by ZPR178N at 2014-04-15 14:04:57

rcas advised SM that C told rcas that c was driving and tried to brake when a

rcas re-sent email to CSM & FOS asking about rental as the B/O part will not a

1. Noise when opening trunk

ARBS rec'd call from C.

gotta get some means to get a car and let dealer fix the car or Junk it

rive until next week

truck approached at high speed

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,354

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,355

REQUESTED BY: lattad

CAR ID: CA5981433

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

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: A

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 12/24/07

05/01/14

MICROFILM:

RESP CAA: EVAN CLEMENTS

OLM: HUDSON, ROD

DOM:

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,356

REQUESTED BY: lattad

ROOT CAUSE: SCMV

SCPP

USERID:

USERID:

USERID:

USERID:

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,357

TIME: 9:19:07 AM

CAR ID: CA5981433

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2002

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: PTH

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2372	New Jersey					
0		3474	California					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,358

MODEL YEAR: 2013

VIN: JN8DR09Y72W [REDACTED]

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,359

REQUESTED BY: lattad

CAR ID: CA5981433

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED] [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2372

3474

STATE: CA

NJ

DEALER NAME: CAPITOL NISSAN

CHERRY HILL NISSAN, INC.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,360

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,361

REQUESTED BY: lattad

NAME: [REDACTED] **DELLIAC,JASC SC:** NONE **CAR ID:** CA6030479
STREET: [REDACTED] 21 WEST SIDE **VIN:** 3N1AB7AP8DL [REDACTED]
CITY: GERMANTOWN MARKHAM **YR/MDL:** 2007.0 XTR 2013.0 SEN **MILEAGE:**
ST/ZIP: -2 MD 20876 **VCAIN SVC DATE:** 03/12/07
DAY PH: 0 [REDACTED] **PAIIRTL DLR:** 3690 WALSER NISSAN
EVE PH: [REDACTED] **SUSSVC DLR:** 3690 WALSER NISSAN
DLR PH: 301 670 3900 952 435 5550 **DENRESP DLR:** 3690 WALSER NISSAN
REGION: 24 26 **DIST: SL/SV/PT:** 05 05 35 16 16 46

LETTER RECEIVED: 00/00/00 03/17/14 **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:**
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New Preowned x New x Preowned **MILES:** 000000 015076
VEHICLE MAINTAINED BY: NONE UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/04/08 03/19/14 **XFER/RSPNSBLTY:** 24 05 S
CONTACT (S): **FOLLOWUP DATE:** 02/22/08 04/25/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/21/08 04/25/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 108500 PANEL (DOOR/TAILGATE)
OF NNA., INC. ISSUES 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AB BODY VI LETTER OF COMPLIANCE
AD BRAKES YX POOR OR IMPROPER OPERATION
AU INTERIOR (NON-ELECTRIC) ZM EXCESSIVE NOISE
AZ NISSAN PRODUCT INQUIRIES 251500 FRONT STRUT(S)
BN SUSPENSION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,362

REQUESTED BY: lattad

VIN: 5N1AN08WX7C [REDACTED]

MILEAGE: 000000 015076

RTL DLR: NI NI

SVC DLR: 5158 CRISWELL NISSAN

RESP DLR: 5158 CRISWELL NISSAN

SENT TO LEGAL: N (Y/N)

NISSAN/INFINITI VEHICLES: 1

XFER/RSPNSBLTY: 26 16 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,363

REQUESTED BY: lattad

CAR ID: CA6030479

C. A. R. COMMENTS

-Concern:

FILE OPENED-ZKF621N 02/04/2008

PREVIOUS UNRELATED FILES FOUND:NONE.

tinue to honor the terms and conditions of all warranties.

-Action Taken:

CCC-KF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-KF RECEIVED INBOUND CALL FROM C.

We apologize for any inconveniences you may have encountered with your vehicle

1. Completed campaign p3212.

AND RESPONSIBLE DLR.

C STATES THAT C IS IMPORTING C'S VEH INTO THE US FROM CANADA AND WOULD LIKE A

. If you have any further comments or concerns, please feel free to contact ou

7/08/13b

CRR-KF CHECKED FOR ANY OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

r Consumer Affairs department at 1-800-647-7261.

RECALL LETTER AND A LETTER OF COMPLIANCE. @02/04-ZKF621N

--

-Concern:

CRR-KF ADVISED C THERE ARE NO OPEN RECALLS.

CRR-KF ASKED C'S FAX NUMBER: 1-416-699-5799. @02/04-ZKF621N

1. C/s noise from right side of vehicle while driving.

ARBS closing case pending further action required.

CRR-KF OFFERED FURTHER ASSISTANCE. @02/04-ZKF621N

PREVIOUS NISSAN VEH:NONE.

2. C/s that vehicle lags between take off.

C DECLINED. @02/04-ZKF621N

3. C/s master driver window switch not operating properly.

CRR-KF WILL FAX DOCS DURING FOLLOW UP TIME. @02/04-ZKF621N

***** @02/06-ZKF621N

4. C/s hearing clunk noise from rear while braking. Noise while going over bum

CRR-KF FAXED DOCUMENTS. @02/06-ZKF621N

ps.

5. C/s that seat release raises uneven while adjusting.

CRR-KF CLOSING FILE. @02/06-ZKF621N

@02/21-ZRE206N

-Action Taken:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,364

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,365

REQUESTED BY: lattad

CAR ID: CA6030479

1. SOP part.

CRR-RE RECIEVED CALL FROM C. @02/21-ZRE206N

2. Normal CVT operation.

C STATED THAT C RECIEVED THE FAX BUT THE LETTER HEAD IS CUT OFF DURING THE FAX

3. Operating as designed.

C ALSO STATED THAT THE PAPER SIZE C PUT IN IS INCORRECT. @02/21-ZRE206N

4. See line 1.

CRR-RE RE-PROCESSING FAX. @02/21-ZRE206N

5. Operating as designed.

CRR-RE VERIFIED C'S FAX NUMBER 466-755-5798. @02/21-ZRE206N

@02/21-ZRE206N@02/21-ZRE206N

7/11/13b

-Concern:

1. C/s noise from right side of vehicle.

TL-NG REVIEWED FILE, SUCCESSFULLY FAXED LETTER TO C, CLOSING FILE

@02/21-ZNG081N

@02/21-ZNG081N

-Action Taken:

1. Replaced RF strut.

ed front strut noise for the noise while going over bumps. While driving, C st

10/22/13b

ates C goes to step on the brake pedal, and it will drop and make a metal soun

-Concern:

d. C states this issue is random. On 10/23/13, C states the dealer noted the v

1. C/s when the brake pedal is pushed down the pedal goes further and makes a

ehicle's braking system was functioning fully at that time, and that more time

grinding noise.

was required in order to diagnose a infrequent occurrence. On 01/29/14, C sta

-Action Taken:

tes the dealer noted no issues were found. While driving, C states hears noise

1. Unable to duplicate concern.

from the right side of the vehicle. On 07/08/13, C states the right front str

2. All car doors appear to be shutting properly.

ut was replaced. On 01/29/14, C states the noise returned to the right side of

1/29/14b

the vehicle. C states the dealer noted no issues were found. C states the dri

-Concern:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,366

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,367

REQUESTED BY: lattad

CAR ID: CA6030479

ver's seat is leaning into the center of the vehicle. C states C asked if shim

1. C/s that intermittently pedal feels like it drops and then a clunk noise is s could be added to strengthen the seat. C states this issue was first reporte d on 07/08/13. C states C has to scrap from from the inside of the windows. C heard.

2. C/s that when driving over bumps, hearing clunk noise from RF are of vehicl ates a possible solution would be for NNA to take the vehicle back, and replac e.

e it with a new vehicle. C states C would like the monies C has put into C's p

3. C/s front passenger of rear passenger door will pop and road noise will get resent vehicle into the new vehicle. C states another possible solution would be for NNA to take the vehicle back, and give C all the money C has invested t louder.

4. C/s nozzles for washer fluid spray extremely low.

o date, so C states C can get another vehicle. C states all the money C has in

-Action Taken:

vested to date includes the down payment, taxes, tags fee, loan payments, and

1. Unable to duplicate concern.

the extra principal payments, and time C has been away from work. C states C I

2. Unable to duplicate concern.

ooks forward to hearing from NNA with a positive plan to correct C's situation

.

3. Unable to duplicate concern.

4. Tech adjusted washer nozzles.

Created by ZDR123N at 2014-03-19 14:16:38

ARBS notes 3 visits for clunking/grinding noise while braking (no duplication)

***DRTS contacted Criswell Nissan Dlr 5158, and spoke to SA Dave. DRTS request

, 2 visits for noise front the right front of the vehicle, 2 visits for the do

ed customer copies of all Ro's for the VIN on this case be sent. SA advised th

e Ro's would be sent. DRTS contacted Dlr 5158 on 03/19/14 at 4:13pm est.

or "popping" and increased wind noise, and 6 days down.

Created by ZDR123N at 2014-03-20 07:31:58

Created by ZRZ176N at 2014-04-22 14:32:22

ARBS in review of the case notes follow up needed on 4/25.

***DRTS received Ro's from Dlr 5158 on 03/19/14 at 4:48pm est. DRTS attached t

Created by ZRZ176N at 2014-04-25 10:57:54

he documents to the case.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,368

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,369

REQUESTED BY: lattad

CAR ID: CA6030479

ARBS notes fed-ex tracking #: 798660383976

Created by ZRT176N at 2014-03-21 10:29:23

ARBS fed-ex'd the following letter to C:

DRTS assisting DRTS-Sarah. Completed RHR and attached to case.

Created by ZRZ176N at 2014-03-24 08:59:27

Dear Donna Bjornson,

ARBS in review of the case notes the RHR is completed.

I am in receipt of your contact with Nissan North America on March 19, 2014. T

ARBS reviewed ROs, and notes the following repair history:

Thank you for allowing us an opportunity to review your concerns regarding your 2013 Nissan Sentra.

4/17/13b

Case# 14030479 has been created to document your concern. After reviewing all -Concern:

1. c/s right headlamp has moisture in it.

available facts regarding the complaint, Nissan is not in a position to repurc

-Action Taken:

hase or replace this vehicle at this time. If you feel there are concerns that

1. Replaced assembly.

continue to exist; please feel free to present the vehicle to any authorized

4/23/13b

Nissan dealer for further diagnosis, and if necessary, repair. Nissan will con

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,370

REQUESTED BY: lattad

ROOT CAUSE: SCMV

SCPP

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,371

REQUESTED BY: lattad

CAR ID: CA6030479

REOPEN:

CALLBACK: 0

DATE: 00/00/00

NEW INFO: 0

DATE: 00/00/00

OTHER: 0 1

DATE: 00/00/00 02/21/08

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: ZRE206N

SVC CALL#: N

UPDATE DATE: 2/21/08

CLOSE: Y

CLOSE DATE: 02/21/08

04/25/14

MICROFILM:

RESP CAA: DEAN SABEY

OLM: O'DWYER, DENNIS

DOM:

PHONE:

OWNER FIRST: [REDACTED] [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,372

USERID:

USERID:

USERID: ZRE206N

USERID:

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,373

TIME: 9:19:07 AM

CAR ID: CA6030479

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2007

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3690	Not Provided				
0		5158	Maryland				

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,374

MODEL YEAR: 2013

VIN: 5N1AN08WX7C [REDACTED]

MODEL LINE: XTR

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,375

REQUESTED BY: lattad

CAR ID: CA6030479

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED] [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3690

5158

STATE: MD

MN

DEALER NAME: CRISWELL NISSAN

WALSER NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,376

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,377

REQUESTED BY: lattad

NAME: [REDACTED] / **SC:** NONE **CAR ID:** CA6031897
STREET: [REDACTED] **VIN:** 3N1AB7APXDL [REDACTED]
CITY: CHICAGO EL PASO **YR/MDL:** 2005.0 QX 2013.0 SEN **MILEAGE:**
ST/ZIP: IL [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 01/06/05
DAY PH: 0 [REDACTED] **PAIRTL DLR:** 70062 INFINITI OF LISLE, INC.
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 3659 VIVA NISSAN
DLR PH: 1 915 629 5500 **DENRESP DLR:** 3659 VIVA NISSAN
REGION: 1 32 **DIST: SL/SV/PT:** 01 01 31 NI NI NI
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 Preowned New x Preowned 029095 **# 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:** 02/04/08 03/19/14 **XFER/RSPNSBLTY:** 1 NI I
CONTACT (S): **FOLLOWUP DATE:** 02/05/08 05/29/14 05/30/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/01/01 02/05/08 05/2 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA

-2

AD BRAKES TP JUMP START ONLY

BP ROADSIDE ASSISTANCE ADMIN YP PARTS AVAILABILITY (BACKORDER)

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,378

REQUESTED BY: lattad

VIN: 5N3AA08C25N [REDACTED]

MILEAGE: 000300 029095

RTL DLR: NI NI

SVC DLR: NI NI

RESP DLR: NI NI

NISSAN/INFINITI VEHICLES: 1

XFER/RSPNSBLTY: 32 01 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,379

REQUESTED BY: lattad

CAR ID: CA6031897

C. A. R. COMMENTS

advised c that if c is looking for a veh trade that can only be done through t

Case Number : [REDACTED] 02-05

ched POD to case.

Created by null at 2014-03-19 12:54:17

Service Dept. Review

THIS CAR CREATED THROUGH ROADSIDE SERVICE WITH THE FOLLOWING REASON:

Created by ZAM176N at 2014-05-06 13:21:42

C's name:

c than stated that c thought NNA could do more and hung up

JUMP START ONLY,

Service Dept. Review

Arbs-ASM placed call to c at [REDACTED] and lm on c's vm (English speaking)

Created by null at 2014-03-27 17:29:01

Service Dept. Review

#s provided by c to call:

C's address:

rcas setting follow up for 03/28/14

requesting a return call and provided Arbs return contact info.

Service Dept. Review

C provided c's vin #, mileage, servicing dlr, email, and how veh was acquired

Created by null at 2014-03-28 11:32:20

Created by ZAM176N at 2014-05-21 08:55:58

Service Dept. Review

Arbs-ASM prepared letter and forwarded to c via Fed Ex 770049186943:

C's campaign info provided to c:

rcas submitting rhr and contacting csm

Service Dept. Review

Created by null at 2014-03-28 11:40:04

Ms. Estrada:

RCAS received a call from c stating that c purchased c's veh 15 days ago and c

Service Dept. Review

After numerous calls and messages, I have been unable to reach you regarding t

rcas called dlr at 9156295500 1:20pm and spoke with parts manage Cruz (will he

Service Dept. Review

's veh already has an issue with the breaks that is causing c's veh to be out

he above vehicle. If I do not hear from you by May 30, 2014, I will assume thi

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,380

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,381

REQUESTED BY: lattad

CAR ID: CA6031897

of commission until may. c is not happy and wants c's veh replaced with anothe
re be known as pm)

Service Dept. Review

rcas asked break master cylinder

r veh just like c's

Service Dept. Review

s matter has been resolved and close your case. Please contact me at your earl
iest convenience.

rcas asked parts manager there is no ETA at this time for this part

rcas understood and advised c that rcas could submit an RHR for c to see if th

Service Dept. Review

460103sg1b at this time

Created by ZAM176N at 2014-05-29 10:44:38

ere is any assistance the NNA could provide

Service Dept. Review

Arbs-ASM notes c receipt of Arbs letter requesting c to call Arbs, received on

Part Name break master cylinder

RCAS advised c that a rhr will take 10 business day to process & that there is

5/22 and signed by M. Estrada. Arbs attached POD to case.

no guarantee of repurchase or exchange of veh.

Part Number 460103sg1b

Arbs closing case pending c callback.

Dealer Name and Code VIVA NISSAN 3659

RCAS advised c that the decision should be provided on: 04/02/14

Created by ZAM176N at 2014-05-29 10:47:30

rcas than asked c

Region Code 32

back order rhr

Location of the vehicle viva nissan

Why do you want to return the vehicle to Nissan North America? c just wants to

Can the vehicle be driven? If not, why? no veh breaks are not working

change the veh if possible for a veh with the same exact features and color

The date the vehicle became inoperable 02/17

Where is the vehicle currently? viva NISSAN

Is the part is needed due to a warrantable failure? yes

Was it purchased new or used? new

Created by ZJS111N at 2014-03-28 14:48:07

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,382

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,383

REQUESTED BY: lattad

CAR ID: CA6031897

Where is the vehicle serviced? viva nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

rcas-jonathon spurling assisting

f so, document names of dealers/retailers? viva nissan

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

rcas completed and submitted RHR

RCAS- offered further assistance: C declined.

Created by null at 2014-03-28 15:59:56

RCAS provided c with case #, RCAS'S Name, extension #.

rcas called c at [REDACTED] 5:54pm and got c's vmx

RCAS closing case.

Created by null at 2014-03-24 11:30:36

rcas advised c that rcas is working case but has no new information

rcas called dlr at 1:25pm and spoke with sm

RCAS-rq left a vmx with case #, RCAS name & extension.

How many times has the cb

RCAS-rq also provided call back # of 1800-647-7261.

ed a master cylinder 36 days

RCAS-rq Exiting case & setting follow up for: 04/02/14

Created by ZDR123N at 2014-03-31 09:10:24

What repairs were performed? c needs a master cylinder

DRTS-DR received the RHR. The RHR was assigned to ARBS-ASM for review.

How many days has the vehicle been kept out of service at the dealer for repai

Created by ZAM176N at 2014-04-02 10:53:30

rs?36 days

Arbs-ASM reviewed RHR:

Has Techline been involved? no

2/17/14-open Mileage: 1,809

Has the Dealer Technical Specialist (DTS) been involved? no

1. C/S brake pedal goes to floor - ordered brake master cylinder

sm stated that the ETA of the part is April 1st

2. C/S veh making grinding noise

rcas thanked sm for the information and asked sm to fax over all ro's for c in

cluding the open one

Part on back-order and veh at dealer since 2/17/14

Created by null at 2014-03-24 11:42:42

Created by ZAM176N at 2014-04-02 11:19:34

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,384

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,385

REQUESTED BY: lattad

CAR ID: CA6031897

Arbs-ASM contacted PC-Jimmy and PC verified no ETA on part.

rcas calling c at 9154121084 1:37pm

Created by ZAM176N at 2014-04-02 11:25:42

RCAS- advised c that the call may be recorded for quality purposes.

Arbs-ASM notes the following:

C understood

c stated that c wanted to know whether c is going to be able to get the same e

TX applicable LL

Veh at dlr since 2/17/14 due to back-ordered brake master cylinder

xact veh that c currently has

No ETA on part

rcas advised c that rcas is currently working the case to see if the repurchas

As of 4/2, veh out of service 46 days

e can be done and if yes the terms but rcas can not guarantee anything and tha

Created by ZAM176N at 2014-04-02 11:28:03

t rcas would contact c 03/27/14 with an update

Arbs-ASM placed call to c at [REDACTED] and spoke with a lady who did not sp

c understood and agreed

peak English.

rcas gave name ext and thanked c for time

Created by null at 2014-03-24 17:55:35

Created by ZAM176N at 2014-04-08 15:29:17

Arbs-ASM prepared intent letter and sent via Fed Ex 798485608690 to c:

rcas received fax from sm with ro's attaching to case

Created by null at 2014-03-27 17:17:25

[REDACTED]:

Pursuant to your request and based on the vehicle repair history; Nissan North

rcas called c at 9154121084 5:51pm

America, Inc. (NNA) is willing to offer one of the following options:

RCAS- advised c that the call may be recorded for quality purposes.

1. Vehicle repurchase under the terms of the Texas Lemon Law.

C understood.

2. Vehicle replacement under the terms of the Texas Lemon Law.

rcas advised c that rcas is still working c's case

3. Cash settlement in the amount of \$2,000.00 with a signed release.

c asked rcas whether rcas is gonna be able to trade c's veh for for a red veh

and if so why is this process taking so long

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,386

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,387

REQUESTED BY: lattad

CAR ID: CA6031897

Please contact me at your earliest convenience to discuss.

Created by ZAM176N at 2014-04-23 08:15:18

rcas advised that the process of the rhr is looking at all the repairs that th

Arbs-ASM notes c receipt of letter on 4/10 and signed by [REDACTED]. Arbs atta

e veh has had and can take up to 10 business days as previously advised. rcas

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N Y

CALLBACK: 0

REOPEN: **CALLBACK:** 0

NEW INFO: 0

OTHER: 0

COMMENTS ONLY: 0

IIR-DATE:

TRANS DATE: 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 460103SG1B

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: N Y

CLOSE DATE: 01/01/01

02/05/08

05/29/14

RESP CAA:

OLM: FERARRO JIM

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,388

ACTION CODE: NI	NP	ROOT CAUSE: NI	SCAV	SVRA
DATE: 00/00/00		USERID:		
DATE: 00/00/00		USERID:		
DATE: 00/00/00		USERID:		
DATE: 00/00/00		USERID:		
DATE: 00/00/00		USERID:		

MICROFILM:

DOM: CCMGEN

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,389

REQUESTED BY: lattad

CAR ID: CA6031897

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,390

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,391

CAR ID: CA6031897

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2005

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: I

IN SCV D

MODEL LINE: QX

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3659	Texas					
0		NI	Illinois					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,392

MODEL YEAR: 2013

MAKE: N

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,393

REQUESTED BY: lattad

CAR ID: CA6031897

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED] [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3659

NI

STATE: NI

TX

DEALER NAME: NI

VIVA NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,394

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,395

REQUESTED BY: lattad

NAME: [REDACTED] MELTON,SANE **SC:** NONE **CAR ID:** CA6032371
STREET: [REDACTED] [REDACTED] **IN:** 3N1CN7AP4EL [REDACTED]
CITY: CHARLOTTE RALEIGH **YR/MDL:** 2004.0 G35 2014.0 VSD **MILEAGE:**
ST/ZIP: NC [REDACTED] NC [REDACTED] **VCAIN SVC DATE:** 09/04/04
DAY PH: [REDACTED] [REDACTED] **PAIRTL DLR:** 70225 PEARSON INFINITI
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 5148 SCOTT CLARK NISSAN
DLR PH: 704 552 9191 919 981 5656 **DENRESP DLR:** 5148 SCOTT CLARK NISSAN
REGION: 34 72 **DIST: SL/SV/PT:** 13 13 43 16 16 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:** 0 1

VEHICLE MAINTAINED BY: 72040 CROSSROADS INFINITI, INC NONE

OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/05/08 03/19/14 **XFER/RSPNSBLTY:** 34 16 N
CONTACT (S): **FOLLOWUP DATE:** 02/06/08 03/24/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/07/08 03/24/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES YX POOR OR IMPROPER OPERATION
AV INTERIOR ELECTRICAL ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,396

REQUESTED BY: lattad

VIN: JNKCV51E94M [REDACTED]
MILEAGE: 000000

RTL DLR: NI NI

SVC DLR: 72040 CROSSROADS INFINITI, INC.

RESP DLR: 72040 CROSSROADS INFINITI, INC.

XFER/RSPNSBLTY: 72 13 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,397

REQUESTED BY: lattad

CAR ID: CA6032371

C. A. R. COMMENTS

FILE OPENED-ZMH999N 02/05/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILE FOUND: 5755487

@02/05-ZMH999N

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE

RCAS-MH ADVISED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES.

RCAS-MH VERIFIED C'S NAME, ADDRESS, DAY AND EVE PHONE, VIN, MILEAGE,

AND RESPONSIBLE DLR.

ASSISTANCE.

C STATED C IS BECOMING FRUSTRATED WITH DYNAMIC CONTROL.

RCAS-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

SHUTTING VEH OFF DOESN'T SHUT VEH OFF. C WANTS TO SHUT VDC OFF COMPLETELY.

PREVIOUS NISSAN VEHICLES: NONE

RCAS-MH INQUIRED IF C BROUGHT VEH TO INF DLR. C STATED C CALLED DLR, DLR

ADVISED NO ASSISTANCE AVAILABLE. RCAS-MH PLACED C ON HOLD AND CALLED DLR

RCAS-MH RECEIVED CALL FROM C.

70255. RCAS-MH INQUIRED ABOUT SHUTTING VDC OFF COMPLETELY. SM-JOE ADVISED RCAS

THAT VDC CANNOT BE DISABLED AND IS DESIGNED TO PREVENT ANY DAMAGE TO C'S

DRIVETRAIN. RCAS-MH THANKED SM FOR INFO AND DISCONNECTED CALL. RCAS-MH ADVISED

C OF INFO REGARDING C'S VDC. C STATED C DRIVES ON TRACK AND KNOWS HOW TO

HANDLE VEH AT MAX LIMITS. C IS FRUSTRATED WITH VDC RESPONDING AT SAME TIME AS

C WHEN TRAVELLING AT HIGH SPEEDS IN NORMAL TRAFFIC SITUATIONS. C STATED C IS

NOT PLEASED WITH INF RESPONSE. C STATED C WANTED C'S FILE ESCALATED.

C RACES C'S VEH AND VDC IS INTERFERING.

@02/05-ZMH999N

RCAS-MH ADVISED C THAT RCAS CAN FORWARD TO RCAS FOR FURTHER REVIEW HOWEVER

RCAS CANNOT GUARANTEE C A DIFFERENT RESPONSE. C STATED C WOULD VOID C'S

WARRANTY AND UPGRADE ANYTHING TO STOP VDC.

@02/05-ZMH999N

RCAS-MH ADVISED C THAT ALL THE INFORMATION AS BEEN DOCUMENTED IN THE FILE.

RCAS-MH ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

RCAS-MH ADVISED C WOULD RECEIVE CALL BACK BY THE END OF THE NEXT BUSINESS DAY.

RCAS-MH ADVISED C THAT C'S SATISFACTION WITH VEH IS NNA'S PRIMARY CONCERN.

RCAS-MH OFFERED FURTHER ASSISTANCE. C SATISFIED.

RCAS-MH GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-MH TRANSFERRING FILE TO RCAS-RM FOR HANDLING.

@02/05-ZMH999N

RCAS-JL CONTACTED C AT DAY NUMBER AT 11:33AM EST 02/07/08. @02/07-ZJL437N

RCAS-JL REVIEWED THE FILE AND INFORMED C THAT THE INFORMATION RCAS-MH GAVE C

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,398

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,399

REQUESTED BY: lattad

CAR ID: CA6032371

IS CORRECT.

RCAS-JL INFORMED C THAT SM CONFIRMED THAT THE VDC LIGHT CANNOT BE SHUT OFF DUE TO IT BEING A SAFETY ISSUE.

RCAS-JL INFORMED C THAT IF C HAS THIS DONE INDEPENDENTLY, AND IF BY DOING THIS CAUSES DAMAGES TO OTHER PARTS OF THE VEH, C MAY VOID THE WARRANTY.

C THANKED RCAS-JL FOR CALLING.

@02/07-ZJL437N

TCS-PN received email from AB-Roadside advising reimbursement for 86.00 tow an

d c should received check in mail in approximately two weeks

Created by ZPN177N at 2014-04-02 06:56:33

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

TCS-PN Lvm for c advising of refund check for tow and should be receiving in a

pproximately two weeks

Created by ZPN177N at 2014-04-08 12:19:53

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

TCS-PN pwr RA-AB check was mailed on 04/03

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,400

REQUESTED BY: lattad

ROOT CAUSE: SCNR

SCTS

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,401

REQUESTED BY: lattad

CAR ID: CA6032371

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/07/08

03/24/14

MICROFILM:

RESP CAA: ARNESEN JOHN

OLM: RCAA

DOM:

PHONE:

OWNER FIRST: [REDACTED] [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,402

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,403

TIME: 9:19:07 AM

CAR ID: CA6032371

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2004

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: I

IN SCV D

MODEL LINE: G35

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5148	North Carolina					
0		2040	North Carolina					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,404

MODEL YEAR: 2014

MAKE: N)

MODEL LINE: VSD

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,405

REQUESTED BY: lattad

CAR ID: CA6032371

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED] [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5148

72040

STATE: NC

DEALER NAME: CROSSROADS INFINITI, INC. SCOTT CLARK NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,406

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,407

REQUESTED BY: lattad

NAME: [REDACTED] TIRADO,CHRY **SC:** MULTI CONTRACT **CAR ID:** CA6045667
STREET: [REDACTED] 2401 W AVENUE **VIN:** 1N4AB7AP2DN [REDACTED]
CITY: SAN ANGELO STATEN ISLAND **YR/MDL:** 2007.0 TTN 2013.0 SEN **MILEAGE:**
ST/ZIP: NY [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 06/16/07
DAY PH: 0 [REDACTED] **PAIR DLR:** 3394 ROUND ROCK NISSAN
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 07094 S. G. HYLAN MOTORS CORP
DLR PH: 325 949 4621 718 447 3800 **DENRESP DLR:** 07094 S. G. HYLAN MOTORS CORP
REGION: 26 32 **DIST: SL/SV/PT:** 03 03 33 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:** 002600 009000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: 3824 JIM BASS NISSAN NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/15/08 03/21/14 **XFER/RSPNSBLTY:** 26 03 N
CONTACT (S): **FOLLOWUP DATE:** 02/18/08 04/08/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/18/08 04/08/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 223500 VEHICLE MAINTENANCE (NISSAN)
 OC NISSAN DEALER ISSUES 302500 CONTINUOUSLY VARIABLE TRANSMIS
 BF NSN DEALER SERVICE DEPT. WA PREMATURE WEAR/FAILURE
 BG POWERTRAIN WM SCHEDULING PROBLEM

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,408

REQUESTED BY: lattad

VIN: 1N6BA07A87N [REDACTED]

MILEAGE: 002600 009000

RTL DLR: NI NI

SVC DLR: 3824 JIM BASS NISSAN

RESP DLR: 3824 JIM BASS NISSAN

NISSAN/INFINITI VEHICLES: 2

XFER/RSPNSBLTY: 32 08 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,409

REQUESTED BY: lattad

CAR ID: CA6045667

C. A. R. COMMENTS

Ask c if any contact has been change from the last time c called, c said "none

Created by ZBL176N at 2014-03-31 14:34:26

FILE OPENED-ZNP479N 02/15/2008

FOLLOW-UP IS DUE ON OR BEFORE

it doesn't appear that the vehicle has had an unreasonable number of repair a
no dts

PREVIOUS UNRELATED FILE FOUND:

RCAS Case Follow-up

. RCAS was advised that the customer picked up the vehicle yesterday. Sm state
w up with the customer.

" and c wanted a call bact at [REDACTED].

Created by ZBL176N at 2014-04-02 12:53:27

Created by ZBP179N at 2014-04-03 11:42:34

Created by ZZT176N at 2014-04-07 10:34:53

crr-lb received a call from c following-up on the case. crr-lb verified that t

CRR-NP VERIFIED C NAME, ADDRESS, VIN NUMBER, DAY AND EVE PHONE NUMBER

C STATES WILL NEED VEHICLE TOWED TO NISSAN DLRSHIP TO BE REPAIRED.

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

d that the trans was replaced last week and the CVT is operating as designed.

ttempts.

Advice c that follow-up call back is dated 03/27/2014.

AND RESPONSIBLE DLR:

ARBS note based on the rhr provided and a good faith review of the c concerns,

ARBS note NNA will continue to honor the terms and conditions of all applicabl

Created by ZJM177N at 2014-04-08 13:28:46

crr-lb received a call from c following-up on the case. crr-lb verified that t

C STATES CONTACTED DLRSHIP AND DLR TOLD C THAT DLR CAN COME AND PICK
CUSTOMER.

***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for rev

here are no changes on contact information.

crr-jm received a follow up call from c. c provided case number. C's requestin

crr-lb advised c that crr-lb will try to reach rcas first, crr-lb advised c th

CRR-NP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: FOUND NONE.@02/15-ZNP479N

e warranties

here are no changes on contact information.

iew.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,410

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,411

REQUESTED BY: lattad

CAR ID: CA6045667

Inform c that CRR-KDR will send internal message to RCAS.

it doesn't appear that the vehicle has had an unreasonable number of repair a

UP THE VEHICLE BUT THE VEHICLE WILL NOT BE LOOKED AT UNTIL NEXT WEEK WEDNESDAY

ARBS note that NNA doesn't

at crr-lb will transfer c directly if rcas is reached, c understood.

Created by ZTD176N at 2014-04-04 15:31:59

CRR-KDR leaving the case open.

crr-lb advised c that crr-lb will try to reach rcas first, crr-lb advised c th

CRR-NP RECEIVED CALL FROM C.

C STATES AND ON TOP OF THAT IS IF THE VEHICLE NEEDS TO BE REPAIRED THAT WOULD

g to be transferred to rcas

attempts.

ARBS note NNA will continue to honor the terms and conditions of all applicabl

ARBS note no updated diagnosis.

at crr-lb will transfer c directly if rcas is reached, c understood.

BE ANOTHER WEEK. C STATES ASK DLRSHIP FOR A RENTAL VEHICLE AND DRL TOLD C

Created by ZKD253N at 2014-03-27 12:52:14

crr-jm verified if any of c's contact information changed since the last time

crr-lb informed c that c will still be transferred so c can leave msg in VM. c

Crr-rc received a call from c

C STATES VEHICLE WILL NOT START.

agreed

c called in, c said none.

COULD NOT PROVIDE A RENTAL VEHICLE.

Created by ZJG180N at 2014-04-07 13:31:13

Crr-rc c states that c wants to speak with RCAS-MM

crr reached rcas who took over the call.

e warranties

RCAS Case Follow-up

ARBS note that NNA doesn't

Created by ZMM176N at 2014-03-27 14:48:37

CRR-JG received a call from c wishing to talk to RCAS

crr-jm informed c that case was forwarded to RCAS and is being handled by a Re

crr-lb offered further assistance, c declined. crr-lb gave name & extension.

crr provided name and extn

Crr-rc advised c that crr-rc will try to reach RCAS-MM on extension no.

C STATES CAN BE WITH OUT THE VEHICLE FOR THE WEEKEND BUT ON MONDAY HAS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,412

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,413

REQUESTED BY: lattad

CAR ID: CA6045667

and transfer the call.

ARBS note no updated diagnosis.

crr exiting the case

CRR-JG verified c's name and case number

crr-lb exiting case.

gional Specialist who is from a higher dept than NNA CA.

RCAS-MM followed up with the customer on [REDACTED], as requested. RCAS left

TO BE AT WORK. C STATES NEEDS A VEHICLE. C STATES VEHICLE ONLY HAS 9000 MILES
@02/15-ZNP479N

a vocicemail message for the customer to call back. Follow up set for 3/28

Created by ZJG180N at 2014-04-07 13:31:13

Created by ZMM176N at 2014-03-31 15:26:15

Created by ZMM176N at 2014-04-02 13:49:45

CRR-JG confirmed that no contact info has changed.

crr-jm advised c that crr-jm will be transferring c to rcas extension number a

Crr-rc advised c that if c got vmx, advised c to leave a message with cb

AND HAS A VSC AND SHOULD BE ABLE TO GET A RENTAL VEHICLE.

, case no., and phone no.

Created by ZMM176N at 2014-03-28 06:24:41

CRR-JG received a call from c wishing to talk to RCAS

CRR-JG tried to call the ext 457376 but the call was routed to vmx.

nd if routed to vmx, c can leave message and the best number to reach c. and

RCAS-MM received a transfer call from the crr-lb. RCAS talked with c's father

RCAS-MM received a voicemail from c, RCAS called c back on [REDACTED], rcas

at the same time crr-jm will be sending internal message to inform rcas that

CRR-JG advised c that CRR-JG will send an internal msg to resp agent.

CRR-JG verified c's name and case number

CRR-NP TOLD C THAT C DOES HAVE A VSC WHICH COMES WITH CAR RENTAL UP TO 35 PER

Crr-rc advised c that crr-rc will also send an internal message to RCAS-MM

Giovani Tirado. RCAS and c's father discussed the concern. C's father stated

RCAS-MM received a vocicemail back from the customer's fiance [REDACTED] and has b

up for 4-1.

c called in, c agreed.

Created by ZMM176N at 2014-04-01 14:48:54

CRR-JG confirmed that no contact info has changed.

CRR-JG offered c to be transferred to vmx if crr cannot get RCAS; C agreed.

Crr-rc verified that there is no changes on the contact information of c.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,414

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,415

REQUESTED BY: lattad

CAR ID: CA6045667

DAY 5 DAY MAX. CRR-NP ALSO TOLD C THAT USUALLY DLRSHIP HAS TO DIAGNOSE

een asked to call back on [REDACTED], rcas will follow up with c that when he was driving the vehicle, he went to press down on the brake pedal and it went to the floor. The customer stated that he gave it a second and pr

Created by ZMC178N at 2014-03-28 06:25:56

CRR-JG gave name and extension number.

CRR-JG tried to call the ext 457376 but the call was routed to vmx.

crr-jm offered further assistance, c declined.

C said the contact information are all the same

RCAS-MM followed up with the customer on [REDACTED], rcas noting that after

THE VEHICLE FIRST AND THAN PROVIDE THE RENTAL VEHICLE IF DLRSHIP CAN.

3 rings, the line sounded as if someone answered but than disconnected the cal

CRR-JG advised c that CRR-JG will send an internal msg to resp agent.

CRR-JG exiting case.

crr-jm gave name, extension and case number.

crr-mc received a call from c's father [REDACTED] will be referred to as c

CRR-NP ALSO TOLD C THAT NISSAN DOES NOT PROVIDE RENTAL VEHICLES THE DLRSHIP

Crr-rc offered further assistance, c declined

essed on the brake pedal immediately and the vehicle did brake. The customer i

Created by ZGC176N at 2014-04-07 14:12:05

CRR-JG offered c to be transferred to vmx if crr cannot get RCAS; C agreed.

crr-jm transferred the call to rcas- vmx.

Crr-rc provided Case no.

DOES

hereon. c called in following up on the case

I. RCAS called c on [REDACTED] and a vociemail was left for c's father to ca

s having the dealership look at the brake system when the transmission is repa

crr-cg received a call from c's [REDACTED] tirado will now refer as c askin

CRR-JG gave name and extension number.

crr-jm exiting case.

crr-mc confirmed no contact information has been changed

Crr-rc provided crr-rcb

C STATES NISSAN SHOULD BE ABLE TO PROVIDE C WITH A RENTAL VEHICLE.C STATES

ired. The customers' father stated that the vehicle is currently at the dealer

ll rcas back. RCAS setting a follow up for 4-2.

Created by ZEC111N at 2014-04-01 15:29:13

Created by ZJM177N at 2014-04-08 13:29:10

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,416

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,417

REQUESTED BY: lattad

CAR ID: CA6045667

CRR-JG exiting case.

crr-mc verified that C still wants to be transferred to EXT# even if call is p

Crr-rc exiting the case

g for update with the case open in behalf of c daughter

ship as the trans arrived. RCAS was advised that c's daughter no longer wants

VEHICLE JUST HAS 9000 MILES AND PROBABLY WILL BE OUT A VEHICLE FOR A WEEK

AND HALF.

Created by ZEC111N at 2014-04-01 15:29:13

Created by ZGC176N at 2014-04-07 14:12:05

Created by ZMM176N at 2014-04-07 05:59:54

crr-cg asked for c contact no. remain un change [REDACTED]

RCAS Case Follow-up

rompted to VMX

the vehicle, rcas understood. RCAS made no promises, c's father understood. C'

Created by ZMM176N at 2014-04-08 14:37:04

crr-cg informed c that if rcas reached will transfer c directly

crr-cg received a call from c's father [REDACTED] will now refer as c askin

crr-ec received a call from c's father [REDACTED], who is now c

crr--mc offered further assistance

C STATES NEEDS NISSAN TO HELP C IN THIS SITUATION. @02/15-ZNP479N

RCAS-MM received a voicemail from c's father. RCAS was advised that the vehicl

s father stated that they would give the dealership the chance to repair the v

c declined

crr-ec received a call from c's father [REDACTED] who is now c

CRR-NP APOLOGIZED TO C FOR THE SITUATION

ehicle but now with the concern with the brakes, they do NOT want the vehicle,

e was returned to the customer on 4/4. The trans was replaced and got the vehi

g for update with the case open in behalf of c daughter

however if rcas vmx reached , c can leave rcas vmx

RCAS-MM received a voicemail from the customer's father. RCAS called c's fathe

cle back and there is still concerns. The c's father stated that there the win

c provied the ase number

crr-cg asked for c contact no. remain un change [REDACTED]

crr-mc provided name and EXT#

CRR-NP TOLD C WOULD SEND FILE TO RCAS, WHO WOULD CONTACT

c understood

r back on [REDACTED], c's father thanked rcas for the follow up call. RCAS a

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,418

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,419

REQUESTED BY: lattad

CAR ID: CA6045667

rcas understood but made no promises, c understood and thanked rcas.

C BY THE END OF NEXT BUSINESS DAY

c provied the ase number

Created by ZMM176N at 2014-04-02 13:57:31

crr-cg informed c that if rcas reached will transfer c directly

crr-cg reached Rcas vmx

crr-mc exiting case

dow is still acting up. The customer is ready to drop the vehicle off at the b

nd c's father reviewed the case. RCAS advised that NNA is not going to be in a

ank. RCAS will follow up with the customer.

Created by ZMM176N at 2014-03-28 06:33:51

crr-cg transfer c to rcas vmx

c stated c missed the call of rcas mm and now returning the call

C UNDERSTANDS. @02/15-ZNP479N

however if rcas vmx reached , c can leave rcas vmx

position to buy the vehicle back or trade the customer out of the vehicle c u

RCAS-MM submitted information off to CSM-Cristin A and FOS Rhonda C to advise

Created by ZMM176N at 2014-04-07 06:51:56

crr-cg informed c that rcas will contact c as soon as possible c understood

CRR-NP ASKED C IF NEEDED FURTHER ASSISTANCE_.

c stated c missed the call of rcas mm and now returning the call

c understood

nderstood. C wanted to know about the recent repairs, rcas advised that after

of the customer's request for repurchase. RCAS submitting information to TL Br

RCAS-MM received a voicemail from c's father [REDACTED], asking for a call ba

ck on [REDACTED]

crr-cg apologized and empathized

crr-cg reached Rcas vmx

crr-ec adv c that RCAS ext is currently engaged on another call and may tra

C STATES NO_.

ett L to give to RCAS -JS .

RCAS-MM followed up with the customer on [REDACTED], rcas talked with c's f

speaking with the service mgr Mike S that the vehicle is operating as desgined

ather, c's father thanked rcas for the follow up call. The c's father stated t

case-cg offered further assistance, c declined.

Created by ZMS178N at 2014-03-28 08:19:27

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,420

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,421

REQUESTED BY: lattad

CAR ID: CA6045667

crr-cg transfer c to rcas vmx

crr-ec adv c that RCAS ext is currently engaged on another call and may tra
CRR-NP GAVE C NAME EXTENSION AND FILE NUMBER_.

, c undrestood. C stated that the c's feel differently, rcas understood. RCAS
advised that the c's are more than welcomed to get a 2nd opinion from another
crr-cg informed c that rcas will contact c as soon as possible c understood
crr-cg provided name and ext

CRR-MS received a call from c's Father [REDACTED] wanted to speak to rcas
CRR-NP SENDING FILE TO RCAS. @02/15-ZNP479N

hat when they got the vehicle back the vehicle was still having concerns. C's
nsfer c over to vmx so that c may leave c's message, name tel number and case
Why do you want to return the vehicle to Nissan North America? The customer i
@02/15-ZNP479N @02/15-ZNP479N

C provided case number ; 14045667

crr-cg apologized and empathized

crr-cg exiting case

father stated that the RPM's increase as the vehicle is driving but the vehicl
NNA dealership, c's father understood. RCAS advised that if they go that rout
nsfer c over to vmx so that c may leave c's message, name tel number and case
s not pleased that the vehicle needs a new transmission at 2,600 miles. The c
case-cg offered further assistance, c declined.

Created by ZGC176N at 2014-04-07 14:12:17

c said that c have left a message to rcas vmx and still haven't received a cal
e to contact NNA RCAS, c's father understood and thanked rcas.

e will not accelerate, the customer statd that the concern with the window an
number , c agreed

RCAS-TM CALLED DLR AND LEFT VMX FOR SERVICE MANAGER MIKE WOODS. @02/18-ZTM853N

ustomer also feels that there is a concern with the brakes.

Created by ZMM176N at 2014-04-08 14:38:24

crr-cg provided name and ext

CRR-MS informed c that cb

d the brake pedal still occurs at times. C's father stated that the c is enro
number , c agreed

RCAS Case Follow-up

RCAS-TM CALLED C ON DAY/EVENING NUMBER 02/18/08 5:56 EST AND SPOKE WITH C. C

Where is the vehicle currently? Dropped off at Staten Island Nissan as of toda

Case Summary:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,422

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,423

REQUESTED BY: lattad

CAR ID: CA6045667

Created by ZMS178N at 2014-04-07 14:56:45

crr-cg exiting case

crr-ec offered c further assistance, c declined

STATES THAT C NO LONGER NEEDS ANY ASSISTANCE, C STATES THAT C DLR PROVIDED C

ute to the dealership to take the vehicle back. RCAS will follow up with the d

will reached rcas vmx just leave a message. CRR-MS informed c also that CRR-MS

y 4/2.

Created by ZGC176N at 2014-04-07 14:12:17

crr-ec offered c further assistance, c declined

CRR-MS received a call from c's father israel tirado now referred as c wante
ealership.

Where was the vehicle purchased? Staten Island Nissan

will send an internal message to rcas that c called and wanted a callback.

WITH A LOANER VEH.

Created by ZMM176N at 2014-04-07 07:01:08

crr-ec thanked c , gave name and ext number and ended the call

CRR-MS offered further assistance, c declined

d to speak to rcas

RCAS Case Follow-up

RCAS noting that the c's contacted NNA CA seeking assistance with a new vehicl

RCAS-TM CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @02/18-ZTM853N

Was it purchased new or used? new

@02/18-ZTM853N

C provided case number ; [REDACTED]

Created by ZMS178N at 2014-04-07 14:56:45

crr-ec thanked c , gave name and ext number and ended the call

CRR-MS provided name and extension number

e. The c's were having concerns with the transmission and not pleased the tran

RCAS-MM followed up with the dealership. RCAS was advised that the Service Mgr

Where is the vehicle serviced? Staten Island Nissan

Created by ZEC111N at 2014-04-01 15:30:08

Created by zmh177n at 2014-03-24 15:08:03

CRR-MS-exiting case

CRR-MS informed c that cb

CRR-MS received a call from c's father israel tirado now referred as c wante

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,424

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,425

REQUESTED BY: lattad

CAR ID: CA6045667

Mike S wasn't available. RCAS talked with a SA that assisted the customer. RCAS had to be replaced under warranty. RCAS had the chance to review the case and

Created by ZEC111N at 2014-04-01 15:30:08

Created by ZMM176N at 2014-03-28 09:21:48

d submit the Repair history review for trade and the request was denied. At the time to speak to rcas

O

rcas assisting rcas-mario x457376

S and SA discussed the customer's concerns as the customer is bringing the vehicle back. The customer will reach rcas vmx just leave a message. CRR-MS informed c also that CRR-MS

C provided case number ; [REDACTED]

Created by ZJS111N at 2014-04-03 10:41:21

is time the customer's vehicle has been repaired under warranty and is operating back into the dealership. RCAS advised that the dealership needs to test drive the

RCAS Case Follow-up

rcas made an outbound call to c on [REDACTED] at 4:46 pm

RCAS-MM returned the c's father's voicemail, the c's father thanked rcas for the call. RCAS will send an internal message to rcas that c called and wanted a callback.

CRR-MS informed c that cb

CRR-MS offered further assistance, c declined

the vehicle on the interstate, SA understood. RCAS was advised that the father will make the return call. RCAS and c's father discussed the case. C's father stated that the vehicle is being designed as per Staten Island Nissan.

RCAS Case Follow-up

rcas-jonathon spurling assisting

rcas reached c vmx

Created by ZMM176N at 2014-04-02 06:16:59

CRR-MS provided name and extension number

information would be passed to the Service Mgr Mike S.

rcas left message

rcas noting that owner of case received all RO's as stated in CPIA and Salesforce. The customer and the concerns the vehicle is having. The customer will reach rcas vmx just leave a message. CRR-MS informed c also that CRR-MS

rcas understood and apologized to c's father, [REDACTED] father wanted to know the CRR-MS-exiting case

rcas made an outbound call to c on [REDACTED] at 4:46 pm

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,426

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,427

REQUESTED BY: lattad

CAR ID: CA6045667

RCAS-MM received a voicemail from c's father, [REDACTED]. RCAS was asked to call c to proceed with processing of RHR

will send an internal message to rcas that c called and wanted a callback.

Created by ZMM176N at 2014-04-07 15:15:12

CRR-MS offered further assistance, c declined

Call c's father back at [REDACTED], the trans hasn't arrived yet.

rcas completed and submitted RHR

rcas reached c

RCAS sent internal techline form to NNA Tech for further assistance.

what NNA RCAS could do regarding the concerns. RCAS advised that rcas would not

Created by ZBP179N at 2014-04-03 11:42:34

Created by ZJG180N at 2014-04-02 11:25:07

Created by ZZT176N at 2014-04-07 10:15:30

CRR-MS provided name and extension number

c states that c has only owned veh for 3 mths and now the veh needs a new trans

needed to speak with the vehicle owner, c's father understood at this point and that

RCAS-MM received a voicemail from the customer's father. C's father stated that

ARBS notes the following repair history per CPIA, ROs, RHR:

CRR-JG received a call from c wishing to talk to RCAS

CRR-MS-exiting case

***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review

Thanked rcas for the return call. C's father advised that he would get in contact

with rcas

that the vehicle was returned to the customer's. RCAS will follow up with the customer

03/21/14 @ 2,643

Created by ZJG180N at 2014-04-08 07:14:40

CRR-JG confirmed that no contact info has changed.

Call c with his daughter to advise rcas will be calling and thanked rcas.

dlr never offered a loaner dlr advised c that veh is drivable

view.

Customer for 4-8 as requested

Concerns:

Created by ZMM176N at 2014-03-28 09:26:39

Created by ZTD176N at 2014-04-04 15:31:59

Created by ZZT176N at 2014-04-07 10:15:30

CRR-JG received a call from c's father [REDACTED], who will now be referred

CRR-JG tried to call the ext 457376 but the call was routed to vmx.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,428

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,429

REQUESTED BY: lattad

CAR ID: CA6045667

dlr did not give c an ETA on the transmission repair

1. When driving, RPMs rev high but the veh is not really moving around 20 MPH

ARBS notes the following repair history per CPIA, ROs, RHR:

CRR-JG advised c that CRR-JG will send an internal msg to resp agent.

Crr-rc received a call from c

c states that the window is off track and the automatic lock keeps getting stu

d to as c

RCAS-MM called the customer on [REDACTED], c thanked rcas for the follow up

03/21/14 @ 2,643

call. RCAS provided the opening script to c, c understood and thanked rcas fo

ck and will not work

CRR-JG offered c to be transferred to vmx if crr cannot get RCAS; C agreed.

CRR-JG received a call from c wishing to talk to RCAS

Crr-rc c states that c wants to speak with RCAS-MM

or any low speed revs like itb

Actions:

Concerns:

CRR-JG gave name and extension number.

CRR-JG verified c's name and case number

Crr-rc advised c that crr-rc will try to reach RCAS-MM on extension no.

dlr has not advised c of anything about these smaller repairs

r the follow up call. RCAS and c reviewed the case. C stated that c no longer

1. When driving, RPMs rev high but the veh is not really moving around 20 MPH

2. Perform MPI

and transfer the call.

c is looking for a RHR and a ETA when transmission will arrive and when the dl

CRR-JG confirmed that no contact info has changed.

CRR-JG exiting case.

wants the vehicle based on the concerns c is having with the transmission, rca

Created by ZVA176N at 2014-04-02 11:29:43

Created by ZZT176N at 2014-04-07 10:34:17

CRR-JG tried to call the ext 457376 but the call was routed to vmx.

Crr-rc advised c that if c got vmx, advised c to leave a message with cb

or any low speed revs like itb

r will repair the window and that automatic lock

s understood. The customer wanted to know what NNA RCAS could do. RCAS advised

Actions:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,430

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,431

REQUESTED BY: lattad

CAR ID: CA6045667

ARBS note the following:

, case no., and phone no.

c called in & gave case # [REDACTED]

CRR-JG advised c that RCAS is currently unavailable

c that rcas will look into c's request of removing the c from the lease and s

rcas setting follow up date for 3/26/2014

18 days down

2. Perform MPI

Created by ZMM176N at 2014-03-25 12:39:41

CRR-JG offered c to be transferred to vmx if crr cannot get RCAS; C declined.

Crr-rc advised c that crr-rc will also send an internal message to RCAS-MM

crr va verified that case is handle by RCAS MM

tarting over, rcas made no promises that it would be granted c understood. RCA

1 transmissio repiar

Created by ZZT176N at 2014-04-07 10:34:17

CRR-JG offered further assistance. C declined

Crr-rc verified that there is no changes on the contact information of c.

crr va offered to transfer c to RCAS ext &

RCAS-MM followed up with the service department and was advised that the deale

S advised that the process for the request takes 5-10 business days, c underst

ARBS note the following:

CRR-JG gave name and extension number.

crr-va told c that c can leave a msg if routed to vmx & crr-va will send inter

C said the contact information are all the same

notes state repaired on 4/4/14

ood. RCAS advised that rcas will work with the dealreship on getting the vehic

rship will be ordering the trans on 3/29, rcas understood. RCAS advised of th

18 days down

CRR-JG exiting case.

Crr-rc offered further assistance, c declined

e invoices that are needed. Sm understood and stated will fax to rcas

le repaired during this time, c understood and thanked rcas. RCAS advised c th

nal msg that c called. c agreed

no current diagnosis

1 transmissio repiar

at rcas was getting voicemail's from c, c's fiance and c's father, rcas wanted

Created by ZJG180N at 2014-04-08 07:15:18

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,432

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,433

REQUESTED BY: lattad

CAR ID: CA6045667

Created by ZKD253N at 2014-03-27 12:47:39

Created by ZVA176N at 2014-04-02 11:30:00

Crr-rc provided Case no.

no tech cases

CRR-KDR received a call from c [REDACTED] which is referred as c now as

Crr-rc provided crr-rcb

no dts

notes state repaired on 4/4/14

RCAS Case Follow-up

to know who c wanted rcas to speak with. C stated that c wants rcas to work w

Created by ZMM176N at 2014-04-02 11:51:50

Created by ZMM176N at 2014-04-08 09:34:29

Created by ZZT176N at 2014-04-07 10:34:53

Crr-rc exiting the case

ith c's father Isreal, rcas understood. RCAS advised that [REDACTED] will be the p

king for a follow up on case.

no current diagnosis

Advice c that case still on review by RCAS-MM.

ARBS note based on the rhr provided and a good faith review of the c concerns,

Created by ZTD176N at 2014-04-04 15:32:58

no tech cases

oint of contact from here on c understood and thanked rcas.

RCAS-MM followed up with the dealership and talked with the service mgr Mike S

RCAS-MM received a voicemail from the customer at 1:47 Pm Est. RCAS will follo

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,434

REQUESTED BY: lattad

ROOT CAUSE: SCIN

SCRR

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,435

REQUESTED BY: lattad

CAR ID: CA6045667

CALLBACK: 0

DATE: 00/00/00

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 06/18/07 06/19/07

3RD PRY: NI

PART#:

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/18/08 04/08/14

MICROFILM:

RESP CAA: DAVID GEIGENMIL

OLM:

PHONE:

OWNER FIRST: [REDACTED] [REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,436

USERID:

USERID:

USERID:

USERID:

USERID:

CHECK REQUESTED: Y

CHECK ISSUED: Y

DOM: ZTM853N

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,437

TIME: 9:19:07 AM

CAR ID: CA6045667

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2007

NAME: ESCUE, MATT



VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MUNJ00701640	3824 Texas	6/16/2007	06/16/12	0075021	01/01/01	01/01/01
2	RCDO03508401	3824 Texas	6/16/2007	06/16/14	0070000	01/01/01	01/01/01
2		07094 New York					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,438

MODEL YEAR: 2013

VIN: 1N6BA07A87N [REDACTED]

MODEL LINE: TTN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,439

REQUESTED BY: lattad

CAR ID: CA6045667

CURRENT SERVICE CONTRACT

CONTRACT: MUNJ00701640

OWNER NAME: [REDACTED]

PLAN TYPE: U

PLAN TERM: J

DEDUCTABLE: 0

EFFECTIVE: 6/16/2007

EXPIRES: 06/16/12 **MILES:** 0075021

CANCEL: 01/01/01 **MILES:** 0075021

TRANSFER: 01/01/01

TRANSACTION: 06/19/07

PRINTED: 06/22/07

DEALER NO: 3824 **STATE:** TX

DEALER NAME: JIM BASS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,440

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,441

REQUESTED BY: lattad

CAR ID: CA6045667

CURRENT SERVICE CONTRACT

CONTRACT: RCDO03508401

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: O

DEDUCTABLE: 50

EFFECTIVE: 6/16/2007

EXPIRES: 06/16/14 **MILES:** 0070000

CANCEL: 01/01/01 **MILES:** 0070000

TRANSFER: 01/01/01

TRANSACTION: 06/18/07

PRINTED: 06/22/07

DEALER NO: 3824 **STATE:** TX

DEALER NAME: JIM BASS NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,442

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,443

REQUESTED BY: lattad

CAR ID: CA6045667

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 07094

STATE: NY

DEALER NAME: S. G. HYLAN MOTORS CORP

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,444

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,445

REQUESTED BY: lattad

NAME: [REDACTED] **SPILOTRO,STE SC:** MULTI CONTRACT **CAR ID:** CA6046617
STREET: 1 [REDACTED] 17 CANNON HI **VIN:** 3N1AB7AP7EL [REDACTED]
CITY: ROCHESTER SANDY RIDGE **YR/MDL:** 2005.0 ARM 2014.0 SEN **MILEAGE:**
ST/ZIP: NC [REDACTED] NY 14624 **VCAIN SVC DATE:** 03/18/05
DAY PH: 0 [REDACTED] **PAIRTL DLR:** 3902 UNITED NISSAN
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 2755 MODERN NISSAN, LLC
DLR PH: 336 767 8260 702 207 8000 **DENRESP DLR:** 2755 MODERN NISSAN, LLC
REGION: 34 44 **DIST: SL/SV/PT:** 07 07 37 15 15 45

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 Preowned x New x Preowned 025000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: MODERN NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/15/08 03/21/14 **XFER/RSPNSBLTY:** 34 15 N
CONTACT (S): **FOLLOWUP DATE:** 02/18/08 06/13/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/15/08 06/12/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OF NNA., INC. ISSUES 268000 ARMADA
AD BRAKES WS TECHNICAL INFORMATION REQUEST
AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,446

REQUESTED BY: lattad

VIN: 5N1AA08AX5N [REDACTED]

MILEAGE: 001617 025000

RTL DLR: NI NI

SVC DLR: 3902 UNITED NISSAN

RESP DLR: 3902 UNITED NISSAN

XFER/RSPNSBLTY: 44 07 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,447

REQUESTED BY: lattad

CAR ID: CA6046617

C. A. R. COMMENTS

ARBS called c @ [REDACTED] to inquire about c's decision on the offer of \$1,

ARBS emailed JP:

Created by ZKG176N at 2014-03-27 07:19:02

FILE OPENED-ZTP257N 02/15/2008

ormation and asked the c to call if she takes it back to the dlr. C will. ARBS

PREVIOUS RELATED/UNRELATED FILE(S) FOUND:

Service Dept. Review

000 settlement with signed settlement agreement

CRR-TP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING

C STATED:NEED INFORMATION FOR INSURANCE THAT VEHICLE HAS SECURITY SYSTEM.

Rcas attempt to contact c on [REDACTED] @09:15am. Rcas advised c at this time

Service Dept. Review

thanked. The call ended mutually.

The dlr now says this ETA is the end of April. Did it get moved?

@02/15-ZTP257N

all of c's documents are sent to arbs dept for review and c's case is being r

ARBS setting follow up for 5/16

Customer hung up on ARBS

Modern Nissan: Part no. 46010-3SG1B, Order no.23364548

PHONE & RESPONSIBLE DEALER.

Service Dept. Review

Created by ZAJ179N at 2014-05-16 09:13:51

Created by ZAJ179N at 2014-06-12 10:39:52

CRR-TP CHECKED FOR OPEN RECALLS/ CAMPAIGNS/ UPGRADES FOUND:NONE.@02/15-ZTP257N

CRR-TP DID TELL C THAT NNA DID NOT SEND OUT SUCH INFORMATION FOR INSURANCE

viewed at this time. Rcas advised c that c will have to follow up with the co

Service Dept. Review

Thanks,

AND SUGGESTED THAT C OBTAIN BROCHURE FOR VEHICLE OR TRY TO CONTACT DLR

ARBS called c @ [REDACTED] to discuss the repair and a possible settlement.

ARBS closing case

mpany c is financing through in order to speak on the veh payment concern. Rca

PREVIOUS NISSAN VEHICLES:NONE.

Service Dept. Review

CRR-TP RECEIVED CALL FROM:C.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,448

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,449

REQUESTED BY: lattad

CAR ID: CA6046617

FOR INFORMATION AND PROVIDED C WITH PHONE NUMBER FOR DLR AND RESOLVE.

Left vmx with contact information and special hours

Mandy JOHNSON

s advised c that rcas will follow up with c on 04/01/14. C agreed and call end

Service Dept. Review

@02/15-ZTP257N

Created by ZAJ179N at 2014-05-16 09:14:24

Customer Quality & Dealer Network Development
ed.

Service Dept. Review

Arbitration Specialist

ARBS setting follow up for 5/23 pending customer response.

Created by ZJS111N at 2014-03-31 12:06:16

C UNDERSTOOD.

@02/15-ZTP257N

Service Dept. Review

Created by ZAJ179N at 2014-04-07 09:46:45

Created by ZAJ179N at 2014-05-21 09:37:02

CRR-TP UPDATED OWNER INFORMATION.

@02/15-ZTP257N

rcas-jonathon spurling assisting

Service Dept. Review

ARBS called c @ [REDACTED] to discuss the repair and a possible settlement.

ARBS rec'd email from JP:

CRR-TP OFFERED ADDITIONAL ASSISTANCE, C DECLINED

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Service Dept. Review

C THANKED CRR-TP FOR ASSISTANCE, C SATISFIED.

I have been advised that the ETA is on or about 4/12.

Left vmx with contact information.

rce to proceed with processing of RHR

Service Dept. Review

Created by ZAJ179N at 2014-05-21 09:37:21

CRR-TP GAVE C NAME, FILE NUMBER AND EXTENSION.

rcas completed and submitted RHR

Service Dept. Review

ARBS changing follow up to 5/30 pending customer call back.

Created by 12345678 at 2014-03-31 12:24:01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,450

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,451

REQUESTED BY: lattad

CAR ID: CA6046617

CRR-TP CLOSING FILE.

@02/15-ZTP257N

Jimmy PUGH

Service Dept. Review

Created by ZAJ179N at 2014-05-30 08:12:52

CRR-MD RECEIVED CALL FROM C, VERIFIED ADDRESS. @02/15-ZMD281N-COMMENT

Customer Quality & Dealer Network Development

***DRTS received the RHR. The RHR was assigned to ARBS-Amanda Johnson for revi

Service Dept. Review

ARBS called c @ [REDACTED] to discuss the repair and a possible settlement.

C STATES WANTS TO KNOW IF HAS SECURITY SYSTEM IN VEH.

ew.

Parts Coordinator

Service Dept. Review

C GAVE 585.319.4209 FAX NUMBER, TO INQUIRE IF ABLE TO FAX ACCESSORY INFORMATION

Created by ZAJ179N at 2014-03-31 12:52:25

C states she is driving the vehicle. She took the veh to the service center an

Service Dept. Review

ARBS changing follow up date to 4/14

ARBS emailed parts:

CRR-MD DOES NOT HAVE INFORMATION TO FAX TO C REGARDING VEHICLE SECURITY SYSTEM

d they did not see anything. C states she thought there was something wrong bu

Service Dept. Review

Created by ZAJ179N at 2014-04-10 07:21:19

CRR-MD INFORMED BY TL WOULD HAVE TO GET BROCHURE FROM DLRSHIP.

Jimmy,

t they could not find anything. C states she understands if this car is differ

ARBS rec'd vmx from c asking for an update. Call back @ [REDACTED]

CRR-MD WILL CALL C BACK ON MONDAY, FEBRUARY 18TH TO INFORM C NOT AVAILABLE.

Do we know anything about a brake master cylinder back order?

ent. ARBS thanked and offered c

\$1,000 with signed settlement agreement for the inconvenience

ARBS notes message left late last night, will call in the afternoon

CRR-MD GAVE C NAME, EXTENSION AND FILE NUMBER. @02/15-ZMD281N-COMMENT

Modern Nissan: Part no. 46010-3SG1B, Order no.23364548

Created by ZAJ179N at 2014-04-10 13:15:12

C thanked. ARBS advised that if c would like to proceed, ARBS will need a copy

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,452

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,453

REQUESTED BY: lattad

CAR ID: CA6046617

C THANKED CRR-MD FOR ASSISTANCE. @02/15-ZMD281N-COMMENT

We have no ETA and the c has been out of the vehicle for 10 days already.
ARBS called c @ [REDACTED] to apologize for the part not being in yet. Apolo
le until she could get her insurance so we could put her in a rental vehicle.
of the registration to send the c the settlement agreement. C will call back
Thanks!

gized. Left this information in vmx

She came by and dropped her vehicle off friday 03/ 21/14 and we put her in a r
when she gets home. ARBS thanked. C says it is hard to get ahold of ARBS. ARBS
apologized but asked the c to always leave a voicemail if c calls because ARB
Created by null at 2014-04-11 08:17:29

ental vehicle then.

Mandy JOHNSON

Created by ZET175N at 2014-03-24 14:23:15

Customer Quality & Dealer Network Development

S will not know if the c called if she does not leave a vmx. C states she neve

We recieved the part on 04/09/14 and repair was completed that day and [REDACTED]

Arbitration Specialist

iz was notified that vehicle is ready for pick-up. As of 10:00 am today 04/11/

Rcas notes e-mailed Tim F for Part tracking and eta.

r leaves a vmx but will now. ARBS thanked. The call ended mutually.

14 she still has not returned to pick her vehicle up. We will contact her agai

Created by ZAJ179N at 2014-03-31 12:56:53

Created by ZAJ179N at 2014-05-30 14:32:33

Rcas notes Rcas KG was cc in this e-mail waiting for response.

ARBS notes no contact from c today, setting follow up for 6/6 awaiting c's cal

ARBS notes the following repair history per CPIA, Salesforce, RO, RHR:

Created by ZET175N at 2014-03-24 14:35:19

n today.

Created by null at 2014-04-11 08:23:12

I

Open date 03/03/14... Mileage 190... No RO number provided... 11* days down to

Rcas placed outbound call to c [REDACTED] 4:23 pm est and adv c of disclaimer.

Created by null at 2014-06-02 13:48:58

date

Rcas c understood.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,454

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,455

REQUESTED BY: lattad

CAR ID: CA6046617

Tried to fax copy of ro to number provided but it comes back with a network di

Concern: Brake pedal fades at stops

Customer bought vehicle back to dealership today stating that vehicle jerks wh
fficulty message, so I have attched a copy to case.

Rcas reviewed case with c concerns with brake master cylinder on back order.

Action: Replace brake master cylinder b

b

Created by ZAJ179N at 2014-04-11 08:55:36

en appling brakes and when stopping in reverse brake pedal goes to floor. Tech

ARBS called c @ [REDACTED] to advise that her vehicle has been repaired and

ARBS notes veh @ dlr from 3/21- present

nician test drove five miles and could not duplicate concern and he inspected

with a new vehicle breakdown with brakes and does not feel vehicle is safe to

ARBS notes in-service date of 2/28/14

brakes and did not see any concerns with them. Service Manager then test drove

drive and part is not presently available.

must be picked up as soon as possible. Left vmx with this message.

and additional 17 miles and could not duplicate any concerns with vehicle, br

ARBS notes retail sale

b

Created by ZAJ179N at 2014-04-11 09:13:11

akes were operating normally.

ARBS notes no VSCs

ARBS notes the following repair history per CPIA, Salesforce, RO, RHR:

b

ARBS notes no techline cases, no other CA cases, no CSTs, no CRs, no DTS

b

Customer also told New Car Sales Manager that she was not satisfied with offer

Open date 03/03/14... Mileage 190... RO 1747... 20 days down

ARBS notes *11 days down to date with no ETA on replacement brake master cylin

b

Concern: Brake pedal fades at stops

made to her by Nissan Consumer Affairs?

Action: Replace brake master cylinder - part was on BO

b

Created by ZAJ179N at 2014-06-02 14:04:04

der.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,456

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,457

REQUESTED BY: lattad

CAR ID: CA6046617

ARBS called c @ [REDACTED] ARBS advised that ARBS is calling because the dl

ARBS notes veh @ dlr being repaired from 3/21- 4/9

ARBS notes waiting on ETA from Parts

no.

ARBS notes in-service date of 2/28/14

Created by ZAJ179N at 2014-03-31 13:08:44

r advised that the veh is operating normally after having been driven by 2 tec

Rcas adv c this case will be reviewed via ARBS and can take 10 business days f

ARBS notes retail sale

ARBS rec'd email from Parts:

hs and advise that ARBS has been told c is not happy with the offer.

or ARBS to reach a decision and is not guaranteed.

ARBS notes no VSCs

C states her veh is working really badly. C states they dropped the veh off. C

Rcas c understood and adv c Rcas goal is to get vehicle repaired and will be f

The ETA is supposed to be within the next week and a half.

ARBS notes no techline cases, no other CA cases, no CSTs, no CRs, no DTS
ollowing up with c every three business days.

states she told them to fix it. C states there is something wrong with the ve

ARBS notes 20 days down to date with replacement brake master cylinder.

h. ARBS advised that the dlr was unable to duplicate the problem. C states the
Jimmy PUGH

Rcas c understood and adv c next follow up is on 032714 and c agreed and call

Created by ZAJ179N at 2014-04-11 09:14:43

Customer Quality & Dealer Network Development

ended mutually.

y tell her that every time. ARBS apologized for the inconvenience but advised

ARBS setting follow up to 4/14 to discuss settlement

Created by ZKG176N at 2014-03-25 12:50:37

Parts Coordinator

that NNA is not in the position to modify or make changes to a vehicle that is

Created by ZAJ179N at 2014-03-31 13:15:11

Created by ZAJ179N at 2014-04-14 07:36:51

operating as designed.

Rcas sent an email to CSM David Mackay in regards to c's RHR request.

ARBS called c @ [REDACTED] to discuss the repair and a possible settlement.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,458

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,459

REQUESTED BY: lattad

CAR ID: CA6046617

ARBS consulted with SG

C states she can do nothing with ARBS' decision. C states she will go to the d
Rcas attempt to contact dlrshp on [REDACTED] @02:40am. Rcas spoke with SM Chuck
ARBS taking over case, contacting c. NNA would like to wait for repair to be c
C states she would like some more time to test the vehicle out. ARBS advised t
lr to see what they said. C states they did not call her and they are supposed
whom stated c's veh part is still on b/o and no eta at this time. SM stated s
hat ARBS will call next Monday to ask about it. C states she will call if she
m will fax over all ro's for c's veh. SM stated c's veh came in on 03/03/14, y
ompleted.

to call her. ARBS apologize for the concerns but again stated that NNA is onl
Created by ZAJ179N at 2014-03-31 13:19:32

et dlrshp could not place in a loaner due to c not having any insurance. Rcas
has any more issues. ARBS thanked. The call ended mutually.
y offering the \$1,000 settlement with signed settlement agreement. ARBS advise
ARBS called c @ [REDACTED] to advise that NNA would like to wait for the rep
Created by ZAJ179N at 2014-04-14 07:37:41

d that if c is not willing to accept this, ARBS will have to close case.
understood. SM stated c's veh is at dlrshp and c has a loaner as of 03/21/14.
air to be completed to discuss repurchase request, but ARBS will be POC from n
ARBS setting follow up date and task to call c on 4/21

C states she will call the dlr and call ARBS back. ARBS thanked. The call ende
Rcas understood and call ended.

Created by ZAJ179N at 2014-04-21 08:24:01
Created by ZKG176N at 2014-03-25 12:51:30

d mutually.
ow on. ARBS confirmed that c will need to pay her monthly payment and confirme
ARBS called c @ [REDACTED] to discuss the repair and a possible settlement.
Created by ZAJ179N at 2014-06-03 10:26:23

d that c is currently in a loaner. C thanked. The call ended mutually.
Rcas moved follow up date to 03/27/14, due to Rcas TE setting follow up date f
ARBS setting follow up for 6/13 pending c call back
Created by ZAJ179N at 2014-04-07 09:40:36

C states she felt the same thing two times this week and she is not comfortabl
or a dlrshp follow up date.

ARBS called dlr @ 336.767.8260 to check on status of repair. Spoke to Crystal.
Created by ZAJ179N at 2014-06-12 10:37:58

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,460

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,461

REQUESTED BY: lattad

CAR ID: CA6046617

Created by ZKG176N at 2014-03-25 13:22:31

e right now. ARBS asked the c to take the veh back to the dlr if she does not

ARBS notes c has not called back

feel they have repaired it. C states she is not sure it is the problem coming

Rcas attached c's ro's to c's case and sent ro's to Rcas JS for rhr processing

Was transferred to parts. ETA is now 3rd week of April at the earliest, maybe

back so she is not sure she is going to take it back. ARBS thanked for the inf

Created by ZAJ179N at 2014-06-12 10:39:28

end of April. ARBS thanked for the information. The call ended mutually.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

REOPEN:

CALLBACK: 0

DATE: 00/00/00

NEW INFO: 0

DATE: 00/00/00

OTHER: 0

DATE: 00/00/00

COMMENTS ONLY: 0 2

DATE: 00/00/00 02/15/08

IIR-DATE:

TRANS DATE: 03/12/14 06/14/06

CHECK REQUESTED: Y

3RD PRY: NI

PART#: 46010-3SG1B

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,462

REQUESTED BY: lattad

ROOT CAUSE: SCMV

SCPP

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,463

REQUESTED BY: lattad

CAR ID: CA6046617

CLOSE: Y

CLOSE DATE: 02/15/08

06/12/14

MICROFILM:

RESP CAA: JACK WONG

OLM: JANES, PATRICK

DOM:

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,464

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,465

TIME: 9:19:07 AM

CAR ID: CA6046617

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2005

NAME: [REDACTED]

[REDACTED]

VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: ARM

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MZNT00141655	2755	North Carolina	2/28/2014	02/28/20	0060211	01/01/01	01/01/01
2	NCDB03101459	3902	New York	3/18/2005	03/18/10	0060000	01/01/01	01/01/01
3	RCCD07494643	2755	North Carolina	2/28/2014	02/28/20	0075000	01/01/01	01/01/01

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,466

MODEL YEAR: 2014

VIN: 5N1AA08AX5N [REDACTED]

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,467

REQUESTED BY: lattad

CAR ID: CA6046617

CURRENT SERVICE CONTRACT

CONTRACT: MZNT00141655

OWNER NAME: [REDACTED]

PLAN TYPE: Z

PLAN TERM: T

DEDUCTABLE: 0

EFFECTIVE: 2/28/2014

EXPIRES: 02/28/20

MILES: 0060211

CANCEL: 01/01/01

MILES: 0060211

TRANSFER: 01/01/01

TRANSACTION: 03/12/14

PRINTED: 03/15/14

DEALER NO: 2755

STATE: NC

DEALER NAME: MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,468

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,469

REQUESTED BY: lattad

CAR ID: CA6046617

CURRENT SERVICE CONTRACT

CONTRACT: NCDB03101459

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: B

DEDUCTABLE: 50

EFFECTIVE: 3/18/2005

EXPIRES: 03/18/10 **MILES:** 0060000

CANCEL: 01/01/01 **MILES:** 0060000

TRANSFER: 01/01/01

TRANSACTION: 06/14/06

PRINTED: 09/13/08

DEALER NO: 3902 **STATE:** NV

DEALER NAME: UNITED NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,470

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,471

REQUESTED BY: lattad

CAR ID: CA6046617

CURRENT SERVICE CONTRACT

CONTRACT: RCCD07494643

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: D

DEDUCTABLE: 100

EFFECTIVE: 2/28/2014

EXPIRES: 02/28/20 **MILES:** 0075000

CANCEL: 01/01/01 **MILES:** 0075000

TRANSFER: 01/01/01

TRANSACTION: 03/12/14

PRINTED: 03/15/14

DEALER NO: 2755 **STATE:** NC

DEALER NAME: MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,472

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,473

REQUESTED BY: lattad

NAME: [REDACTED] X,MERCY RAM **SC:** NONE **CAR ID:** CA6047423
STREET: [REDACTED] 211 MAGNOLIA **VIN:** 1N4AB7AP6DN [REDACTED]
CITY: LEBANON WINSTON SALEM **YR/MDL:** 2007.0 ALT 2013.0 SEN **MILEAGE:**
ST/ZIP: NC [REDACTED] VA [REDACTED] **VCAIN SVC DATE:** 06/12/07
DAY PH: 0 [REDACTED] **PAIRTL DLR:** 3100 BILL GATTON NISSAN
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 2755 MODERN NISSAN, LLC
DLR PH: 336 767 8260 423 989 6700 **DENRESP DLR:** 2755 MODERN NISSAN, LLC
REGION: 34 **DIST: SL/SV/PT:** 12 12 42 15 15 45

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:** 001000 005000 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: 3100 BILL GATTON NISSAN NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/18/08 03/21/14 **XFER/RSPNSBLTY:** 34 12 S
CONTACT (S): **FOLLOWUP DATE:** 02/19/08 05/01/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 02/18/08 05/01/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
OB EXTENDED SERVICE CONTRACT 122000 MASTER CYLINDER (RESERVOIR/SEA
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)
BS NO SERVICE CONTRACT YX POOR OR IMPROPER OPERATION
ZR GENERAL INQUIRY

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,474

REQUESTED BY: lattad

VIN: 1N4AL21E77N [REDACTED]

MILEAGE: 001000 005000

RTL DLR: NI NI

SVC DLR: 3100 BILL GATTON NISSAN

RESP DLR: 3100 BILL GATTON NISSAN

NISSAN/INFINITI VEHICLES: 3

XFER/RSPNSBLTY: 34 15 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,475

REQUESTED BY: lattad

CAR ID: CA6047423

C. A. R. COMMENTS

case will be reviewed for GW reimbursement of vehicle payment and adv c will b

crr-aa empathized to c

crr-lb provided name, ext and case number

FILE OPENED-ZCM839N 02/18/2008

PREVIOUS RELATED/UNRELATED FILE(S) FOUND: 5872471. @02/18-ZCM839N

Service Dept. Review

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 09/17/07 12/12/07 3100

crr-aa asked for the following information:

CRR-CM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY& EVENING PHONE NUMBER,

crr-lb closing case.

e following up with c on 04/29 and c understood and call ended mutually.

Service Dept. Review

Created by ZAA111N at 2014-04-07 10:12:58

Created by ZET175N at 2014-04-28 07:35:02

CRR-CM ADVISED C THAT THERE WERE NO OPEN RECALLS.

Part Name: brake master cylinder

RESPONSIBLE DLR UPDATED C'S INFORMATION.

Service Dept. Review

crr-aa received a call from c.

CRR-CM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/18-ZCM839N

Part Number:

PREVIOUS NISSAN VEHICLES: NONE.

Rcas notes reviewing case.

Service Dept. Review

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 00/00/00 12/12/07 3100

CRR-CM RECEIVED CALL FROM: C.

c stated that c already took the veh to nissan dlr to have the veh diagnosed

Order Number:

Rcas has no received any fax doc as of today from c.

Service Dept. Review

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 09/17/07 12/12/07 3100

Created by ZET175N at 2014-04-28 07:40:19

crr-aa verified cb

C WOULD LIKE TO KNOW WHAT KIND OF VSC C'S HAS, C WOULD ALSO WOULD LIKE TO KNOW

Dealer Name and Code (where parts were ordered): MODERN NISSAN and 2755

Service Dept. Review

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,476

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,477

REQUESTED BY: lattad

CAR ID: CA6047423

IF C CAN LOAN A VEH.

mobile b

Rcas received 1 vmx message from c.

Region Code: 34

Service Dept. Review

CRR-CM CHECKED VES1.

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

Rcas placed outbound call to c [REDACTED] 9:35 am est and adv c of disclai

Service Dept. Review

work b

CRR-CM INFORMED C THAT C DOES NOT HAVE VSC. @02/18-ZCM839N

c stated that c took the veh to nissan dlr last 3/24/2014 and c was assisted b

ERN NISSAN, [REDACTED] and SM-Chuck

mer.

Service Dept. Review

Can the vehicle be driven? no, because of the brake master cylinder part

CRR-CM ADVISED C TO CALL DLR WHO PROVIDED VSC.

Rcas c understood.

Service Dept. Review

y SM-Chuck

CRR-CM GAVE NAME, EXTENSION NUMBER AND FILE NUMBER.

c stated that c was advised that the brake master cylinder needs to be replace

Rcas reviewing case with c.

Service Dept. Review

The date the vehicle became inoperable (if applicable)3/21/14

ASK:

CRR-CM CLOSING FILE. @02/18-ZCM839N

d and nissan dlr has already ordered the part

Rcas c adv just faxed doc today and Rcas has confirmed received fax doc from c

@02/18-ZCM839N

@02/18-ZCM839N

and doc is now attached to this case for review and adv c will be following u

c stated that c was advised that nissan dlr has already ordered for the part h

Is the part needed due to a warrantable failure?yes

@02/18-ZCM839N

crr-aa advised c that c will receive a call from rcas specialist by the end of

owever nissan dlr doesn't know on when will be the part available

p with c on 043014.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,478

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,479

REQUESTED BY: lattad

CAR ID: CA6047423

crr-aa empathized to c

Rcas c understood and call ended mutually.

sure how the c got to ARBS's desk, provided NNA CA 800 number.

the next business day for the part status update

Created by ZAA111N at 2014-04-07 10:05:38

Created by ZET175N at 2014-04-30 15:38:21

crr-aa asked for the following information:

c understood

B crr-aa offered further assistance, c declined.

brakes issue

Part Name: brake master cylinder

Rcas reviewed case with TL SP and c has been approved for GW 1 month vehicle p

ayment reimbursment of \$337.95.

Created by ZAA111N at 2014-04-07 10:05:39

crr-aa gave name, extension #457248

Part Number:

and case number.

brakes issue

Created by ZET175N at 2014-04-30 15:44:12

Order Number:

Created by ZAA111N at 2014-04-07 10:12:58

Created by ZCL177N at 2014-04-11 12:06:36

Dealer Name and Code (where parts were ordered): MODERN NISSAN and 2755

MONTHLY PAYMENT NMAC

crr-aa received a call from c.

**** GOODWILL REIMBURSEMENT****

RCAS assiting RCAS-TE

Region Code: 34

c stated that c already took the veh to nissan dlr to have the veh diagnosed

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

RCAS contacted INHTS-Tim Freeman and advised of:

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

crr-aa verified cb

ERN NISSAN, 3367678260 and SM-Chuck

NAME OF DEALERSHIP:MODERN NISSAN

Part #: 46010-3SG1B

Can the vehicle be driven? no, because of the brake master cylinder part

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,480

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,481

REQUESTED BY: lattad

CAR ID: CA6047423

Dealer Code: 2755

INVOICE DATE:04/15/14

mobile b

MILEAGE: C BOUGHT PART ONLY, NO MILEAGE RECORDED, C GAVE VERBAL MILEAGE

Region: 34

The date the vehicle became inoperable (if applicable)3/21/14

work b

ASK:

c stated that c took the veh to nissan dlr last 3/24/2014 and c was assisted b

INHTS advised per CI90: Estimated Ship Date = 04/26/14 + 2-3 Days due to CSC e

READING OF 1,159

Is the part needed due to a warrantable failure?yes

scalation status.

TOTAL AMOUNT:\$337.95

y SM-Chuck

Created by ZCL177N at 2014-04-11 12:13:08

crr-aa advised c that c will receive a call from rcas specialist by the end of

c stated that c was advised that the brake master cylinder needs to be replace

RCAS TE,SUBMITTING CHECK REQUEST.

Created by ZPL999N at 2014-05-01 10:54:25

d and nissan dlr has already ordered the part

RCAS assisting RCAS-TE

the next business day for the part status update

c stated that c was advised that nissan dlr has already ordered for the part h

c understood

RCAS called c on [REDACTED] at 12:51 pm left vmx informed c that check was ap

RCAS contacted C on [REDACTED] at 14:07 EST, and left vmx.

B crr-aa offered further assistance, c declined.

owever nissan dlr doesn't know on when will be the part available

proved and should arrive in the next 2-4 weeks

RCAS provided Case #, RCAS #, and follow-up date of 04/14/14.

called c on [REDACTED] at 12:52 pm unable to leave message

crr-aa empathized to c

crr-aa gave name, extension #457248

RCAS contacted C on [REDACTED] at 14:09 EST, and left vmx.

and case number.

Created by ZET175N at 2014-05-01 14:56:54

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,482

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,483

REQUESTED BY: lattad

CAR ID: CA6047423

crr-aa asked for the following information:

RCAS advised Case #, RCAS #, and follow-up date of 4/14/14.

Created by ZET175N at 2014-04-08 14:38:39

Created by ZET175N at 2014-04-14 16:19:58

Part Name: brake master cylinder

Summary: C was seeking assistance on back order part on brake master cylinde.

Dlr adv part has arrived and vehicle serviced and repaired. C was seeking assi

Part Number:

Rcas placed outbound call to c [REDACTED] 4:43 pm est and adv c of disclai

Rcas placed outbound call to dlr 3367678260 4:32 pm est and was speaking with mer.

Order Number:

SM Chuck.

stance for vehicle being out and waiting for this part to arrive for 30 days a

Dealer Name and Code (where parts were ordered): MODERN NISSAN and 2755

nd requested to be reimbursed for 1 monthly vehicle payment. TL SP approved as

Rcas c understood.

Rcas SM adv vehicle was in on 03/21/14 and c is in a loaner vehicle and part d

GW in the amount of \$337.95 and c has been notified of approval.

oes not have eta and SM provided part 46010-3sg1b order 2676.

Rcas adv c was notified part will be released on 042414 and addition 2-3 days

Region Code: 34

cas adv SM will be following up with SM via 041014 and call ended mutually.

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

Rcas closing case.

to arrive at dlr.

Created by ZET175N at 2014-04-08 14:47:54

ERN NISSAN, 3367678260 and SM-Chuck

Rcas c understood and c adv this will be almost 30 days c has been waiing on t

Can the vehicle be driven? no, because of the brake master cylinder part

his part to arrive and is asking NNA for GW on vehicle payment.

Rcas placed outbound call to c [REDACTED] 4:43 pm est and adv c of disclai mer.

Rcas c adv is paying NMAC \$332 pe month and adv c after vehicle is repaired Rc

The date the vehicle became inoperable (if applicable)3/21/14

as can look into reimbursement of 1 monthly vehicle payment and adv c to fax c

ASK:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,484

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,485

REQUESTED BY: lattad

CAR ID: CA6047423

Rcas c understood.

cas reviewed case with c and adv c dlr has been contacted and will be putting

Is the part needed due to a warrantable failure?yes

losed ro and proof of payment from NMAC to [REDACTED] and provide valid mail

a tracer on part and status on part is now priority and adv c will be followin

crr-aa advised c that c will receive a call from rcas specialist by the end of

ing address and case number of fax header.

g up with c on 041114 with any updated information.

Rcas c understood and adv c next follow up will be on 042414 and call ended mu

the next business day for the part status update

c understood

Rcas c understood and provided c with Rcas contact information and call ended

tually.

B crr-aa offered further assistance, c declined.

Created by null at 2014-04-23 15:48:42

mutually.

Created by ZAA111N at 2014-04-07 10:12:58

crr-aa gave name, extension #457248

Repair completed 04/23/14 and vehicle has been delivered back to customer

and case number.

Created by ZET175N at 2014-04-24 15:22:14

crr-aa received a call from c.

Created by ZAA111N at 2014-04-07 10:13:13

c stated that c already took the veh to nissan dlr to have the veh diagnosed

Rcas placed outbound call to c [REDACTED] 4:43 pm est and left a detail vm

crr-aa verified cb

Vehicle Concern

x message with case number and Rcas conact information.

Created by ZBL176N at 2014-03-21 13:36:20

Created by ZET175N at 2014-04-25 07:58:47

mobile b

crr-lb received a call from c stated that c is having an issue on the veh.

Rcas notes received 2 vmx messages from c.

work b

c stated c is on a little hill on stop mode, c stated c stepped on the brake p

c stated that c took the veh to nissan dlr last 3/24/2014 and c was assisted b

Rcas placed outbound call to c [REDACTED] 9:51 am est and adv c of disclai

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,486

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,487

REQUESTED BY: lattad

CAR ID: CA6047423

edal but veh would still move backwards.

mer.

y SM-Chuck

crr advised c to take the veh to nna dlr to get a vehicle diagnosis to determi

c stated that c was advised that the brake master cylinder needs to be replace

Rcas c understood.

d and nissan dlr has already ordered the part

ne the cause of issue on the veh.

Rcas c adv sent fax on 04/14 and adv c Rcas did not receive any fax doc from c

and c adv will be faxing doc again to 615.984.5431.

c stated that c was advised that nissan dlr has already ordered for the part h

c understood

c declined further assistance

owever nissan dlr doesn't know on when will be the part available

Rcas adv c to include closed ro from Nissan dlr with vehicle payment stub and

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

ACTION CODE: NP

CALLBACK: 0

DATE: 00/00/00

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

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,488

REQUESTED BY: lattad

ROOT CAUSE: SCIN

SCPP

USERID:

USERID:

USERID:

USERID:

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,489

CAR ID: CA6047423

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/18/08

05/01/14

MICROFILM:

RESP CAA: B CLARK

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,490

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,491

TIME: 9:19:07 AM

CAR ID: CA6047423

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2007

NAME: [REDACTED]

[REDACTED]

VIN: 1N4

MAKE: N

IN SCV D

MODEL LINE: ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2755	North Carolina					
0		3100	Virginia					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,492

MODEL YEAR: 2013

VIN: 1N4AL21E77N [REDACTED]

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,493

REQUESTED BY: lattad

CAR ID: CA6047423

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED] [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES: **MILES:**

CANCEL: **MILES:**

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2755 3100 **STATE:** NC TN

DEALER NAME: BILL GATTON NISSAN MODERN NISSAN, LLC

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,494

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,495

REQUESTED BY: lattad

NAME: [REDACTED] MIDDLECAMP, **SC:** ONE CONTRACT **CAR ID:** CA6048348
STREET: [REDACTED] 800 BROOKS E **VIN:** 3N1AB7AP9DL [REDACTED]
CITY: MANVILLE SMYRNA **YR/MDL:** 2007.0 MUR 2013.0 SEN **MILEAGE:**
ST/ZIP: NJ [REDACTED] TN [REDACTED] **VCAIN SVC DATE:** 01/31/07
DAY PH: [REDACTED] [REDACTED] **PAIRTL DLR:** 08053 SOMERSET NISSAN
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 08053 SOMERSET NISSAN
DLR PH: 908 722 3600 931 684 6811 **DENRESP DLR:** 08053 SOMERSET NISSAN
REGION: 26 34 **DIST: SL/SV/PT:** 04 04 34

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00 02/13/08

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:** 010000 017696 **# NISSAN/INFINITI VEHICLES:** 1

VEHICLE MAINTAINED BY: 08053 NONE

OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/18/08 03/21/14 **XFER/RSPNSBLTY:** 26 04 S

CONTACT (S): **FOLLOWUP DATE:** 02/27/08 04/09/14 **INF-NET (Y/N):**

SEVERITY: 9 **CLOSE DATE:** 02/26/08 04/09/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

- OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/R
- OC NISSAN DEALER ISSUES 149000 AIR INTAKE/INDUCTION SYSTEM
- AD BRAKES YV POOR EXPLANATION OF SERVICE DONE
- AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION
- BF NSN DEALER SERVICE DEPT. ZD CHARGING/PRICING CRITICISM
- BO TIRE/WHEEL

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,496

REQUESTED BY: lattad

VIN: JN8AZ08W57W [REDACTED]

MILEAGE: 010000 017696

RTL DLR: NI NI

SVC DLR: 5411 NEWTON NISSAN SOUTH, INC.

RESP DLR: 5411 NEWTON NISSAN SOUTH, INC.

XFER/RSPNSBLTY: 34 04 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,497

REQUESTED BY: lattad

CAR ID: CA6048348

C. A. R. COMMENTS

Created by ZDC777N at 2014-04-02 11:06:48

*****EMAIL FILE LOGGED*****

EXEC-BP advised NNA will also be happy to add and ECW to c's vehicle for steer

FILE OPENED-ZWL695N 02/18/2008

FOLLOW-UP IS DUE ON OR BEFORE

ON YOUR NEW NISSAN IS LISTED BELOW. BFGOODRICH TIRES 1-877-788-8899

RCAS-EL WILL RESEARCH C'S CONCERNS AND WILL FOLLOW UP WITH C ON 02/22. C

tle to be able to operate the vehicle without overpowering. C states c does n

uphold Nissan's standard of excellence and had no indication that this custom

Where is the vehicle currently?C has possession of the vehicle

ARBS-DC notes the dealer service records:

BRIDGESTONE AND FIRESTONE TIRES BRIDGESTONE/FIRESTONE, INC. 1-800-TIREBSA

DATE RECEIVED: 02/15/08 DATE CREATED: 02/18/08

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

er was so upset with to the extent that c issued dealer complaints without giv

ing, suspension, and brakes which will begin on the veh;s original in service

ot know how much longer c can do this. C states veh has been proved to be unsa

PREVIOUS RELATED FILES FOUND: NONE

UNDERSTANDS.

@02/20-ZEL999N

Where was the vehicle purchased? Victory Nissan South (now Newton Nissan South

)

(1-800-847-3272) CONTINENTAL GENERAL TIRE, INC. 1-800-847-3349 GOODYEAR TIRE

CRR-WL VERIFIED C'S NAME, ADDRESS RESPONSIBLE DLR, VIN, AND DAY PHONE.

CUSTOMER.

date and extends component coverage to 7 yrs/100 k miles. ***C accepted***

fe 3 times

ing dlr or victory the opportunity to satisfy complaints neither knew existed

PREVIOUS UNRELATED FILES FOUND: NONE

RCAS-EL CALLED SM-JULIO ON 02/21 AND SA-TOM OFFERED ASSISTANCE BECAUSE SM

RO 38089 Opened 12-10-13 Closed 12-13-13 (4 Days) Miles 12374

C DID NOT PROVIDE MILEAGE. CRR-WL CHECKED FOR OPEN FOR OPEN RECALLS,

Concern: customer states brakes make loud squeaking noise and sometimes the b

C states c is fearful to drive the vehicle

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

EXEC-BP discussed " Car Doc" policy as purchased from Victory Nissan South. EX

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,498

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,499

REQUESTED BY: lattad

CAR ID: CA6048348

& RUBBER COMPANY (GOODYEAR AND DUNLOP TIRES) 1-800-321-2136 MICHELIN

Service Dept. Review

Was it purchased new or used? New, VPP purchase

WASN'T AVAILABLE. RCAS-EL INFORMED SA OF C'S CONCERNS. SA STATED C HAD A TIRE

CAMPAINS, OR UPGRADES FOUND: 0

Created by ZBP176N at 2014-04-03 12:44:12

C states c has had to argue with dlr to have dlr fix veh

EC advised c this is a Victory policy, not an NNA policy and per Victory, cont

METHOD OF CONTACT: EMAIL ID NO.: 938165

NORTH AMERICA, INC. (1-800-847-3435) - U. S. TOYO (U.S.A.) CORPORATION

ake pedal goes to the floor.

REPLACED 05/07 AND 08/07. SA STATED WILL SPEAK TO SM-JULIO REGARDING C'S

Service Dept. Review

Where is the vehicle serviced? Victory Nissan South- which is now Newton Nissa

1-800-442-8696 TO OBTAIN INFORMATION ON TIRE WARRANTIES AND TIRE DEALER

Action Taken: replaced master cylinder

C'S EMAIL READS:

C states dlr is dishonest

EMAIL ADDRESS: ****DAVEMID@OPTONLINE.NET ****

EXEC sent goodwill recommendation to Sup-HA for review

ISSUES. RCAS-EL INFORMED SA THAT RCAS WILL FOLLOW UP WITH SM ON 02/22. SM

n South

ract c signed is non-refundable and can be used at any of the 8 Victory dlrshi

Service Dept. Review

AGREED. @02/21-ZEL999N

Created by ZBP176N at 2014-04-03 12:46:25

C states c cannot continue to work with dlr

C STATES "I AM WRITING TO EXPLAIN WHY YOU ARE ABOUT TO LOSE A CUSTOMER.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?No

ps in TN. C understood

RO 38428 Opened 12-23-13 Closed 12-23-13 (1 Day) Miles 14909

Service Dept. Review

SERVICE LOCATIONS OR FOR CUSTOMER SERVICE, CONTACT THE APPROPRIATE

Concern: customer states brakes are squeaking

C states c has been sent home in veh

. C states c no longer trusts dlr and c is arranging an appointment with SM-Mi

C states this is not acceptable

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,500

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,501

REQUESTED BY: lattad

CAR ID: CA6048348

EXEC-BP called c @ [REDACTED] - left vmx

I CURRENTLY HAVE TWO NISSAN PRODUCTS. A 1998 MAXIMA WHICH I PURCHASED
RCAS-EL RECEIVED VMX FROM SM-JULIO ON 02/22 WHICH STATED THAT SM SUBMITTED TWO
Service Dept. Review

WARRANTOR LISTED ABOVE. IN ORDER TO OBTAIN WARRANTY SERVICE, YOU

Action Taken: replaced pads and blew out brake dust.

Created by ZBP176N at 2014-04-03 12:46:25

C requested contact info for Victory. EXEC provided contact info for Victory g

C states this is the 3rd time veh could have killed c's family

IN OCTOBER OF 1997 AND A 2007 MURANO WHICH I LEASED IN FEBRUARY OF 2007.

ke Brown at Murfreesboro Nissan for torn intake concern

LETTERS TO NISSAN TIRE PROTECTION BEFORE AND HASN'T BEEN CONTACTED.

MUST PRESENT THE UNSERVICEABLE TIRE TO AN AUTHORIZED NISSAN DEALER

Service Dept. Review

@02/25-ZEL999N

Based upon the RHR provided and a good faith review of customers concerns, NNA

BOTH ARE TERRIFIC VEHICLES AND ITS A SHAME THE SERVICE HAS CAUSED THIS

EXEC-BP called c @ [REDACTED] - left vmx

EXEC-BP notes dlr is the 6th closest to c. EXEC-BP asked if c is willing to wo

How many times has the customerb

OR TO AN AUTHORIZED DEALER OF THE WARRANTOR IN THE UNITED STATES OR

roup and apologized this s a 3rd party contract so NNA has little means of ass

Service Dept. Review

CANADA. THEIR NAMES AND ADDRESSES ARE LISTED IN YOUR LOCAL TELEPHONE

Created by ZBP176N at 2014-04-04 08:41:19

is not in a position to offer a repurchase of this vehicle, as the vehicle ha

istance

RCAS-EL CALLED SM-JULIO VASQUEZ ON 02/25. SM STATED SM HAS WRITTEN TWO LETTERS

rk with a closer dlr. C states c purchased service plan from NEWTON NISSAN SOU

Service Dept. Review

SITUATION. WHEN THE TIME COMES TO REPLACE MY MAXIMA, AND THE LEASE

What repairs were performed?

1. Dealership damaged bumper- Rear bumper repainted

C understood

DIRECTORY. YOUR NISSAN DEALER WILL ALSO ASSIST YOU WITH YOUR TIRE

EXPIRES ON MY MURANO, I MAY BE LOOKING AT HONDA AND TOYOTA. MURANO

ON BEHALF OF C AND HAS HEARD NOTHING SINCE SEPTEMBER ABOUT C BEING RE-IMBURSED

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,502

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,503

REQUESTED BY: lattad

CAR ID: CA6048348

Service Dept. Review

s not been subject to an unreasonable number of repair attempts for any warran

Sup-HA supports ECW for brakes

TH , so c preferred to take veh to this dlr.

2.Customer states: Brakes make loud squeaking noise and sometimes the brake pe

Created by ZBP176N at 2014-04-04 13:14:19

C states c wants the vehicle to be replaced

C thanked EXEC for what NNA has done and declined further assistance

Service Dept. Review

SERVICE REQUIREMENTS OR IN OBTAINING TIRE WARRANTY SERVICE FROM THE

SM STATED THE LETTERS WERE SENT TO NISSAN TIRE ROAD HAZARD. SA STATED SM

table concerns. NNA will continue to honor the terms and conditions of all ap

WHEN I LEASED MY MURANO FROM SOMERSET NISSAN IN FEBRUARY OF 2007, I

Call ended mutually

C states c feels unsafe, this is the bottom line.

dal goes to the floor. Inspected and confirmed concern. Found master cylinder I

DOESN'T HAVE A PHONE NUMBER, BUT THE ADDRESS IS [REDACTED], MEDFORD MA [REDACTED]

EXEC-BP called c @ [REDACTED] - left vmx

plicable warranties.

PURCHASED THE NEW MAINTENANCE PLUS SILVER PACKAGE WHICH INCLUDES

TIRE MANUFACTURER. IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS,

ALL SCHEDULED MAINTENANCE FOR 36 MONTHS OR 45,000 MILES. WHEN I TOOK

Created by ZBP176N at 2014-04-02 12:32:09

Created by ZBP176N at 2014-04-04 13:14:19

Created by ZBP176N at 2014-04-07 08:34:39

eaking at reservoir. Removed and replaced master cylinder. Filled with fluid a

EXEC-BP advised EXEC will collect the needed ROs to submit request and advised

PLEASE FEEL FREE TO CONTACT OUR CONSUMER AFFAIRS DEPARTMENT AT

SM STATED WILL CALL SM'S REP AND TRY TO GET A PHONE NUMBER FOR RCAS AND THEN

1-800-647-7261. CRR-WL CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED.

CALL RCAS-EL BACK. @02/25-ZEL999N

EXEC-BP advised this may take up to 10 bus days to process

EXEC-BP called c @ [REDACTED] - left vmx

EXEC-BP received VMX from SA-Belinda Wed 4/2/2014 12:44 PM

EXEC-BP submitted ECW request for suspension, steering, and brakes

nd test drove to verify repair

THE VEHICLE IN FOR SERVICE TO SOMERSET NISSAN IN MAY, THEY PERFORMED

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,504

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,505

REQUESTED BY: lattad

CAR ID: CA6048348

@02/18-ZWL695N

3.Customer states brakes are squeaking. Test drove to verify concern. Disassem

Created by ZBP176N at 2014-04-07 07:27:44

Created by ZBP176N at 2014-04-08 15:43:35

C understood

RCAS-EL CALLED C ON DAYTIME NUMBER ON 02/25 AND INFORMED C THAT RCAS-EL IS

SA advised intake hose and clips arrived and were installed today- c was in an

THE SERVICE AND ALSO FOUND A NAIL IN THE SIDE WALL OF ONE OF THE TIRES. I

@02/18-ZMT152N

bled rear brakes and found brake pads heavily glazed. Replaced rear brake pads

C states c has had to find thing on c's own that dlr missed

d out within 30 minutes

EXEC-BP called c @ [REDACTED] - left vmx

EXEC-BP drafted letter and sending to TL-AN to review

STILL RESEARCHING C'S CONCERNS. RCAS-EL INFORMED C THAT RCAS-EL IS ATTEMPTING

WAS PRESENTED WITH A BILL FOR THE TIRE AND SERVICE. I HAD TO EXPLAIN TO

and blew out brake dust. Test drove to verify repair

Created by ZBP176N at 2014-04-02 12:37:02

Created by ZBP176N at 2014-04-07 08:32:04

Created by ZBP176N at 2014-04-09 06:47:56

CRR-MT RECEIVED CALL FROM C.

C states veh should be repurchased

THE SERVICE PERSONNEL THAT I HAD THE MAINTENANCE PLUS PACKAGE. WHY

TO GET A PHONE NUMBER FOR THE TIRE PROTECTION. RCAS-EL REQUESTED THAT C FAX

C called back

C STATES THAT C IS NOT SATISFIED WITH THE RESPONSE THAT C RECEIVED REGARDING

DIDNT THEY KNOW THIS? THE PERSON WHO SOLD IT TO ME IS RIGHT DOWN THE

EXEC-BP advised request is reviewed on a case by case basis

EXEC-BP called c @ [REDACTED] - left vmx advising both letters have been sen

How many days has the vehicle been kept out of service for repairs? 7

NEWTON NISSAN SOUTH

THE R/O'S AND THE LETTER THAT SM WROTE TO RCAS-EL. C STATED WILL DO THAT.

C understood

EXEC-BP discussed concerns with c

EXEC-BP spoke with F&I Mgr- Johnny

HALL. I PAID FOR THE TIRE AND THEY REMOVE THE OIL CHANGE FROM THE BILL.

Has the Dealer Technical Specialist (DTS) been involved?No

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,506

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,507

REQUESTED BY: lattad

CAR ID: CA6048348

RCAS-EL GAVE C FAX NUMBER AND INFORMED C THAT RCAS-EL WILL FOLLOW UP WITH C

t

THE EMAIL THAT C SENT.

AFTER RCAS-EL'S RECEIVES FAX. C UNDERSTANDS. C THANKED RCAS-EL FOR ASSISTANCE.

Created by ZBP176N at 2014-03-27 14:46:34

C SAYS THAT C WILL NOT CALL WARRANTOR OF TIRE SINCE C PURCHASED VSC THAT

C states all veh concerns have been resolved by Nissan of Murfreesboro

EXEC-BP advised c in the meantime, c should set apt with an alternate dlr as c

F&I Mgr Johnny advised dlr accepts maintenance policy, but it is sold through

I TOOK THE VEHICLE IN FOR SERVICE AGAIN IN AUGUST BECAUSE I HAD ANOTHER

No further action needed at this time

@02/25-ZEL999N

COVERS TIRE FOR \$150 EACH.

Created by ZBP176N at 2014-04-09 06:50:22

EXEC-BP advised this is great new

EXEC-BP called c @ [REDACTED] - left vmx

is refusing to return to NEWTON NISSAN SOUTH

NAIL IN A TIRE. THEY REPLACE THE TIRE AND AGAIN I PAID FOR THE TIRE. IN

the Victory Group and dlr does not know if/ how to transfer policy - dlr reco

C agreed to set an apt with Nissan of Murfreesboro- EXEC-BP advised c SM is M

C IS VERY UPSET REGARDING THIS CONCERN.

@02/18-ZMT152N

Created by null at 2014-03-28 07:44:42

EXEC-BP advised with regards to repurchase request NNA is not in the position

mmended speaking with Donna @ [REDACTED]

RCAS-EL RECEIVED VMX FROM SM-JULIO ON 02/26 WHICH STATED THAT SM WAS ABLE TO

SEPTEMBER I WAS REVIEWING THE MAINTENANCE PLUS CONTRACT AND FOUND

*****Summary*****

@02/26-ZEL999N

Created by ZBP176N at 2014-04-02 13:17:15

CRR-MT INFORMED C THAT CALL WILL BE TRANSFERRED TO "C GROUP" FOR FURTHER

Dlr complaint/ c requested repurchase due to multiple dlr visits for brake rep

DRTS received the RHR. The RHR was assigned to ARBS-Denise Caldwell for review

ike Brown

THAT TIRES ARE COVERED FOR UP TO \$150. WHY DIDNT SOMERSET NISSAN KNOW

to repurchase the vehicle at this time as the vehicle has not been subject to

.

airs

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,508

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,509

REQUESTED BY: lattad

CAR ID: CA6048348

an unreasonable number of repair attempts for any warrantable concerns. NNA with ASSISTANCE AND C AGREED.

EXEC-BP agreed to follow up with c by COB tomorrow

EXEC-BP called Victory Group [REDACTED] @ [REDACTED]

THE NISSAN TIRE ROAD HAZARD PLACE AND THEY INFORMED SM THAT THEY ISSUED TWO THIS? I CALLED THE SERVICE MANAGER AND HE SAID HE WOULD TAKE CARE OF

Call ended mutually

CHECKS TO C ON OCT. 7TH, BUT THE CHECKS HAVEN'T BEEN CASHED. SM STATED THE

Created by ZBP176N at 2014-03-31 13:24:11

CRR-MT LEAVING FILE OPEN, TRANSFERRING CALL.

Donna explained Victory owns 8 Nissan dlr's in TN, the closest to c being Dick

IT. HE SAID IF I DID NOT HEAR FROM HIM IN 4-5 WEEKS TO CALL BACK. NATURALLY,

ll continue to honor the terms and conditions of all applicable warranties. C

NNA is not in the position to repurchase the vehicle at this time

@02/18-ZMT152N

CHECKS WILL BE CANCELLED AND VSC IS SENDING THE PAYMENT TO THE DLR. SM STATED

Created by ZBP176N at 2014-03-25 09:21:04

EXEC-BP reviewed with region and SUP-HA, offered c ECW for steering suspension

EXEC called c 3x, with no response

I DIDNT HEAR FROM HIM. I CALLED AGAIN IN NOVEMBER AND HE HAD NO

requested letter showing written decision. EXEC agreed and verified c's mailin

son or Cookeville. Donna explained policy covers basic maintenance, Roadside,

and brakes

CRR-KF RECEIVED INBOUND CALL FROM A-B GROUP.

@02/18-ZKF621N

EXEC-BP called Newton Nissan South

EXEC called Nissan of Murfreesboro and spoke with SA-Derrick

g address

key replacement, etc

RECOLLECTION OF OUR CONVERSATION. HE SAID HE WOULD TAKE CARE OF IT. THIS

THE DLR IS GOING TO GO AHEAD AND ISSUE A CHECK TO C FOR THE REPAIRS AND MAIL

C also purchased "Car Doc" non- NNA VSC and requested it be cancelled. EXEC-BP

CRR-KF CHECKED FOR ANY OPEN RECALLS:NONE.

@02/18-ZKF621N

Donna explained all work must be done at a Victory Group dlrship- and the poli

EXEC-BP advised NNA will also be happy to add and ECW to c's vehicle for steer

EXEC-BP requested SM-Serge fax all ROs and any tech time stamps for ROs exceed

SA-Derrick advised vehicle came in on Friday

TIME HE WROTE A LETTER TO NISSAN TIRE PROTECTION IN MEDFORD, MASS..

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,510

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,511

REQUESTED BY: lattad

CAR ID: CA6048348

TO C RIGHT AWAY.

@02/26-ZEL999N

CRR-KF ADVISED C THAT THERE ARE NO OPEN RECALLS.

@02/18-ZKF621N

cy is non transferable, non-refundable

EXPLAINING THE PROBLEM AND INCLUDED COPIES OF MY RECEIPTS FOR THE TIRES.

ing 7 days to [REDACTED]

ing, suspension, and brakes which will begin on the veh;s original in service

RCAS-EL CALLED C ON DAYTIME NUMBER ON 02/26 AND INFORMED C WHAT SM STATED.

referred c to Victory group for further assistance, but EXEC was found contra

SA-Derrick advised the RO is still open - and parts have been ordered

CRR-KF RECEIVED INBOUND CALL FROM C

ct cannot be cancelled and advised c of this

date and extends component coverage to 7 yrs/100 k miles. ***C accepted***

EXEC thanked Donna for the info

HE SAID TO CONTACT HIM IF I DIDNT HEAR FROM NISSAN IN 4-5 WEEKS. YOU

RCAS-EL INFORMED C THAT IF C DOESNT RECEIVE MONEY IN 8-10 DAYS THEN C CAN CALL

SA-Derrick advised responsible SA, Belinda Dunavant is on lunch

SM-serge agreed to fax ROs ASAP

Created by ZBP176N at 2014-03-25 09:25:44

C STATES_ THAT C HAS HAD MANY ISSUES WITH C'S TIRES.

@02/18-ZKF621N

Donna advised Victory will review with corporate for possible assistance

EXEC-BP discussed " Car Doc" policy as purchased from Victory Nissan South. EX

EXEC left message requesting further details and repair ETA

GUESSED IT. I HAVENT HEARD A THING. I TOOK THE VEHICLE IN FOR ITS 1 YEAR

Per c request EXEC sent letter of RHR position as approved by EXEC-TL AN

RCAS-EL OR THE DLR. C UNDERSTANDS. C THANKED RCAS-EL FOR ASSISTANCE. RCAS-EL

CLOSING FILE PENDING C CALLBACK.

@02/26-ZEL999N

Created by ZBP176N at 2014-03-31 14:10:16

C STATES THAT C IS LEASING C'S VEH.

EC advised c this is a Victory policy, not an NNA policy and per Victory, cont

EXEC-BP sent email to FOM-Marc Scully and CSM-David Mackay advising of employe

Key replacement and maintenance must be done at any victory dlrship cannot be

SERVICE LAST WEEK AND GUESS WHAT HAPPENED? THEY CHARGED ME FOR AN

cancelled and are, non- refundable

C called back

Created by ZBP176N at 2014-03-31 14:10:16

C STATES THAT C HAS A MAINTENANCE PLUS PLAN.

@02/18-ZKF621N

e referral repurchase request

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,512

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,513

REQUESTED BY: lattad

CAR ID: CA6048348

OIL CHANGE. I HAD TO EXPLAIN THEM AGAIN, THAT I HAVE THE MAINTENANCE

contract signed is non-refundable and can be used at any of the 8 Victory dealerships

Created by ZBP176N at 2014-03-25 09:53:13

Created by ZBP176N at 2014-04-02 13:17:15

C states c feels the vehicle is unsafe to drive due to the poor experience with

C STATES THAT C WENT TO THE DLR AND THERE WAS A NAIL IN THE TIRE.

PLUS PACKAGE. WHY DO I HAVE TO TELL THEM THIS? WHY IS THIS MY

problem in TN. C understood

SA-Belinda called

C STATES THAT THE DLR WAS CHARGING C FOR THE SERVICES DONE ON C'S TIRES.

C states this is not acceptable

EXEC-BP called Victory Group [REDACTED]@7[REDACTED]

EXEC-BP discussed c concerns with Techline

with the dealership. C states c purchased vehicle new, C states tech backed into another

RESPONSIBILITY? DO YOU CALL THIS GOOD SERVICE? MAXIMA THIS ONE IS EASY.

SA-Belinda called

C requested contact info for Victory. EXEC provided contact info for Victory group

C STATES THAT C REALIZED THAT C HAS TIRE COVERAGE ON C'S VEH UNDER VSC.

Donna explained Victory owns 8 Nissan dealerships in TN, the closest to c being Dick

EXEC-BP notes shop foreman at Nissan of Mufreesboro is former Techline employee

IN OCTOBER OF 2006 I TOOK MY MAXIMA TO SOMERSET NISSAN FOR SERVICE ON

SA-Belinda advised intake hose came in damaged

on the vehicle in the parking lot and dealer failed to notify c. C states c had to

C STATES THAT C WENT TO THE DLR AND TOLD THE DLR THAT C WAS COVERED

under

the agreement with dealer to have vehicle repaired.

group and apologized this is a 3rd party contract so Nissan has little means of assistance

SA-Belinda advised intake hose came in damaged

in Johnson or Cookeville. Donna explained policy covers basic maintenance, Roadside,

THE FRONT BRAKES. I ASKED THEM TO CALL ME TO APPROVE THE WORK BEFORE

C states later, c went to dealer several times for brake repairs/ for the dealers

EXEC-BP to submit dealer assistance template if needed upon verification of the assistance

request

brake key replacement, etc

SA-Belinda advised dealer fixed vehicle to where it is safe to drive, but dealer did

not start. THEY CALLED AND SAID IT WOULD COST ABOUT \$460. WHEN I PICKED

UP UNDER VSC FOR WORK PERFORMED ON THE TIRES.

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,514

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,515

REQUESTED BY: lattad

CAR ID: CA6048348

C STATES THAT THE DLR WROTE A LETTER TO NISSAN TIRE PROTECTION ADDRESS.

C understood

Donna explained all work must be done at a Victory Group dlrship- and the poli
hip to replace brake pads.

ppointment

SA-Belinda advised dlr fixed vehicle to where it is safe to drive, but dlr did

UP THE CAR THE PRICE WAS \$560. I DONT CONSIDER \$560 AROUND \$460. LAST

Created by ZBP176N at 2014-03-25 10:02:35

C states following the repairs, c states the brakes were making a very loud no

C STATES THAT THE DLR ALSO INCLUDED THE RECEIPTS IN THE LETTER ON 11/13/07.

C thanked EXEC for what NNA has done and declined further assistance

cy is non transferable, non-refundable

MONTH I HAD A COMPLETE REAR BRAKE JOB PERFORMED (CALIPERS, ROTORS, AND

order a new hose

Call ended mutually

C STATES THAT C HAS NOT HEARD ANYTHING BACK YET REGARDING BEING REFUNDED

EXEC-BP called Nissan of Murfreesboro and spoke with SM-Mike Brown

EXEC thanked Donna for the info

ise and the pedal is falling to the floor. C states dlr told c the pads were

order a new hose

PADS,) BY MIDAS FOR \$1009. WOULD YOU LIKE TO GUESS WHY NISSAN DIDNT DO

Created by ZBP176N at 2014-04-07 08:34:39

Donna advised Victory will review with corporate for possible assistance

EXEC-BP advised of c's history and current concern

FOR THE TIRE WORK PERFORMED ON C'S VEH IN THE AMOUNT OF \$321. @02/18-ZKF621N

IT? THE BOTTOM LINE NISSAN OWES ME \$321 FOR TIRES AND TAX AND ITS LONG

only dirty

SA-Belinda agreed to call EXEC back upon receipt of the part

C STATES THAT THE SA-JULIO VASQUEZ SENT THE LETTER TO NISSAN TIRE PROTECTION.

C states this was not true because the pedal fell to the floor

EXEC-BP submitted ECW request for suspension, steering, and brakes

Key replacement and maintenance must be done at any victory dlrship cannot be

OVER DUE. IF I HAVE NOT RECEIVED PAYMENT BY THE END OF FEBRUARY, I WILL

SA-Belinda agreed to call EXEC back upon receipt of the part

SM-Mike advised SM will be on vacation next week and requested c follow up wit

cancelled and are, non- refundable

Created by ZBP176N at 2014-04-01 14:52:38

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,516

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,517

REQUESTED BY: lattad

CAR ID: CA6048348

Created by ZBP176N at 2014-04-08 15:43:35

C STATES THAT C WOULD LIKE NNA TO ASSIST C WITH THE MATTER OF RECEIVING A

C states the veh was also losing brake fluid

h SM directly at 615-893-0252 to dlr can ensure c is assigned to a tech and S

START LEGAL ACTION IN SMALL CLAIMS COURT, SOMERSET NISSAN WILL NEVER

A on SM's absence

Created by ZBP176N at 2014-04-03 12:29:11

C states dlr claimed to top off the fluid, but did not write this down

EXEC-BP called c @ [REDACTED]

EXEC-BP drafted letter and sending to TL-AN to review

REFUND FOR THE WORK PERFORMED ON C'S TIRES AS C SHOULD HAVE BEEN COVERED

WORK ON ONE OF MY VEHICLES AGAIN WHEN I HAVE TO PAY, ANDI WILL NEVER

BUY ANOTHER NISSAN PRODUCT AND THATS A SHAME. I LIKE YOU CARS BUT

Created by ZBP176N at 2014-03-25 13:09:37

Created by ZBP176N at 2014-04-07 07:27:44

C states c also noticed a groove in the rotor

C states part arrived today and c will be taking vehicle in tomorrow for repai

UNDER C'S VSC AND IT WAS THE DLR'S MISTAKE ON CHARGING C FOR WORK THAT SHOULD

Victory Group- Donna advised: Newton IS honoring the car doc on Victory's beha

C states c got on the road and brakes fell to the floor again

EXEC-BP called c @ [REDACTED] - left vmx

HAVE BEEN COVERED.

@02/18-ZKF621N

If which will make this particular application non-cancellable. Donna spoke t

rs

SM-Serge advised dlr is still pulling ROs from past dlr ownership and will get

YOUR SERVICE

908 526-2039 DAVEMID@OPTONLINE.NET"

Created by ZBP176N at 2014-04-07 08:32:04

C states c has been very impressed with Nissan of M.boro

C states dlr is refusing repairs and telling c this is normal

o Newton Nissan and tdlr advised c has never had an issue of being unhappy. D

RCAS-EL DATANETTED FILE TO DLR ON 02/19.

@02/19-ZEL999N

to EXEC ASAP, no later than tomorrow morning

C called back

Created by ZBP176N at 2014-03-25 13:16:10

***CRR-WL'S RESPONSE TO C:

C states however c is concerned about the number of repairs performed on the v

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,518

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,519

REQUESTED BY: lattad

CAR ID: CA6048348

C states this time c's wife was in the vehicle and veh would not stop
onna advised June 17th 2013c came in for a LOF, June 24th 2013 stated service
RCAS-EL CALLED C ON DAYTIME NUMBER AT 4:05PM EST ON 02/19 AND LEFT VMX WITH
C states overall it took 3-4 visits to get the brake master cylinder replaced
damaged c's vehicle--dlr put c in a rental free of charge and repaired damage
DEAR DAVID MIDDLECAMP THANK YOU FOR CONTACTING NISSAN NORTH
ehicle and the reliability of the vehicle
EXEC-BP called c @ [REDACTED] - left vmx
EXEC-BP discussed concerns with c
NAME, EXT., AND PHONE NUMBER. RCAS-EL CALLED C ON EVE NUMBER AT 4:06PM EST ON
02/19 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER. @02/19-ZEL999N
AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE.
C states all veh concerns have been resolved by Nissan of Murfreesboro
C states dlr told c it was safe to drive when this was not true. C states dlr
EXEC-BP advised c SM-Mike Brown at Nissan of Murfreesboro will be out of town
EXEC understood
with no resistance and, also, to no expense to the customer. December warrant
EXEC advised request is still being reviewed, but in the meantime EXEC will wo
EXEC-BP advised this is great new
is jeopardizing c's safety
next week. EXEC-BP provided # so c may call SM directly to set an apt
RCAS-EL RECEIVED VMX FROM C ON 02/19 AND 02/20. @02/20-ZEL999N
THANK YOU FOR YOUR E-MAIL. I APOLOGIZE FOR THE DELAYED RESPONSE.@02/18-ZWL695N
y work was done on brakes. There were notes that he bought the vehicle back a
C states c got out an opened the hood. C states c noticed the intake tube is s
EXEC-BP advised c, EXEC is awaiting ROs from Newton Nissan South to submit req
EXEC-BP advised with regards to repurchase request NNA is not in the position
nd there were notes that the pads were glazed.Donna advised dlr fixed it free
NISSAN APPRECIATES THE TIME YOU HAVE TAKEN TO CONTACT NISSAN AND
RCAS-EL CALLED C ON DAYTIME NUMBER ON 02/20. C STATED HAS BEEN WAITING SINCE
rk with dlr to ensure concerns are resolved
C asked if " Car Doc" policy bought at Newton Nissan is transferable
EXEC-BP will follow up upon completion of RHR
GIVE US SOME VALUABLE CUSTOMER FEEDBACK. THE WARRANTOR OF THE TIRES
haking very badly. C states the rubber bushing is missing that holds it in pla
NOVEMBER TO BE RE-IMBURSED BY DLR FOR \$321 C WAS CHARGED BY DLR WHEN C HAS A
of charge--everything was free of charge to this customer and there were no no

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,520

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,521

REQUESTED BY: lattad

CAR ID: CA6048348

to repurchase the vehicle at this time as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will advise. C states clamps that hold intake tubing are all broken

Created by ZBP176N at 2014-03-27 14:42:28

EXEC advised this is an aftermarket policy, but EXEC may follow up with Newton MAINTENANCE PLAN THAT COVERS TIRES. C STATED SM-JULIO SENT A LETTER TO NNA SUPPLIED AS ORIGINAL EQUIPMENT ON YOUR NEW NISSAN VEHICLE IS THE TIRES or any indications this customer was displeased on any level. Donna advised C states dlr risked c's life 3 times

and nothing either dealers' personal notes--nothing that would indicate a disagreement. I will continue to honor the terms and conditions of all applicable warranties. C MANUFACTURER OR TIRE DISTRIBUTOR OF YOUR SPECIFIC TIRES. NISSAN IS NOT Nissan for further details

RHR standard questions:

TIRES PROTECTION AND C HAS A COPY OF THE LETTER THAT WAS SENT BY SM. C STATED

C states c would have sued if c's family were injured

EXEC advised c of follow up by COB Thurs

NNA HAS UP UNTILL THE END OF FEBRUARY TO RE-IMBURSE C \$321 FOR THE TWO TIRES requested letter showing written decision. EXEC agreed and verified c's mailin

troubled customer. Nothing escalating to management or corporate that warrants

THE WARRANTOR OF YOUR ORIGINAL EQUIPMENT TIRES. THE WARRANTOR FOR

Why do you want to return the vehicle to Nissan North America?

Call ended mutually

C states c would like veh to be replaced or repurchased due to multiple brake

C states if water or debris were to get into the intake, c's spouse is too lit

tle and special attention. Donna advised both Victory and Newton did everything to

EACH OF THE TIRE BRANDS WHICH MAY BE INSTALLED AS ORIGINAL EQUIPMENT

g address

OR C WILL BE TAKING THE DLR TO SMALL CLAIMS COURT. _RCAS-EL INFORMED C THAT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,522

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14
TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,523

CAR ID: CA6048348

CONTACT(S)

SATISFIED: N	Y	ACTION CODE: NP
CALLBACK: 0		DATE: 00/00/00
REOPEN:	CALLBACK: 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0 1	DATE: 00/00/00 02/18/08
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE: 00/00/00 02/07/07	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZMT152N	
SVC CALL#: N	UPDATE DATE: 2/18/08	
CLOSE: Y	CLOSE DATE: 02/26/08 04/09/14	MICROFILM:
RESP CAA: R CALICO	OLM:	
PHONE:	OWNER FIRST: [REDACTED] [REDACTED]	

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,524

ROOT CAUSE: SCCP SCMV

USERID:

USERID:

USERID:

USERID: ZMT152N

USERID:

DOM: ZEL999N

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,525

TIME: 9:19:07 AM

CAR ID: CA6048348

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 07/31/14

TIME: 9:19:07 AM

MODEL YEAR: 2007

NAME: [REDACTED] [REDACTED]

VIN: 3N1

MAKE: N

IN SCV D

MODEL LINE: MUR

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MRNH00527254	08053	New Jersey	1/31/2007	01/31/10	0045000	01/01/01	01/01/01
1		5411	Tennessee					

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

TIME: 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

PAGE: 2,526

MODEL YEAR: 2013

VIN: JN8AZ08W57W [REDACTED]

MODEL LINE: SEN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,527

REQUESTED BY: lattad

CAR ID: CA6048348

CURRENT SERVICE CONTRACT

CONTRACT: MRNH00527254

OWNER NAME: [REDACTED]

PLAN TYPE: R

PLAN TERM: H

DEDUCTABLE: 0

EFFECTIVE: 1/31/2007

EXPIRES: 01/31/10 **MILES:** 0045000

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

TRANSFER: 01/01/01

TRANSACTION: 02/07/07

PRINTED: 02/09/07

DEALER NO: 08053 **STATE:** NJ

DEALER NAME: SOMERSET NISSAN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,528

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,529

REQUESTED BY: lattad

CAR ID: CA6048348

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5411

STATE: TN

DEALER NAME: NEWTON NISSAN SOUTH, IN

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,530

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,531

REQUESTED BY: lattad

NAME: [REDACTED] ROMERO,RICH **SC:** NONE **CAR ID:** CA6071421
STREET: [REDACTED] N MORTC **VIN:** 3N1CN7AP9EL [REDACTED]
CITY: MC LEAN SPOKANE **YR/MDL:** 2007.0 M 2014.0 VSD **MILEAGE:**
ST/ZIP: VA [REDACTED] WA [REDACTED] **VCAIN SVC DATE:** 06/05/07
DAY PH: 0 [REDACTED] **PAIRTL DLR:** 72035 INFINITI OF TYSONS CORNER
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 578 JAREMKO NISSAN, INC.
DLR PH: 1 509 924 6242 **DENRESP DLR:** 578 JAREMKO NISSAN, INC.
REGION: 1 44 **DIST: SL/SV/PT:** 01 01 31 NI NI NI

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 Preowned New x Preowned 015000 **# 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:** 03/06/08 03/25/14 **XFER/RSPNSBLTY:** 1 NI I
CONTACT (S): **FOLLOWUP DATE:** 03/07/08 04/21/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/07/08 04/21/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES TO FLAT TIRE
BP ROADSIDE ASSISTANCE ADMIN YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,532

REQUESTED BY: lattad

VIN: JNKAY01F87M [REDACTED]

MILEAGE: 001948 015000

RTL DLR: NI NI

SVC DLR: NI NI

RESP DLR: NI NI

NISSAN/INFINITI VEHICLES: 1

XFER/RSPNSBLTY: 44 01 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,533

REQUESTED BY: lattad

CAR ID: CA6071421

C. A. R. COMMENTS

B7 Customer stated that concern only occurred twice in one week period

Case Number : [REDACTED] 03-07

Created by ZME176N at 2014-03-25 10:25:16

Created by ZME176N at 2014-03-31 12:42:01

crr-ja advised that crr-ja will send internal message to rcas

c will leave vmx if rcas is not available.

m

Service Dept. Review

THIS CAR CREATED THROUGH ROADSIDE SERVICE WITH THE FOLLOWING REASON:

B7 RO opened on 3/24/14.

Created by ZME176N at 2014-03-31 12:42:01

C stated c could meet at 8am on 4/9 or any time on 4-8

c stated c will not be available again in the next 15 minutes and have to go t

c will leave vmx if rcas is not available.

DRiver rear tire is flat. - 02- vender cancel - 03 unable to contact cust03-07

FLAT TIRE,

Rcas-me received message from TL Andrew who requested case be opened as tech I

Service Dept. Review

B7 Higher amount of downtime due to time required to DTS inspection.

crr-lb offered further assistance. c declined. crr-lb exiting the case.

C stated c could meet at 8am on 4/9 or any time on 4-8

c stated c will not be available again in the next 15 minutes and have to go t

ine was called because c states veh has unintended acceleration.

RCAS received message from DTS that DTS can inspecty on nnTuesday 4/8 at 8am

Service Dept. Review

B7 Customer in rental vehicle since RO open date.

Created by ZME176N at 2014-03-25 12:39:46

crr-lb offered further assistance. c declined. crr-lb exiting the case.

o work

RCAS received message from DTS that DTS can inspecty on nnTuesday 4/8 at 8am

Rcas will let c know when dts contact rcas if this will work

Service Dept. Review

call failed after trying to transfer the call to the vmx.

Created by ZME176N at 2014-03-25 12:39:46

Created by ZME176N at 2014-03-31 16:26:20

Created by ZME176N at 2014-04-10 14:29:06

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,534

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,535

REQUESTED BY: lattad

CAR ID: CA6071421

o work

Rcas will let c know when dts contact rcas if this will work

Service Dept. Review

call failed after trying to transfer the call to the vmx.

Created by ZME176N at 2014-03-31 16:26:20

crr-ja advised will note on the case

Rcas-me calling c at [REDACTED] at 427pm est and leaving vmx with name, ext an

Rcas-me calling dlr at 142pm est and asked to speak with SM Greg Loberg.

(Rcas sent internal message to dts)

Service Dept. Review

Created by ZME176N at 2014-03-26 13:25:31

crr-ja advised will note on the case

d case number

Rcas-me calling c at [REDACTED] at 622pm est and leaving vmx with name, ext

Rcas-me calling dlr at 142pm est and asked to speak with SM Greg Loberg.

(Rcas sent internal message to dts)

Service Dept. Review

C asked if there is a guarantee that this concern will not happen again on the

Created by ZME176N at 2014-03-26 13:25:31

Created by ZME176N at 2014-04-14 16:24:08

c thanked

Racs spoke with sm who stated veh was towed in over the weeke nd and c got in

Rcas-me calling c at [REDACTED] at 622pm est and leaving vmx with name, ext

Service Dept. Review

and case number and dts date / time

C asked if there is a guarantee that this concern will not happen again on the

c thanked

Racs spoke with sm who stated veh was towed in over the weeke nd and c got in

Rcas-me calling c at [REDACTED] at 621pm est and leaving vmx with name, ext an

Rcas-me received message from TSM and TL Andrew stating that no iir should be

Service Dept. Review

a loaner.

and case number and dts date / time

brakes when dts comes

crr-ja asked for further assistance. c declined.

d case number

Rcas-me received message from TSM and TL Andrew stating that no iir should be

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,536

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,537

REQUESTED BY: lattad

CAR ID: CA6071421

Service Dept. Review

a loaner.

brakes when dts comes

Created by ZME176N at 2014-04-01 17:16:17

Created by ZME176N at 2014-04-14 16:28:40

crr-ja asked for further assistance. c declined.

done as there was not an incident however a dts may want to be requested

Service Dept. Review

Created by ZME176N at 2014-04-01 17:16:17

crr-ja provided to c, name , extension, case #.

done as there was not an incident however a dts may want to be requested

Rcas sent follow up email to c

Rcas stated that right now the main concern is getting this duplicated so dlr

Service Dept. Review

SM stated the veh shifted from park to reverse the brake pedal goes to the flo

Created by ZME176N at 2014-04-15 15:44:03

crr-ja provided to c, name , extension, case #.

Rcas-me calling c at [REDACTED] at 713pm est and leaving vmx with name, ext

Rcas sending task to srd karen dorner

Rcas stated that right now the main concern is getting this duplicated so dlr

Service Dept. Review

SM stated the veh shifted from park to reverse the brake pedal goes to the flo

can work accordingly as right now without duplication dlr is at a standstill

exiting the file

or but veh does not move, periodically.

Rcas-me calling c at [REDACTED] at 542pm est and leaving vmx with name, ext an

Rcas-me calling c at [REDACTED] at 713pm est and leaving vmx with name, ext

Rcas sending task to srd karen dorner

Service Dept. Review

and case number and asking for urgent response on if dts date will work for c

can work accordingly as right now without duplication dlr is at a standstill

Created by ZKD176N at 2014-03-26 13:59:59

d case number

exiting the file

or but veh does not move, periodically.

Service Dept. Review

and case number and asking for urgent response on if dts date will work for c

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,538

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,539

REQUESTED BY: lattad

CAR ID: CA6071421

Created by ZKD176N at 2014-03-26 13:59:59

Created by ZME176N at 2014-03-28 13:28:31

Rcas stated that there is not ever a "guarantee" that veh will not act up but

SUMMARY: Rcas-me received message to open case as c claimed unintended acceler

When veh is put in drive veh does not have a problem.

ation, dlr unable to duplicate. tech line was called and dts joe dill came to

Created by ZME176N at 2014-03-28 13:28:31

Created by ZME176N at 2014-04-01 17:16:54

Rcas stated that there is not ever a "guarantee" that veh will not act up but

SM stated that dlror tried to to verify complaint a number of times and this ha

SRD-KD in review of case for DTS inspection SRD supports DTS

Created by ZME176N at 2014-04-01 17:16:54

dlr. Veh is ok.

once the veh is duplicated, dlr can know how to chase the concern

Rcas-me received vmx from c who can be reached at [REDACTED] and c did not s

SM stated that dlror tried to to verify complaint a number of times and this ha

SRD-KD in review of case for DTS inspection SRD supports DTS

Created by ZAJ178N at 2014-03-26 15:44:51

Created by ZME176N at 2014-04-15 15:44:35

once the veh is duplicated, dlr can know how to chase the concern

Rcas-me received vmx from c who can be reached at [REDACTED] and c did not s

Rcas sent follow up email

s not been able to be verified.

Created by ZAJ178N at 2014-03-26 15:44:51

C stated that c had to use 1 of 3 tows from insurance and c had to use one of
pecify time zone or when to call

Rcas sent follow up email

Rcas unable to reach c after 3 contacts and case is closed

s not been able to be verified.

C called to follow up on the case. CRR-JA transfered call to RCAS.B C will le

Created by ZME176N at 2014-04-02 14:12:12

Created by ZME176N at 2014-04-16 12:53:39

C stated that c had to use 1 of 3 tows from insurance and c had to use one of
pecify time zone or when to call

SM stated fluid levels were checked and all ok and no leaks.

C called to follow up on the case. CRR-JA transfered call to RCAS.B C will le

Created by ZDM345N at 2014-03-28 15:49:51

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,540

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,541

REQUESTED BY: lattad

CAR ID: CA6071421

Rcas received message from c who can be reached at [REDACTED]

Rcas received vmx from c confirming that dts date and time will work

SM stated fluid levels were checked and all ok and no leaks.

these

Created by ZBC182N at 2014-04-16 14:45:47

Created by ZDM345N at 2014-03-28 15:49:51

Dlr called tech line and tech line did not have any suggestions

Rcas sent follow up message to DTS joe Dill that this is confirmed

these

ve vmx if RCAS is not available. CRR-JA is exiting the case.

Created by null at 2014-04-02 17:53:12

CRR-DM received a call from c regarding an update for c's case.

Dlr called tech line and tech line did not have any suggestions

RCAS assisting RCAS-ME

Rcas stated that rcas can review this but rcas asked what c is looking for as

ve vmx if RCAS is not available. CRR-JA is exiting the case.

Created by ZAJ178N at 2014-03-26 15:45:01

CRR-DM received a call from c regarding an update for c's case.

Dlr stated veh is still at dlr with nothing duplicated.

rcas called c on [REDACTED] at 7:50 and left vmx with ext advising rcas-me rec

RCAS placed call to c on [REDACTED] at 4:44PM EST, left vmx with name, case #

Rcas stated that rcas can review this but rcas asked what c is looking for as

, and ext #457395.

c did not "pay " for this

CRR-DM asked if any of c's contact info changed since c's last call, c stated

Dlr stated veh is still at dlr with nothing duplicated.

eived cs vmx and cs appointment is confirmed to be on 4/8/14 and 8 am. Rcas ad

RCAS Case Follow-up

~~~~

c did not "pay " for this

Created by ZME176N at 2014-03-26 18:05:00

CRR-DM asked if any of c's contact info changed since c's last call, c stated

SM stated c stated the situation has happened twice to the c.

vised c that rcas-me will continue to work case and follow up with c on 4/7/14

Created by ZME176N at 2014-03-26 18:05:00

C stated c is not sure

no.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,542

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,543

REQUESTED BY: lattad

**CAR ID:** CA6071421

RCAS unable to contact c

SM stated c stated the situation has happened twice to the c.

to remind c of appointment. Rcas setting follow up for 4/7/14

Created by ZME176N at 2014-04-07 17:14:02

C stated c is not sure

no.

Rcas asked how to proceed as tech line has no recommendation and dlr cannot du

Rcas-me submitted dts request

RCAS setting follow up for 4/17/2014

Created by ZME176N at 2014-04-17 14:51:36

C stated that c wanted to talk to rcas. c was trying to contact rcas and vise

Rcas asked how to proceed as tech line has no recommendation and dlr cannot du

Rcas-me calling c at [REDACTED] at 712pm est and leaving vmx with reminder of

Rcas-me submitted dts request

Rcas will ;look into nonmonetary compensation but makes no promises

Created by ZME176N at 2014-03-26 18:07:14

C stated that c wanted to talk to rcas. c was trying to contact rcas and vise

dts appointment and leaving vmx with name, ext and case number

plicate concern

Rcas-me calling c at [REDACTED] at 451pm est and leaving vmx with name, ext an

Rcas will ;look into nonmonetary compensation but makes no promises

C asked if what should happen in the future if c needs to have veh towed who s

Created by ZME176N at 2014-03-26 18:07:14

Created by ZME176N at 2014-04-09 14:12:37

d case number

plicate concern

versa but both kept on missing each other's call. c was asking if c can speak

C asked if what should happen in the future if c needs to have veh towed who s

Created by ZME176N at 2014-04-17 14:52:12

Rcas-me calling c at [REDACTED] at 805pm est and leaving vmx with name, ext a

Rcas received the following from dts Joe Dill:

SM stated to contact TSM Joe Dill

versa but both kept on missing each other's call. c was asking if c can speak

CUSTOMER AND VEHICLE INFO

ould c call?

Rcas-me calling c at [REDACTED] at 805pm est and leaving vmx with name, ext a

Rcas sent follow up email

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,544

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,545

REQUESTED BY: lattad

**CAR ID:** CA6071421

SM stated to contact TSM Joe Dill

to rcas about this case. crr sent an email to rcas to check if rcas is availab

Created by ZME176N at 2014-04-21 16:05:38

ould c call?

le but crr was not able to get a reply. But, crr noticed the note of rcas whic

Matthew Daubel

nd case number and asked for best time to be contacted

Rcas agreed and call ended mutually

14 Versa Sedan

le but crr was not able to get a reply. But, crr noticed the note of rcas whic

nd case number and asked for best time to be contacted

Rcas agreed and call ended mutually

Rcas-me calling c at [REDACTED] at 604pm est and leaving vmx with name, ext an

Rcas-me speaking with c and call cut off

3N1CN7AP9EL [REDACTED]

Created by ZME176N at 2014-03-25 15:23:02

Created by ZME176N at 2014-03-27 09:51:09

d case number

h indicated the a vmx was received from c so crr dialled the extension of rcas

Rcas-me speaking with c and call cut off

Created by ZME176N at 2014-03-25 15:23:02

Created by ZME176N at 2014-03-27 09:51:09

h indicated the a vmx was received from c so crr dialled the extension of rcas

INSPECTION INFO

Rcas asked if c needs any further assistance to call back but if not this is n

Rcas calling c right back and c could not hear rcas.

and call went through. crr transferred call to rcas.

B7 Vehicle inspection conducted on 4/8/14 at Jaremko Nissan in Spokane

ot necessary

Rcas calling c right back and c could not hear rcas.

Rcas-me received message from DTS Joe Dill who is making appointment at dlr fo

Rcas sent detailed message to TSM Joe Dill about the case asking foir directio

and call went through. crr transferred call to rcas.

Rcas checked phone by calling another agent, could verify that microphone wor

Rcas-me received message from DTS Joe Dill who is making appointment at dlr fo

Rcas sent detailed message to TSM Joe Dill about the case asking foir directio

SUMMARY: SAME summary as before, rcas unable to reach c

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,546

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,547

REQUESTED BY: lattad

**CAR ID:** CA6071421

WA.

B7 Odometer at time of inspection: 1,956 miles.

crr-dm leaving case.

n.

r 4/8 at 9 am and it is required that c is present for inspection.

Rcas checked phone by calling another agent, could verify that microphone wor

B7 Odometer at end of repair: 1,999 miles.

crr-dm leaving case.

ked

n.

r 4/8 at 9 am and it is required that c is present for inspection.

Created by ZME176N at 2014-03-25 17:15:58

Created by ZME176N at 2014-03-28 16:07:57

CUSTOMER ROOT CONCERN

Rcas forwarding message to SM Greg

Rcas-me calling c back and c could not hear rcas.

Brake pedal dropped to the floor twice when shifting from Park to Reverse.

Created by ZME176N at 2014-03-25 17:15:58

Created by ZME176N at 2014-03-28 16:07:57

Rcas forwarding message to SM Greg

Rcas-me calling c back and c could not hear rcas.

Rcas-me calling c at [REDACTED] at 713pm est and leaving vmx with name, ext an

Rcas received call from c at 601pm est .

Rcas received transfer call from CRR Diana

Rcas received vmx from c who can be reached [REDACTED] until 930 am or from

SYMPTOM VERIFICATION

B7 Symptom did not occur during inspection.

Rcas-me calling c at [REDACTED] at 713pm est and leaving vmx with name, ext an

Rcas received call from c at 601pm est .

Rcas received transfer call from CRR Diana

Rcas received vmx from c who can be reached [REDACTED] until 930 am or from

230 to 330pm

C stated that it always seems like something goes wrong after hours so who wou

d case number and introduced self and reason for the case

PRELIMINARY TESTING

Rcas spoke with c at 548pm est and stated that rcas received message from TL t

230 to 330pm

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,548

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,549

REQUESTED BY: lattad

**CAR ID:** CA6071421

B7 Performed visual inspection of brake system.

C stated that it always seems like something goes wrong after hours so who would case number and introduced self and reason for the case

Rcas spoke with c at 548pm est and stated that rcas received message from TL t

B7 Checked for stored DTCb

Created by ZME176N at 2014-03-26 12:45:31

Created by ZME176N at 2014-03-27 15:43:49

ld c call

o open the case for c.

B7 Discussed concern with Engineering.

Created by ZME176N at 2014-03-26 12:45:31

Created by ZME176N at 2014-03-27 15:43:49

ld c call

o open the case for c.

DIAGNOSIS & REPAIR

Rcas-me calling c at [REDACTED] at 542pm est and leaving vmx with name, ext

Rcas-me received message from c who can be reached at [REDACTED]

Rcas opened case and working with dlr.

Rcas stated Nissan dlr for the veh concerns

B7 Current master cylinder installed is version A.

Rcas-me calling c at [REDACTED] at 542pm est and leaving vmx with name, ext

Rcas-me received message from c who can be reached at [REDACTED]

Rcas opened case and working with dlr.

Rcas stated Nissan dlr for the veh concerns

and case number and asked c to confirm which time zone c is on

B7 Engineering recommended repair due to possible contamination.

Created by ZBL178N at 2014-03-26 12:49:17

C understood

Dlr cannot duplicate the concern and has called tech line.

and case number and asked c to confirm which time zone c is on

B7 Replaced Master Cylinder to updated part B.

Created by ZBL178N at 2014-03-26 12:49:17

C understood

Dlr cannot duplicate the concern and has called tech line.

B7 Replaced ABS Module.

c called in to follow up on the case.

Created by ZJN999N at 2014-03-27 16:14:30

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,550

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,551

REQUESTED BY: lattad

**CAR ID:** CA6071421

C stated c has no more questions

Rcas stated first point in order to move forward is to duplicate the concern

B7 Disconnected all brake lines and blew out lines.

c called in to follow up on the case.

C stated c has no more questions

c stated that c missed the call today

Rcas stated first point in order to move forward is to duplicate the concern

B7 Excessively bleed brake system.

c requested to be transferred to rcas for a return call.

c stated that c missed the call today

C understood

Rcas agreed and will follow up within 3 business days about the dts date

c requested to be transferred to rcas for a return call.

crr-ja verified no information changed

C understood

Rcas agreed and will follow up within 3 business days about the dts date

**SERVICE HISTORY REVIEW**

B7 No history for this concern.

C agreed and call ended mutually

crr-ja verified no information changed

crr-lb verified that there are no changes on contact information.

Rcas stated that dts has been ordered to come out and can inspect on 4-9 at 9a

**ADDITIONAL COMMENTS**

C agreed and call ended mutually

crr-ja advised that crr-ja will send internal message to rcas

crr-lb verified that there are no changes on contact information.

Rcas stated that dts has been ordered to come out and can inspect on 4-9 at 9a

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,552

REQUESTED BY: lattad



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,553

**REQUESTED BY:** lattad

**CAR ID:** CA6071421

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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:** 03/07/08

04/21/14

**MICROFILM:**

**RESP CAA:**

**OLM:** FERARRO JIM

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,554

**ROOT CAUSE:** SCSV      SVRA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:**    CCMCGEN

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,555

**TIME:** 9:19:07 AM

**CAR ID:** CA6071421

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:**

[REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** I

**IN SCV D**

**MODEL LINE:** M

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 578           | Washington |                |             |                |             |               |
| 0       |             | NI            | Virginia   |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,556

**MODEL YEAR:** 2014

**MAKE:** N

**MODEL LINE:** VSD

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,557

**REQUESTED BY:** lattad

**CAR ID:** CA6071421

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 578

**NI**

**STATE:** NI

**WA**

**DEALER NAME:** JAREMKO NISSAN, INC.

**NI**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,558

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,559

REQUESTED BY: lattad

**NAME:** [REDACTED] GREENE,SHOI **SC:** ONE CONTRACT **CAR ID:** CA6074423  
**STREET:** [REDACTED] PO BOX 5607 **VIN:** 3N1AB7AP4DL [REDACTED]  
**CITY:** SHASTA LAKE SOUTH PLAINFIEL **YR/MDL:** 2007.0 VER 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] NJ [REDACTED] **VCAIN SVC DATE:** 07/02/07  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 5003 NORTH PLAINFIELD NISSAN  
**EVE PH:** 530 275 2468 [REDACTED] **SUSSVC DLR:** 5003 NORTH PLAINFIELD NISSAN  
**DLR PH:** 530 223 2177 [REDACTED] **DENRESP DLR:** 5003 NORTH PLAINFIELD NISSAN  
**REGION:** 26 44 **DIST: SL/SV/PT:** 04 04 34 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 Preowned x New x Preowned 007313 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 5003\_ NORTH PLAINFIELD NISSAN NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 03/10/08 03/25/14 **XFER/RSPNSBLTY:** 26 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 03/11/08 04/01/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 03/10/08 04/01/14 **INF-NET DATE:**

| CONCERN AND CATEGORY    | SUBCATEGORY AND SYMPTOM               |
|-------------------------|---------------------------------------|
| OA VEHICLE CONCERNS     | 122000 MASTER CYLINDER (RESERVOIR/SEA |
| OF NNA., INC. ISSUES    | 260500 CA PERSONNEL (NISSAN)          |
| AD BRAKES               | WA PREMATURE WEAR/FAILURE             |
| BT DEPARTMENT PERSONNEL | WT UNABLE DIAGNOSE/DUPLICATE          |
|                         | YX POOR OR IMPROPER OPERATION         |
|                         | ZR GENERAL INQUIRY                    |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,560

REQUESTED BY: lattad

**VIN:** 3N1BC13E27L [REDACTED]

**MILEAGE:** 004868 007313

**RTL DLR:** NI NI

**SVC DLR:** 5274 CROWN NISSAN

**RESP DLR:** 5274 CROWN NISSAN

**XFER/RSPNSBLTY:** 44 10 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,561

REQUESTED BY: lattad

**CAR ID:** CA6074423

**C. A. R. COMMENTS**

c stated there were two concerns:

FILE OPENED-ZIR568N 03/10/2008

PREVIOUS RELATED AND UNRELATED FILES FOUND: NONE.

Service Dept. Review

1. when c stated veh, pedal would drop to the floor

CRR-IC STATED C NEEDS A REMOTE THROUGH THE VEHICLE. @03/10-ZIR568N

CRR-IC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, ONE CONTACT PHONE NUMBER.

Service Dept. Review

2. while driving, c noticed brake pedal was soft. c advised brake pedal would

AND THE RESPONSIBLE DLR.

CRR-IC INFORMED C IT WOULD HAVE TO BE PURCHASED THROUGH A NISSAN DLR.

Service Dept. Review

C UNDERSTANDS. @03/10-ZIR568N

go down to normal stop position, then sink down lower.

PREVIOUS NISSAN VEHICLES:NONE.

Service Dept. Review

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/10-ZIR568N

CRR-IC OFFERED FURTHER ASSISTANCE, C SATISFIED.

ke concerns have been taking place for a few months. c stated when c started t

Service Dept. Review

CRR-IC INFORMED C THERE ARE NO RECALLS ON THE VEH. @03/10-ZIR568N

CRR-IC PROVIDED NAME, EXTENSION AND FILE NUMBER. @03/10-ZIR568N

o stop, the pedal would go to the floor. c stated c would have to pump pedal a

CRR-IC CLOSING FILE. @03/10-ZIR568N

nd veh would stop. c stated twice, c came very close to hitting a veh in front

@03/10-ZIR568N

of c.

C stated that dlr told c that the issue has something to do with the master cy rcas understood and apologized for c's experience.

c stated concern got worse over the last week. c stated c is thankful to svc d linder.

C stated that c also has issue on the navigation system.

ept for determining what issue was and repairing veh.

C stated that the veh is not safe to drive.

rcas advised dlr is hoping to complete repairs today. rcas advised would like

C stated that c wanted Nissan to fix c's veh.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,562

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,563

REQUESTED BY: lattad

**CAR ID:** CA6074423

to follow up 04/01

c agreed as c is going out of town on 04/02. c stated c also had another conce  
CRR-SC told c that case will be forwarded to RCAS for review & c will receive  
call before the end of the next business day. c understood.

rn with a short in the nav/radio unit. c stated dlr also diagnosed this and or  
CRR-SC offered further assistance, c declined.

dered replacement radio.

CRR-SC gave name, extension & case number.

c stated after c purchased veh, c took veh in for first service because of a f  
CRR-SC leaving case open.

luid smell from rear drivers side tire. c stated c will discuss with SM and se

Created by ZDS177N at 2014-03-26 15:39:56

e if concern is related.

rcas spoke with SM and advised of c's concerns

rcas understood. rcas advised will follow up 04/01, but c may contact rcas if  
needed before this date.

SM advised veh is at dlr. SM advised discussed concern with FOM. SM advised c  
c thanked rcas, call was ended

was provided rental while veh is being diagnosed. SM advised no duplication ha

Created by ZDS177N at 2014-03-31 10:00:11

s taken place. c stated c contacted techline who advised not to perform any re  
pairs without duplication.

rcas calling CROWN NISSAN at 11:58 a.m. est

rcas spoke with SM and requested update on c's veh

SM advised spoke with c earlier today and advised dlr will keep veh one more d  
ay for testing

SM advised veh was completed and picked up Friday 03/28.

rcas understood, thanked SM, call was ended

Created by ZDS177N at 2014-03-26 15:43:39

Created by ZDS177N at 2014-04-01 12:26:13

rcas calling [REDACTED] at 5:40 p.m. est

rcas calling [REDACTED] at 2:22 p.m. est

rcas left vmx for c requesting contact, provided file#, name and ext

rcas spoke with c, c verified veh was completed. c stated c has driven veh and  
no brake concerns have taken place. c stated dlr still has part on order for

rcas calling [REDACTED] at 5:41 p.m. est

nav unit and part will arrive this week.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,564

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,565

REQUESTED BY: lattad

**CAR ID:** CA6074423

rcas left vmx for c requesting contact, provided file#, name and ext  
rcas calling [REDACTED] at 5:42 p.m. est  
rcas understood. rcas advised if any concerns take place or if c has questions  
, c is welcome to contact rcas.  
rcas noting phone rang out  
Created by ZDS177N at 2014-03-27 09:18:59  
c understood, thanked rcas, call was ended  
rcas received vmx from c requesting contact at [REDACTED]  
Created by ZDS177N at 2014-03-27 10:28:57  
rcas calling [REDACTED] at 12:28 p.m. est  
rcas left vmx for c requesting contact. rcas requested best time and phone num  
ber to reach c. rcas provided file#, name and ext  
Created by ZDS177N at 2014-03-27 15:06:46  
rcas calling CROWN NISSAN at 5:05 p.m. est  
rcas left vmx for SM-Bill requesting update on veh  
Created by ZDS177N at 2014-03-28 09:36:08  
rcas received vmx from c requesting contact at [REDACTED]  
Created by ZDS177N at 2014-03-28 09:36:37  
rcas received vmx from c requesting call at [REDACTED]  
Created by ZDS177N at 2014-03-28 10:51:46  
rcas calling CROWN NISSAN at 12:49 p.m. est  
rcas spoke with SM-BH and requested update on veh  
SM advised concern was duplicated, pedal went to the floor. SM advised c was i  
nformed. SM advised techline recommended master cylinder replacement. SM advis  
ed parts are in and dlr is hoping to complete veh by EOB  
rcas thanked SM, call was ended  
Created by ZDS177N at 2014-03-28 11:39:05  
rcas calling [REDACTED] at 1:26 p.m. est  
rcas spoke with c and advised SM informed rcas concern was duplicated and repa  
irs will be underway today for master cylinder  
c verified.  
rcas requested more information on concern that took place

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,566

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

**NISSAN MOTOR CORPORATION IN U.S.A**  
**CUSTOMER ASSISTANCE REQUEST**  
**REQUESTED BY:** lattad

**PAGE:** 2,567

**CAR ID:** CA6074423

**CONTACT(S)**

|                     |                         |                        |
|---------------------|-------------------------|------------------------|
| <b>SATISFIED:</b> N | Y                       | <b>ACTION CODE:</b> NP |
| <b>CALLBACK:</b> 0  |                         | <b>DATE:</b> 00/00/00  |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00  |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00  |

|                           |                                |            |                           |
|---------------------------|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>          | <b>TRANS DATE:</b> 00/00/00    | 03/10/08   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI        | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>         | <b>OPENED BY:</b>              |            |                           |
| <b>HISTORY:</b>           | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N       | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> Y           | <b>CLOSE DATE:</b> 03/10/08    | 04/01/14   | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> R CALICO | <b>OLM:</b>                    |            | <b>DOM:</b>               |
| <b>PHONE:</b>             | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,568

REQUESTED BY: lattad

**ROOT CAUSE:** SCMV      SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,569

**TIME:** 9:19:07 AM

**CAR ID:** CA6074423

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:** CRUIZE,SONYA



**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** SEN

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | PEDQ04431778 | 5003 New Jersey  | 3/8/2008       | 07/02/14    | 0100000        | 01/01/01    | 01/01/01      |
| 1       |              | 5274 California  |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,570

**MODEL YEAR:** 2013

**VIN:** 3N1BC13E27L [REDACTED]

**MODEL LINE:** VER

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,571

REQUESTED BY: lattad

**CAR ID:** CA6074423

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDQ04431778

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** Q

**DEDUCTABLE:** 50

**EFFECTIVE:** 3/8/2008

**EXPIRES:** 07/02/14

**MILES:** 0100000

**CANCEL:** 01/01/01

**MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 03/10/08

**PRINTED:** 03/15/08

**DEALER NO:** 5003

**STATE:** NJ

**DEALER NAME:** NORTH PLAINFIELD NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,572

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,573

REQUESTED BY: lattad

**CAR ID:** CA6074423

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5274

**STATE:** CA

**DEALER NAME:** CROWN NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,574

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,575

REQUESTED BY: lattad

**NAME:** [REDACTED] REDDING,ANN **SC:** MULTI CONTRACT **CAR ID:** CA6080274  
**STREET:** [REDACTED] 5316 MILLENIA **VIN:** 3N1AB7AP0DL [REDACTED]  
**CITY:** ORLANDO SURREY BC V4N0 **YR/MDL:** 2008.0 PTH 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] UT [REDACTED] **VCAIN SVC DATE:** 08/02/07  
**DAY PH:** [REDACTED] [REDACTED] **PAIIRTL DLR:** 2696 TIM DAHLE NISSAN  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 19029 REED NISSAN  
**DLR PH:** 407 297 7333 801 262 5521 **DENRESP DLR:** 19029 REED NISSAN  
**REGION:** 32 34 **DIST: SL/SV/PT:** 06 06 36 13 13 43

**LETTER RECEIVED:** 00/00/00 03/26/14 **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:**

**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**

**VEHICLE PURCHASED:** New Preowned x New x Preowned **MILES:** 000000 026460

**VEHICLE MAINTAINED BY:** INDEPENDENT FACILITY NONE

**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 03/13/08 03/26/14 **XFER/RSPNSBLTY:** 32 13 S

**CONTACT (S):** **FOLLOWUP DATE:** 03/17/08 06/02/14 **INF-NET (Y/N):**

**SEVERITY:** 9 **CLOSE DATE:** 03/14/08 06/02/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|                             |                                |
|-----------------------------|--------------------------------|
| OA VEHICLE CONCERNS         | 121500 GEN. BRAKE COMPONENT(S) |
| OF NNA., INC. ISSUES        | 207500 PATHFINDER              |
| AD BRAKES                   | VG PROVIDED RECALL INFORMATION |
| AZ NISSAN PRODUCT INQUIRIES | VL UPDATE OWNER INFORMATION    |
| BT DEPARTMENT PERSONNEL     | YX POOR OR IMPROPER OPERATION  |
|                             | ZM EXCESSIVE NOISE             |
|                             | ZR GENERAL INQUIRY             |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,576

REQUESTED BY: lattad

**VIN:** 5N1AR18B38C [REDACTED]

**MILEAGE:** 000000 026460

**RTL DLR:** NI NI

**SVC DLR:** 2696 TIM DAHLE NISSAN

**RESP DLR:** 2696 TIM DAHLE NISSAN

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 1

**XFER/RSPNSBLTY:** 34 06 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,577

REQUESTED BY: lattad

**CAR ID:** CA6080274

**C. A. R. COMMENTS**

Created by ZLF050N at 2014-04-21 16:05:53

CRR-ID PROCESS AND SEND NO OPEN RECALL LETTER. @03/14-ZID108N

FILE OPENED-ZJB223N 03/13/2008

PREVIOUS FILES FOUND: \_NONE

ARBS-LF sent the attorney a settlement letter via email. ARBS-LF offered a set

CRR-ID CLOSING FILE SINCE C ALREADY RECEIVED THE LETTER.

CRR-JB RECEIVED INBOUND CALL FROM C

CRR-JB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE

CRR-ID WAIT TO MAKE SURE C RECEIVED THE LETTER. @03/14-ZID108N

C STATES THAT C NEEDS A NO RECALL LETTER. @03/13-ZJB223N

NUMBER AND RESPONSIBLE DLR.

tlement of \$2,650.00 inclusive of attorney fees or a DTS to inspect the vehicl

Concern: 1. C/S the brakes are still speaking after replacing front brake pad

CRR-JB CHECKED AND ADVISED C THAT THERE WERE NO RECALLS ON THE VEH AND CRR-JB

CRR-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: \_NONE

e if your client feels that the concern is still present.

and resurfacing rotors.

ARBS-LF made the offer for the vehicle brake noise concern. The vehicle was in

CRR-JB ADVISED C THERE ARE \_NO RECALLS ON C'S VEH

WOULD BE ABLE TO SEND A NO RECALL LETTER. @03/13-ZJB223N

Action Taken: 1. Found rear drums needed to be adjusted. Adjusted rear drums.

C INQUIRED IF CRR-JB COULD FAX NO RECALL LETTER RIGHT AWAY CRR-JB ADVISED C

PREVIOUS NISSAN VEH: \_NONE

spected/repaired 6 times and was at the dealer a total of 6 days.

Created by ZLF050N at 2014-05-08 13:16:20

Open 7-8-13 Closed 7-8-13 Miles 3,871 RO 6103583

THAT CRR-JB WOULD NOT BE ABLE TO FAX THE NO RECALL LETTER RIGHT AWAY.

ARBS-LF sent an email to the attorney stating:

C INQUIRED IF RECALL LETTER COULD BE SENT HAS AN ATTACHMENT IN AN EMAIL.

Concern: 1. C/S that water is sitting on rocker panel on driver side.

Action Taken: 1. Operating as designed. Water draining out of door drains on r

CRR--JB ADVISED C THAT CRR-JB COULDN'T SEND IT HAS AN EMAIL. @03/13-ZJB223N

Did your office receive the offer letter and if so what is the direction would

C STATES C WAS INQUIRING ABOUT IT BECAUSE C'S FAX AND C'S PHONE ARE IN ONE

ocker panel.

your client like to move in?

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,578

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,579

REQUESTED BY: lattad

**CAR ID:** CA6080274

AND C NEEDS TO KNOW WHEN FAX IS BEING SENT. @03/13-ZJB223N

Created by ZLF050N at 2014-05-27 09:51:30

Open 7-8-13 Closed 7-8-13 Miles 3,872 RO 6103587

ARBS-LF sent an email to the attorney stating:

Concern: 1. C/S that water is sitting on all door sills over rocker panels.

CRR-JB ADVISED C THAT CRR-JB WOULD CALL C TO LET C KNOW BEFORE CRR-JB FAXED

Action Taken: 1. Operating as designed. Water is draining out of door drains o

Is there an update on the offer letter that was sent to you on 4-21-14. If no

NO RECALL LETTER. @03/13-ZJB223N

C STATES THAT WOULD BE FINE. @03/13-ZJB223N

n all doors onto door sills right above rocker panel.

reply is received by 6-2-14 the case will be closed.

Created by ZLF050N at 2014-06-02 06:55:47

CRR-JB VERIFIED C'S FAX NUMBER: 604-559-7917. @03/13-ZJB223N

Open 7-8-13 Closed 7-8-13 Miles 3,873 RO 6103590

ARBS-LF sent an email to the attorney stating:

C INQUIRED IF IN THE UNITED STATES IF THE NEW VEHS DIDN'T HAVE DAY TIME

Concern: 1. C/S that water is sitting on door sill over rocker panels. With wa

Due to lack of a response Nissan North America will be closing this case. Niss

RUNNING LIGHTS.

ter stains present at this time.

Action Taken: 1. Operating as designed water is draining out of door drains on

an North America will reopen the case once your office contacts Nissan North A

CRR-JB ADVISED C THAT UNFORTUNATELY CRR-JB WOULDN'T KNOW THAT AND THE BEST

all doors onto door sills right above rocker panels. Water stains present at

merica to discuss the case.

THING THAT CRR-JB COULD RECOMMEND WOULD BE FOR C TO CONTACT A LOCAL NISSAN

DLRSH AND INQUIRE WITH THE DLR ABOUT THE DAY TIME RUNNING LIGHTS.

this time. No water in rubber at this time either.

CRR-JB OFFERED FURTHER ASSISTANCE, C DECLINED.

Open 9-21-13 Closed 9-21-13 Miles 5,726 RO 6110038

Concern: 1. LOF.

CRR-JB GAVE, NAME, EXTENSION, AND FILE NUMBER.

2. C/S there is a popping noise coming from underneath the vehicle while braki

CRR-JB LEAVING FILE OPEN TILL CRR-JB FAXES NO RECALL LETTER. @03/13-ZJB223N

\*\*\*\*\*

@03/14-ZID108N

ng.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,580

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,581

REQUESTED BY: lattad

**CAR ID:** CA6080274

3. MPI.

CRR-ID RECEIVED CALL FROM: C

4. Manufacturer recommended service.

CRR-ID VERIFIED C'S NAME AND ADDRESS.

Action Taken: 1. Completed.

C STATED THAT C RECEIVED THE LETTER HOWEVER THE LETTER DOES NOT HAVE ANY

2. Could not confirm complaint. Test drove vehicle and could not duplicate abn

LETTER HEAD.

C WANTS TO TALK TO CRR-JB EXTENSION 41613. @03/14-ZID108N

ormal noise. Removed wheels and inspected brake system. All systems working as

C INSSIT TO BE TRANSFER TO CRR-JB.

designed. No further action required.

3. Completed.

CRR-ID TRANSFER C TO CRR-JB. @03/14-ZID108N

4. Completed.

CRR-ID EXITING FILE. @03/14-ZID108N

\*\*\*\*\* @03/14-ZAV195N

Open 11-8-13 Closed 11-8-13 Miles 8,598 RO 6114089

Concern: 1. C/S hearing a popping type noise going in reverse and when going f

CRR-AVT RECEIVED INBOUND CALL FROM C. @03/14-ZAV195N

C STATES VMX OF CRR-JB IS FULL. @03/14-ZAV195N

orward, like backing out of driveway, when applying the brakes.

2. MPI.

C STATES NEEDS RECALL LETTER TODAY. @03/14-ZAV195N

3. C/s the idle seems at bit low and rough.

CRR-AVT SEND INTERNAL MESSAGE. @03/14-ZAV195N

Action Taken: 1. Found noise coming from front strut bearing and tube. SOP.

C STATES NEW FAX NUMBER, OF 604-464-7358 @03/14-ZAV195N

2. Completed.

C STATES CALL BEFORE FAXING. @03/14-ZAV195N

3. Found base idle not within specs. Performed volume idle air relearn.

CRR-AVT SENT INTERNAL MESSAGE @03/14-ZAV195N

CRR-AVT LEAVING FILE. @03/14-ZAV195N

Open 12-6-13 Closed 12-6-13 Miles 9,285 RO 6116305

\*\*\*\*\*

Concern: 1. C/S hearing a popping noise going forwards or backwards. SOP in.

2. LOF.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,582

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,583

REQUESTED BY: lattad

**CAR ID:** CA6080274

CRR-JD VERIFIED C'S NAME, ADDRESS, DAY AND EVE PHONE NUMBER

3. MPI.

CRR-JD RECEIVED CALL FROM C

4. Manufacturer recommended service.

C HAS BEEN REQUESTING FOR A NO RECALL LETTER, NEED IT AS SOON AS POSSIBLE

5. C/s hearing rear brake squeal.

CRR-JD SENT AN INTERNAL MESSAGE FOR NO RECALL LETTER FOLLOW UP

Action Taken: 1. Found strut bearings making noise and tube springs making noi

C THANKED CRR-JD FOR ASSISTANCE, C SATISFIED

CRR-JD GAVE C NAME, EXTENSION

se. Replaced both front strut bearings with tube springs.

2. Completed.

CRR-JD CLOSING FILE

@03/14-ZJD507N

\*\*\*\*\*

3. Completed.

4. Completed.

CRR-CM RE-OPENING THE FILE.

5. Special ordered rear wheel cylinder.

C STATES C STILL HAS NOT RECIEVED LETTER OF NO RECALL.

CRR-CM RE-ASSURED CRR-CM WILL RESEND NO RECALL LETTER.

Open 1-9-14 Closed 1-9-14 Miles 10,227 RO 6119275

Concern: 1. C/s that when going to a stop after reversing they hear noise from

C PROVIDED FAX NUMBER 604 464 7358.

@03/14-ZCM839N-COMMENT

CRR-CM AWAITING FAX TO BE SENT.

@03/14-ZCM839N-COMMENT

the rear brakes, also going forward there is a noise from the front

\*\*\*\*\*

2. C/s that when braking the brake pedal goes all the way to the floor

3. C/s there is a smell from the A/C when turning on

CRR-ID RECEIVED CALL FROM: C

Action Taken: 1. FOUND REAR WHEEL CYLINDERS MAKING NOISE IN REAR WHEN BRAKING

CRR-ID VERIFIED C'S NAME AND ADDRESS.

2. FOUND FRONT PADS AND ROTORS DIRTY NO ISSUES FOUND

C STATED THAT UNTIL NOW C HAVE NOT RECEIVED THE LETTER AND ALMOST END OF THE

3. unable to duplicate

SHIFT.

**SPECIAL REMARKS:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,584

REQUESTED BY: lattad



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,585

**REQUESTED BY:** lattad

**CAR ID:** CA6080274

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |   |  |                                |
|---------------------|-------------------------|---|--|--------------------------------|
| <b>SATISFIED:</b> N |                         | Y |  | <b>ACTION CODE:</b> NP         |
| <b>CALLBACK:</b> 0  |                         |   |  | <b>DATE:</b> 00/00/00          |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      |   |  | <b>DATE:</b> 00/00/00          |
|                     | <b>NEW INFO:</b> 0      | 1 |  | <b>DATE:</b> 00/00/00 03/14/08 |
|                     | <b>OTHER:</b> 0         |   |  | <b>DATE:</b> 00/00/00          |
|                     | <b>COMMENTS ONLY:</b> 0 | 1 |  | <b>DATE:</b> 00/00/00 03/14/08 |

|                                |  |                                |            |                           |
|--------------------------------|--|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>               |  | <b>TRANS DATE:</b> 03/31/13    | 07/30/08   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI             |  | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>              |  | <b>OPENED BY:</b> ZID108N      |            |                           |
| <b>HISTORY:</b>                |  | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N            |  | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> Y                |  | <b>CLOSE DATE:</b> 03/14/08    | 06/02/14   | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> EVAN CLEMENTS |  | <b>OLM:</b> MARRON, JOHN       |            | <b>DOM:</b>               |
| <b>PHONE:</b>                  |  | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,586

REQUESTED BY: lattad

**ROOT CAUSE:** SCPP

SDMV

**USERID:**

**USERID:**

**USERID:** ZID108N

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,587

**CAR ID:** CA6080274

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2008

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** PTH

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCCD06675370 | 19029 Florida    | 3/23/2013      | 03/23/19    | 0075000        | 01/01/01    | 01/01/01      |
| 2       | RCDJ03389477 | 2696 Utah        | 8/2/2007       | 08/02/09    | 0040000        | 12/21/07    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,588

**MODEL YEAR:** 2013

**VIN:** 5N1AR18B38C [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,589

REQUESTED BY: lattad

**CAR ID:** CA6080274

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCD06675370

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 100

**EFFECTIVE:** 3/23/2013

**EXPIRES:** 03/23/19      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 03/31/13

**PRINTED:** 04/06/13

**DEALER NO:** 19029      **STATE:** FL

**DEALER NAME:** REED NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,590

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,591

REQUESTED BY: lattad

**CAR ID:** CA6080274

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDJ03389477

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 8/2/2007

**EXPIRES:** 08/02/09      **MILES:** 0040000

**CANCEL:** 12/21/07      **MILES:** 0040000

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/30/08

**PRINTED:** 08/10/07

**DEALER NO:** 2696      **STATE:** UT

**DEALER NAME:** TIM DAHLE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,592

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,593

REQUESTED BY: lattad

**NAME:** [REDACTED] CARVALHO,EL **SC:** ONE CONTRACT **CAR ID:** CA6081761  
**STREET:** [REDACTED] 333 MELROSE **VIN:** 1N6ED27T34C [REDACTED]  
**CITY:** NORCROSS RICHARDSON **YR/MDL:** 2004.0 720 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** GA [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 10/02/04  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 2987 GRUBBS NISSAN  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 2987 GRUBBS NISSAN  
**DLR PH:** 770 968 1360 817 268 1000 **DENRESP DLR:** 2987 GRUBBS NISSAN  
**REGION:** 32 34 **DIST: SL/SV/PT:** 01 01 31 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 Preowned x New x Preowned 062000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NISSAN SOUTH UNKNOWN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 03/14/08 03/26/14 **XFER/RSPNSBLTY:** 32 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 03/17/08 05/28/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 03/14/08 05/28/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI  
OF NNA., INC. ISSUES 159000 GEN. AC/HEATING COMPONENT  
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE  
AJ HEATER/AIR CONDITIONING YB LITERATURE REQUEST  
AZ NISSAN PRODUCT INQUIRIES  
BG POWERTRAIN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,594

REQUESTED BY: lattad

**VIN:** 3N1AB7AP7DL [REDACTED]

**MILEAGE:** 020505 062000

**RTL DLR:** NI NI

**SVC DLR:** 3991 NISSAN SOUTH

**RESP DLR:** 3991 NISSAN SOUTH

**XFER/RSPNSBLTY:** 34 01 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,595

REQUESTED BY: lattad

**CAR ID:** CA6081761

**C. A. R. COMMENTS**

CRR-MC received call from c following up on the case.

c would like Nissan's assistance with getting the vehicle to perform correctl

FILE OPENED-ZAV195N 03/14/2008

on 05/26/14 due to the holiday.

on in the start position.

PREVIOUS UNRELATED FILES FOUND: NONE

RCAS Case Follow-up

Service Dept. Review

C asked if RCAS would contact c on 05/27/14.

Created by ZSF176N at 2014-05-20 07:24:18

CRR-MC received a call from c asking if

c would like Nissan's assistance with getting the vehicle to perform correctl

on in the start position.

PREVIOUS NISSAN VEH: NONE

PREVIOUS RELATED FILES FOUND: NONE

Service Dept. Review

c can be transferred to RCAS MK

CRR-AVT RECEIVE INBOUND CALL FROM C.

CRR-AVT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

C stated that the vehicle not starting has occurred multiple times, and c has

RCAS agreed and asked what time c would prefer to be contacted.

Service Dept. Review

SRD/ES-SF called the customer at requested phone [REDACTED] at 9:19am est and

y.

AND RESPONSIBLE DLR.

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

C stated morning would work best for c.

C stated that the vehicle not starting has occurred multiple times, and c has

C STATES NEEDS OWNERS MANUAL FOR VEH. @03/14-ZAV195N

Service Dept. Review

spoke to the customer.

y.

Created by null at 2014-03-26 14:36:20

CRR-AVT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

c said no

C STATES DLR COULD NOT PROVIDE. @03/14-ZAV195N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,596

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,597

REQUESTED BY: lattad

**CAR ID:** CA6081761

had success with getting the vehicle started both ways.

RCAS asked if RCAS could contact c at 10:00 a.m.

Service Dept. Review

SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed.

C agreed.

Created by null at 2014-03-26 14:36:20

CRR-AVT ADVISED C THERE ARE NO OPEN RECALLS.

CRR-AVT CONFIRMED ADDRESS. @03/14-ZAV195N

CRR-MC offered further assistance, c declined.

had success with getting the vehicle started both ways.

Service Dept. Review

CRR-AVT SENT REQUEST FOR OWNERS MANUAL @03/14-ZAV195N

CRR-EC advised c that c's case would be sent to RCAS for further review, and c

CRR-MC provided name, ext and case number.

C stated that c went back to the dealership for another diagnostic, and the se

RCAS provided c with RCAS-EC's contact information.

Service Dept. Review

SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the curr

Call ended mutually

CRR-AVT OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-EC advised c that c's case would be sent to RCAS for further review, and c

CRR-MC thanked C for calling Nissan Consumer Affairs

C stated that c went back to the dealership for another diagnostic, and the se  
ent time.

Service Dept. Review

Created by ZNS176N at 2014-05-28 14:33:30

CRR-AVT GAVE NAME, EXTENSION AND FILE NUMBER. @03/14-ZAV195N

CRR-MC transferred c's call.

ervice tech that looked at c's vehicle never attempted to connect a diagnostic

Service Dept. Review

The customer advised that RCAS has never called the c after c left repeated me  
would be contacted by an RCAS agent by the end of the following business day.

Created by ZCM177N at 2014-04-10 13:09:45

CRR-AVT ADVISED C SEVERAL WEEKS FOR DELIVERY. @03/14-ZAV195N

RCAS assisting RCAS Eric Cuthrell

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,598

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,599

REQUESTED BY: lattad

**CAR ID:** CA6081761

Messages asking for callback.

tool.

would be contacted by an RCAS agent by the end of the following business day.

CRR-AVT CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @03/14-ZAV195N

C understood and advised continued problems with the veh as well as the dlr re

C understood and thanked CRR.

RCAS Case Follow-up

RCAS made outbound call to Dealership

Service Dept. Review

tool.

cently replaced the battery.

Created by null at 2014-04-10 14:10:24

C stated that the service tech attempted to start the vehicle, and had as much

C understood and thanked CRR.

ith these concerns since c purchased the vehicle.

RCAS reached SA Barnett

Service Dept. Review

CRR asked if there was anything else that CRR could assist c with today.

CRR-EC empathized with c, and verified c's account and vehicle information.

C stated that the service tech attempted to start the vehicle, and had as much

rcas mk contacting c on [REDACTED] @ 4:07 pm est, reached female party that ad

SA stated last time veh at dealership was May 14th for LOF and MPI. SA stated

Service Dept. Review

SRD/ES-SF empathized and advised that RCAS is no longer with the company.

CRR asked if there was anything else that CRR could assist c with today.

CRR-EC empathized with c, and verified c's account and vehicle information.

difficulty as c has, but eventually did get the vehicle started, and test dro

SRD/ES-SF advised new agent will make c contact to discuss 5/21.

that batter was replaced in April.

vice rcas that the c is not in rcas mk left rcas info

Created by ZVL175N at 2014-04-14 14:22:48

CRR-EC checked for open campaigns, found none,

C stated no.

C understood and the call ended mutually.

difficulty as c has, but eventually did get the vehicle started, and test dro

RCAS thanked for info. Call ended mutually.

Created by ZNS176N at 2014-05-28 14:45:40

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,600

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,601

REQUESTED BY: lattad

**CAR ID:** CA6081761

\*\*\*\*\*C requested callback to [REDACTED] \*\*\*\*\*

CRR-EC checked for previous cases, found none.

C stated no.

rcas-vl assisting rcas mk called the c on [REDACTED] and was advised by c's  
ve the vehicle for a few minutes.

Created by ZCE178N at 2014-05-21 16:41:21

CRR-EC checked for previous cases, found none.

CRR-EC provided c with c's case number and CRR-EC's extension number.

mother to contact the c on [REDACTED] rcas called the c on 404-201-8524 and

RCAS assisting RCAS Eric Cuthrell

ve the vehicle for a few minutes.

CRR-EC asked for more details regarding the concerns c has with c's vehicle.

CRR-EC provided c with c's case number and CRR-EC's extension number.

C stated that the service tech told c that there may be something wrong with t

left vmx rcas setting follow up for 4/17/14

RCAS-EC contacting c on c's requested # of [REDACTED] at 6:39 EST, reached vmx

RCAS made outbound call to C at [REDACTED] at 4:34 PM EST

.

Call ended mutually.

Created by ZCM177N at 2014-04-10 13:08:57

CRR-EC asked for more details regarding the concerns c has with c's vehicle.

C stated that the service tech told c that there may be something wrong with t

RCAS reached C

Call ended mutually.

CRR-MC received call from c following up on the case.

C stated that c's concerns began right after c purchased the vehicle.

he battery, and tested that batteries charge, and told c that the battery had

RCAS advised C that RCAS was following up on case.

RCAS left a vmx requesting that c contact RCAS at c's earliest convenience to

CRR-EC is setting a follow up date for 03/27/14

CRR-MC received a call from c asking if

C stated that C has not spoke to anyone in NNA. C stated that C does not have

C stated that c's concerns began right after c purchased the vehicle.

discuss c's concerns.

he battery, and tested that batteries charge, and told c that the battery had

a full charge, and nothing was wrong.

c can be transferred to RCAS MK

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,602

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,603

REQUESTED BY: lattad

**CAR ID:** CA6081761

CRR-EC is setting a follow up date for 03/27/14

C stated that c first noticed something wasn't right when c was driving up and list of concerns. C stated that no repairs have been completed besides battery RCAS provided c's case number and RCAS-EC's contact information.

a full charge, and nothing was wrong.

Created by ZCE178N at 2014-05-22 15:36:31

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

C stated that c first noticed something wasn't right when c was driving up and C's VIN is 3N1AB7AP7D [REDACTED]

replacement. C stated C knew C had concern since purchase.

c said no

C stated that the dealer refused to do anything to assist c from that point on

C's VIN is 3N1AB7AP7DL [REDACTED]

down a hill on day, and c noticed a pulling sensation.

RCAS acknowledged C's concern. Empathized with C. Apologized for experience. A RCAS-EC contacting c on c's requested # of [REDACTED] at 5:35 EST, reached vmx

.

CRR-MC offered further assistance, c declined.

C stated that the dealer refused to do anything to assist c from that point on down a hill on day, and c noticed a pulling sensation.

advised C that RCAS did follow up with Dealership regarding concern. Advised C RCAS MK contacting dlr on [REDACTED] @ 2:10 pm est, reached SA

.

CRR-MC provided name, ext and case number.

C stated that c went to Nissan South for assistance, and was told by Dane that RCAS left a vmx requesting that c contact RCAS at c's earliest convenience to SA advised the RCAS MK that the SM is out on lunch and that the SA will have t that on last visit MPI and LOF was completed. Advised C that if C is having fu

.

CRR-MC thanked C for calling Nissan Consumer Affairs

C stated that c went to Nissan South for assistance, and was told by Dane that discuss c's concerns.

he SM call the RCAS MK

rther concerns C can get diag completed at same Nissan Dealership or second op

Created by null at 2014-03-27 12:19:40

CRR-EC apologized for the poor experience c has had with the service departmen

CRR-MC transferred c's call.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,604

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,605

REQUESTED BY: lattad

**CAR ID:** CA6081761

inion at another Nissan Dealership.

RCAS provided c's case number and RCAS-EC's contact information.

what c was feeling was the anti lock brake, and c has nothing to worry about.

Created by ZCE178N at 2014-05-23 14:36:39

Created by ZCM177N at 2014-04-10 13:09:45

CRR-EC apologized for the poor experience c has had with the service departmen

C understood. C stated that C will look into getting second opinion. C asked w

RCAS MK contacting C on [REDACTED] @ 2:16 pm est, reached vmx of the C and lef

what c was feeling was the anti lock brake, and c has nothing to worry about.

C stated that Dane told c that if there was something wrong, c could hold Dane

here C could purchase warranty extension.

RCAS Case Follow-up

RCAS contacting c on [REDACTED] at 4:30 EST, reached c.

t, and asked if there are any other concerns that c has been having that CRR c

t detailed message

Created by null at 2014-04-10 14:10:24

C stated that Dane told c that if there was something wrong, c could hold Dane

RCAS advised c of the outbound script, c agreed.

RCAS advised C that extended warranties are purchased through dealership.

RCAS MK contacting C on [REDACTED] @ 2:17 pm est, reached CITY TAXI C's employ

t, and asked if there are any other concerns that c has been having that CRR c

accountable.

an document for c.

C stated that c is currently working.

C understood.

er who advised the RCAS THAT THE c DOES NOT COME IN THE OFFICE AND THAT THE c

rcas mk contacting c on [REDACTED] @ 4:07 pm est, reached female party that ad

accountable.

an document for c.

CAN GET ONLY TEXT TO PICK PEOPLE UP

RCAS advised if further assistance needed after diag. C can contact RCAS back

RCAS apologized and asked if there was a better time to contact c.

viser cas that the c is not in rcas mk left rcas info

C agreed

C asked when RCAS leaves for the day.

Created by null at 2014-03-27 13:00:57

Created by ZVL175N at 2014-04-14 14:22:48

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,606

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,607

REQUESTED BY: lattad

**CAR ID:** CA6081761

C stated that multiple concerns have arisen since the concern about the vehicle

C stated that shortly after that visit to service was when c started hearing a

Call ended mutually

C stated that multiple concerns have arisen since the concern about the vehicle

C stated that shortly after that visit to service was when c started hearing a

RCAS advised 5:30 EST.

RCAS MK received call from the SM Ralph

rcas-vl assisting rcas mk called the c on [REDACTED] and was advised by c's

C asked if RCAS is available tomorrow.

e not starting, such as the vehicle does not get the same gas mileage that c u

knocking sound in c's vehicle.

mother to contact the c on [REDACTED] rcas called the c on [REDACTED] and

RCAS closing case.

SM states that the noise that the C was hearing was part of normal operation

e not starting, such as the vehicle does not get the same gas mileage that c u

knocking sound in c's vehicle.

left vmx rcas setting follow up for 4/17/14

RCAS advised that RCAS is not available on weekend, and will not be available

SM advised that the C was told this but if the C is still complaining to have

Summary\*\* C stated that C still experiencing concerns. RCAS acknowledged C's c

C come in a do a same car test drive

Created by null at 2014-04-17 12:16:03

C stated that c went back to the dealer, and the dealer found that the transmi

on 05/26/14 due to the holiday.

cern. Empathized with C. Apologized for experience. Advised C that RCAS did

sed to, there is a gargling noise when c turns the A/C on and while the A/C is

C asked if RCAS would contact c on 05/27/14.

C stated that c went back to the dealer, and the dealer found that the transmi

follow up with Dealership regarding concern. Advised C that on last visit MPI

RCAS MK agreed and the call ended mutually

rcas noting vm from c requesting call back on [REDACTED]

sed to, there is a gargling noise when c turns the A/C on and while the A/C is

and LOF was completed. Advised C that if C is having further concerns C can ge

on c can smell something strange.

RCAS agreed and asked what time c would prefer to be contacted.

rcas mk contacting c on [REDACTED] @ 2:13 pm est, reached vmx and left detai

RCAS MK contacting C on [REDACTED] @ 4:20 pm est, reached vmx RCAS MK left det

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,608

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,609

REQUESTED BY: lattad

**CAR ID:** CA6081761

ssion was going bad and replaced the transmission.

ail message for the C to call the RCAS MK back

C stated morning would work best for c.

led message for the c to call the rcas mk back

on c can smell something strange.

ssion was going bad and replaced the transmission.

t diag completed at same Nissan Dealership or second opinion at another Nissan

Created by null at 2014-03-31 14:22:05

Created by null at 2014-04-22 13:28:20

C stated that even after the transmission was replaced, c could still hear the

C stated that the vehicle feels like something is being dragged, and when c tr

Dealership.

RCAS asked if RCAS could contact c at 10:00 a.m.

C agreed.

C stated that even after the transmission was replaced, c could still hear the

ies to accelerate the RPM's shoot up but the vehicle will not actually acceler

RCAS MK noting that the RCAS has made the 3 call attempts for the C RCAS MK cl

RCAS MK sent follow up email to the C

Created by ZKG176N at 2014-04-01 12:59:37

ies to accelerate the RPM's shoot up but the vehicle will not actually acceler

knocking sound, and continues to hear the knocking currently.

osing the case

RCAS provided c with RCAS-EC's contact information.

ate immediately.

Call ended mutually

Created by ZCC179N at 2014-05-19 13:35:45

knocking sound, and continues to hear the knocking currently.

Rcas Keyonna is assisting Rcas Marie King.

ate immediately.

Created by ZCE178N at 2014-05-27 08:04:12

CRR-CNC confirmed that no contact info has changed.

C stated that c went back to the dealer about the continued knocking sound, an

Rcas attempt to contact c on [REDACTED] @02:55pm. Rcas left a detailed message

CRR-CNC received call from C stated that c want to talk to the supervisor

C stated that the vehicle acts like it is going to stall when at low speeds, a

d was told that service could hear the knocking, but was unable to diagnose wh

on c's vmx.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,610

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,611

REQUESTED BY: lattad

**CAR ID:** CA6081761

RCAS-EC contacting c on c's requested # of [REDACTED] at 10:03 EST, reached vm

CASE CLOSING SUMMARY

crr-cnc place call on hold to review the case but c hung up

C stated that the vehicle acts like it is going to stall when at low speeds, a  
d was told that service could hear the knocking, but was unable to diagnose wh  
x.

at is causing the noise.

C HAS MULTIPLE VEH CONCERNS AND MULTIPLE DLRSHV VISITS. C'S VEH NOISE CONCERN  
crr-cnc closing case

nd when c is pressing on the brake to slow to a complete stop, the brake peddl

RCAS left a vmx requesting that c contact RCAS at c's earliest convenience to  
at is causing the noise.

Created by ZCR177N at 2014-05-19 13:46:57

discuss c's concerns.

nd when c is pressing on the brake to slow to a complete stop, the brake peddl

WAS CONSIDERED NORMAL CHARACTERISTIC AND COULD NOT DUPLICATE ANY CONCERNS.

c called in saying that c wanted to talked to rcas sup, c said that rcas is no

C stated that a month later, c's vehicle wouldn't start one morning, and c at

e goes all the way to the floor, comes back up, gets stuck, and then operates

RCAS IS CLOSING CASE DUE TO NO FURTHER ASSISTANCE NEEDED AT THIS TIME.

RCAS provided c's case number and RCAS-EC's contact information.

Created by ZCE178N at 2014-05-23 14:36:39

Created by ZKG176N at 2014-04-01 13:01:53

C stated that a month later, c's vehicle wouldn't start one morning, and c at

e goes all the way to the floor, comes back up, gets stuck, and then operates

t returning c's phone and wanted to expedirte the case

crr-cr verified account

first thought that the battery had somehow died, but the vehicle started like  
normally.

RCAS CLOSING CASE PENDING C CALL BACK IF FURTHER ASSISTANCE IS NEEDED.

RCAS contacting c on [REDACTED] at 4:30 EST, reached c.

Created by null at 2014-04-08 07:15:09

crr-cr as per tl-jp's advised that the case will will esvalated to rcas sup an

first thought that the battery had somehow died, but the vehicle started like  
normally.

RCAS advised c of the outbound script, c agreed.

CRR-EC expressed empathy for c's concerns, and asked c what c is requesting fr

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,612

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,613

REQUESTED BY: lattad

**CAR ID:** CA6081761

C stated that c is currently working.

d will received a callback within 4-8 bus hrs, c understood

nothing was wrong after a few minutes of trying to get the vehicle started.

RCAS MK reopened case cause the RCAS MK received vm from C requesting call bac

crr-cr noting c's # [REDACTED]

CRR-EC expressed empathy for c's concerns, and asked c what c is requesting fr

k

nothing was wrong after a few minutes of trying to get the vehicle started.

RCAS apologized and asked if there was a better time to contact c.

C asked when RCAS leaves for the day.

Created by null at 2014-04-08 13:53:22

CRR-CR offered further assistance, c declined.

CRR-EC asked if there was anything c could think of that c did to make the veh

om Nissan.

CRR-CR gave name & extension

CRR-EC asked if there was anything c could think of that c did to make the veh

om Nissan.

RCAS advised 5:30 EST.

RCAS MK contacting C on [REDACTED] @ 3:52 pm est, reached vmx RCAS MK left de

C asked if RCAS is available tomorrow.

crr=-cr escalating case

C stated that c doesn't want a new vehicle unless c's vehicle can be repaired;

icle start, such as turning the ignition multiple times, or holding the igniti

tailed message for C to call back

Created by ZCM177N at 2014-04-10 13:08:57

Created by ZCR177N at 2014-05-19 13:47:14

C stated that c doesn't want a new vehicle unless c's vehicle can be repaired;

icle start, such as turning the ignition multiple times, or holding the igniti

RCAS advised that RCAS is not available on weekend, and will not be available

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,614

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,615

**CAR ID:** CA6081761

**CONTACT(S)**

|                     |                         |                        |
|---------------------|-------------------------|------------------------|
| <b>SATISFIED:</b> N | Y                       | <b>ACTION CODE:</b> NP |
| <b>CALLBACK:</b> 0  |                         | <b>DATE:</b> 00/00/00  |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00  |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00  |

|                                  |                                |            |                           |
|----------------------------------|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>                 | <b>TRANS DATE:</b> 00/00/00    | 10/07/04   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI               | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>                | <b>OPENED BY:</b>              |            |                           |
| <b>HISTORY:</b>                  | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N              | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> Y                  | <b>CLOSE DATE:</b> 03/14/08    | 05/28/14   | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> DAVID GEIGENMIL | <b>OLM:</b>                    |            | <b>DOM:</b>               |
| <b>PHONE:</b>                    | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,616

REQUESTED BY: lattad

**ROOT CAUSE:** RESLT      SCMV

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,617

**TIME:** 9:19:07 AM

**CAR ID:** CA6081761

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2004

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N6

**MAKE:** N

**IN SCV D**

**MODEL LINE:** 720

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCDI02359662 | 2987 Texas       | 10/2/2004      | 10/02/09    | 0075000        | 01/01/01    | 01/01/01      |
| 1       |              | 3991 Georgia     |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,618

**MODEL YEAR:** 2013

**VIN:** 3N1AB7AP7DL [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,619

REQUESTED BY: lattad

**CAR ID:** CA6081761

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDI02359662

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** I

**DEDUCTABLE:** 50

**EFFECTIVE:** 10/2/2004

**EXPIRES:** 10/02/09      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/07/04

**PRINTED:** 10/08/04

**DEALER NO:** 2987      **STATE:** TX

**DEALER NAME:** GRUBBS NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,620

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,621

REQUESTED BY: lattad

**CAR ID:** CA6081761

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3991

**STATE:** GA

**DEALER NAME:** NISSAN SOUTH

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,622

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,623

REQUESTED BY: lattad

**NAME:** [REDACTED] **WOLFF,JUSTIN SC:** NONE **CAR ID:** CA6096855  
**STREET:** [REDACTED] 1905 S CHEYE|**VIN:** 1N4AB7APXDN [REDACTED]  
**CITY:** PLAINFIELD TULSA **YR/MDL:** 2004.0 QST 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** IL [REDACTED] OK [REDACTED] **VCAIN SVC DATE:** 12/26/03  
**DAY PH:** [REDACTED] [REDACTED] **PAIIRTL DLR:** 2788 TAMAROFF NISSAN  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 2788 TAMAROFF NISSAN  
**DLR PH:** 248 353 1300 918 249 9393 **DENRESP DLR:** 2788 TAMAROFF NISSAN  
**REGION:** 24 32 **DIST: SL/SV/PT:** 05 05 35 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 Preowned x New x Preowned 055000 **# NISSAN/INFINITI VEHICLES:** 0  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 15 **MILES:** 0 19000 **(PT) MONTHS:** 0 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 03/27/08 03/28/14 **XFER/RSPNSBLTY:** 24 12 S  
**CONTACT (S):** **FOLLOWUP DATE:** 03/28/08 04/07/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 03/27/08 04/04/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
OC NISSAN DEALER ISSUES 208000 QUEST  
OF NNA., INC. ISSUES 223000 SERVICE SURVEY (NISSAN)  
AD BRAKES VJ GENERAL WARRANTY COVERAGE INQUI  
AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION  
BF NSN DEALER SERVICE DEPT. ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,624

REQUESTED BY: lattad

**VIN:** 5N1BV28U04N [REDACTED]

**MILEAGE:** 000000 055000

**RTL DLR:** NI NI

**SVC DLR:** 3007 JACKIE COOPER NISSAN

**RESP DLR:** 3007 JACKIE COOPER NISSAN

**# NISSAN/INFINITI VEHICLES:** 1

**MILES:** 0

**XFER/RSPNSBLTY:** 32 05 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,625

REQUESTED BY: lattad

**CAR ID:** CA6096855

**C. A. R. COMMENTS**

FILE OPENED-ZPL000N 03/27/2008

PREVIOUS RELATED FILES FOUND: NONE

Service Dept. Review

CLSD R0504 QUEST 2ND ROW SEAT NTB05XXX 10/05/05 01/30/06 03/13/06 3089

PREVIOUS UNRELATED FILES FOUND:NONE

Service Dept. Review

CRR-PL VERIFIED C'S NAME: ADDRESS, VIN , MILEAGE, DAY & EVE PHONE,

PREVIOUS NISSAN VEHICLES: 1

AND RESPONSIBLE DEALER

CRR-PL RECEIVED A CALL FROM C

CRR-PL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

C STATED THAT C WISHED TO KNOW IF A LOANER VEH WAS SUPPLIED UNDER THE WARRANTY

CLSD RU401 QUEST SLIDING DOOR NTB04-052 04/15/04 08/09/04 11/19/04 2907

ON VEH. @03/27-ZPL000N

CRR-PL ADVISED OF CLOSED RECALLS, ADVISED THAT LOANER VEH ARE AT DISCRETION OF

DLR, AND ROADSIDE ASSISTANCE IS COVERED UNDER VSC'S IN MOST CASES, ADVISED TO

SEE DLR AND INQUIRE OF VSC FOR VEH SINCE WARRANTY IS ALMOST UP. @03/27-ZPL000N

C THANKED CRR-PL FOR ASSISTANCE, C SATISFIED

CRR-PL GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-PL CLOSING FILE @03/27-ZPL000N

aler that brake light comes on and c just purchased veh 3 weeks ago and SA---

informed c that its probably just a sensor malfunction and when c brought in v

eh dlr found low break fluid.

RCAS informed C that this would be handled internally.

C understood and required no further assistance from NNA.

call ended mutually.

-----case summary-----

RCAS received feed back from c's recent survey. C stated that there was a conc

ern with brake fluid/brake light. C stated that this is not something that sho

uld happen with new veh. RCAS understood and informed c that matter would be h

andled internally. C understood. RCAS transferring case to appropriate RCAS fo

r closure should c call back and require further assistance.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,626

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY:** lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,627

**CAR ID:** CA6096855

**CONTACT(S)**

|                     |                         |                        |
|---------------------|-------------------------|------------------------|
| <b>SATISFIED:</b> N | Y                       | <b>ACTION CODE:</b> NP |
| <b>CALLBACK:</b> 0  |                         | <b>DATE:</b> 00/00/00  |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00  |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00  |

|                     |                                                                                                          |                           |
|---------------------|----------------------------------------------------------------------------------------------------------|---------------------------|
| <b>IIR-DATE:</b>    | <b>TRANS DATE:</b> 00/00/00                                                                              | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI  | <b>PART#:</b>                                                                                            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>   | <b>OPENED BY:</b>                                                                                        |                           |
| <b>HISTORY:</b>     | <b>UPDATE BY:</b>                                                                                        |                           |
| <b>SVC CALL#:</b> N | <b>UPDATE DATE:</b>                                                                                      |                           |
| <b>CLOSE:</b> Y     | <b>CLOSE DATE:</b> 03/27/08 04/04/14                                                                     | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b>    | <b>OLM:</b>                                                                                              |                           |
| <b>PHONE:</b>       | <b>OWNER FIRST:</b>  |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,628

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:** ZPL000N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,629

**CAR ID:** CA6096855

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2004

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 2788          | Illinois |                |             |                |             |               |
| 0       |             | 3007          | Oklahoma |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,630

**MODEL YEAR:** 2013

**VIN:** 5N1BV28U04N [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,631

REQUESTED BY: lattad

**CAR ID:** CA6096855

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2788 3007 **STATE:** MI OK

**DEALER NAME:** JACKIE COOPER NISSAN TAMAROFF NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,632

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,633

REQUESTED BY: lattad

|                              |                                    |                                                   |
|------------------------------|------------------------------------|---------------------------------------------------|
| <b>NAME:</b> [REDACTED]      | <b>SC:</b> NONE                    | <b>CAR ID:</b> CA6131422                          |
| <b>STREET:</b> [REDACTED]    | <b>VIN:</b> 3N1AB7AP7DL [REDACTED] |                                                   |
| <b>CITY:</b> SHELBYVILLE     | <b>YR/MDL:</b> 2013.0 SEN          | <b>MILEAGE:</b> 000000                            |
| <b>ST/ZIP:</b> KY [REDACTED] | <b>VCAN:</b>                       | <b>IN SVC DATE:</b>                               |
| <b>DAY PH:</b> [REDACTED]    | <b>PAID:</b>                       | <b>RTL DLR:</b> NI NI                             |
| <b>EVE PH:</b> [REDACTED]    | <b>SUSP:</b>                       | <b>SVC DLR:</b> 5368 CAPITOL NISSAN/FRANKFORT     |
| <b>DLR PH:</b> 502 848 0002  | <b>DENY:</b>                       | <b>RESP DLR:</b> 5368 CAPITOL NISSAN/FRANKFORT    |
|                              |                                    | <b>REGION:</b> 34 <b>DIST: SL/SV/PT:</b> 11 11 41 |

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

|                         |                                        |                                |
|-------------------------|----------------------------------------|--------------------------------|
| <b>ORIG CODE:</b> NP NP | <b>OPEN DATE:</b> 04/02/14             | <b>XFER/RSPNSBLTY:</b> 34 11 N |
| <b>CONTACT (S):</b>     | <b>FOLLOWUP DATE:</b> 04/22/14 04/29/1 | <b>INF-NET (Y/N):</b>          |
| <b>SEVERITY:</b> 9      | <b>CLOSE DATE:</b> 01/01/01 04/2       | <b>INF-NET DATE:</b>           |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI

-2

AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,634

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,635

REQUESTED BY: lattad

**CAR ID:** CA6131422

**C. A. R. COMMENTS**

Created by 12345678 at 2014-04-02 01:07:04

Created by 12345678 at 2014-04-02 01:07:25

Created by ZJS111N at 2014-04-22 16:39:38

RCAS understood.

Service Dept. Review

NO ONE FOUND THE PROBLEM OF MY CAR. MY BRAKING SYSTEM DOES NOT FUNCTION CORREC

rcas-jonathon spurling assisting rcas-bryan buganski

RCAS provided c with c's case number, NNA's contact number, and RCAS-EC's exte

Service Dept. Review

nsion number.

rcas made outbound call to c [REDACTED] at 1838 EST

Service Dept. Review

TLY. NISSAN DID NOT FIX THE PROBLEM AND JUST BLEED THE BRAKES. I HAVE TO PUSH

BRAKES DOWN TO THE FLOOR THIS IS NOT SAFE. I HAVE EXPRESSED CONCERN ABOUT MY A

RCAS asked if there was anything else that RCAS could assist c with today.

rcas left vmx asking for call back in regards to case

Service Dept. Review

C stated no.

IR BAGS FROM THE POINT OF PURCHASE. I WAS TOLD MY PROBLEM WAS FROM PUTTING MY

rcas left rcas-bb contact information

Service Dept. Review

Call ended mutually.

PURSE IN THE PASSENGER SEAT, SINCE THEN THERE IS A MAJOR RECALL ON THE AIR BAG

Service Dept. Review

setting follow up for 24-Apr

Created by ZBB182N at 2014-04-24 14:37:30

RCAS is setting a follow up date for 04/03/14.

Service Dept. Review

S.MY CAR IS STILL MAKING THE SAME NOISE SINCE THE PURCHASE. MY BRAKES STILL HA

C's VIN is 3N1AB7AP7DL [REDACTED]

RCAS placed call to C on [REDACTED] @ 4:33 pm EST and left detailed VMX wi

Service Dept. Review

VE TO BE PUSHED TO THE FLOOR TO STOP THE CAR. I'M NOT HAPPY AND THIS ALONE IS

Created by ZEW177N at 2014-04-03 07:07:06

NOT SAFE OR SATISFACTORY.JUST FIX MY CAR PLEASE THAT IS ALL I WANT. I PURCHASE

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,636

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,637

REQUESTED BY: lattad

**CAR ID:** CA6131422

th follow up date of 4/28/14 and contact information

Created by ZBB182N at 2014-04-28 10:53:58

D MY CAR BRAND NEW 2013 AND RIGHT AT A YEAR LATER THE SAME PROBLEMS I'VE COMPL

LAS-EW called dealer 5368 Capitol Nissan of Frankfort on 04/03/2014 at 8:34A E

Service Dept. Review

AINED ABOUT A YEAR AGO ARE THE SAME PROBLEMS I'M COMPLAINING ABOUT A YEAR LATE

RCAS placed call to C on [REDACTED] @ 12:51 pm EST and left detailed VMX wi

T phone number [REDACTED].

h request for call back in RE; to case

R. PLEASE HELP ME!!!!

SM stated that SM, tech, SLSM, and SA had been on test drives with the custome

Created by null at 2014-04-02 12:46:41

Created by ZBB182N at 2014-04-28 10:57:34

r's spouse. On test drive spouse would identify the vibration but on all insta

nces, dealer was unable to identify a vibration.

RCAS contacting c on [REDACTED] at 2:20 EST, and spoke with c.

RCAS noting closing case due to lack of response/contact with C

RCAS advised c that the call may be recorded for quality and training purposes

SM stated that the brake pedal was adjusted and cleaned and is operating norma

SUMMARY;

. c agreed.

lly.

Service survey

multiple contact attempts

RCAS advised c that RCAS is calling to thank c for completing the service surv

SM stated that SLSM offered to trade out of vehicle. Customer declined.

Closing case due to no C contact

ey and inquired if c requires any further assistance. c states that c is still

LAS-EW understood.

Created by ZEW177N at 2014-04-03 13:24:19

having concerns with the vehicle and would like to have these concerns addres

LAS-EW called customer on 04/03/2014 at 3:20P ET phone number [REDACTED]

sed.

LAS-EW left voicemail message for customer.

RCAS asked c what concerns c has been having.

\*\*\*\*\*

C stated that there is a terrible rattling noise in c's vehicle, c is still ha

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,638

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,639

REQUESTED BY: lattad

**CAR ID:** CA6131422

LAS-EW called customer on 04/03/2014 at 3:22P ET phone number [REDACTED].  
ving concerns with the brakes going all the way to the floor, and c has been h  
aving concerns with the airbag light and now there is a campaign on the airbag  
Co-worker stated customer was not available and would be unavailable the remai  
.  
nder of the week.

Created by ZEW177N at 2014-04-08 13:41:06

C stated that c wants to know what is wrong with the airbag that c can't even

LAS-EW called customer on 04/08/2014 at 3:36P ET phone number [REDACTED].  
put c's purse in the seat without the light going on and off.

LAS-EW left voicemail message for customer.

RCAS advised c that there is nothing wrong with the airbag itself.

\*\*\*\*\*

RCAS explained to c that the sensor in the passenger seat is not functioning p

LAS-EW called customer on 04/08/2014 at 3:38P ET phone number [REDACTED]  
roperly, and Nissan is preparing to launch a safety campaign in mid April to h  
ave these concerns addressed and resolved.

Customer is unavailable to speak at time of call.

C understood.

Customer requested call back at 10:00A on 04/09/2014.

Created by ZEW177N at 2014-04-09 08:06:00

RCAS asked c how long c has been hearing the rattling noise in c's vehicle.

C stated that the noise has been there since about three months after c purcha

LAS-EW called customer on 04/09/2014 at 10:00A ET phone number [REDACTED]  
Receptionist stated customer was not at work on 04/09/2014.

sed the vehicle.

\*\*\*\*\*

RCAS asked if the service dept has been able to diagnose what is causing the n

LAS-EW called customer on 04/09/2014 at 10:01A ET phone number [REDACTED]  
oise.

C stated that the Manager-Becky, took a test drive with c and acknowledged tha

Customer still experiencing issue with brakes.

Customer took vehicle to dealer on 04/07/2014. Customer stated customer was in

t the noise was terrible, but c's husband took a test drive with the SM, and t

a loaner.

he SM told c's husband that the noise is normal.

RCAS asked c what the dealer has done to resolve c's brake concern.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,640

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,641

REQUESTED BY: lattad

**CAR ID:** CA6131422

SM drove vehicle with customer and verified concern with brakes.

C stated that the dealer told c that there was a campaign on the brakes and pe  
LAS-EW advised customer of follow-up on 04/11/2014.

Created by ZEW177N at 2014-04-14 09:34:23

rformed some kind of service, but the brakes still went all the way to the flo  
LAS-EW called dealer 5368 Capitol Nissan of Frankfort on 04/14/2014 at 8:49A E  
or before the vehicle would stop.

C stated that about a month ago, c went back to the dealer to have the brakes  
T phone number [REDACTED]. LAS-EW spoke with SM-Bobby Toll.

serviced again, and the dealer drained the brake line, but the brakes still go

SM stated that dealer has been unable to duplicate concern.

all the way to the floor.

SM stated SLS was attempting to trade customer out of vehicle.

LAS-EW understood.

RCAS asked if there was any improvement whatsoever.

Created by ZEW177N at 2014-04-14 09:41:02

C stated none.

LAS-EW called customer on 04/14/2014 at 11:35A ET phone number [REDACTED]

RCAS apologized for the inconvenience c has been through.

Customer stated that dealer was sending someone to customer's residence to tak

RCAS advised c that c's case will be sent to RCAS for further review, and c wo

e the vehicle on an extensive test drive. Customer also stated that customer w

uld be contacted by an RCAS agent by the end of the following business day.

C understood and thanked RCAS.

ould be taking a KGV for a test drive from dealer inventory.

C stated that the last time c's husband went to the dealership, the SM told c'

Customer stated that customer has not had an opportunity to speak with SLS abo

s husband that the dealer could not find anything wrong with c's vehicle, and

ut a trade offer.

LAS-EW advised customer of follow-up on 04/17/2014.

suggested that c visit another Nissan dealership for a second opinion.

Customer understood.

RCAS asked if visiting another dealership is something that c would be interes

Created by ZBB182N at 2014-04-17 15:57:19

ted in.

C stated no, that c would like to continue servicing with Capitol Nissan of Fr

RCAS contacted C on [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,642

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,643

**REQUESTED BY:** lattad

**CAR ID:** CA6131422

@ 5:55 pm EST and left VMX with follow up date on 4/22/14  
ankfort.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |                       |
|---------------------|-------------------------|-----------------------|
| <b>SATISFIED:</b> N | <b>ACTION CODE:</b> NI  | NP                    |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   |                       |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00 |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00 |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00 |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00 |

|                     |                                |                           |
|---------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>    | <b>TRANS DATE:</b> 00/00/00    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI  | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>   | <b>OPENED BY:</b>              |                           |
| <b>HISTORY:</b>     | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> N     | <b>CLOSE DATE:</b> 01/01/01    | 04/28/14                  |
| <b>RESP CAA:</b>    | <b>OLM:</b>                    | <b>MICROFILM:</b>         |
| <b>PHONE:</b>       | <b>OWNER FIRST:</b> [REDACTED] | <b>DOM:</b>               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,644

REQUESTED BY: lattad

**ROOT CAUSE:** NI

SCIR

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,645

**CAR ID:** CA6131422

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP7DL [REDACTED]

**IN SCV DATE:**

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 5368          | Kentucky |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,646

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,647

REQUESTED BY: lattad

**CAR ID:** CA6131422

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5368

**STATE:** KY

**DEALER NAME:** CAPITOL NISSAN/FRANKFO

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,648

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,649

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA6135432  
**STREET:** [REDACTED] **VIN:** 1N4AL11D95C [REDACTED]  
**CITY:** WINTER HAVEN **YR/MDL:** 2005.0 ALT **MILEAGE:** 035000  
**ST/ZIP:** FL [REDACTED] **VCAN:** Y **IN SVC DATE:** 05/29/04  
**DAY PH:** [REDACTED] **PAID:** 4,030 **RTL DLR:** 19090 SHERWOOD NCV  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 19090 SHERWOOD NCV  
**DLR PH:** 780 449 5775 **DENY:** 0 **RESP DLR:** 19090 SHERWOOD NCV  
**REGION:** 4 **DIST: SL/SV/PT:** A

**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 Preowned x **MILES:** 035000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 19090 HILL NISSAN, INC.  
**OUTSIDE WARRANTY BY (B) MONTHS:** 11 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 04/29/08 **XFER/RSPNSBLTY:** 4 S  
**CONTACT (S):** **FOLLOWUP DATE:** 05/05/08 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 05/07/08 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS

137000 CRANKSHAFT/CAMSHAFT

AG ENGINE MECHANICAL

YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,650

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,651

REQUESTED BY: lattad

CAR ID: CA6135432

C. A. R. COMMENTS

\*\*\*\*\*

FILE OPENED-ZNP779N 04/29/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND: (UNRELATED): NONE. (RELATED): NONE.

WOULD LIKE SOMETHING DONE FOR C. RCAS-NP ADVISED C THAT CURRENTLY VEHICLE IS

CLSD R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 04/02/08 19090

CRR-NP VERIFIED C'S NAME, ADDRESS, MILEAGE, VIN, DAY AND EVENING PHONE NUMBER.

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

RCAS-NP DATANETTED FILE\*\*\*\*\*

REPAIRED AND A TEST IS IN PROGRESS TO SEE IF VEH HAS AN OIL CONSUMPTION

\*\*\*\*\*

AND RESPONSIBLE DLR. CRR-NP UPDATED OWNERS INFORMATION.

CRR-NP ADVISED C THERE ARE NO OPEN RECALLS.

CUSTOMER.

PROBLEM WHICH THE DLRSHIP IS CURRENTLT STATING THAT THERE IS NOT A

CRR-NP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/29-ZNP779N

PREVIOUS NISSAN/INFINITI VEHICLES: (MODEL): (YEAR):

PROBLEM. C STATES THERE IS A PROBLEM AND WOULD LIKE TO SPEAK WITH SOMEONE

RCAS-NP CALLED DLRSHIP AT 11:33 AM EST ON 04/30/08 AND SPOKE WITH

CLSD P5202 QR25 POWER VALVE NTB05-058 05/06/05 08/29/05 09/27/05 19090

CRR-NP RECEIVED CALL FROM C: (MOTHER)

ELSE. RCAS-NP ADVISED C THAT RCAS-NP IS TRYING TO ASSIST C. C STATES DOES

SM-TONY LAFFIN. SM STATES C PURCHASED VEHICLE USED FROM A TOYOTO DLRSHIP.

CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 01/12/06 02/01/06 V9085

C STATES: PURCHASED VEH IN DECEMBER LAST YEAR. @04/29-ZNP779N

NOT MATTER AND WOULD LIKE TO SPEAK WITH RCAS-NP SUPERVISOR. RCAS-NP ADVISED C

SM STATES THAT C CAME INTO DLRSHIP STATES THAT C WAS LOOSING OIL AND

C STATES: BATTERY WENT.

DLR FOUND THAT C MAY NEED A NEW ENGINE. SM STATES WAS ADVISED BY TECH TO

THAT SUPERVISOR DOES NOT WORK FILES AND CAN NOT ASSIST C. RCAS-NP ADVISED C

C STATES: PUT NEW BATTERY INTO VEH AT WALMART JUNE 6TH 2007.

REPLACE THE ENGINE FOR C. SM STATES C THEN STATED C WAS HAVING AN OIL

THAT SUPERVISOR JUST MODIFIES RCAS-NP PROFESSIONALISM ON THE PHONE. C STATES

C STATES: THEN THINGS STARTED GOING WRONG WITH C'S VEH. @04/29-ZNP779N

DOES NOT WANT TO SPEAK WITH RCAS-NP ANY MORE AND WOULD LIKE TO

PROBLEM. SM STATES DID AN OIL CONSUMPTION TEST AND HAD THE CUSTOMER COME BACK

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,652

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,653

REQUESTED BY: lattad

CAR ID: CA6135432

@04/30-ZNP479N

C STATES: VEH WAS CONTINUEOUSLY LOSING OIL. @04/29-ZNP779N  
 AFTER 1000 MILES AND FOUND THAT THERE WAS NO PROBLEM WITH THE OIL.  
 C STATES: SEPTEMBER OR OCTOBER C STATES WAS MAKING NOISES.  
 SPEAK WITH RCAS-NP SUPERVISOR. RCAS-NP ADVISED C THAT SUPERVIOSR WILL TELL  
 C STATES: SOMETHING WAS DRAGGING UNDER C'S VEH.  
 C THE EXACT INFORMATION RCAS-NP HAS STATED TO C. C STATES IT DOES NOT MATTER  
 SM STATES THEN C CAME BACK INTO THE DLRSHIP STATING THE VEHICLE IS "BUCKING"  
 C STATES: DLRSHP SAID BOLTS BROKE AND COVER CAME OFF.  
 SM STATES REPLACED THE CRANKSHAFT POSITION SENSOR FOR C. SM STATES GOT C  
 WANTS TO HEAR IT FROM SUPERVISORS MOUTH. RCAS-NP ADVISED C WOULD HAVE A  
 C STATES: DLRSHP ASKED C IF C HIT ANYTHING.  
 FINANCIAL ASSISTANCE FOR THE REPAIR DUE TO C HAD HAED PREVIOUS COMPLAINTS FOR  
 SUPERVISOR CONTACT C BY END OF BUSINESS DAY TOMORROW. C STATES IF C CAN  
 C STATES: NO.  
 HAVE SUPERVISORS NAME. RCAS-NP ADVISED C SUPERVISOR WOULD PROVIDE C WITH  
 THIS ISSUES. SM STATES C THEN CAME BACK TO THE DLRSHIP STATING THAT  
 C STATES: APRIL 2ND 2008 , VEH SHUT DONE COMPLETELY ON COLONIAL ST.  
 SUPERVISORS NAME WHEN C IS CALLED. C STATES WHAT IS RCAS-NP NAME. RCAS-NP  
 THE WHEELS WERE BENT.SM STATES GM OF DLRSHIP WENT HALF WITH C FOR BRAND NEW  
 C STATES: IT WAS DURING TRAFFIC HOUR. @04/29-ZNP779N  
 PROVIDED C WITH FULL NAME AND C ENDS CALL.  
 TIRES FOR C. SM STATES THAT C MAY BE CLAIMING THAT VEHICLE IS A LEMON.  
 C STATES: DLRSHP STATES CAN NOT FIND WHATS WRONG WITH C'S VEH .  
 RCAS-NP ADVISED SM WOULD CONTACT C AND SPEAK WITH C. RCAS-NP THANKED SM\*\*\*\*\*  
 RCAS-NP SEDNING ESCALATION EMAIL \*\*\*\*\*

\*\*\*\*\*

@04/30-ZNP479N

@04/30-ZNP479N

C STATES: DLRSHP SAID C MIGHT NEED A NEW ENGINE.

@04/30-ZNP479N

@04/30-ZNP479N

C STATES: ALREADY HAD A NEW ENGINE PUT IN.

RCAS-NP CALLED C ON DAY/EVE PHONE AT 1:08 PM EST ON 04/30/08.

@04/30-ZNP479N

@04/30-ZNP479N

C STATES: DLRSP PUT NEW FRONT TIRES AND HAD VEH REALIGNED.

RCAS-NP SPOKE WITH C MOM-LORIANE. RCAS-NP STATES CURRENTLY C IS LOOKING FOR

\*\*\*\*\*

@05/01-ZSD591N

C STATES: C PAID 350.00 FOR 2 NEW TIRES AND REALINMENT.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,654

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,655

REQUESTED BY: lattad

CAR ID: CA6135432

NISSAN TO BUY C VEHICLE BACK BECAUSE THE VEHICLE IS A LEMON. RCAS-NP ADVISED  
C STATES: DLRSHP GAVE C A FREE OIL CHANGE.

C THAT C VEHICLE CURRENTLY DID NOT MEET LEMON LAW STANDARDS AND THAT C  
RS-DD ATTEMPTED TO CONTACT C ON DAY/EVE PHONE ON 5/1/2008 AT 7:50PM EST LEFT  
C STATES: DLRSHP TOLD C TO GET 1000 MILE CONSUMPTION TEST DONE. @04/29-ZNP779N  
DETAILED VMX FOR C REQUESTING C CONTACT RS-DD. @05/01-ZSD591N

VEHICLE DID NOT HAVE 3 REPAIR ATTEMPTS ON THE SAME PART AND C VEHICLE HAS  
@04/30-ZNP479N

C STATES: ON APRIL 10TH 2008 , C STATES: VEH STARTED TO JOLT ALOT.

RCAS-NP CLOSING FILE PENDING C CALL BACK.\*\*\*\*\*

\*\*\*\*\*

@05/07-ZNP479N

C STATES: ENGINE LIGHT CAME ON .

NOT BEEN OFF ROAD FOR MORE THAN 30 DAYS. C STATES THIS VEHICLE HAS HAD

C STATES: DLRSHP SAID IF ENGINE LIGHT STARTS TO FLASH , DLRSHP SAID TO PULL  
SO MANY PROBLEMS AND IT SEEMS THAT NISSAN IS NOT GOING TO STAND BEHIND  
OVER.

THE NISSAN PRODUCT. RCAS-NP ADVISED C THAT THE REASON FOR THE BASIC WARRANTY

C STATES: HAD VEH DIAGNOSED BUT DLRSHP COULD NOT FIND PROBLEM.

IS TO COVER MANUFACTURE DEFECTS WHICH MOST OF C CONCERNS WERE COVERED UNDER

C STATES: DLRSHP BLAMED PREVIOUS RECALL ON ECM REPROGRAM.

WARRANTY. C STATES VEHICLE HAS A OIL CONSUMPTION PROBLEM AND CURRENTLY

C STATES: DLRSHP SAID , VEH IS FINE. @04/29-ZNP779N

IS CONDUCTING A OIL CONSUMPTION TEST WHICH IS REALLY AN INCONVENIENCE TO C.

C STATES: DLRSP SAID C HAD A BENT WHEEL.

RCAS-NP APOLOGIZED TO C FOR THIS PROCEDURE BEING AN INCONVENIENCE AND

C STATES: DLRSHP SAID IT WILL COST C 200.00 FOR REPAIR.

UNDERSTOOD WHY THE TEST COULD BE FRUSTRATING. RCAS-NP ADVISED C SPOKE WITH

C STATES: DID NOT HIT A POT HOLE OR CAUSED BENT WHEEL IN ANY WAY SHAPE OR FORM  
SM AT THE DLRSHIP AND SM STATES THAT CURRENTLY THE TEST IS SHOWING NO

C STATES: DLRSHP SAID CAN GET A TIRE FOR 125.00 . @04/29-ZNP779N

SIGNS OF THE VEHICLE HAVING AN OIL CONSUMPTION PROBLEM. C STATES THAT WAS

C STATES: NO IM NOT PAYING IT WHEN C DID NOT DAMAGE WHEEL.

THE FIRST TIME GOING BACK AND STILL HAS TO CONTINUE GOING BACK EVERY 1000

C STATES: HAD A LOCAL FRIEND LOOKED AT VEH AND ROTATED ALL TIRES FOR FREE

MILES UNTIL THE TEST IS COMPLETED. C STATES WHO IS GOING TO PAY FOR THE GAS  
BECAUSE IT WAS A FRIEND THAT HELPED C.

COST FOR GOING BACK AND FORTH. C STATES THAT EVERYTIME C DAUGHTER HAS A

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,656

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,657

REQUESTED BY: lattad

**CAR ID:** CA6135432

C STATES: VEH STARTED TO ACT UP AGAIN. @04/29-ZNP779N  
PROBLEM WITH THE VEHICLE THAT C HAS TO PROVIDE DAUGHTER WITH C VEHICLE.  
@04/30-ZNP479N  
C STATES: HAD VEH BACK ON APRIL 26TH 2008.  
C STATES NISSAN NEEDS TO STEP UP AND PROVIDE C WITH SOME ASSISTANCE.  
C STATES: VEH IS JOLTING STILL.  
C STATES: DLRSHP COULD NOT DIAGNOSE PROBLEM. @04/29-ZNP779N  
RCAS-NP ADVISED C THAT C HAS HAD A FEW PROBLEMS WITH THE VEHICLE WHICH THE  
C STATES: APRIL 27TH 2008 , C STATES CHECK ENGINE LIGHT CAME ON AGAIN.  
DLRSHIP HAS TAKEN CARE OF FOR C. C STATES THAT IN INCORRECT C STATES WENT  
C STATES: VEH IS JOLTING AND BUCKING AGAIN.  
TO THE DLRSHIP FOR THE VEHICLE IDLING WHICH C HAS BEEN COMPLAINING ABOUT  
AND THE DLRSHIP WAS UNABLE TO FIND THE PROBLEM. C STATES BROUGHT THE VEHICLE  
C STATES: VEH STARTED SHAKING AND RUMBLING.  
C STATES: YESTERDAY MORNING ON APRIL 28TH 2008 , C STATES TOOK VEH INTO DLRSHP  
TO DLRSHIP ON SATURDAY AND DLRSHIP TOLD C THAT THERE WAS NOTHING WRONG WITH  
AND DLRSHP WAS FINALLY ABLE TO DIAGNOSE SOMETHING ON C'S VEH.  
THE VEHICLE. C STATES BROUGHT THE VEHICLE BACK ON MONDAY AND THAT IS WHEN  
C STATES: DLRSHP SAID CRANKSHAFT POSITIONING SENSOR WAS DEFECTIVE.  
THE DLRSHIP FOUND THE PROBLEM WITH THE VEHICLE AND IT WAS FOR THE CRANKSHAFT  
C STATES: DLRSHP MADE REPAIRS TO C'S VEH UNDER WARRANTY. @04/29-ZNP779N  
POSITON SENSOR. RCAS-NP ADVISED C THAT DLRSHIP COVERED THE CRANKSHAFT SENSOR  
C STATES: BECAUSE VEH HAS HAD SO MANY ISSUES , C IS REQUESTING A NEW VEH.  
REPAIR FOR C. RCAS-NP APOLOGIZED TO C FOR THE DLRSHIP NOT FINDING THE  
C STATES: AFTER THESE REPAIRS , HOW DOES C KNOW IF VEH WILL STAY FIXED.  
PROBLEM RIGHT AWAY BUT IF THE DLRSHIP CAN NOT DUPLICATE C CONCERNS WHEN  
C FIRST BRINGS THE VEHICLE INTO THE DLRSHIP THERE IS NOTHING MORE NNA CAN  
C STATES: DONT KNOW IF C CAN TRUST VEH. @04/29-ZNP779N  
C STAETS: CALL MOTHER LORAINÉ ON DAYTIME AND EVENING NUMBER. @04/29-ZNP779N  
DO FOR C UNLESS C WANTS TO TAKE THE VEHICLE TO ANOTHER NISSAN DLRSHIP.  
C STATES: MOTHER STATES CALL C ANYTIME. @04/29-ZNP779N  
\*\*\*\*NOTE C MOTHER-LORIANÉ THEN PASSES PHONE TO OWNER OF VEHICLE\*\*\*\*  
@04/30-ZNP479N  
CRR-NP ADVISED C CRR-NP WILL FORWARD FILE TO RCAS FOR FURTHER REVIEW.  
CRR-NP ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY.  
C STATES RIGHT NOW IT SOUNDS LIKE NISSAN IS NOT GOING TO DO ANYTHING FOR  
C. RCAS-NP ADVISED C THAT AT THIS POINT OF TIME NOTHING CAN BE DONE FOR

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,658

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,659

REQUESTED BY: lattad

**CAR ID:** CA6135432

C STATES C UNDERSTANDS.

C, EXCEPT TO HAVE C COMPLETE THE OIL CONSUMPTION TEST AND SEE WHAT  
CRR-NP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-NP GAVE NAME, EXTENSION AND FILE NUMBER.

HAPPENS AFTER THAT. RCAS-NP ADVISED C THAT RIGHT NOW NISSAN IS NOT IS  
A POSITION TO BUY THE VEHICLE BACK FROM C. C STATES NOT SATISFIED AND  
C THANKED CRR-NP FOR ASSISTANCE, C SATISFIED. @04/29-ZNP779N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |                         |
|---------------------|-------------------------|-------------------------|
| <b>SATISFIED:</b> Y | <b>ACTION CODE:</b> NP  | <b>ROOT CAUSE:</b> SCSV |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   | <b>USERID:</b>          |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00   |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00   |
|                     |                         | <b>USERID:</b>          |

|                              |                             |                           |
|------------------------------|-----------------------------|---------------------------|
| <b>IIR-DATE:</b>             | <b>TRANS DATE:</b> 07/23/08 | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI           | <b>PART#:</b>               | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>            | <b>OPENED BY:</b>           |                           |
| <b>HISTORY:</b>              | <b>UPDATE BY:</b>           |                           |
| <b>SVC CALL#:</b> N          | <b>UPDATE DATE:</b>         |                           |
| <b>CLOSE:</b> Y              | <b>CLOSE DATE:</b> 05/07/08 | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> RANDY DRIER | <b>OLM:</b>                 | <b>DOM:</b> ZNP479N       |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,660

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,661

REQUESTED BY: lattad

**CAR ID:** CA6135432

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,662

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,663

**CAR ID:** CA6135432

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2005

**MAKE:** N

**MODEL LINE:** ALT

**NAME:** [REDACTED]

**VIN:** 1N4AL11D95C [REDACTED]

**IN SCV DATE:** 05/29/04

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST      | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|---------|----------------|-------------|----------------|-------------|---------------|
| 1       | PEDQ14245306 | 19090         | Florida | 7/8/2008       | 05/29/11    | 0100000        | 01/01/01    | 01/01/01      |
| 2       | RMNZ06437994 | 19090         | Florida | 7/3/2008       | 05/29/11    | 0100000        | 01/01/01    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,664

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,665

REQUESTED BY: lattad

**CAR ID:** CA6135432

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDQ14245306

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** Q

**DEDUCTABLE:** 50

**EFFECTIVE:** 7/8/2008

**EXPIRES:** 05/29/11      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/23/08

**PRINTED:** 07/26/08

**DEALER NO:** 19090      **STATE:** NA

**DEALER NAME:** SHERWOOD NCV

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,666

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,667

REQUESTED BY: lattad

**CAR ID:** CA6135432

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RMNZ06437994

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** M

**PLAN TERM:** Z

**DEDUCTABLE:** 0

**EFFECTIVE:** 7/3/2008

**EXPIRES:** 05/29/11      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/23/08

**PRINTED:** 07/26/08

**DEALER NO:** 19090      **STATE:** NA

**DEALER NAME:** SHERWOOD NCV

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,668

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,669

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6135676  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP6DL [REDACTED]  
**CITY:** CHICAGO **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 004752  
**ST/ZIP:** IL [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 486 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 2160 MID CITY NISSAN, INC.  
**DLR PH:** 773 282 6200 **DENY:** 0 **RESP DLR:** 2160 MID CITY NISSAN, INC.  
**REGION:** 24 **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:** 04/02/14 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 004752 **# 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:** 04/02/14 **XFER/RSPNSBLTY:** 24 02 N  
**CONTACT (S):** **FOLLOWUP DATE:** 04/07/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 04/07/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 103500 STEREO/CD/RADIO  
AA AUDIO/VIDEO/NAVI YX POOR OR IMPROPER OPERATION  
AD BRAKES 254500 TIRE (TIRE/VALVE/TUBE)  
BO TIRE/WHEEL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,670

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,671

REQUESTED BY: lattad

**CAR ID:** CA6135676

**C. A. R. COMMENTS**

Created by ZFJ178N at 2014-04-02 14:36:09

Created by ZFJ178N at 2014-04-02 14:42:42

c stated c would like to be contacted after 6PM CST.

rns

Service Dept. Review

crr-jd received a call from c. c stated that c wants to file a complaint again

CRR -MA offered further assistance, c declined.

SA-Kim advised that c could not be pleased and may be trying to get out the ve

Service Dept. Review

CRR -MA gave name & extension. crr-ma exiting case.

h totally because c even requested for dlr to take some of the payments over

Service Dept. Review

st MID CITY NISSAN c said that when c first visit the dlrshp for service c had

Created by ZJA178N at 2014-04-04 11:57:51

issues with the brake, radio speaker, scratch on the bumper and nail in the t

SM-Kim stated that the head manger and SM-Dennis met with c on 04/02/14 and c

complained about speakers and dlr couldn't duplicate the concerns

ire. c brought the veh again to the dlrshp because until now the speaker of th

RCAS Case Follow-up

Created by null at 2014-04-04 07:15:12

e radio still having issues. c said that c was not happy with the service that

RCAS-MF advised SM-Kim of c's brake pedal concerns

c got from the dlrshp and c was upset because this is a b-new veh. crr-jd ad

RCAS-MF contacting c on [REDACTED] at 911a EST, reached vmx

SA-KM stated that c has never mentioned the new concern to service dept

RCAS left vmx advising that dlr has been notified of complaint and will contac

SA-Kim states that

vised c that the case will be forwarded to rcas for further review and c will

receive a call back before the end of the next business day. c understood.

SM-Kim stated that c is very hard to please and will contact c ASAP

t c to address c's concerns, requesting c callback for further assistance, pro

Created by null at 2014-04-03 10:41:40

crr-jd offered further assistance. c declined.

vided case # and RCAS contact info

Created by null at 2014-04-07 10:31:31

crr-jd provided name, case number and extension number.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,672

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,673

REQUESTED BY: lattad

**CAR ID:** CA6135676

RCAS-MF contacting c on [REDACTED] at 1222p EST, reached vmx  
crr-jd escalating the case to RCAS  
RCAS left vmx advising that dlr has been notified of complaint and will contac  
RCAS-MF called dlr 2160 MID CITY NISSAN on [REDACTED] at 1131a EST, spoke with  
Created by ZTD176N at 2014-04-02 15:05:42

SM-Dennis

t c ASAP, requesting c callback for further assistance, provided case # and R  
CAS contact info

crr-rc received call from c

SM-Dennis stated that c very hard to please

crr-rc c states that there is another problem with the veh

RCAS-MF contacting c on [REDACTED] at 1231p EST, reached vmx

SM-Dennis stated that C was provided info that veh was operating normally

RCAS left vmx advising that dlr has been notified of complaint and will contac

SM-Dennis stated that C is worried about c's children ear safety but then requ  
the brake pedal really goes back down

ested the radio be turned all the way up while children were in the veh

t c ASAP, requesting c callback for further assistance, provided case # and R

the veh is making a rattling sound

CAS contact info

c just want to add the information

SM-Dennis stated that c wants radio and speakers replaced

Crr-rc offered further assistance, c declined

RCAS-MF contacting c on [REDACTED] at 1234p EST, spoke with female whom advise

SM-Dennis stated that c claimed dlr put nails in the tires

Crr-rc provided Case no.

d that RCAS had the wrong number, RCAS removing # from c account

SM-Dennis stated that c claimed veh had scratches created by dlr while on phon

Created by ZJN999N at 2014-04-03 13:36:29

Crr-rc provided crr-rcb

e with NNA CA but never advised dlr of any scratches

c is returning RCAS call

Crr-rc exiting the case

SM-Dennis got GM involved

Created by null at 2014-04-03 10:21:22

crr-ja verified information has not changed

SM-Dennis stated that SA-Kim contacted c but c is not pleased with info prov

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,674

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,675

REQUESTED BY: lattad

**CAR ID:** CA6135676

crr-ja advised will transfer to the ext and if RCAS is unavailable , c may lea  
ided

RCAS-MF called dlr 2160 MID CITY NISSAN on 7732826200 at 1134a EST, spoke with  
SA-Kim (SM-Dennis unavailable)

SM-Dennis stated that c is more than welcome to go to another dlr for second  
ve a message and for follow up crr-ja will send internal message. C understoo  
d.

opinion

RCAS-MF advised of c's complaint and requested c be contacted to address conce

Created by null at 2014-04-07 12:41:47

crr-ja asked for further assistance. c declined.

rns

crr-ja provided to c, name , extension, case #.

RCAS-MF contacting c on [REDACTED] at 237p EST, reached vmx

SA-Kim advised that c could not be pleased and may be trying to get out the ve  
exiting the file b

h totally because c even requested for dlr to take some of the payments over

RCAS left vmx for c advising c of RCAS-MF operating hrs and requested c to re  
sent internal message

SM-Kim stated that the head manger and SM-Dennis met with c on 04/02/14 and c

turn call with a time that RCAS can reach c within RCAS work hours, provided

case # and RCAS contact info

complained about speakers and dlr couldn't duplicate the concerns

Created by null at 2014-04-04 07:04:40

RCAS closing case due to lack of c contact

RCAS-MF advised SM-Kim of c's brake pedal concerns

RCAS-MF received vmx from c requesting follow-up on [REDACTED]

Created by null at 2014-04-04 07:15:12

Created by null at 2014-04-07 12:43:21

SA-KM stated that c has never mentioned the new concern to service dept

\*\*\*CLOSE SUMMARY\*\*\*

RCAS-MF contacting c on [REDACTED] at 911a EST, reached vmx

SA-Kim states that

RCAS left vmx advising that dlr has been notified of complaint and will contac

RCAS received c's dlr complaint about veh radio concern

SM-Kim stated that c is very hard to please and will contact c ASAP

Created by null at 2014-04-03 10:41:40

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,676

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,677

REQUESTED BY: lattad

**CAR ID:** CA6135676

RCAS contacted servicing dlr and had dlr contact c to address c's concerns  
t c to address c's concerns, requesting c callback for further assistance, pro  
RCAS made 3 failed attempts at reaching c  
RCAS-MF contacting c on [REDACTED] at 1222p EST, reached vmx  
vided case # and RCAS contact info  
Created by ZNT176N at 2014-04-04 11:50:59  
RCAS closing case due to lack of c contact and no further actions required  
RCAS left vmx advising that dlr has been notified of complaint and will contac  
Crr-nt received a call from c asking to speak with rcas-mf  
t c ASAP, requesting c callback for further assistance, provided case # and R  
CAS contact info  
Crr-nt verified no info has changed  
Crr-nt advised c that case is still being work on by rcas-mf and rcas set up f  
RCAS-MF contacting c on [REDACTED] at 1231p EST, reached vmx  
ollow up date on 4/7/2014  
RCAS left vmx advising that dlr has been notified of complaint and will contac  
Crr-nt advised c that if crr-nt will reach rcas voicemail c can leave message  
t c ASAP, requesting c callback for further assistance, provided case # and R  
and crr-nt will send internal message for follow up  
CAS contact info  
C said c can be reach at : [REDACTED]  
RCAS-MF contacting c on [REDACTED] at 1234p EST, spoke with female whom advise  
crr-nt asked for further assistance but c declined  
d that RCAS had the wrong number, RCAS removing # from c account  
Created by ZJN999N at 2014-04-03 13:36:29  
crr-nt provided name, case number and extension number  
c is returning RCAS call  
crr-nt sent internal message  
crr-ja verified information has not changed  
crr-nt exiting case  
Created by ZNT176N at 2014-04-04 11:51:11  
crr-ja advised will transfer to the ext and if RCAS is unavailable , c may lea  
RCAS Case Follow-up  
ve a message and for follow up crr-ja will send internal message. C understoo  
Created by ZJA178N at 2014-04-04 11:57:34  
d.  
crr-ja asked for further assistance. c declined.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,678

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,679

**CAR ID:** CA6135676

CRR -MA received a call from c asking to speak with RCAS-MF, crr-ja provided to c, name , extension, case #.  
CRR -MA verified that there are no changes on contact information.  
CRR -MA advised c that CRR -MA will try to reach rcas first exiting the file b  
CRR -MA advised c that CRR -MA will transfer c directly if rcas is reached, c sent internal message  
Created by null at 2014-04-03 10:21:22 understood.  
CRR -MA called RCASb  
RCAS-MF called dlr 2160 MID CITY NISSAN on 7732826200 at 1134a EST, spoke with  
CRR -MA advised c that CRR -MA will just send internal msg for c for rcas to c SA-Kim (SM-Dennis unavailable)  
all c back. C understood.  
RCAS-MF advised of c's complaint and requested c be contacted to address conce

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                             |                           |
|---------------------|-----------------------------|---------------------------|
| <b>SATISFIED:</b> N | <b>ACTION CODE:</b> NP      | <b>ROOT CAUSE:</b> SCIN   |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00       | <b>USERID:</b>            |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0          | <b>DATE:</b> 00/00/00     |
|                     | <b>NEW INFO:</b> 0          | <b>DATE:</b> 00/00/00     |
|                     | <b>OTHER:</b> 0             | <b>DATE:</b> 00/00/00     |
|                     | <b>COMMENTS ONLY:</b> 0     | <b>DATE:</b> 00/00/00     |
| <b>IIR-DATE:</b>    | <b>TRANS DATE:</b> 00/00/00 | 12/31/13                  |
|                     |                             | <b>CHECK REQUESTED:</b> Y |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,680

REQUESTED BY: lattad



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**  
**CUSTOMER ASSISTANCE REQUEST**  
**REQUESTED BY:** lattad

**PAGE:** 2,681

**TIME:** 9:19:07 AM

**CAR ID:** CA6135676

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 04/07/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,682

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,683

**TIME:** 9:19:07 AM

**CAR ID:** CA6135676

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP6DL [REDACTED]

**IN SCV DATE:**

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCC906160627 | 2160          | Illinois | 12/31/2013     | 12/31/21    | 0120000        | 01/01/01    | 01/01/01      |
| 1       |              | 2160          | Illinois |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,684

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,685

REQUESTED BY: lattad

**CAR ID:** CA6135676

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCC906160627

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** 9

**DEDUCTABLE:** 100

**EFFECTIVE:** 12/31/2013

**EXPIRES:** 12/31/21      **MILES:** 0120000

**CANCEL:** 01/01/01      **MILES:** 0120000

**TRANSFER:** 01/01/01

**TRANSACTION:** 12/31/13

**PRINTED:** 01/04/14

**DEALER NO:** 2160      **STATE:** IL

**DEALER NAME:** MID CITY NISSAN, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,686

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,687

REQUESTED BY: lattad

**CAR ID:** CA6135676

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2160

**STATE:** IL

**DEALER NAME:** MID CITY NISSAN, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,688

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,689

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6139878  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP4DL [REDACTED]  
**CITY:** RACINE REISTERSTOWN **YR/MDL:** 1999.0 PTH 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** MD [REDACTED] WI [REDACTED] **VCAIN SVC DATE:** 02/27/99  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3573 KENOSHA NISSAN  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 3848 GENTILE NISSAN  
**DLR PH:** 262 884 7575 410 298 4400 **DENRESP DLR:** 3848 GENTILE NISSAN  
**REGION:** 24 26 **DIST: SL/SV/PT:** 04 04 34 15 15 45

**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 Preowned x New x Preowned 167000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 3848\_GENTILE NISSAN ANTWERPEN SECURITY NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/02/08 04/03/14 **XFER/RSPNSBLTY:** 24 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 05/05/08 04/04/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 05/02/08 04/04/14 **INF-NET DATE:**

| CONCERN AND CATEGORY        | SUBCATEGORY AND SYMPTOM        |
|-----------------------------|--------------------------------|
| OA VEHICLE CONCERNS         | 121500 GEN. BRAKE COMPONENT(S) |
| OF NNA., INC. ISSUES        | 207500 PATHFINDER              |
| AD BRAKES                   | VG PROVIDED RECALL INFORMATION |
| AZ NISSAN PRODUCT INQUIRIES | YX POOR OR IMPROPER OPERATION  |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,690

REQUESTED BY: lattad

**VIN:** NP

**MILEAGE:** 005235            167000

**RTL DLR:**    NI    NI

**SVC DLR:**    3937    ANTWERPEN SECURITY NISSAN

**RESP DLR:** 3937    ANTWERPEN SECURITY NISSA

**XFER/RSPNSBLTY:** 26 15 N

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,691

REQUESTED BY: lattad

CAR ID: CA6139878

**C. A. R. COMMENTS**

FILE OPENED-ZNP779N 05/02/2008

, if dlr can't fix problem dlr needs to put c in something else.

PREVIOUS FILES FOUND: (UNRELATED): NONE. (RELATED): NONE.

CRR-NP VERIFIED C'S NAME, ADDRESS, MILEAGE, VIN, DAY AND EVENING PHONE NUMBER.

PREVIOUS NISSAN/INFINITI VEHICLES: (MODEL):NONE. (YEAR):NONE.

RCAS advised that NNA stands behind the veh's by honoring the terms and condit

AND RESPONSIBLE DLR. CRR-NP UPDATED OWNERS INFORMATION.

CRR-NP RECEIVED CALL FROM C:

ions of all applicable warranties, does want c's veh to operate as designed, a

CRR-NP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/02-ZNP779N

C STATES: IS EXPERIENCING A LEAKAGE IN THE FILLER TUBE. @05/02-ZNP779N

nd provides resources to dlr's to help address concerns.

CRR-NP ADVISED C: OF THE OPEN RECALL ON THE FILLER TUBE.

OPEN R0705 PATH-S FILLER TUBE NTB07-078 09/12/07 00/00/00 00/00/00

RCAS stated that if c feels dlr has not addressed concerns thoroughly, c does

CRR-NP ADVISED C THERE IS AN OPEN RECALL(S).

CRR-NP EXPLAINED THE RECALL TO C.

have the option of taking veh to another NNA dlr for diagnosis.

C STATES C UNDERSTANDS.

RCAS advised c of information provided by dlr.

CRR-NP OFFERED FURTHER ASSISTANCE, C DECLINED.

c states SM advised NNA has one person that comes out, want service department

CRR-NP GAVE NAME, EXTENSION AND FILE NUMBER. @05/02-ZNP779N

to handle everything, c was at dlr 2.5 weeks ago, dlr gave c a card to contac

C THANKED CRR-NP FOR ASSISTANCE, C SATISFIED.

t NNA CA with 1800NISSAN1 on card.

CRR-NP CLOSING FILE: NO FURTHER ASSISTANCE REQUIRED FROM CRR-NP.@05/02-ZNP779N

c states dlr can't say veh is operating as it is supposed to, c states SM used

@05/02-ZNP779N

another word, shimmering or something, c feels dlr is aware of concern, what brings it on.

. c stated c would like NNA to stand behind the product and correct the proble

c states c needs to call dlr or another dealer. c states if c gets in an accid

m.

CRR -MA advised c that case will be transferred to rcas for review.

ent there is gonna be a problem, c will do roadtest with mechanic and then cal

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,692

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,693

REQUESTED BY: lattad

**CAR ID:** CA6139878

CRR -MA advised c to expect a call within the next business day.

I c's lawyer, c will stand outside dlr and tell people to not purchase a veh f  
c understood.

rom dlr.

CRR -MA offered further assistance, c declined.

RCAS recommended having diagnostic performed and follow-up with NNA CA if c re

CRR -MA provided name, ext and case number.

quires further assistance.

CRR -MA leaving case open, transferring resp to rcas because c stated the DLR

c states didn't dlr already do a diagnostic.

could not find the problem.

RCAS advised that dlr performed diagnostic but was not able to duplicate conce

Created by ZJA178N at 2014-04-03 09:19:35

rns.

c understood.

Vehicle Concern

c asked if RCAS had c's information.

Created by ZWM176N at 2014-04-04 12:13:29

RCAS asked if c had RCAS information.

SM called dlr and spoke with SM-Charlie

c stated c already had all of RCAS's information.

SM advised c has been into dlr 2 times 11/2013 and 12/2013, c states excessive

RCAS offered further assistance.

trembling, no duplication of concern, no codes, roadtest, compared to KGV, op

c states c will follow procedure.

erating as designed, click from rear brakes, replaced rear cylinders, exhaust

call ended mutually.

concern, no duplication, c called dlr, dlr recommended diagnostic, c unhappy w

ith veh, buyers remorse.

RCAS closing case pending diagnostic.

RCAS thanked SM

\*\*\*\*\*SUMMARY\*\*\*\*\*

c called with veh complaint, shaking brake pedal feel, engine noise.

Created by ZWM176N at 2014-04-04 12:50:14

RCAS contacted dlr, last at dlr 12.2013, no duplication of concern.

RCAS made outbound call to c@2.17pm on requested number ( [REDACTED]

RCAS contacted c, documented complaint, recommended diagnostic.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,694

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,695

REQUESTED BY: lattad

**CAR ID:** CA6139878

RCAS left vmx with name, ext, and case#

RCAS made outbound call to c@2.18pm on [REDACTED]

c states c purchased veh @7.2013, drove @3weeks, c noticed engine was louder than what c was used to, heavy drive noise, c took veh to dlr, dlr advised certain engine, fuel injection, and so on, c explained to dlr about c's previous other brands of veh's, dlr advised different type of veh, c did not hear on test drove or c would not have purchased veh, 3 months later c noticed trembling/shaking while driving in the city, veh would shake real bad, c called dlr, dlr advised c to bring veh in for diagnostic, dlr saw shaking, dlr had mechanic roadtest with c, mechanic advised normal characteristic of veh, c feels veh should not have any concerns, c roadtested similar veh, c felt other veh was not shaking as much as c's, dlr looked at veh, c feels dlr replaced something down near brakeline, c had advised dlr that brakes would go down to floor, dlr advised normal, c disagreed, dlr advised c to continue to drive veh, let things get circulated, couple months later c left veh for a day or two, dlr made no recommendations for repairs, veh is shaking, brakes going down to floor, c could deal with engine, but brakes, c spoke about other people, c advised dlr of concerns, dlr advised dlr has looked at veh 2 times, advised c to contact NNA CA, 2nd time dlr looked at veh dlr put something in the gas tank, should not need to have something in gas.

RCAS inquired how NNA CA could further assist c.

c states c wants veh fixed, wants someone to come out and look at veh, c should not have any concerns with veh, veh should not be shaking, brakes to floor, veh not safe, c spoke about other people, dlr advised c could go to another Nissan place, c don't care what dlr says, veh is not supposed to shake at all. c looked online, engine noise, c not talking about that, shaking, brakes, c does not want to drive veh, dlr is giving c the runaround, they see the shaking

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,696

REQUESTED BY: lattad



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,697

**REQUESTED BY:** lattad

**CAR ID:** CA6139878

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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:** 05/02/08

04/04/14

**MICROFILM:**

**RESP CAA:** DEAN SABEY

**OLM:** DILLIOT, JOHN

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,698

REQUESTED BY: lattad

**ROOT CAUSE:** SCPP

SCSV

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,699

**TIME:** 9:19:07 AM

**CAR ID:** CA6139878

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 1999

**NAME:** [REDACTED] [REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** PTH

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST        | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|-----------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 3848          | Wisconsin |                |             |                |             |               |
| 0       |             | 3937          | Maryland  |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,700

**MODEL YEAR:** 2013

**MAKE:**

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,701

REQUESTED BY: lattad

**CAR ID:** CA6139878

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3848

3937

**STATE:** MD

WI

**DEALER NAME:** ANTWERPEN SECURITY NIS GENTILE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,702

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,703

REQUESTED BY: lattad

**NAME:** [REDACTED] IRONSIDE,FLC **SC:** MULTI CONTRACT **CAR ID:** CA6146127  
**STREET:** [REDACTED] [REDACTED] **VIN:** 1N4AB7APXDN [REDACTED]  
**CITY:** NAPLES TULSA **YR/MDL:** 2007.0 QST 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] OK [REDACTED] **VCAIN SVC DATE:** 07/28/07  
**DAY PH:** [REDACTED] [REDACTED] **PAIRTL DLR:** 19073 NAPLES NISSAN  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 3007 JACKIE COOPER NISSAN  
**DLR PH:** 239 643 3800 918 249 9393 **DENRESP DLR:** 3007 JACKIE COOPER NISSAN  
**REGION:** 32 34 **DIST: SL/SV/PT:** 05 05 35 17 17 47

**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 018700 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 5134\_NAPLES NISSAN NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/08/08 04/04/14 **XFER/RSPNSBLTY:** 32 05 N  
**CONTACT (S):** **FOLLOWUP DATE:** 05/09/08 05/12/14 **INF-NET (Y/N):**  
**SEVERITY:** 3 9 05/16/08 05/12/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
AA AUDIO/VIDEO/NAVI YX POOR OR IMPROPER OPERATION  
AD BRAKES

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,704

REQUESTED BY: lattad

**VIN:** 5N1BV28U67N [REDACTED]

**MILEAGE:** 000450 018700

**RTL DLR:** NI NI

**SVC DLR:** 5134 NAPLES NISSAN

**RESP DLR:** 5134 NAPLES NISSAN

**# NISSAN/INFINITI VEHICLES:** 4

**XFER/RSPNSBLTY:** 34 17 S



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,705

REQUESTED BY: lattad

**CAR ID:** CA6146127

**C. A. R. COMMENTS**

ain and when c brought veh back to the dlr, c was informed that the brake mast does not yet have an eta for c but will continue following up on part and wil

FILE OPENED-ZAS846N 05/08/2008

FOLLOW-UP IS DUE ON OR BEFORE

Location of the vehicle (business name, phone number, and contact person) at d

Rcas received a vmx from c stating that c wants a call back because c keeps ca

RELATED FILES FOUND: 6070645, 6102087

CRR-AS RECEIVED INBOUND CALL FROM C.

CRR-AS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

er cylinder needs to be replaced. c stated that c left veh at the dlr 04/04/14

I follow up with c on 4/21/14.

lling pc-jp but line is always busy.

lr

and picked veh up on 04/24/14. c stated that 2 weeks after, just today, the b

AND RESPONSIBLE DEALER.

Can the vehicle be driven? If not, why? no, needs part

Created by ZJA178N at 2014-04-15 10:26:43

Created by ZJP777N at 2014-04-22 12:25:14

C STATES C HAS HAD MAJOR ISSUES WITH C'S DLRSHIP. @05/08-ZAS846N

CUSTOMER.

CRR-AS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @05/08-ZAS846N

CRR -MA received a call from c following-up on the case.

C STATES C ORGINALLY HAD ISSUES WITH XM RADIO, WHICH DLRSHIP TRIED TO FIX THE

PC-JP placed a call to [REDACTED]. PC-JP advised that the ETA is 4/24/14. PC

rake light came on again and as per c, c is now in question if the brake maste

Service Dept. Review

The date the vehicle became inoperable (if applicable) 4/4/14

CRR-AS ADVISED C THERE ARE NO OPEN RECALLS.

CRR -MA verified that there are no changes on contact information.

Is the part needed due to a warrantable failure YES

-JP advised follow up of 4/24/14.

r cylinder was replaced. since as per c, the part was not available at the tim

Service Dept. Review

XM RADIO (THIS COMPLAINT WAS LODGED IN PREVIOUS FILES). @05/08-ZAS846N

Created by ZJP777N at 2014-04-22 13:14:42

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,706

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,707

REQUESTED BY: lattad

**CAR ID:** CA6146127

Created by ZMB175N at 2014-04-08 10:23:59

c stated c would like to know why c was contacted.

C STATES C TOOK THE VEH BACK TO THE DLRSHIP FOR A SECOND TIME AFTER SPEAKING

e of the repair because the part was in backorder. c stated that c cannot go o

PREVIOUS NISSAN/INF VEH: 2 ALTIMAS, 1 OTHER QUEST

Service Dept. Review

crr-ma informed c that rcas does not yet have an eta for c but will continue f

n dealing with the issue every 2 weeks.

Part Name brake master cylinder

PC-JP rec'd an email from SM-Patrick advising that C will be able to keep the

Service Dept. Review

TO XM RADIO, AND XM TOLD C THAT THE DLRSHIPS FIX THE SATELLITE RADIOS ALL THE

crr-gmy empathized with c.

loaner veh until the part arrives.

ollowing up on part and will follow up with c on 4/21/14.

Part Number 46010-3sg1b

Service Dept. Review

TIME, AND THE DLRSHIP COULD ALWAYS CALL XM FOR ASSISTANCE.

Created by ZJP777N at 2014-04-24 12:42:51

crr-gmy informed c that c's case was closed previously after PC-JP spoke with

C STATES WHEN C WENT TO PICK UP THE VEH, THE DLRSHIP HAD ONLY DID THE OIL

c understood

Order Number

Service Dept. Review

c and c informed PC-JP that veh is doing okay.

c asked for rcas's extension.

CHANGE, AND DID NOT EVEN LOOK AT C'S SATELLITE RADIO. @05/08-ZAS846N

Dealer Name and Code (where parts were ordered) Jackie Cooper/3007

PC-JP spoke with PA-Unknown advising that the part arrived on 4/23/14. PC-JP s

Service Dept. Review

CRR-AS ASKS C WHAT C WANTS FROM NNA. @05/08-ZAS846N

crr-gmy informed c that case will be reopened and crr-gmy will be sending an i

crr-ma gave: 458172

poke with SA-Gary and was advised that the veh is repaired and is being detail

Region Code 32

Service Dept. Review

CRR -MA offered further assistance, c declined.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,708

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,709

REQUESTED BY: lattad

**CAR ID:** CA6146127

C STATES C WANTS RADIO FIXED AS C IS PAYING FOR XM RADIO EVERY MONTH AND C  
ed and C should receive a call today.

Location of the vehicle (business name, phone number, and contact person) at d  
nternal message to PC-JP that c called in because the issue has arise again, a

Service Dept. Review

CANNOT USE IT.

@05/08-ZAS846N

Created by ZJP777N at 2014-04-24 12:44:27

CRR -MA gave name & extension. crr-ma exiting case.

lr

Service Dept. Review

s stated on the PC-JP's notes, PC-JP advised c to contact Nissan in the future

Can the vehicle be driven? If not, why? no, needs part

Created by ZJA178N at 2014-04-15 10:26:53

CRR-AS ADVISED C THAT CRR-AS IS ESCALATING FILE TO RCAS, AND C WILL BE  
if any issues arise.

PC-JP placed a call to [REDACTED] left C vmx advising that the veh has been

Service Dept. Review

CONTACTED BY RCAS BY THE END OF THE NEXT BUSINESS DAY.

crr-gmy offered further assistance, c declined.

RCAS Case Follow-up

repaired and the dlr will contact C soon.

The date the vehicle became inoperable (if applicable) 4/4/14

Created by ZJP777N at 2014-04-15 12:31:45

Created by ZJP777N at 2014-04-29 10:01:45

crr-gmy gave name, extension and case number.

C STATES C UNDERSTANDS.

Is the part needed due to a warrantable failure YES

Created by ZMB175N at 2014-04-08 10:25:32

CRR-AS OFFERED FURTHER ASSISTANCE, C DECLINED.

crr-gmy sent internal message to PC-JP.

PC-JP is taking responsibility of the case.

PC-JP placed a call to [REDACTED]. C advised that C has the veh and the veh

Created by ZJP777N at 2014-04-16 11:49:38

CRR-AS GAVE NAME, EXTENSION AND FILE NUMBER.

crr-gmy exiting case.

is doing okay. PC-JP advised C to contact Nissan in the future if any issues a

Rcas emailed pc-Jimmy pugh to request an eta

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,710

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,711

REQUESTED BY: lattad

**CAR ID:** CA6146127

Created by ZGY176N at 2014-05-08 07:35:04

Created by ZMB175N at 2014-04-08 10:31:13

CRR-AS TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @05/08-ZAS846N

PC-JP placed a call to [REDACTED]. PC-JP advised C that the part should be i  
rise.

@05/08-ZAS846N

ARBS Case Follow-up

Created by ZJP777N at 2014-05-01 12:14:39

n on the last week of April. C advised that C wanted to be sure that C could k  
Rcas left a vmx for c at 12:29 est on phone [REDACTED] to inform c that rca

\*\*\*\*\*

Created by ZMB175N at 2014-05-08 10:52:19

keep the loaner veh. PC-JP advised C that PC will check on the loaner veh and c  
PC-JP is closing the case as no further assistance is needed.

s will research part and follow up with c on 4/10/14.

Created by ZMB175N at 2014-05-08 10:52:19

ontact C back.

Rcas contacted c at 12:49 est on phone [REDACTED]. c stated that the dl

RCAS-NP CALLED C ON DAY PHONE AT 4:11 PM EST ON 05/09/08. C STATES DLRSHIP

Rcas received a call from c so rcas explained that rcas will research this ;pa

Created by ZJP777N at 2014-04-16 12:59:53

JUST CALL C AND ADVISED C THAT WOULD CONTACT NNA FOR FURTHER ASSISTANCE.

Rcas contacted c at 12:49 est on phone [REDACTED]. c stated that the dl

r did pick c's veh up from c's place of employment this morning. C stated that  
rt and follow up with c on 4/10/14, c understood and thanked rcas.

c is just so concerned since this is happening, rcas empathized with c and ex

Created by ZMB175N at 2014-04-08 10:38:31

PC-JP spoke with SM-Patrick and asked if C would be able to keep the loaner ve

RCAS-NP ADVISED C WOULD CONTACT SM AT DLRSHIP TO SEE WHAT IS BEING

r did pick c's veh up from c's place of employment this morning. C stated that

@05/09-ZNP479N

c is just so concerned since this is happening, rcas empathized with c and ex

h until the part arrived. SM-Patrick advised that SM will check with the FOM t

plained that rcas will follow up with dlr and follow back up with c on 5/12/14

Rcas received an email from pc advising dlr to submit a stp.

Created by ZMB175N at 2014-04-08 14:59:38

, c understood and c wants to make sure that c's veh is protected from hail da

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,712

REQUESTED BY: lattad



CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,713

REQUESTED BY: lattad

CAR ID: CA6146127

DONE FOR C. C STATES JUST WANTS RADIO REPAIRED. RCAS-NP UNDERSTANDS C. RCAS-NP  
o see if C can stay in the loaner veh until the part comes in.

plained that rcas will follow up with dlr and follow back up with c on 5/12/14

ADVISED C WOULD FOLLOW UP WITH C ON 05/15/08 WITH MORE INFORMATION REGARDING

Created by ZJP777N at 2014-04-16 13:42:40

, c understood and c wants to make sure that c's veh is protected from hail da

mage while at the dlrshp, rcas informed c that rcas will inform the dlr of thi

Rcas left a vmx for sa-Cliff requesting that the tiger team be contacted to pu

FILE. C THANKED RCAS-NP. RCAS-NP PROVIDED C WITH NAME AND CONTACT INFORMATION

mage while at the dlrshp, rcas informed c that rcas will inform the dlr of thi

PC-JP sent an email to SM-Patrick asking if SM found out anything about C keep

s, c thanked rcas and call was ended mutually.

t part on stp status.

@05/09-ZNP479N

Created by ZMB175N at 2014-04-08 14:59:38

Created by ZMB175N at 2014-04-15 10:22:25

ing the rental veh until the part arrives.

s, c thanked rcas and call was ended mutually.

\*\*\*\*\*

Created by ZMB175N at 2014-04-21 08:58:19

Created by ZMB175N at 2014-05-12 10:48:33

Rcas left a vmx for c at 12:21 est on phone [REDACTED] informing c that rcas

Rcas left a vmx for sa-Cliff requesting that the tiger team be contacted to pu

does not yet have an eta for c but will continue following up on part and wil

Rcas contacted sm-Patrick who stated that apparently a brake line in the back

\*RCAS-NP CALLED DLRSHIP ON 05/16/08 AND SPOKE WITH SM-JIM KEENE AT 1:20 PM

Rcas received a vmx from c stating that c wants a call back because c keeps ca

t part on stp status.

Created by ZMB175N at 2014-04-10 10:58:49

EST. SM STATES SM PUT A NEW TUNER IN THE VEHICLE ON 05/13/08. SM STATES

I follow up with c on 4/21/14.

lling pc-jp but line is always busy.

was loose from the manufacture so the line just had to be tightened and c has

Created by ZJA178N at 2014-04-15 10:26:43

Created by ZJP777N at 2014-04-22 12:25:14

c's veh now.

HAS NOT HEARD FROM C. RCAS-NP THANKED SM. \*\*\*\*\*

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,714

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,715

REQUESTED BY: lattad

CAR ID: CA6146127

Rcas received a vmx from sa-Todd requesting a call back on cell 918-851-9160.

\*\*\*\*\*

@05/16-ZNP479N

Created by ZMB175N at 2014-04-10 12:28:33

Created by ZMB175N at 2014-05-12 11:21:06

CRR -MA received a call from c following-up on the case.

PC-JP placed a call to [REDACTED]. PC-JP advised that the ETA is 4/24/14. PC

CRR -MA verified that there are no changes on contact information.

-JP advised follow up of 4/24/14.

Rcas contacted c at 1:19 est on phone [REDACTED] to verify that c's veh

Rcas contacted sa-Todd on cell phone to request that tiger team be contacted t

RCAS-NP CALLED C ON DAY PHONE AT 1:34 PM EST ON 05/16/08. RCAS-NP ASKED C

Created by ZJP777N at 2014-04-22 13:14:42

c stated c would like to know why c was contacted.

IF C WAS SATISFIED WITH THE REPAIR. C STATES YES C IS SATISFIED. C THANKED

o have part upgraded to stp, sa stated sa will let parts manager know.

was repaired, c stated yes but c is just disappointed that the dlr did not re

Created by ZMB175N at 2014-04-10 12:36:32

crr-ma informed c that rcas does not yet have an eta for c but will continue f

pair c's veh properly causing c to have to come back to the dlr, rcas empathiz

PC-JP rec'd an email from SM-Patrick advising that C will be able to keep the

RCAS-NP FOR CALLING C BACK. RCAS-NP ASKED C IF C NEEDED FURTHER ASSISTANCE.

C STATES NO. RCAS-NP CLOSING FILE. \*\*\*\*\*

ed with c and told c that rcas will have the complaint documented. rcas advise

loaner veh until the part arrives.

ollowing up on part and will follow up with c on 4/21/14.

Rcas left a vmx for c a t2:35 est on phone [REDACTED] to inform c that rcas h

\*\*\*\*\*

@05/16-ZNP479N

as upgraded the status of the part so rcas will follow up with c on 4/15/14.

Created by ZJP777N at 2014-04-24 12:42:51

c understood

d c to contact rcas back with any further concerns, rcas verified that c has r

cas contact infomaiton and call was ended mutually.

c asked for rcas's extension.

Created by ZMB175N at 2014-04-10 14:22:35

c said no

PC-JP spoke with PA-Unknown advising that the part arrived on 4/23/14. PC-JP s

Created by ZMB175N at 2014-05-12 11:23:00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,716

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,717

REQUESTED BY: lattad

**CAR ID:** CA6146127

crr-ma gave: 458172

CRR-RG offered further assistance, c declined.

poke with SA-Gary and was advised that the veh is repaired and is being detail

Rcas emailed sm requesting that sm makes sure part is upgraded to stp.

\*\*\*\*\*CASE SUMMARY\*\*\*\*\*

CRR -MA offered further assistance, c declined.

CRR-RG provided name, ext and case number.

ed and C should receive a call today.

Rcas received an email from sm stating that tiger team has been contacted.

C CONTACTED CA ORIGNALLY DUE TO A BACKORDERED PART BUT ONCE VEH WAS REPAIRED B

Created by ZJP777N at 2014-04-24 12:44:27

CRR -MA gave name & extension. crr-ma exiting case.

CRR-RG thanked C for calling Nissan Consumer Affairs

Rcas spoke to dpic Matt who stated that the dlrshp has not contacted the tiger

Created by ZJA178N at 2014-04-15 10:26:53

CRR-RG transferred c's call.

PC-JP placed a call to [REDACTED], left C vmx advising that the veh has been

RAKE LIGHT WAS COMING BACK ON. DLR DID NOT TIGHTEN A BRAKE LINE. VEH HAS BEEN

team and the part was just ordered 4/4/14 csc.

Created by ZRG178N at 2014-04-07 15:08:04

RCAS Case Follow-up

Rcas emailed sm with this information and requested that this part be upgraded

REPAIRED.

repaired and the dlr will contact C soon.

Created by ZJP777N at 2014-04-15 12:31:45

Created by ZJP777N at 2014-04-29 10:01:45

RCAS Case Follow-up

to stp.

Created by ZMB175N at 2014-04-08 10:07:30

Created by ZMB175N at 2014-04-10 14:26:02

PC-JP is taking responsibility of the case.

PC-JP placed a call to [REDACTED]. C advised that C has the veh and the veh

Created by ZJP777N at 2014-04-16 11:49:38

is doing okay. PC-JP advised C to contact Nissan in the future if any issues a

Rcas received 2 vmxs from c requesting a call back at [REDACTED].

Rcas was just informed by dpic-Matt that the part was upgraded on 4/7/14 (stp

case 14163798)

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,718

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,719

REQUESTED BY: lattad

**CAR ID:** CA6146127

PC-JP placed a call to [REDACTED]. PC-JP advised C that the part should be i  
Rcas received a vmx from sa-Todd Galley  
rise.

Created by ZJP777N at 2014-05-01 12:14:39

Created by ZMB175N at 2014-04-08 10:21:16

Created by ZMB175N at 2014-04-10 14:26:02

n on the last week of April. C advised that C wanted to be sure that C could k  
keep the loaner veh. PC-JP advised C that PC will check on the loaner veh and c  
PC-JP is closing the case as no further assistance is needed.

Rcas contacted sa-Cliff who stated that c needs a brake master cylinder which  
Rcas was just informed by dpic-Matt that the part was upgraded on 4/7/14 (stp  
case 14163798)

Created by ZGY176N at 2014-05-08 07:34:55

ontact C back.

was ordered on 4/4/14 and is on backorder and does not expect part for atleast  
a month, rcas requested part #, sa provided 46010-3sg1b. Sa stated that c is

Created by ZJP777N at 2014-04-16 12:59:53

Created by ZMB175N at 2014-04-15 07:33:08

CRR-GMY REOPENED CASE AS PER CUSTOMER CALLBACK.

crr-gmy received a follow up call from c. c stated that c previously spoke wit  
in a rental during this time.

PC-JP spoke with SM-Patrick and asked if C would be able to keep the loaner ve  
Rcas received a vmx from pm-Ron Hughes stating that the part is on backorder.

Created by ZMB175N at 2014-04-08 10:23:06

Created by ZMB175N at 2014-04-15 07:36:06

h PC-JP.

h until the part arrived. SM-Patrick advised that SM will check with the FOM t  
crr-gmy was bale to pull c's case and provided case number to c for reference.  
o see if C can stay in the loaner veh until the part comes in.

Part Name

Rcas left a vmx for pm requesting status of part.

Created by ZJP777N at 2014-04-16 13:42:40

Created by ZMB175N at 2014-04-15 10:11:21

crr-gmy verified C's contact information.

Part Number

c stated that c had an issue with the brake light that comes on and off and as

Order Number

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,720

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,721

REQUESTED BY: lattad

**CAR ID:** CA6146127

PC-JP sent an email to SM-Patrick asking if SM found out anything about C keep Rcas emailed pc requesting an eta.

Created by ZMB175N at 2014-04-15 10:22:25

Dealer Name and Code (where parts were ordered) Jackie Cooper/3007 ing the rental veh until the part arrives.

per c, c initially informed by the dlr that the veh may have low brake fluid and will correct the issue. c stated that 2 weeks after the brake light lit ag

Created by ZMB175N at 2014-04-21 08:58:19

Rcas left a vmx for c at 12:21 est on phone [REDACTED] informing c that rcas Region Code 32

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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 08/02/07

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:** 46010-3SG1B

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,722

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN          SCSV

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,723

REQUESTED BY: lattad

**CAR ID:** CA6146127

**CLOSE:** Y

**CLOSE DATE:** 05/16/08

05/12/14

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,724

**DOM:** ZNP479N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,725

**CAR ID:** CA6146127

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED] [REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MTNH00763366 | 5134 Florida     | 7/28/2007      | 07/28/10    | 0049637        | 01/01/01    | 01/01/01      |
| 2       | RCDD80812486 | 5134 Florida     | 7/28/2007      | 07/28/13    | 0075000        | 01/01/01    | 01/01/01      |
| 2       |              | 3007 Oklahoma    |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,726

**MODEL YEAR:** 2013

**VIN:** 5N1BV28U67N [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,727

REQUESTED BY: lattad

**CAR ID:** CA6146127

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MTNH00763366

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** T

**PLAN TERM:** H

**DEDUCTABLE:** 0

**EFFECTIVE:** 7/28/2007

**EXPIRES:** 07/28/10      **MILES:** 0049637

**CANCEL:** 01/01/01      **MILES:** 0049637

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/02/07

**PRINTED:** 08/03/07

**DEALER NO:** 5134      **STATE:** FL

**DEALER NAME:** NAPLES NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,728

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,729

REQUESTED BY: lattad

**CAR ID:** CA6146127

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDD80812486

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 50

**EFFECTIVE:** 7/28/2007

**EXPIRES:** 07/28/13      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/02/07

**PRINTED:** 08/03/07

**DEALER NO:** 5134      **STATE:** FL

**DEALER NAME:** NAPLES NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,730

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,731

REQUESTED BY: lattad

**CAR ID:** CA6146127

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3007

**STATE:** OK

**DEALER NAME:** JACKIE COOPER NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,732

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,733

REQUESTED BY: lattad

**NAME:** [REDACTED] NORTON, CHAI **SC:** ONE CONTRACT **CAR ID:** CA6152006  
**STREET:** [REDACTED] **IN:** 3N1AB7AP9DL [REDACTED]  
**CITY:** FORT WORTH TORRANCE **YR/MDL:** 2004.0 SEN 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 08/18/04  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 3225 DON DAVIS NISSAN, INC.  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 3225 DON DAVIS NISSAN, INC.  
**DLR PH:** 310 221 5119 817 588 5475 **DENRESP DLR:** 3225 DON DAVIS NISSAN, INC.  
**REGION:** 32 44 **DIST: SL/SV/PT:** 03 03 33 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:** 004988 075000 **# NISSAN/INFINITI VEHICLES:** 0  
**VEHICLE MAINTAINED BY:** CARSON NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/14/08 04/04/14 **XFER/RSPNSBLTY:** 32 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 05/15/08 04/17/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 05/14/08 04/16/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
OF NNA., INC. ISSUES 208500 SENTRA  
AD BRAKES YX POOR OR IMPROPER OPERATION  
AZ NISSAN PRODUCT INQUIRIES ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,734

REQUESTED BY: lattad

**VIN:** 3N1CB51A74L [REDACTED]

**MILEAGE:** 004988 075000

**RTL DLR:** NI NI

**SVC DLR:** 5230 CARSON NISSAN

**RESP DLR:** 5230 CARSON NISSAN

**# NISSAN/INFINITI VEHICLES:** 1

**XFER/RSPNSBLTY:** 44 03 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,735

REQUESTED BY: lattad

**CAR ID:** CA6152006

**C. A. R. COMMENTS**

assistance that rcas-rq could provide

CRR-JS came back to c & thanked c for hold time.

FILE OPENED-ZCM798N 05/14/2008

PREVIOUS FILE FOUND: NONE

Service Dept. Review

CRR-CM RECEIVED CALL FROM C.

CRR-CM VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

CRR-JS explained that RCAS-JM not available and follow up is for 04102014

c stated that c too the veh to another dlr and the dlr advised c that nothing

Service Dept. Review

AND RESPONSIBLE DLR.

\*\*\*\*\*C requested to be contacted primary at mobile number [REDACTED] and seco

C STATED THAT C WANTS TO KNOW THE PROCESS OF TRANSFERING THE ESC TO ANOTHER

Service Dept. Review

was wrong with the veh, c stated that next day c's lights went out so c took t

CRR-CM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

he veh to he original dlr and the veh lights were fixed, c stated the original

ndary home [REDACTED] after 2 PM PST\*\*\*\*\*

PERSON.

Service Dept. Review

CRR-CM ADVISED C TO VISIT THE AUTHORIZED NISSAN DLR AND PREPARED THE:

CRR-CM ADVISED OF RECALL STATUS.

CRR-JS taking out work number [REDACTED] in maritz

issue with the breaks is still happening c stated that c wanted to speak wit

Service Dept. Review

CRR-JS sending email to RCAS-JM

h rcas jm about this.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

Service Dept. Review

THE PRE-OWNED VEH INSPECTION BY AUTHORIZED NISSAN DLR OR COPY OF

CRR-JS provided c with Name and EXT #.

MAINTENANCE RECORDS AND PROOF OF OWNERSHIP

rcas understood and advised c that rcas-rq would send rcas-jm an internal mess

Service Dept. Review

age

CRR-JS exiting case.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,736

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,737

REQUESTED BY: lattad

**CAR ID:** CA6152006

C STATED THAT C PHONED THE DLR AND DLR ADVISED HIM TO CONTACT NNA. C IS UPSET

Service Dept. Review

3103264700

BECAUSE C IS GIVING A RUN AROUND.

@05/14-ZCM798N

Created by ZJT999N at 2014-04-16 13:25:30

Created by ZJT999N at 2014-04-10 13:37:16

C WANTS TO TALK TO A SUPERVISOR.

Rcas @ 3.22 PM EST @ [REDACTED] left a vxm to C asking call back.

CRR-CM ADVISED C THAT CRR-CM WILL SEND AN INTERNAL MESSAGE REQUESTING FOR A

Rcas @ 3.24 PM EST @ [REDACTED] left a vxm to C asking call back.

Rcas @ 3.29 PM EST @ [REDACTED] left a vxm to C asking call back.

Rcas @ 3.31 PM EST @ [REDACTED] left a vxm to C asking call back.

Rcas follow up on 04/17/14 to call again.

SUPERVISORS CALL. CRR-CM INFORMED C THAT A SUPERVISOR WILL CALL C WITHIN 4 TO 8 HOURS. C HUNG UP.

Rcas exited case.

Rcas follow up on 04/11/14 to call again.

Created by ZJT999N at 2014-04-16 15:20:26

CRR-CM WASNT ABLE TO PROVIDE C THE FILE NUMNER, CRR-CM'S COMPLETE NAME AND THE

Rcas exited case.

C called telling took veh to dlrship CERRITOS NISSAN asking to check:

Created by ZRQ777N at 2014-04-10 15:11:42

EXTENSION NUMBER.

(A) veh's brakes that got down when C applies those., and dlrship.

CRR-CM CLOSING FILE

@05/14-ZCM798N

RCAS-Raquel Quinones received call from c asking to speak with rcas-jose mathe

(B) when veh accelerates lost power.

primary & alternative phone #'s [REDACTED]

us

(C) the light of veh are on.

RCAS-rq confirmed that no information has changed since c's last contact with

RCAS-rq received a call from C stating

(D) C asked to check the veh electric's system.

NNA.

RCAS-rq advised that c is upset cause c is having issues with c's veh and the

CERRITOS NISSAN told C did not duplicate any of these 3 concern.

dlr advised c to call NNA to ask for a DTS. c stated c stated that c's breaks

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,738

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,739

REQUESTED BY: lattad

**CAR ID:** CA6152006

RCAS-RQ offered place on hold and to transfer c to RCAS's ext.

c agreed.

only works when its' pressed all the way down and c stated that the dlr is adv  
Rcas told C is very sorry to hear about C's experience with dlrship, and Rcas  
asked C to take veh to another dlrship to get a diagnostic where dlrship dupli  
ising c there is nothing wrong with the veh.

RCAS-RQ transferred c to ext: 457323

cate any concern is impossible to get any inspection.

RCAS advised c that in this case if there is no diagnostic so rcas can not gua

RCAS-RQ exiting case

Created by ZJT999N at 2014-04-10 15:33:32

C understood.

rantee a dts but would submit it for c and be back in contact with c 04/09/14

c understood and agreed

Rcas received a warm transfer call from Rcas Raquel Quinones of C.

S U M M A R Y.

C asked for info.

Rcas let c know will receive an email to report how was assisted.

RCAS-rq provided C with name, ext. 458180 , and case #.

C called stating c is upset cause c is having issues with c's veh and the dlr

RCAS-JM provided C with Name, Case and EXT #, and Rcas asked C if dlrship dupl

RCAS-rq offered further assistance. C was satisfied & declined further assista

advised c to call NNA to ask for a DTS. c stated c stated that c's breaks only

icate the concern.

nce.

C told has been taking veh to dlrship, but dlrship does not duplicate any conc

RCAS-rq thanked C for calling CA.

works when its' pressed all the way down and c stated that the dlr is advisin

ern.

g c there is nothing wrong with the veh.

RCAS-rq closed file due to no other follow-up action required.

c is having issues with c's veh and the dlr advised c to call NNA to ask for a

Created by ZKD176N at 2014-04-07 05:00:14

Rcas asked C to take veh to another dlrship to get a diagnostic where dlrship

DTS. c stated c stated that c's breaks only works when its' pressed all the w

duplicate any concern is impossible to get any inspection.

SRD-KD in review of case for DTS inspection SRD recommends contacting dlrshp t

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,740

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,741

REQUESTED BY: lattad

**CAR ID:** CA6152006

ay down and c stated that the dlr is advising c there is nothing wrong with th  
C agreed.

o confirm C has taken veh to dlrshp and what repairs if any dlrshp has made. S  
e veh.

RD does not support DTS at this time.

S U M M A R Y.

Created by ZJO176N at 2014-04-08 11:32:35

Rcas asked C to take veh to another dlrship to get a diagnostic where dlrship

Rcas let c know will receive an email to report how was assisted.

C called stating c is upset cause c is having issues with c's veh and the dlr

duplicate any concern is impossible to get any inspection.

SRCAS Juanita Orona changing case owner from RCAS-RQ to RCAS-JM to be worked.

advised c to call NNA to ask for a DTS. c stated c stated that c's breaks only

b

SRCAS exiting case.

Created by ZJT999N at 2014-04-09 13:32:23

Rcas closing case.

works when its' pressed all the way down and c stated that the dlr is advisin

g c there is nothing wrong with the veh.

Rcas at [REDACTED] called SM Roy Schilder asking what is going on with veh.

c is having issues with c's veh and the dlr advised c to call NNA to ask for a

SM Roy told April 4, 2013 no duplicate power sterering's concern.

DTS. c stated c stated that c's breaks only works when its' pressed all the w

Rcas exited case.

ay down and c stated that the dlr is advising c there is nothing wrong with th

Created by ZJT999N at 2014-04-09 13:36:50

e veh.

Rcas @ 3.32 PM EST @ [REDACTED] left a vxm to C asking call back to get info o

f case.

Rcas asked C to take veh to another dlrship to get a diagnostic where dlrship

duplicate any concern is impossible to get any inspection.

Rcas @ 3.34 PM EST @ [REDACTED] called C, but company did not transfer call to

b

C.

Rcas closing case.

Rcas follow up on 04/09/14 to call C.

Created by ZJT999N at 2014-04-11 14:54:58

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,742

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,743

**CAR ID:** CA6152006

Rcas exited case.

ADVISE

Created by ZJT999N at 2014-04-09 13:38:33

Rcas closed this case yesterday.

Rcas could not DATANET this case, because SM is not enable to receive these comments.

Rcas closing case.

Created by ZRQ777N at 2014-04-15 15:25:43

Rcas exited case.

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

Created by null at 2014-04-09 16:46:12

CRR Jennifer Sanchez received a call from c stating c wants to speak with RCAS

RCAS-Raquel Quinones received call from c asking to speak with rcas-jose mathe

-JM

us

CRR-JS asked c if any contact information such as address or phone #'s have ch

RCAS-rq confirmed that no information has changed since c's last contact with

anged, c stated: c requested to take work number [REDACTED]

NNA.

out and to add mobile number as primary number to call [REDACTED]

RCAS-RQ offered place on hold and to transfer c to RCAS's ext.

c agreed.

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS

is available, c accepted.

rcas-rq advised c that RCAS-jm was not available and asked c if there was any

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,744

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,745

REQUESTED BY: lattad

**CAR ID:** CA6152006

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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 08/20/04

**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:** 05/14/08 04/16/14

**MICROFILM:**

**RESP CAA:** DAVID GEIGENMIL

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,746

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,747

**TIME:** 9:19:07 AM

**CAR ID:** CA6152006

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2004

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** SEN

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCDC02332947 | 3225 Texas       | 8/18/2004      | 08/18/09    | 0100000        | 01/01/01    | 01/01/01      |
| 1       |              | 5230 California  |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,748

**MODEL YEAR:** 2013

**VIN:** 3N1CB51A74L [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,749

REQUESTED BY: lattad

**CAR ID:** CA6152006

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC02332947

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 8/18/2004

**EXPIRES:** 08/18/09      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/20/04

**PRINTED:** 08/20/04

**DEALER NO:** 3225      **STATE:** TX

**DEALER NAME:** DON DAVIS NISSAN, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,750

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,751

REQUESTED BY: lattad

**CAR ID:** CA6152006

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5230

**STATE:** CA

**DEALER NAME:** CARSON NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,752

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,753

REQUESTED BY: lattad

**NAME:** [REDACTED] **ORIOLO, ANDRE SC:** ONE CONTRACT **CAR ID:** CA6167933  
**STREET:** [REDACTED] **VIN:** 1N4AL21E18N [REDACTED]  
**CITY:** DALLAS STATESVILLE **YR/MDL:** 2008.0 ALT 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** NC [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 01/17/08  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 3225 DON DAVIS NISSAN, INC.  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 5252 CLASSIC NISSAN STATESVILL  
**DLR PH:** 704 872 8500 972 450 2400 **DENRESP DLR:** 5252 CLASSIC NISSAN STATESVILL  
**REGION:** 32 34 **DIST: SL/SV/PT:** 04 04 34 16 16 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:** 005000 007000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** CLASSIC NISSAN OF STATESVILLE INDEPENDENT FACILITY  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/29/08 04/07/14 **XFER/RSPNSBLTY:** 32 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 07/10/08 04/28/14 **INF-NET (Y/N):**  
**SEVERITY:** 3 9 07/08/08 04/28/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS  
AJ HEATER/AIR CONDITIONING YP PARTS AVAILABILITY (BACKORDER)  
YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,754

REQUESTED BY: lattad

**VIN:** 3N1AB7AP4DL [REDACTED]

**MILEAGE:** 005000 007000

**RTL DLR:** NI NI

**SVC DLR:** 872A BANKSTON NISSAN OF DALLAS

**RESP DLR:** 872A BANKSTON NISSAN OF DALLAS

**XFER/RSPNSBLTY:** 34 16 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,755

REQUESTED BY: lattad

**CAR ID:** CA6167933

**C. A. R. COMMENTS**

AND WILL FAX THE INFORMATION TO RCAS-KN NEXT WEEK. RCAS-KN ADVISED C THAT WAS

Created by ZEC111N at 2014-04-07 15:00:56

Created by ZEC111N at 2014-04-07 15:52:37

CRR-CB ADVISED C THAT THERE IS AN OPEN RECALL ON C'S VEH. @06/17-ZCB636N

FILE OPENED-ZTP669N 05/29/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS UNRELATED FILES FOUND:NONE

RCAS assisting RCAS-Enid Schindler contacted c [REDACTED] at 4:25pm EDT. Spoke request c understood and rcas set follow-up for 4/11/14

Service Dept. Review

Created by zjm179n at 2014-04-08 15:36:30

CRR-EC received a call from c.

CRR-TP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

C STATES C WAS UNAWARE. @06/17-ZCB636N

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

FINE AND ONCE FAX IS RECEIVED C WILL RECEIVE A CALL AND CHECK WILL BE

PREVIOUS NISSAN/INFINITI VEHICLES:NONE

Service Dept. Review

to c, RCAS advised will reimburse fro one monthly payment. RCAS verified add

AND RESPONSIBLE DLR.

CRR-CB ADVISED C TO CONTACT A DLRSHIP TO HAVE THE RECALL PERFORMED AT NO CHARGE

CRR-TP RECEIVED INBOUND CALL FROM C. @05/29-ZTP669N

c stated c's veh has been in the shop for a month and for another 1 month due

CUSTOMER.

rcas spoke to SA-John with c veh is in for a master cylinder dlr waiting on ba

ress 169 MUELLERS CIR APT K

Service Dept. Review

SUBMITTED. RCAS-KN GAVE C NAME AND EXTENSION NUMBER. C STATES THANK YOU.

\*\*\*\*\* @06/19-ZKN032N

ckorder c veh has been at dlr since march 12 rcas asked for Ro to be faxed to

CRR-TP UPDATED OWNER DATABASE.

C STATES BELIEVES HIS VEH. MAY BE A LEMON.C PURCHASED THE VEH. IN JANUARY 2008

CUSTOMER IS UPSET THAT THERE IS AN ONGOING ISSUE WITH THE A/C UNIT, HAS IT

Service Dept. Review

STATESVILLE, NC 28625 2781

TO C. @06/17-ZCB636N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,756

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,757

REQUESTED BY: lattad

CAR ID: CA6167933

to c's brake issue

AND SINCE THAT DATE HAS HAD THE VEH. SERVICED 9 TIMES AND 7 OF THOSE TIMES WAS BEEN FIXED>? WILL CALL, RCAS.

CRR-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @05/29-ZTP669N

c stated the part is in back order

C UNDERSTOOD.

@06/17-ZCB636N

rcas-julio m

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 5:34PM EST ON 06/24/08 AND LEFT Service Dept. Review

US

Created by ZES177N at 2014-04-10 07:30:07

CRR-CB REVIEWED FILE. C STATES THAT C IS LOOKING FOR ANY UPDATES ON C'S CASE.

CRR-TP ADVISED C OF NO OPEN RECALLS ON VEHICLE.

c stated this is the 2nd time c hadn't use c's veh for some other issues some

INVOLVING THE AIR-CONDITONER.

@05/29-ZTP669N

Service Dept. Review

Set follow up for 4/28/2014

VMX.

@06/24-ZKN032N

\*\*\*\*\*

@06/24-ZKN032N

Created by ZES177N at 2014-04-28 12:08:47

C STATES C DOES NOT KNOW WHAT TO DO ABOUT THE ISSUE AND IS QUESTIONING WHETHER

C STATES THAT C WAS NOT NECESSARILY AWAITING A CALL BACK FROM RCAS-KN AS C WAS

Rcas received respt from the c and attached to the case file

Service Dept. Review

times in November 2013

Created by ZES177N at 2014-04-11 12:23:24

c stated c would like to know if Nissan may waive c's 1-2 mos monthly payment

\*\*\*\*GOODWILL REIMBURSEMENT\*\*\*\*

RCAS-KN CONTACTED C AT DAY NUMBER AT 2:13PM EST ON 06/26/08. C STATES THAT C

Service Dept. Review

TO RETURN THE VEH. OR HAVE IT WRITTEN OFF.

@05/29-ZTP669N

WAITING FOR THE VEH REPAIRS TO BE COMPLETED AND FOR C TO GET THE VEH BACK IN

CRR-TP ADVISED THAT THIS MULTIPLE REPAIR ISSUE IS A FIRST PRIORITY OF NISSAN

C'S POSESSION.

@06/17-ZCB636N

Rcas phoned the DLR and spoke to SM-Steve

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

to NMAC while the veh is at the dealership

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,758

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,759

REQUESTED BY: lattad

**CAR ID:** CA6167933

WILL TRY AND FAX OVER DOCUMENTS THIS AFTERNOON. C STATES C WOULD LIKE TO KNOW AND CRR-TP WILL TRY TO HAVE A RCAS AGENT DEAL WITH C'S CASE IMMEDIATELY.

CLASSIC NISSAN OF STATESVILLE

C STATES THAT C IS STILL AWAITING INFO REGARDING NISSAN COMPENSATION FOR THE RCAS REIMBURSING WITHIN RCAS EMPOWERMENT 1 MONTHLY PAYMENT FOR C'S SERVICE/REP

SM stated the the computer in the office is not working properly

WHAT IS NEEDED AGAIN. RCAS-KN ADVISED C TO FAX PROOF OF OWNERSHIP AND COPY OF

AIR INCONVIENCE

CRR-TP ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

LEASE PAYMENT. C STATES THANK YOU.

@06/26-ZKN032N

Rcas provided info relating to the c and vin # for SM reveiw

VEH ISSUES C HAS HAD TO DEAL WITH.

@06/17-ZCB636N

\*\*\*\*\*

@06/26-ZKN032N

C IS ALSO AWAITING INFO REGARDING THE DIFFERENCE BETWEEN THE NISSAN VSC THAT

C IS ELIGIBLE FOR 1# MONTHS VEH PAYMENT REIMBURSEMENT ONLY.

CRR-TP OFFERED FURTHER ASSISTANCE. C SATISFIED.

PART NAME : BRAKE

SM stated familiar with this c--the part has arrived --dlr is requesting FOM a

crr-ec completed account verification

CRR-TP GAVE NAME, EXTENSION AND FILE NUMBER.

PAYMENT: \$195.00

pproval for rental help (for dlr reimbursement)--the veh is repaired and the c

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 11:31AM EST ON 06/30/08 AND LEFT

WAS GIVEN TO C, AND THE VSC THAT C CURRENTLY HAS.

@06/17-ZCB636N

CRR-CB ADVISED C THAT RCAS-KN IS STILL TRYING TO DETERMINE WHAT COMPANY IS THE

CRR-TP SENDING TO RCAS FOR FURTHER REVIEW

@05/29-ZTP669N

c's BEST CONTACT NUMBER is 3152637091

has possession of the veh

TOTAL AMOUNT: \$195.00

VMX REQUESTING ONCE AGAIN C'S DOCUMENTATION. RCAS-KN CLOSING FILE, PENDING FAX

Created by ZES177N at 2014-04-11 12:32:14

crr-ec found no related case

CRR-TP SENDING EMAIL TO RESPONSIBLE RCAS AGENT RESPONSIBLE FOR MULTIPLE REPAIR FROM C.

@06/30-ZKN032N

PROVIDER FOR C'S VSC THAT WAS PURCHASED AT THE TIME OF PURCHASE. @06/17-ZCB636N

RCAS-ENID SCHINDLER SUBMITTING CHECK REQUEST

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,760

REQUESTED BY: lattad



CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,761

REQUESTED BY: lattad

CAR ID: CA6167933

\*\*\*\*\*

@06/30-ZKN032N

Created by ZPL999N at 2014-04-28 14:04:18

crr-ec found no open campaign

C UNDERSTOOD.

@06/17-ZCB636N

ISSUES.

@05/29-ZTP669N

Rcas phoned the c at [REDACTED]

@05/29-ZTP669N

CRR-CB INFORMED C THAT CRR-CB WOULD SEND AN INTERNAL MSG TO RCAS-KN TO INFORM

crr-ec gave recap and offered resolution

RAS-KN RECEIVED FAX FROM C ON 07/01/08 INCLUDING PROOF OF OWNERSHIP AND LEASE

RCAS called c on [REDACTED] at 3:54 pm left vmx informed c that check was appr

Rcas left a detailed message including name and contact info--follow up for 4/

14/14---provided fax #---requested payment statement---still under review--wil

crr-ec advised c that c;s concern will be forwarded to the regional department

INFORMATION.

@07/07-ZKN032N

oved and should arrive in the next 2-4 weeks

RCAS-RH DATANET FILE TO DLR.

@05/30-ZRH999N

THE AGENT THAT C NOW HAS THE VEH BACK AND THE ISSUES HAVE BEEN REPAIRED.

\*\*\*\*\*

@07/07-ZKN032N

called c on [REDACTED] at 3:59 pm left vmx informed c that check was approved

C UNDERSTOOD.

@06/17-ZCB636N

I need the additional docs for reveiw

. Rcas need to gather info and check all resources to come up with best resol

RCAS-RH LEFT VMX ON C DAY/EVENING PHONE AT 219PM EDT ON 05/30/08; LEFT

and should arrive in the next 2-4 weeks

CONTACT INFORMATION AND WILL REVIEW ISSUE WITH A CALL INTO DLR TO SEE WHAT

CRR-CB OFFERED FURTHER ASSISTANCE, C DECLINED.

@06/17-ZCB636N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 10:45AM EST ON 07/07/08 AND LEFT

Rcas phoned the c at wk [REDACTED]--high school--c could not talk and requeste

ution with c concern , advised c that rcas specialist will get back to c on

ASSISTANCE THAT NNA CA CAN PROVIDE.

@05/30-ZRH999N

Created by ZKG176N at 2014-04-28 14:34:41

CRR-CB GAVE NAME, EXTENSION AND FILE NUMBER.

@06/17-ZCB636N

d not to be contacted at wk #

the next business day c understood

VMX.

@07/07-ZKN032N

\*\*\*\*\*

@06/02-ZKN032N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,762

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,763

REQUESTED BY: lattad

CAR ID: CA6167933

\*\*\*\*\*

@07/07-ZKN032N

CRR-CB LEAVING FILE OPEN FOR FURTHER FOLLOW UP AND SENDING AN INTERNAL MSG TO

crr-ec offered further assistance, c declined

Rcas advised left a detailed message for c on alt #

Rcas Keyonna is assisting Rcas Enid Schindler.

crr-ec gave name ext number and case number

C thanked rcas/rcas apologized for the interruption and the call ended mutually

Rcas attempt to contact c on [REDACTED] @04:30pm. Rcas advised c of c's check

RCAS-KN. @06/17-ZCB636N

RCAS-KN CONTACTED SM-FRANK FLORES AT DLR 3225 AND LEFT VMX, AT 12:04PM EST ON

RCAS-KN SUBMITTED CHECK REQUEST IN THE AMOUNT OF \$312.39 ON 07/07/08.

06/02/08. @06/02-ZKN032N

\*\*\*\*\*

@06/17-ZKN032N

\*\*\*\*\*

@07/07-ZKN032N

approval and asked if c had any further questions. C stated no. Rcas understood

Created by ZES177N at 2014-04-11 12:34:44

crr-ec thanked c and ended the call mutually

crr-ec forwarding case to RCAS for request to waive monthly payment due to bac

d. Rcas asked if c had Rcas ES contact information. C stated yes. Rcas understood

RCAS-KN CONTACTED SM-DREW ATKINSON AT DLR 872A AT 3:41PM EST ON 06/17/08. SM

RCAS-KN CONTACTED SM-DREW ATKINSON AT DLR 872A AT 3:43PM EST ON 06/02/08. SM

RCAS-KN EMAILED ORM-DG ON 07/07/08 TO GO INTO SYSTEM FOR APPROVAL.

RCAS NOTING C WORKS IN SCHOOL--CALL AFTER 4PM

\*\*\*\*\*

@07/07-ZKN032N

Created by ZES177N at 2014-04-14 14:19:56

k ordered part

ood and call ended.

STATES THAT C HAS HAD THE WHOLE A/C UNIT REPLACED AND VEH GIVEN BACK TO C ON

STATES THAT C'S VEH HAS BEEN AT DLR FOR 10 DAYS DUE TO AN A/C ISSUE. SM STATES

06/13/08. @06/17-ZKN032N

CASE CLOSING SUMMARY

Created by ZEC111N at 2014-04-07 15:52:51

RCAS-KN RECEIVED EMAIL FROM ORM-DG ON 07/08/08 STATING THAT ORM HAS APPROVED

Rcas received the payment statement and attached to the case file

THAT AFTER C HAS BEEN DRIVING FOR 30-40 MINUTES THE S/C COMPLETELY FREEZES UP.

\*\*\*\*\*

@06/17-ZKN032N

C HAD A CONCERN WITH C'S VEH MASTER CYLINDER BEING ON B/O. C'S VEH IS REPAIRED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,764

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,765

REQUESTED BY: lattad

CAR ID: CA6167933

CHECK REQUEST IN THE SYSTEM.

@07/08-ZKN032N

Created by ZES177N at 2014-04-14 14:20:12

SM STATES THAT C HAS BEEN IN 3 TIMES FOR A/C. SM STATES THAT C HAS HAD 2 A/C Vehicle Concern

\*\*\*\*\*

@07/08-ZKN032N

AND C WAS REIMB 1 VEH PAYMENT AS GW COMPENSATION.

CONDENSOR COOLERS REPLACED AND 1 LOW PRESSURE SWITCH. SM STATES THAT TECHLINE

Created by zjm179n at 2014-04-08 15:25:09

RCAS-KN CONTACTED C AT DAY NUMBER AT 4:25PM EST ON 06/17/08. C STATES THAT THE

Rcas phoned the c [REDACTED] and spoke to the c

A/C IS REPAIRED NOW AND C HAS DRIVEN IT TO HOUSTON WITH NO PROBLEMS. C STATES

AND ORM-DG HAVE BEEN CONTACTED AND NOBODY KNOWS HOW TO FIX THE ISSUE. SM STATE

Rcas advised the c that rcas did received the payment statement and will be ha

RCAS IS CLOSING CASE DUE TO NO FURTHER ASSISTANCE NEEDED AT THIS TIME.

RCAS-Julio M

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 9:50AM EST ON 07/08/08 AND LEFT

ppy to review for compensation ---case by case and not a guarantee

RCAS contacting c or [REDACTED] at 5:11pm

THAT C IS LOOKING AND REQUESTING FURTHER COMPENSATION FOR THE LAST REPAIR.

THAT SM IS JUST WAITING TO HEAR BACK FROM TECHLINE OR ORM-DG. SM STATES THAT C

VMX.

@07/08-ZKN032N

\*\*\*\*\*

@07/08-ZKN032N

C asked if c should make the veh payment for this month

EST, and spoke with c.

IS CURRENTLY IN A RENTAL.

@06/02-ZKN032N

RCAS-KN ADVISED C THAT RCAS-KN WILL HAVE C'S REQUEST REVIEWED AND C WILL

\*\*\*\*\*

@06/02-ZKN032N

RCAS advised c that the call may be recorded for quality and training purposes

Rcas advised yes--if approved check processing can take up to 2-4 weeks for c

RCAS-KN RECEIVED A VMX FROM C ON 07/08/08 REQUESTING A CALLBACK.@07/08-ZKN032N

RECEIVE A CALLBACK ON 06/18/08. RCAS-KN ADVISED C THAT C DID NOT HAVE A

\*\*\*\*\*

@07/08-ZKN032N

. c agreed.

PREVIOUS NISSAN VSC PRIOR TO THE ONE THAT NISSAN HAD PROVIDED TO C. C STATES C

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 12:38PM EST ON 06/04/08. C STATES

to receive

c is requesting for waivement of payment on veh for 2 months worth since c has

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,766

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,767

REQUESTED BY: lattad

**CAR ID:** CA6167933

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 2:13PM EST ON 07/08/08. RCAS-KN

Rcas set follow up for nlt 4/17/14

THAT C'S VEH IS STILL AT THE DLR. C STATES THAT THE DLR IS GOING TO GO AHEAD  
WASN'T SURE AND THAT C HAD NOTICED IT ON C'S PURCHASE AGREEMENT. RCAS-KN  
ADVISED C THAT CHECK REQUEST HAS BEEN SUBMITTED AND APPROVED. RCAS-KN ADVISED  
ADVISED C TO CONTACT RETAILING DLR REGARDING THE CONTRACT AS IT MAY HAVE BEEN  
AND JUST REPLACE THE WHOLE A/C UNIT AND IT WILL TAKE APPROXIMATELY 7-10 DAYS.

C agreed

had veh at dlr for backorder parts rcas advised c to send copy of payment to  
AN AFTERMARKET CONTRACT AND DUE TO THAT NISSAN IS NOT ABLE TO ASSIST. C

Created by ZES177N at 2014-04-17 13:50:22

C STATES THAT C WOULD LIKE TO KNOW IF C CAN BE COMPENSATED IN SOME WAY AS C'S  
C THAT C WILL RECEIVE THE CHECK IN 2-4 WEEKS. C STATES C UNDERSTANDS AND  
fax# 615-967-3857 and case will be reviewed for possible assistance with this

Rcas will within rcas empowerment will offer c one monthly payment for \$195 fo

request c understood and rcas set follow-up for 4/11/14

STATES C UNDERSTANDS AND THANK YOU. @06/17-ZKN032N

THANK YOU. C STATES THANK YOU FOR ALL THE HELP RCAS-KN HAS PROVIDED. RCAS-KN  
VEH HAS ALREADY BEEN AT THE DLR FOR ALMOST 2 WEEKS AND WILL BE THERE FOR C

\*\*\*\*\* @06/17-ZKN032N

COUPLE MORE. C STATES THAT C WOULD LIKE TO KNOW IF C COULD CANCEL C'S PREVIOUS

Created by zjm179n at 2014-04-08 15:36:30

OFFERED FURTHER ASSISTANCE: C DECLINED. RCAS-KN CLOSING FILE, NO FURTHER

r c's inconvenience due to BOP

ASSISTANCE REQUIRED. @07/08-ZKN032N

Created by ZES177N at 2014-04-17 14:34:19

RCAS-KN CONTACTED SD-DREW ATKINSON AT 4:37PM EST ON 06/17/08. RCAS-KN ASKED SD  
rcas spoke to SA-John with c veh is in for a master cylinder dlr waiting on ba

VSC THAT C HAD BEFORE NISSAN HAD EXTENDED IT OUT AND BE REFUNDED. RCAS-KN

\*\*\*\*\* @07/08-ZKN032N

ckorder c veh has been at dlr since march 12 rcas asked for Ro to be faxed to

FOR INFORMATION ON C'S HISTORY. SD GAVE RCAS-KN THE FOLLOWING INFORMATION:

NOTES THAT THERE IS ONLY 1 VSC ON FILE FOR C AND THAT IS THE ONE THAT C WAS

Rcas phoned the c at [REDACTED]

3/14/08 - C IN WITH A/C ISSUE, C WAS IN DLR FOR 3 DAYS @06/17-ZKN032N

PROVIDED PREVIOUSLY. RCAS-KN ADVISED C THAT FILE IS STILL IN REVIEW AND C WILL

rcas-julio m

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,768

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,769

REQUESTED BY: lattad

**CAR ID:** CA6167933

Rcas left a detailed message including name, contact info

. Rcas need to gather info and check all resources to come up with best resol

3/18/08 - C HAD DRIVE BELT REPLACE, C WAS IN DLR FOR 8 DAYS @06/17-ZKN032N

Created by ZEC111N at 2014-04-07 15:52:37

RECEIVE A CALL BACK ON 06/10/08 WITH SOME INFORMATION. RCAS-KN GAVE C NAME AND

ution with c concern , advised c that rcas specialist will get back to c on

wk [REDACTED]--high school--c could not talk and requested not to be contacted

5/07/08 - C IN WITH A/C ISSUE, C WAS IN DLR FOR 1 DAY @06/17-ZKN032N

at wk #

CRR-EC received a call from c.

EXTENSION NUMBER.

@06/04-ZKN032N

the next business day c understood

\*\*\*\*\*

@06/04-ZKN032N

5/14/08 - C HAD LINKAGE TO AIRBLEND DOOR REPAIRED

@06/17-ZKN032N

crr-ec offered further assistance, c declined

c stated c's veh has been in the shop for a month and for another 1 month due

RCAS NOTING C WORKS IN SCHOOL--CALL AFTER 4PM

5/23/08 - C HAD WHOLE A/C UNIT REPLACED AND WAS IN DLR FOR 22 DAYS

Created by ZES177N at 2014-04-21 15:18:08

crr-ec gave name ext number and case number

RCAS-KN NOTES THAT C REQUESTS CANCELLING VSC THAT C PURCHASED BEFORE NISSAN

to c's brake issue

crr-ec thanked c and ended the call mutually

c stated the part is in back order

HAD EXTENDED IT BUT RCAS-KN NOTES THAT THERE IS NO PREVIOUS VSC ON FILE.

Rcas phoned the c at [REDACTED]

SD STATES THAT C WAS PLACED IN A RENTAL VEH WHILE REPAIR WAS BEING COMPLETED.

\*\*\*\*\*

@06/17-ZKN032N

crr-ec forwarding case to RCAS for request to waive monthly payment due to bac

c stated this is the 2nd time c hadn't use c's veh for some other issues some

RCAS-KN NOTES THAT RCAS-KN NEEDS TO FIND OUT IF PREVIOUS VSC IS NISSAN OR

Rcas left a detailed message including name, contact info

AFTERMARKET. RCAS-KN NOTES THAT VES1 WAS REVIEWED ON 06/04/08 AND VERIFIED

k ordered part

RCAS-KN CONTACTED ORM-DG ON 06/17/08 AND LEFT VMX.

@06/17-ZKN032N

times in November 2013

wk [REDACTED]--high school--c could not talk and requested not to be contacted

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,770

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,771

REQUESTED BY: lattad

CAR ID: CA6167933

\*\*\*\*\*

@06/17-ZKN032N

at wk #

Created by ZEC111N at 2014-04-07 15:52:51

c stated c would like to know if Nissan may waive c's 1-2 mos monthly payment

THAT C DID NOT PURCHASE NISSAN VSC AND THAT C WAS GIVEN AS GOODWILL GESTURE.

RCAS-KN CONTACTED ORM-DG AT 11:27AM EST ON 06/19/08. ORM STATES THAT NISSAN

RCAS-KN NEEDS TO FIND OUT IF C HAS AFTERMARKET.

@06/04-ZKN032N

RCAS NOTING C WORKS IN SCHOOL--CALL AFTER 4PM

to NMAC while the veh is at the dealership

Vehicle Concern

\*\*\*\*\*

@06/04-ZKN032N

CLASSIC NISSAN OF STATESVILLE

Created by zjm179n at 2014-04-08 15:25:09

Rcas sent email

WILL COVER ONE CAR PAYMENT FOR C.

@06/19-ZKN032N

\*\*\*\*\*

@06/19-ZKN032N

Created by ZRS776N at 2014-04-23 14:27:23

RCAS-Julio M

RCAS-KN CONTACTED ASSISTANT SM-FRED GUIETT AT DLR 872A AND LEFT VMX, AT

12:51PM EST ON 06/11/08.

@06/11-ZKN032N

PART NAME : BRAKE

RCAS assisting RCAS-Enid Schindler contacted c [REDACTED] at 4:25pm EDT. Spoke

RCAS contacting c on [REDACTED] at 5:11pm

RCAS-KN CONTACTED C AT DAY NUMBER AT 12:05PM EST ON 06/19/08. RCAS-KN ADVISED

@06/11-ZKN032N

crr-ec completed account verification

C THAT C'S REQUEST WAS REVIEWED AND NISSAN HAS AGREED TO COMPENSATE C WITH

EST, and spoke with c.

to c, RCAS advised will reimburse fro one monthly payment. RCAS verified add

\*\*\*\*\*

c's BEST CONTACT NUMBER is [REDACTED]

ONE CAR PAYMENT. C STATES GREAT AND THANK YOU. C STATES C WOULD LIKE TO KNOW

RCAS advised c that the call may be recorded for quality and training purposes

ress 169 MUELLERS CIR APT K

. c agreed.

CRR-CB RECEIVED INBOUND CALL FROM C.

@06/17-ZCB636N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,772

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,773

REQUESTED BY: lattad

**CAR ID:** CA6167933

crr-ec found no related case

HOW IT WORKS. RCAS-KN ADVISED C THAT C WOULD NEED TO FAX RCAS-KN PROOF OF STATESVILLE, NC 28625 2781

c is requesting for waivement of payment on veh for 2 months worth since c has

CRR-CB VERIFIED C'S NAME, ADDRESS AND TELEPHONE NUMBER. @06/17-ZCB636N

crr-ec found no open campaign

OWNERSHIP AND A COPY OF LEASE PAYMENT TO [REDACTED] AND ONCE RECEIVED C WILL US

CRR-CB CHECKED FOR OPEN RECALLS: @06/17-ZCB636N

crr-ec gave recap and offered resolution

had veh at dlr for backorder parts rcas advised c to send copy of payment to

RECEIVE A CHECK IN THE AMOUNT OF CAR PAYMENT IN THE MAIL WITHIN 2-4 WEEKS. C

Set follow up for 4/28/2014

Created by ZRS776N at 2014-04-23 14:27:23

crr-ec advised c that c;s concern will be forwarded to the regional department

fax# 615-967-3857 and case will be reviewed for possible assistance with this

OPEN PB072 ALTIMA TENSNR BOLT NTB08-051 04/26/08 00/00/00 00/00/00

STATES C UNDERSTANDS AND THANK YOU. C STATES THAT C IS CURRENTLY IN COLORADO

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:** **CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0 1

**DATE:** 00/00/00 07/07/08

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,774

REQUESTED BY: lattad

**ROOT CAUSE:** SNAV

SNFA

**USERID:**

**USERID:**

**USERID:** ZKN032N

**USERID:**

**USERID:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,775

**CAR ID:** CA6167933

|                                  |                                |            |                           |
|----------------------------------|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>                 | <b>TRANS DATE:</b> 00/00/00    | 04/01/08   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI               | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>                | <b>OPENED BY:</b> ZKN032N      |            |                           |
| <b>HISTORY:</b>                  | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N              | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> Y                  | <b>CLOSE DATE:</b> 07/08/08    | 04/28/14   | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> DAVID GEIGENMIL | <b>OLM:</b>                    |            |                           |
| <b>PHONE:</b>                    | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,776

**DOM:** ZKN032N

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,777

**TIME:** 9:19:07 AM

**CAR ID:** CA6167933

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2008

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST    | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | NCDE22220065 | 872A Texas          | 1/17/2008      | 01/17/14    | 0100000        | 01/01/01    | 01/01/01      |
| 1       |              | 5252 North Carolina |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,778

**MODEL YEAR:** 2013

**VIN:** 3N1AB7AP4DL784262

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,779

REQUESTED BY: lattad

**CAR ID:** CA6167933

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NCDE22220065

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** E

**DEDUCTABLE:** 50

**EFFECTIVE:** 1/17/2008

**EXPIRES:** 01/17/14      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/01/08

**PRINTED:** 04/05/08

**DEALER NO:** 872A      **STATE:** TX

**DEALER NAME:** BANKSTON NISSAN OF DALL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,780

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,781

REQUESTED BY: lattad

**CAR ID:** CA6167933

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5252

**STATE:** NC

**DEALER NAME:** CLASSIC NISSAN STATESVIL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,782

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,783

REQUESTED BY: lattad

**NAME:** [REDACTED] WALSH, COLLE **SC:** MULTI CONTRACT **CAR ID:** CA6171845  
**STREET:** [REDACTED] 44 DANA ST **VIN:** 3N1AB7APXDL [REDACTED]  
**CITY:** PINNACLE SOMERVILLE **YR/MDL:** 2001.0 MAX 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** MA [REDACTED] NC [REDACTED] **VCAIN SVC DATE:** 06/23/01  
**DAY PH:** [REDACTED] [REDACTED] **PAIRTL DLR:** 2157 KOEPEL NISSAN INC  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 2755 MODERN NISSAN, LLC  
**DLR PH:** 336 767 8260 781 395 5300 **DENRESP DLR:** 2755 MODERN NISSAN, LLC  
**REGION:** 26 34 **DIST: SL/SV/PT:** 10 10 40 15 15 45

**LETTER RECEIVED:** 00/00/00 04/08/14 **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:**

**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**

**VEHICLE PURCHASED:** New Preowned x New x Preowned **MILES:** 011449 063000

**VEHICLE MAINTAINED BY:** COLONIAL NISSAN/MEDFORD NONE

**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/03/08 04/08/14 **XFER/RSPNSBLTY:** 26 10 S

**CONTACT (S):** **FOLLOWUP DATE:** 06/04/08 05/16/14 05/19/14 **INF-NET (Y/N):**

**SEVERITY:** 9 **CLOSE DATE:** 01/01/01 06/03/08 05/1 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA

OB EXTENDED SERVICE CONTRACT 242000 PRE-OWNED PLUS PLAN

-2

AD BRAKES YP PARTS AVAILABILITY (BACKORDER)

BL SECURITY PLUS ZC CANCELLATION REFUND INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,784

REQUESTED BY: lattad

**VIN:** JN1CA31A51T [REDACTED]

**MILEAGE:** 011449 063000

**RTL DLR:** NI NI

**SVC DLR:** 3893 COLONIAL NISSAN/MEDFORD

**RESP DLR:** 3893 COLONIAL NISSAN/MEDFORD

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 1

**XFER/RSPNSBLTY:** 34 15 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,785

REQUESTED BY: lattad

**CAR ID:** CA6171845

**C. A. R. COMMENTS**

Arbs-ASM received email from NMAC:

fax#, Lawrence requested a written request be email to: lfletcher@modernauto

FILE OPENED-ZCA500N 06/03/2008

I will need specific information to provide you a letter regarding the replace

PREVIOUS FILES FOUND: NONE. @06/03-ZCA500N

C CALLED IN TO KNOW THE ESTIMATED REFUND IF THE SVC WILL BE CANCELLED.

.com DRTS agreed.

CRR-CA VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

Hi Angie,

ment option. Should you decide to select the replacement, I will contact the N

AND RESPONSIBLE DLR.

Below is the payment/payoff information that you requested.

Created by ZRM176N at 2014-04-16 13:12:13

CRR-CA OBTAIN THE INFORMATION AT VES1 AND INFORMED THE C THAT THE NET REFUND

issan dealer of your choice to collect the documents.

CRR-CA NO LONGER CHECKED FOR OPEN RECALL BECAUSE THE C WILL BE TRADING THE VEH

DRTS, obtained and attached factory invoice

SR#

WILL BE \$652.00.

You are also able to select the settlement option. Should you select this opti

Account# [REDACTED]

Created by ZRM176N at 2014-04-16 13:57:07

C THANKED CRR-CA FOR ASSISTANCE, C SATISFIED.

on, I will forward to both you and [REDACTED] to sign, notarize, and return to

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

CRR-CA OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-CA RECEIVED CALL FROM C.

Customer: [REDACTED]

DRTS, rec'd and attached buyers order to case.

me.

30 day payoff \$ 22297.08 good thru 6/7/14

Created by ZAM176N at 2014-04-17 09:15:52

CRR-CA GAVE C NAME, EXTENSION AND FILE NUMBERS.

Please let me know if you have any questions.

Arbs-ASM prepared offer letter for one of the following via Fed Ex 79857653558

CRR-CA CLOSING FILE.

@06/03-ZCA500N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,786

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,787

REQUESTED BY: lattad

**CAR ID:** CA6171845

Per diem 1.99

Thank you,

6

7 Payments received

Created by ZAM176N at 2014-05-08 11:31:53

My client, purchased the above described new vehicle from Modern

1. Vehicle repurchase under the terms of the North Carolina Lemon Law and Arbs-ASM received vm from c requesting Arbs return call. Arbs placed call to c Nissan in Winston Salem, North Carolina on August 30, 2013. It has now been in Payment amount \$ 361.69

at [REDACTED] numerous times and received no answer or voice mail. Arbs sub Interest paid \$475.57  
rney fees of \$1,500.00.

the shop continuously since February 12, 2014. Pursuant to the provisions of

2. Vehicle replacement under the terms of the North Carolina Lemon Law and att Late fee paid \$18.00

mitted email to c and atty:

N.C.G.S. B' 20-351.5 you are allowed a period of 15 days to remedy this proble Ms. Ancho,  
orney fees of \$1,500.00.

or provide C with a full refund of the purchase price of \$25,989.53.

Recent payment received on 4/11/14 in the amount of \$ 400.00

3. A cash settlement in the amount of \$3,500.00 with a signed release. This of I received your voice mail and after calling numerous times, I am unable to re Thanks,

Your prompt attention to this matter will be greatly appreciated.

ceive an answer or voice mail. Please contact me at your earliest convenience.

Created by ZAM176N at 2014-05-07 10:59:33

Created by ZRM176N at 2014-04-08 11:57:52

fer is inclusive of attorney fees.

Arbs-ASM prepared repurchase letter and forwarded to atty-Ervin stating:

Created by ZAM176N at 2014-04-24 10:04:49

DRTS, placed call to Modern Nissan, SA transferred call to SM, LM for SM aski

Thank you,

Arbs-ASM notes atty receipt of offer letter on 4/22 and signed by H.SHELTON. A

Created by ZAM176N at 2014-05-09 07:22:25

Mr. Brown,

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,788

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,789

REQUESTED BY: lattad

**CAR ID:** CA6171845

ng if any additional ROs after 1007, provided C/s name, RO# fax# and phone#.

Arbs-ASM received call from c. C stated c would prefer settlement option. C st

Created by ZRM176N at 2014-04-08 13:51:44

Please see the repurchase letter attached.

rbs attached POD to case.

ated c unsure if atty still represents c. Arbs informed c Arbs will prepare se

Created by ZAM176N at 2014-04-25 09:46:47

DRTS, placed call to Modern Nissan, spoke with SA, b

Unfortunately, for NNA to repurchase Ms. Anchob

95. The amount owed is due to [REDACTED] financing more than the vehicle was wo

Arbs-ASM received call from c requesting information regarding offer letter. A

of 4/8/2014, the customer is in a rental.

ttlement but will need to confirm if atty still representing c. C understood.

Arbs informed c Arbs will contact atty to inquire if still representing c and

DRTS attaching RHR from 13958620

rbs referred c back to atty. Arbs continued asking questions regarding letter.

rth. Additionally, NNA would be unable to reimburse the GAP coverage, but Ms.

Ancho should be able to obtain a pro-rated refund from the dealership. Please

Arbs apologized but informed c Arbs still unable to answer any questions.

Created by ZAM176N at 2014-04-16 12:27:19

notify c via phone call once received. C agreed.

Arbs-ASM notes previous RHR by Arbs-Nate. Arbs-Nate unable to speak with c due

Arbs submitted email to atty-Ervin and cc'd c:

Created by ZAM176N at 2014-05-01 12:57:52

let me know if you have any questions.

Arbs-ASM received vm from atty-Ervin requesting a return call at [REDACTED]

[REDACTED],  
Thank you,

to atty rep. Arbs notes the following:

\$18,900.00 - Base Price :

Arbs placed call to atty-Ervin and lm on atty's vm requesting a return call an

Open: 11/08/13 - Closed: 11/08/13 - 5,291 miles - RO# 337652 - 1 day

Please advise if you are still representing [REDACTED]

\$177.00 - Sales Tax:

d provided Arbs return contact info and email. Arbs also submitted email to at

Issue

Thank you,

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,790

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,791

REQUESTED BY: lattad

**CAR ID:** CA6171845

\$80.00 - Filing Fee:

1. Perform LOF

Created by ZAM176N at 2014-05-09 07:53:29

ty:

\$495.00 - Invoicing and Services:

2. Perform MPI

Arbs-ASM placed call to dlr at 336-767-8260 and spoke with SA-Tampa. SA verifi

Mr. Brown,

\$1,137.00 - Nissan Vehicle Service Contract:

Action

ed veh repaired on 4/14. SA also verified veh at dlr due to back-ordered part

I received your voice mail regarding your above client and just left you a voi

\$475.57 - Finance Charges:

1. Complete

ce mail as well. You may contact me via email or phone to discuss.

since 2/25. SA will email Arbs RO. Arbs thanked SA for assistance.

\$21,264.57 - Total Purchase Price:

2. Complete

Created by ZAM176N at 2014-05-09 08:16:17

Thank you,

\$1,983.44 - Less Usage: (11,449 / 120,000 x \$20,789.00)

Arbs-ASM received email from SM-Chuck providing a copy of the recent RO. Arbs

Created by ZAM176N at 2014-05-01 13:01:38

Open: 1/10/14 - Closed: 1/10/14 - 9,393 miles - RO# 340493 - 1 day

\$22,297.08 - Less Lien Payoff:

Arbs-ASM received return call from atty-Ervin. Atty advised c has not selected

attached to case.

Issue

\$1,500.00 - Less Rebate:

1. Perform LOF

Created by ZAM176N at 2014-05-09 13:17:40

which option c would prefer, but will call or email Arbs when c decides.

\$18.00 - Less Late Fee:

2. Perform MPI

Arbs-ASM received a copy of recent RO and attached to case.

Created by ZAM176N at 2014-05-06 11:05:54

\$25,798.52 - Total Deductions:

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,792

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,793

REQUESTED BY: lattad

**CAR ID:** CA6171845

Action

Arbs-ASM received vm from atty-Ervin requesting a return call at 336-723-7966.

Arbs received email from atty-Ervin confirming representing c.

\$4,533.95 - Amount Owed from Kathy Ancho:

1. Complete

Arbs placed call to atty at 336-723-7966 and lm on atty's vm requesting a retu

Arbs prepared settlement letter and forwarded to atty and cc'd c via email.

\$1,500.00 - Attorney Fees:

2. Complete

Created by ZAM176N at 2014-05-13 13:04:30

rn call and provided Arbs return contact info and email.

\$19,263.13 - Total Repurchase:

Arbs-ASM received completed settlement via email from atty-Ervin via email. Ar

Created by ZAM176N at 2014-05-07 09:37:46

Open: 2/07/14 - Closed: 2/11/14 - 11,246 miles - RO# 341786 - 5 days

Arbs-ASM received return call from atty-Ervin. Arbs discussed repurchase and r

bs attached release to case.

Created by ZAM176N at 2014-05-07 15:05:42

Issue

1. Has to pump brake pedal, brake pedal goes to the floor

Arbs-ASM received vm from c requesting Arbs call c.

Arbs submitted the following ck request:

eplacement options with atty. Atty advised will discuss with client and notify

2. Perform MPI

Arbs. Atty advised c loan through NMAC.

Arbs submitted email to c and atty advising c Arbs unable to speak with c due

Ck payable to atty and c in the amount of \$3,500.00, sent via Fed Ex 798844926

151.

Action

Arbs submitted email to NMAC inquiring both SOC approval and payoff informatio

to atty rep and requested c direct any questions to atty.

1. Bled brake system

Arbs received email from atty-Ervin advising Arbs can contact and speak with c

Created by ZAM176N at 2014-05-13 13:05:57

n.

2. Complete

Attorney Representation - Please Do Not Contact C., if C should call please r

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,794

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,795

REQUESTED BY: lattad

**CAR ID:** CA6171845

Created by ZAM176N at 2014-05-07 10:15:44

regarding questions.

Arbs-ASM received email from atty-Ervin:

Arbs placed call to c at [REDACTED] and Im on c's vm requesting a return call refer C to their Attorney.

Open: 2/25/14 - Still Open: - 11,449 miles - RO# 1007 - 36 days+

Created by ZAM176N at 2014-05-19 09:05:57

in order for my client to pick one of the three options in your April 17 letter Issue

I and provided Arbs return contact info.

1. Brake pedal will go to the floor at times. Also heard a noise in the shift

Arbs-ASM notes settlement check received by atty on 5/16 and signed by H. Sht

Created by ZAM176N at 2014-05-07 15:07:47

er, she needs to know whether we agree on the dollar figure for the b

Arbs-ASM received call from c and spoke with c. Arbs explained each option to e.b

on. Arbs attached POD to case.

r area when this happens

2. Perform MPI

Arbs notes no further action necessary and closing case.

c. C requested Arbs fax c a copy of repurchase letter to c. Arbs agreed. Arbs

suant to the formula in the statute brings the figure down to \$24,188.01. We

Action

advised c that c would owe money for veh repurchase, c understood. Arbs explai

then added \$710.40 for insurance plus cost of tags (\$100.00) for a total of \$2

4,998.40 representing the b

ned SOC and settlement process to c also. C understood and thanked Arbs for in

\*\*RO still open, vehicle is still at dealer awaiting back ordered part.

Created by ZAM176N at 2014-04-16 12:36:52

formation. C stated c will consider offers and notify Arbs tomorrow of decisio

nance is \$21,851.09. You would cut a check to Nissan Finance for that amount,

and a check to [REDACTED] for \$3,147.31.

Arbs-ASM notes the following:

n.

Created by ZAM176N at 2014-05-07 15:08:38

NC applicable LL

Please let me know today whether you agree with this figure and, if not, what

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,796

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,797

**REQUESTED BY:** lattad

**CAR ID:** CA6171845

2 repairs regarding "brake goes to floor"

Arbs-ASM submitted email to c and atty-Ervin:

you believe the repurchase price should be.

Arbs forwarded email to atty-Ervin stating Arbs will prepare and forward repur

As of 4/16, veh out of service 44 days waiting on back-ordered part

██████████,

chase letter today which will be itemized to reflect figures on sales contract

Created by ZRM176N at 2014-04-16 13:06:52

Thank you for taking the time to speak with me. I faxed you the repurchase off and deductions.

DRTS, placed call to Modern Nissan, spoke with Lawrence, requested sales contr

er letter. As we discussed, there is a balance owed for a repurchase of \$4,533

.95.

act, Provided C's name, last eight of VIN., in service date, DRTS full name,

Created by ZAM176N at 2014-05-07 10:16:31

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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:** 02/09/05

06/09/14

06/23/14

09/10/13

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,798

REQUESTED BY: lattad

**ROOT CAUSE:** SCAV          SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**CHECK REQUESTED:** Y

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,799

**CAR ID:** CA6171845

**3RD PRY:** NI

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** N

**RESP CAA:** R CALICO

**PHONE:**

**PART#:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 01/01/01 06/03/08 05/19/14

**OLM:** WILLIAMS RODNEY

**OWNER FIRST:** [REDACTED] [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,800

**CHECK ISSUED:** Y

**MICROFILM:**

**DOM:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,801

**TIME:** 9:19:07 AM

**CAR ID:** CA6171845

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2001

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** MAX

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST             | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|----------------|----------------|-------------|----------------|-------------|---------------|
| 1       | NNDJ07887396 | 893           | Massachusetts  | 2/2/2005       | 02/02/10    | 0087651        | 01/01/01    | 01/01/01      |
| 2       | PEDW00460819 | 2755          | North Carolina | 6/20/2014      | 08/30/20    | 0100000        | 01/01/01    | 01/01/01      |
| 3       | RCCE07378960 | 2755          | North Carolina | 8/30/2013      | 08/30/19    | 0100000        | 05/20/14    | 01/01/01      |
| 4       | RCCJ07341166 | 2755          | North Carolina | 8/30/2013      | 08/30/15    | 0040000        | 01/01/01    | 01/01/01      |
| 5       | RWND00460828 | 2755          | North Carolina | 6/20/2014      | 08/30/20    | 0100000        | 01/01/01    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,802

**MODEL YEAR:** 2013

**VIN:** JN1CA31A51T [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,803

REQUESTED BY: lattad

**CAR ID:** CA6171845

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NNDJ07887396

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** N

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 2/2/2005

**EXPIRES:** 02/02/10      **MILES:** 0087651

**CANCEL:** 01/01/01      **MILES:** 0087651

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/09/05

**PRINTED:** 02/11/05

**DEALER NO:** 3893      **STATE:** MA

**DEALER NAME:** COLONIAL NISSAN/MEDFOR

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,804

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,805

REQUESTED BY: lattad

**CAR ID:** CA6171845

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDW00460819

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** W

**DEDUCTABLE:** 50

**EFFECTIVE:** 6/20/2014

**EXPIRES:** 08/30/20      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/23/14

**PRINTED:** 06/28/14

**DEALER NO:** 2755      **STATE:** NC

**DEALER NAME:** MODERN NISSAN, LLC

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,806

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,807

REQUESTED BY: lattad

**CAR ID:** CA6171845

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCE07378960

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** E

**DEDUCTABLE:** 100

**EFFECTIVE:** 8/30/2013

**EXPIRES:** 08/30/19      **MILES:** 0100000

**CANCEL:** 05/20/14      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/09/14

**PRINTED:** 09/07/13

**DEALER NO:** 2755      **STATE:** NC

**DEALER NAME:** MODERN NISSAN, LLC

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,808

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,809

REQUESTED BY: lattad

**CAR ID:** CA6171845

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCJ07341166

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** J

**DEDUCTABLE:** 100

**EFFECTIVE:** 8/30/2013

**EXPIRES:** 08/30/15      **MILES:** 0040000

**CANCEL:** 01/01/01      **MILES:** 0040000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/10/13

**PRINTED:** 09/14/13

**DEALER NO:** 2755      **STATE:** NC

**DEALER NAME:** MODERN NISSAN, LLC

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,810

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,811

REQUESTED BY: lattad

**CAR ID:** CA6171845

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RWND00460828

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** W

**PLAN TERM:** D

**DEDUCTABLE:** 0

**EFFECTIVE:** 6/20/2014

**EXPIRES:** 08/30/20      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/23/14

**PRINTED:** 06/28/14

**DEALER NO:** 2755      **STATE:** NC

**DEALER NAME:** MODERN NISSAN, LLC

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,812

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,813

REQUESTED BY: lattad

NAME: [REDACTED] SAWATZKY,CC SC: NONE CAR ID: CA6215988  
 STREET: [REDACTED] 28 MCKINLEY I VIN: 3N1CN7AP0EK [REDACTED]  
 CITY: STREAMWOOD WINNIPEG R2G3T YR/MDL: 2007.0 MUR 2014.0 VSD MILEAGE:  
 ST/ZIP: CA [REDACTED] IL [REDACTED] VCAIN SVC DATE: 03/22/07  
 DAY PH: [REDACTED] [REDACTED] PAIRTL DLR: 3504 NISSAN OF FAIRFIELD  
 EVE PH: [REDACTED] [REDACTED] SUSSVC DLR: 2908 MCGRATH NISSAN, INC.  
 DLR PH: 707 402 3200 847 695 6700 DENRESP DLR: 2908 MCGRATH NISSAN, INC.  
 REGION: 24 44 DIST: SL/SV/PT: 01 01 31 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 Preowned x New x Preowned 030000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: \_INDEPENDENT NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP OPEN DATE: 07/11/08 04/15/14 XFER/RSPNSBLTY: 24 01 N  
 CONTACT (S): FOLLOWUP DATE: 07/14/08 05/01/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 07/14/08 05/01/14 INF-NET DATE:

| CONCERN AND CATEGORY        | SUBCATEGORY AND SYMPTOM               |
|-----------------------------|---------------------------------------|
| OA VEHICLE CONCERNS         | 122000 MASTER CYLINDER (RESERVOIR/SEA |
| OF NNA., INC. ISSUES        | 206500 MURANO                         |
| AD BRAKES                   | VG PROVIDED RECALL INFORMATION        |
| AZ NISSAN PRODUCT INQUIRIES | WA PREMATURE WEAR/FAILURE             |
|                             | YX POOR OR IMPROPER OPERATION         |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,814

REQUESTED BY: lattad

**VIN:** JN8AZ08W17W [REDACTED]

**MILEAGE:** 000200 030000

**RTL DLR:** NI NI

**SVC DLR:** 3504 NISSAN OF FAIRFIELD

**RESP DLR:** 3504 NISSAN OF FAIRFIELD

**XFER/RSPNSBLTY:** 44 12 S

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,815

REQUESTED BY: lattad

**CAR ID:** CA6215988

**C. A. R. COMMENTS**

e concerns that would substantially impair this vehicle. NNA will continue to

FILE OPENED-ZCP800N 07/11/2008

it is a new veh. C stated when c bought the veh it was not checked & none of t

PREVIOUS FILE FOUND: NONE @07/11-ZCP800N

Service Dept. Review

CRR-CP RECEIVED CALL FROM C.

CRR-CP UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

he fluids were top off. C stated c was there for a few hours & c stated this w

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

Service Dept. Review

ARBS-LF recommends that NNA contact the CA Manager or the Region for direction

as the weakest sale the dlr ever made. C stated the dlr is good but speaks to

CRR-CP VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER.

C STATED THAT C JUST PURCHASED A VEH IN THE US AND C IS REQUESTING FOR A NO

Service Dept. Review

c like this issue is so little.

CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

on how to assist the customer.

OPEN RECALL LETTER.

Service Dept. Review

b

Created by ZAT111N at 2014-04-23 09:03:00

CRR-CP ADVISED C OF RECALL STATUS.

CRR-CP ADVISED C THAT CRR-CP WILL BE PROCESSING THE LETTER AND CRR-CP ASKED

Service Dept. Review

C stated McGrath Nissan

FOR THE FAX NUMBER OF C.

PREVIOUS NISSAN/INFINITI VEHICLE(S):

Rcas-at sending email to CSM & FOM to advise of NNA decision.

Service Dept. Review

b

C GAVE C'S FAX NUMBER WHICH IS 204-661-6050.

Rcas also inquiring on GW consideration.

Service Dept. Review

Created by ZAT111N at 2014-04-25 06:30:41

CRR-CP INFORMED C THAT C WILL RECEIVED THE LETTER NEXTWEEK AND CRR-CP WILL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,816

REQUESTED BY: lattad



CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,817

REQUESTED BY: lattad

CAR ID: CA6215988

C stated McGrath

b

CALL BACK C NEXTWEEK TO INQUIRE IF C ALREADY RECEIVED THE LETTER.

Rcas-at completed denial letter & attached to case.

C stated new

C THANKED CRR-CP FOR ASSISTANCE, C SATISFIED.

Sending correspondence request.

b

Created by ZAT111N at 2014-04-25 13:14:05

CRR-CP GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-CP LEAVING FILE OPEN. @07/11-ZCP800N

McGrath Nissan

Rcas-at rec'd response for no GW to be offered at this time from regional mana

\*\*\*\*\*

b

gement.

=====

CRR-CP ALREADY PROCESSED C'S REQUEST.

If so, document names of dealers/retailers?

CRR-CP PENDING TO CLOSE THE FILE PENDING FOR C TO RECEIVED THE LETTER.

None

Rcas-at called c @ 3:09 pm est on best # [REDACTED]

@07/14-ZCP800N

Rcas-at advised c that rcas will follow up with c no later than 4/22 with an u

Rcas-at spoke to c & delivered RHR denial.

\*\*\*\*\*

C asked what did rcas mean.

pdate. C agreed.

CRR-ID REVIEWED FILE, SENT FAX SUCCESSFULLY.

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

rcas-at reiterated.

CRR-ID CONTACTED C'S DAY NUMBER AND RECEIVED VMX.

C stated c bought add'l warranties on the veh. C stated that there is nothing

Sending email to CSM-Joe Stone to advise of c's request.

CRR-ID LEFT MESSAGE STATING THAT CRR-ID ALREADY FAX THE LETTER TO C.

Setting follow up for 4/22 pending RO's.

that can be done.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,818

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,819

REQUESTED BY: lattad

**CAR ID:** CA6215988

Created by ZAT111N at 2014-04-22 11:13:57

CRR-ID CLOSING FILE.

@07/14-ZID108N

rcas-at apologized if this was not the resolution c was seeking.

\

@07/14-ZID108N

C stated the dlr should have checked the veh prior to selling it to c. C state

Rcas-at rec'd RO from dlr & attached to case.

===

d all the fluids were low. C stated c had to return. C stated this will never  
on the veh which is 200 miles

Created by ZDM333N at 2014-04-15 08:54:18

happen again. C stated c will not even recommend buying a Nissan to anyone. C

Rcas-at called svc dlr @ 1:07 pm est on [REDACTED].

Rcas-at spoke to SM-Kane regarding c.

thanked rcas & ended call mutually.

Vehicle Concern

Created by ZAT111N at 2014-04-16 13:23:08

SM-Kane stated that c's repairs were completed & picked up.

\*\*SUMMARY\*\*\*

C called NNa seeking veh repurchase/replacement due to c having to have repai

Rcas-at asked if SM could send rcas the closed RO.

Rcas-at called svc dlr @ 3:07 pm est on [REDACTED].

Rcas-at spoke to SM-kane regarding c.

rs for the brake master cylinder shortly after purchase. ARBS reviewed & decli

SM-kane agreed & ended call mutually.

====

ned. Rcas-at sent correspondence request & will close case after task has been

SM-Kane stated that the veh is in now. SM-Kane stated that c needs the brake m  
aster cylinder replaced.

completed.

Rcas-at called c @ 1:12 pm est on best # [REDACTED]

Rcas-at spoke to c & advised that rcas was still looking into c's request & wo

Rcas-at understood & advised Sm Kane that rcas needed all of c's RO's.

(Setting follow up for 4/30)

Created by ZMS866N at 2014-04-29 08:11:05

SM-kane agreed & stated there is a PDI, one where the dlr sublet the veh out f

uld follow up 4/25 with an update, c agreed.

C agreed & ended call mutually.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,820

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,821

REQUESTED BY: lattad

**CAR ID:** CA6215988

MT MS received request for letter to be mailed to the customer. MT MS mailing or door parts & the open RO hard copy.

Created by ZAT111N at 2014-04-22 11:14:15

letter to customer. Thank You!

Rcas-at understood & thanked Sm & ended call mutually.

=====

Created by ZAT111N at 2014-04-29 10:42:38

Setting follow up for 4/25 pending RO.

Created by ZAT111N at 2014-04-22 11:24:27

Rcas-at called c @ 3:11 pm est on home/mobile # [REDACTED].

Rcas-at closing case.

Rcas-at rec'd RO from Sm & attached to case.

Rcas-at spoke to c & verified c's concerns.

Summary Below.

C stated c took it back the first time after a few days of having the veh & c

Rcas-at submitting RHR for completion.

advised that the brake light keeps coming in. C stated c was driving again & th

Created by ZJS111N at 2014-04-22 15:38:54

e light keeps coming in & c stated c took the veh back & the supervisor advise

rcas-jonathon spurling assisting

d c that there was a leak in the cylinder & needed replacing. C stated c cosign

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

ed for c's brother & c's brother is a new driver. C stated if c had not driven

nce to proceed with processing of RHR

rcas completed and submitted RHR

the veh, c's brother would not have know. C stated c has not heard from the d

Created by ZJS111N at 2014-04-22 15:38:54

lr. C stated it is a new veh & c was advised there was a warranty. C stated it

has been a few weeks.

rcas-jonathon spurling assisting

rcas-at apologized & asked c what was c seeking from NNA.

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

c stated that NNA replace the veh. C stated c did not want any problem as it i

nce to proceed with processing of RHR

rcas completed and submitted RHR

s a new veh. C stated there was some kind of glitch & the dlr can repair. C st

ated c was not expecting the veh to need repairs.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,822

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,823

REQUESTED BY: lattad

**CAR ID:** CA6215988

Created by ZSW999N at 2014-04-23 07:22:38

\*\*\*DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for review. Rcas-at understood & advised c that rcas will be glad to look into c's request to see what can be done. rcas-at advised c that it is no guarantee that c's request will be honored.

Created by ZLF050N at 2014-04-23 08:49:20

request will be honored. rcas-at advised c that the request is reviewed by arbs

ARBS-LF notes the dealer service records:

who make determination on NNA behalf, c understood.

C asked what if the dlr advised the veh is ready.

Open 4-15-14 Closed 4-16-14 Miles 436 RO 6063671

Concern: 1. Red low brake light is displayed

Rcas-at advised c that c should pick up the veh as the veh is still c's.

Action Taken: 1. Replaced master cylinder

C stated because c's brother drives to work at night & it is unsafe to drive a veh without the brakes.

Created by ZLF050N at 2014-04-23 08:49:39

\*\*ARBS-LF reviewed the repair history and at this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has no title. rcas-at understood & asked c the following:

b

on to offer a repurchase or replacement of this vehicle, as the vehicle has no title.

C stated because c is really upset & c was not expecting an issue this soon & has been subject to an unreasonable number of repair attempts for any warrantable condition.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,824

REQUESTED BY: lattad

**ROOT CAUSE:** SCBR

SCPP

**USERID:**



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,825

**CAR ID:** CA6215988

**REOPEN:**  
**CALLBACK:** 0  
**NEW INFO:** 0  
**OTHER:** 0  
**COMMENTS ONLY:** 0

**DATE:** 00/00/00  
**DATE:** 00/00/00  
**DATE:** 00/00/00  
**DATE:** 00/00/00

**IIR-DATE:**  
**3RD PRY:** NI  
**BYBACK ST:**  
**HISTORY:**  
**SVC CALL#:** N  
**CLOSE:** Y  
**RESP CAA:** EVAN CLEMENTS  
**PHONE:**

**TRANS DATE:** 00/00/00  
**PART#:**  
**OPENED BY:**  
**UPDATE BY:**  
**UPDATE DATE:**  
**CLOSE DATE:** 07/14/08  
**OLM:**  
**OWNER FIRST:** [REDACTED]

**CHECK REQUESTED:** Y  
**CHECK ISSUED:** Y  
  
**05/01/14**  
  
**MICROFILM:**  
**DOM:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,826

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,827

**TIME:** 9:19:07 AM

**CAR ID:** CA6215988

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** MUR

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 2908          | Illinois   |                |             |                |             |               |
| 0       |             | 3504          | California |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,828

**MODEL YEAR:** 2014

**VIN:** JN8AZ08W17W [REDACTED]

**MODEL LINE:** VSD

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,829

REQUESTED BY: lattad

**CAR ID:** CA6215988

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2908 3504 **STATE:** CA IL

**DEALER NAME:** MCGRATH NISSAN, INC. NISSAN OF FAIRFIELD

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,830

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,831

REQUESTED BY: lattad

**NAME:** [REDACTED] NALLS, MICHAEL **SC:** MULTI CONTRACT **CAR ID:** CA6218257  
**STREET:** [REDACTED] 819 S TRADITION **VIN:** 3N1AB7AP2DL [REDACTED]  
**CITY:** LYNWOOD MOUNTAIN HOUSE **YR/MDL:** 2005.0 SEN 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] CA [REDACTED] **VCAIN SVC DATE:** 07/16/05  
**DAY PH:** 0 [REDACTED] **PAIRTEL DLR:** 042B UNIVERSAL CITY NISSAN INC  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 2494 TRACY NISSAN  
**DLR PH:** 209 820 6000 562 402 2277 **DENRESP DLR:** 2494 TRACY NISSAN

**REGION:** 44 **DIST: SL/SV/PT:** 05 05 35 06 06 36 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 Preowned x New x Preowned 040000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 1 **MILES:** 1000 4000 **(PT) MONTHS:** 0 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 07/14/08 04/15/14 **XFER/RSPNSBLTY:** 44 05 N  
**CONTACT (S):** **FOLLOWUP DATE:** 09/03/08 04/22/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 08/27/08 04/22/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA  
OC NISSAN DEALER ISSUES 218000 REPLACEMENT PART PURCHASE (NIS  
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST  
BD NSN DEALER PARTS DEPT. YP PARTS AVAILABILITY (BACKORDER)  
YX POOR OR IMPROPER OPERATION  
ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,832

REQUESTED BY: lattad

**VIN:** 3N1CB51A05L [REDACTED]

**MILEAGE:** 037000 040000

**RTL DLR:** NI NI

**SVC DLR:** 3387 CERRITOS NISSAN

**RESP DLR:** 3387 CERRITOS NISSAN

**# NISSAN/INFINITI VEHICLES:** 6

**MILES:** 0

**XFER/RSPNSBLTY:** 44 06 P 44 12 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,833

REQUESTED BY: lattad

**CAR ID:** CA6218257

**C. A. R. COMMENTS**

C AGREED.

C stated that this is a known issue on these vehicles and should be covered by

FILE OPENED-ZAH287N 07/14/2008

FOLLOW-UP IS DUE ON OR BEFORE

PART NUMBER 101025M0H1

CRR-JW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,

DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE

NNA

PART NAME ENGINE

RCAS-AH ADVISED WILL UPDATE C AGAIN ON 08/07/08. C AGREED. @08/04-ZAH287N

@08/07-ZAH287N

AND RESPONSIBLE DEALER.

C asked if RCAS is aware that there are many similar vehicles with same issue

ORDER NUMBER 14031657

ORDER NUMBER AND THE ORDER DATE.

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/31-ZJW936N

RCAS-AH CALLED ETA LINE AT 4:20 PM EST ON 08/07/08.

Rcas stated that rcas is unaware of other vehicles with issue and that this ca

STP FILE. RCAS-AH CLOSING FILE, @07/14-ZAH287N

\*\*\*\*\*

@07/31-ZJW936N

CLSD PM501 SENTRA FUEL TANK 05/23/05 08/15/05 12/20/05 3387

ETA IS STILL THE SAME. @08/07-ZAH287N

se was reviewed on a case by case basis and only C veh is being considered in

CLSD R0803 SEN/FTR ECM REPROG NTB08023 01/24/08 03/17/08 06/25/08 3387

CRR-JW UPDATING FILE A C'S REQUEST.

decision

RCAS-AH CALLED DAY/EVE NUMBER AT 4:30 PM EST ON 08/07/08 SPOKE TO C.

C asked if there is anybody else at Nissan C can speak with

CRR-JW ADVISED C THERE\_NO OPEN RECALLS.

RCAS-AH ADVISED ETA STILL THE SAME.

CRR-JW RECEIVED INBOUND CALL FROM C.

C UNDERSTOOD.

RCAS advised rcas would be happy to escalate case to a supervisor and have a s

C STATES\_C'S VEH HAS BEEN IN THE DLR FOR MORE THAN 1 MONTH WAITING FOR ENGINE.

RCAS-AH SETTING FOLLOW UP FOR 08/13/08. C AGREED. @08/07-ZAH287N

upervisor contact c by the end of the next business day

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,834

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,835

REQUESTED BY: lattad

**CAR ID:** CA6218257

C STATES THERE HAS BEEN LACK OF CONTACT FROM DLR RETURNING CALLS AND KEEPING

C wanted to speak to someone else immediately

RCAS-AH CALLED DLR AT 5:18 PM EST ON 08/13/08 SPOKE TO SM-DAVE OKAMOTO.

PUSHING BACK THE DATE THE ENGINE WILL COME. @07/31-ZJW936N

Rcas informed c that a supervisor can contact c by the end of the next busines

SM-DO ADVISED PART WAS SHIPPED TODAY AND THE PART WILL TAKE ANOTHER 5-7 DAYS.

@07/31-ZJW936N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:19 PM EST ON 08/13/08 SPOKE TO C.

s day

C asked if in all of Nissan that there is no one else c can talk to today

RCAS-AH ADVISED DATE STILL THE SAME PART WAS SHIPPED FROM SUPPLIER TODAY

T PART NUMBER-101025M0H1

Rcas advised C yes that is correct

SHOULD BE ANOTHER 5-7 DAYS. C UNDERSTOOD.

?T ORDER NUMBER\_#14031657 @07/31-ZJW936N

C hung up phone

RCAS-AH ADVISED WILL FOLLOW UP ON 08/18/08. C AGREED. @08/13-ZAH287N

?T DEALER NAME AND CODE (WHERE PARTS WERE ORDERED) 3387\_ CERRITOS NISSAN

no further assist needed

RCAS-AH CALLED DLR AT 5:50 PM EST ON 08/18/08 SPOKE TO PM JOHN MEYER.

?T LOCATION OF THE VEHICLE 3387\_ CERRITOS NISSAN

Created by ZPJ001N at 2014-04-22 15:16:07

PM ADVISED PART NOT IN YET.

?T CAN THE VEHICLE BE DRIVEN? IF NOT, WHY?\_ENGINE NEEDS TO BE REPLACED

RCAS-AH CALLED DAY/EVE NUMBER AT 5:51 PM EST ON 08/18/08 SPOKE TO C.

SUMMARY:

?T THE DATE THE VEHICLE BECAME INOPERABLE (IF APPLICABLE)\_OVER 1 MONTH

C called requesting OOW goodwill assist for cost of repair to master brake cyl

RCAS-AH ADVISED PART IS DUE THIS WEEK AND WILL FOLLOW UP ON 08/21/08.

T WHETHER THE PART IS NEEDED DUE TO A WARRANTABLE FAILURE OR ACCIDENT.

C AGREED. @08/18-ZAH287N

inder

WARRANTY REPLACEMENT. @07/31-ZJW936N

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

RCAS-AH RECEIVED VMX FROM C AT 2:21 PM EST ON 08/21/08.

RCAS reviewed cas with SM and FOM Patrick Smith

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,836

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,837

REQUESTED BY: lattad

**CAR ID:** CA6218257

NNA was unable to assist with goodwill

VMX ADVISED VEH BEING REPAIRED NOW.

@08/21-ZAH287N

C advised of denial of goodwill

CRR-JW SENDING INTERNAL MESSAGE TO RCAS-AH AND EXITING FILE. @07/31-ZJW936N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:57 PM EST ON 08/21/08 SPOKE TO C.

@07/31-ZJW936N

C was not happy with decision

RCAS-AH ADVISED C TO FAX COPY OF MONTHLY BILL WITH PROOF OF OWNERSHIP

@08/21-ZAH287N

No further assist needed

RCAS-AH CALLED DAY/EVE NUMBER AT 7:18 PM EST ON 07/31/08 NO ANSWER.

@07/31-ZAH287N

C AGREED.

@08/21-ZAH287N

CASE CLOSED

\*\*\*\*\*

RCAS-AH SETTING FOLLOW UP FOR 08/26/08.

@08/21-ZAH287N

CRR-BV RECEIVED CALL FROM C.

RCAS-AH RECEIVED FAX FROM C AT 1:18 PM EST ON 08/25/08.

CRR-BV VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS.

FAX INCLUDED MONTHLY BILL AND REGISTRATION.

@08/25-ZAH287N

C STATED C WANTED TO KNOW THE STATUS OF THE REQUEST REGARDING THE BACK

RCAS-AH CALLED DLR NUMBER AT 7:00 PM EST ON 08/26/08 SPOKE TO SD-ED BLOWERS

ORDER PART.

SD-EB ADVISED VEH WAS REPAIRED TICKET CLOSED ON 08/25/08. TICKET OPENED 06/30

C STATED C HAS NOT RECEIVED ANY CALL BACK.

RCAS-AH SENDING EMAIL TO ORM-JW AT 7:30 PM EST ON 08/26/08. @08/26-ZAH287N

CRR-BV ADVISED C THAT THE RCAS TRIED CALLING C AND LEFT A VMX LAST 7/31/08.

RCAS-ER ASSISTING RCAS-AH.

C REQUESTED TO BE TRANSFERRED TO RCAS EXT.

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 7:38 PM EST ON 08/26/08 AND LEFT VMX.

CRR-BV GAVE 4-1460.

RCAS-ER CONTACTED C AT EVENING NUMBER AT 7:39 PM EST ON 08/26/08 AND LEFT VMX.

CRR-BV TRANSFERRED C AS PER C'S REQUEST.

RCAS-ER ADVISED IN VMX OF FOLLOW UP FOR 08/29/08.

@08/26-ZER229N

C THANKED CRR-BV FOR ASSISTANCE, C SATISFIED.

RCAS-AH RECEIVED EMAIL FROM ORM-JW AT 11:00 AM EST ON 08/27/08.

CRR-BV OFFERED FURTHER ASSISTANCE, C DECLINED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,838

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,839

REQUESTED BY: lattad

CAR ID: CA6218257

EMAIL APPROVES 1 CAR PAYMENT.

CRR-BV GAVE C NAME, EXTENSION AND FILE NUMBERS. @08/04-ZBV129N

RCAS-AH RECEIVED VMX FROM C AT 1:21 PM EST ON 08/27/08. @08/27-ZAH287N

CRR-BVEXITING FILE. @08/04-ZBV129N

RCAS-AH SUBMITTING CHECK REQUEST FOR 307.76 SENDING EMAIL TO ORM-JW TO APPROVE  
@08/27-ZAH287N

\*\*\*\*\*8

RCAS-AH RECEIVED EMAIL FROM ORM-JW ADVISING CHECK APPROVED.

RCAS-AH RECEIVED VMX FROM C AT 2:11 PM EST ON 08/04/08. @08/04-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:56 PM EST ON 08/27/08 POKE TO C.

RCAS-AH CALLED ETA LINE AT 4:00 PM EST ON 08/04/08.

RCAS-AH ADVISED CHECK BEING SENT AND WILL RECEIVE IN 4-6 WEEKS.

RCAS-AH WAS GIVING AN ETA OF 08/13/08. @08/04-ZAH287N

C THANKED FOR ASSISTANCE AND ENDED CALL.

RCAS-AH CALLED DLR AT 4:33 PM EST ON 08/04/08 SPOKE TO SM-DAVE OKAMOTO.

RCAS-AH CLOSING FILE. @08/27-ZAH287N

SM-DO ADVISED PART WILL ARRIVE ON 08/22/08 RELEASE DATE IS 08/13/08.

Advised c that there is no guarantee of assist

SM-DO ADVISED THE CUSTOMER WAS CALLED BY THE DLR TODAY AND ADVISED C OF THIS.

C understood

SM-DO ADVISED C IS ASKING FOR NNA TO COVER C'S RENTAL INSURENCE, HOWEVER NNA  
set follow up for 4/22/14

WILL NOT COVER INSURENCE SINCE THAT WOULD MEAN NNA WOULD TAKE LIABILITY.

@08/04-ZAH287N

Created by ZPJ001N at 2014-04-21 10:08:06

RCAS-AH CALLED DAY/EVE NUMBER AT 4:30 PM EST ON 08/04/08 SPOKE TO C.

sent GW request to FOM Patrick Smith

Created by ZPJ001N at 2014-04-21 10:23:21

RCAS-AH ADVISED C THE PART IS DUE TO ARRIVE BY 08/22/08.

RCAS-AH ASKED C IF C HAD GOTTEN A RENTAL VEH?

received response from FOM

C STATES NO BECAUSE C DOES NOT WANT TO BE RESPONSIBLE FOR THE INSURENCE OR

NNA will not provide any goodwill to C

@08/04-ZAH287N

Created by ZPJ001N at 2014-04-21 10:23:21

BE LIABIL IF SOMETHING HAPPENS TO THE RENTAL.

received response from FOM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,840

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,841

REQUESTED BY: lattad

**CAR ID:** CA6218257

NNA will not provide any goodwill to C

RCAS-AH ASKED IF C WAS MAKING A MONTHLY VEH PAYMENT?

Created by ZPJ001N at 2014-04-22 15:10:20

C STATES YES FOR \$307 A MONTH.

RCAS-AH ADVISED ONCE PART IN AND REPAIRED NNA WILL HAVE A BETTER TIME LINE

rcas called c at [REDACTED]

advised c that NNA is unable to assist c with goodwill request

OF THE VEH BEING DOWN AND RCAS-AH WILL LOOK INTO FURTHER COMPENSATION FOR C.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:** **CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0 1

**DATE:** 00/00/00 07/31/08

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00 06/19/13 07/29/13 08/01/13

**3RD PRY:** NI

**PART#:** 101025M0H1

**BYBACK ST:**

**OPENED BY:** ZJW936N

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 08/27/08 04/22/14

**MICROFILM:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,842

REQUESTED BY: lattad

**ROOT CAUSE:** PCAV          SCIN

**USERID:**

**USERID:**

**USERID:** ZJW936N

**USERID:**

**USERID:**

**CHECK REQUESTED:** Y

**CHECK ISSUED:**        Y

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,843

**CAR ID:** CA6218257

**RESP CAA:**

**OLM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,844

**DOM:** ZAH287N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,845

**TIME:** 9:19:07 AM

**CAR ID:** CA6218257

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** SEN

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MPNJ01304920 | 2494          | California | 11/12/2012     | 11/12/17    | 0075000        | 06/07/13    | 01/01/01      |
| 2       | RCCE06483350 | 2494          | California | 6/14/2013      | 11/12/18    | 0100000        | 07/22/13    | 01/01/01      |
| 3       | RCCE96483350 | 2494          | California | 6/14/2013      | 11/12/18    | 0100000        | 01/01/01    | 01/01/01      |
| 3       |              | 2494          | California |                |             |                |             |               |
| 3       |              | 3387          | California |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,846

**MODEL YEAR:** 2013

**VIN:** 3N1CB51A05L [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,847

REQUESTED BY: lattad

**CAR ID:** CA6218257

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MPNJ01304920

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** P

**PLAN TERM:** J

**DEDUCTABLE:** 0

**EFFECTIVE:** 11/12/2012

**EXPIRES:** 11/12/17      **MILES:** 0075000

**CANCEL:** 06/07/13      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/19/13

**PRINTED:** 11/24/12

**DEALER NO:** 2494      **STATE:** CA

**DEALER NAME:** TRACY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,848

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,849

REQUESTED BY: lattad

**CAR ID:** CA6218257

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCE06483350

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** E

**DEDUCTABLE:** 100

**EFFECTIVE:** 6/14/2013

**EXPIRES:** 11/12/18      **MILES:** 0100000

**CANCEL:** 07/22/13      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/29/13

**PRINTED:** 06/22/13

**DEALER NO:** 2494      **STATE:** CA

**DEALER NAME:** TRACY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,850

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,851

REQUESTED BY: lattad

**CAR ID:** CA6218257

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCE96483350

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** E

**DEDUCTABLE:** 100

**EFFECTIVE:** 6/14/2013

**EXPIRES:** 11/12/18      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/01/13

**PRINTED:** 08/03/13

**DEALER NO:** 2494      **STATE:** CA

**DEALER NAME:** TRACY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,852

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,853

REQUESTED BY: lattad

**CAR ID:** CA6218257

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2494 3387 **STATE:** CA

**DEALER NAME:** CERRITOS NISSAN TRACY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,854

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,855

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6258995  
**STREET:** [REDACTED] **AVIN:** 3N1AB7AP4DL [REDACTED]  
**CITY:** CHICAGO LOS ALAMOS **YR/MDL:** 2006.0 XTR 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** IL [REDACTED] NM [REDACTED] **VCAIN SVC DATE:** 10/11/06  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 3748 BOULDER NISSAN  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 3748 BOULDER NISSAN  
**DLR PH:** 303 443 8110 708 343 3800 **DENRESP DLR:** 3748 BOULDER NISSAN  
**REGION:** 24 32 **DIST: SL/SV/PT:** 06 06 36 11 11 41

**LETTER RECEIVED:** 00/00/00 04/21/14 **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:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New Preowned New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:**  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 08/20/08 04/22/14 **XFER/RSPNSBLTY:** 24 06 N  
**CONTACT (S):** **FOLLOWUP DATE:** 08/20/08 04/22/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 08/20/08 05/28/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 137000 CRANKSHAFT/CAMSHAFT  
OF NNA., INC. ISSUES 209000 XTERRA  
AG ENGINE MECHANICAL VJ GENERAL WARRANTY COVERAGE INQUI  
AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,856

REQUESTED BY: lattad

**VIN:** 5N1AN08W36C [REDACTED]  
**MILEAGE:** 000000

**RTL DLR:** NI NI

**SVC DLR:** 38061 AL PIEMONTE NISSAN INC

**RESP DLR:** 38061 AL PIEMONTE NISSAN INC

**EMAIL:** 08/18/08

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 1

**XFER/RSPNSBLTY:** 32 11 S



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,857

REQUESTED BY: lattad

**CAR ID:** CA6258995

**C. A. R. COMMENTS**

and copy of check attached to case on this date.

b

Created by ZJC776N at 2014-05-02 09:06:26

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

FILE OPENED-ZJG904N 08/20/2008

GAP

Krystal,

Morley Companies, Inc.

REPAIR:

1. Tech confirmed rust near rear license plate finisher. Recommended sublet to

2717 Schust

Arbs Notes:

b

DATE RECEIVED: 08/18/08 DATE CREATED: 08/20/08

DLR CVR Fee

lb

PREVIOUS RELATED FILES FOUND: NONE

body shop. Special ordered parts.

Check requests Approved.

CRR-JG VERIFIED C'S NAME ,ADDRESS,VIN,PHONE NUMBER,

Other

Please return the requested information to me via fax at 615-984-5789. We anti

PREVIOUS UNRELATED FILES FOUND: NONE

Saginaw, MI 48603

2. Tech found the master cylinder was internally leaking and cause for concern

C DID NOT PROVIDE RESPONSIBLE DLR,MILEAGE

complete completing the repurchase within 2 to 4 weeks from the time of your acc

Created by ZJC776N at 2014-05-02 09:32:20

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Janelle CANTRALL

Phone: 1.866.780.7222

Total Purchase Price \$23,054.30

Arbs prepared Morley packet.

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

Customer Quality & Dealer Network Development

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,858

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,859

REQUESTED BY: lattad

**CAR ID:** CA6258995

eptance.

Fax: 1.866.780.7224

Less Usage \$543.04

METHOD OF CONTACT: EMAIL ID NO.: 1135805

. Replaced master cylinder. Retested ok.

3. After road testing several times tech could not duplicate concern.

Arbitration Specialist I

ARBS reply email

Created by ZJC776N at 2014-05-05 13:47:02

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES:NONE @08/20-ZJG904N

EMAIL ADDRESS: MOMOV@HOTMAIL.COM

If you decide you do not want the repurchase that you requested, Nissan would

Less GAP

Arbs Called C Work number but got the company voice mail. Arbs did not leave

be willing provide you with a check for \$3,000.00 instead of the lemon law buy

Created by ZJC776N at 2014-04-24 14:23:34

C'S EMAIL READS:

Negative Equity

Ok Thanks o

Phone: 615.725.7485

\_\_\_\_\_ a message. Arbs emailed c

Arbs notes:

back. This means that you will retain ownership of the vehicle. In exchange fo

Fax: 615.984.5789

"I HAVE AN '06 XTERRA OFF-ROAD, AT 34,500 MILES. SINCE THE TRUCK

Loan Payoff\* \$16,283.70

Email: Janelle.cantrall@nissan-usa.com

Janelle CANTRALL

\_\_\_\_\_ r this check, you will sign a Confidential Settlement Agreement and Release of Special Comments (if necessary)

Total Deductions \$16,826.74

WAS NEW, IT HAS BEEN BOTTOMING OUT IN THE REAR, EVEN WITHOUT @08/20-ZJG904N

Created by ZJC776N at 2014-05-08 08:05:58

Customer Quality & Dealer Network Development

I wanted to let you know that I am sending out the Morley package today. I tr

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,860

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,861

REQUESTED BY: lattad

**CAR ID:** CA6258995

LARGE LOADS. I WOULD LIKE TO KNOW IF NISSAN IS ABLE AND WILLING  
Nissan North America, Inc., all Nissan entities, dealers and suppliers, though  
Refund Amount \$6,227.56

SA-Oscar stated parts on RO # 197586 were still on back order and the dealersh

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

Arbitration Specialist I

h all warranties will remain in effect.

ied your work number but didnb

ip has not received them to complete the repair.

Lien Payoff

TO REPAIR THIS PROBLEM BEFORE MY WARRANTY RUNS OUT. PLEASE

Arbs Rec'd reply email from KF-Morley

Attorney Fees

FEEL FREE TO E-MAIL ME OR CALL ME ON MY PHONE.THANK YOU.." @08/20-ZJG904N

If you have any questions you are welcome to call me at [REDACTED], though e

ne. I know you said that your cell wasnb

Phone: [REDACTED]

SA-Gary from Dlr # 3545 verified days down on RO:

120149 b

CRR-JG'S RESPONSE TO C : DEAR MOMCHILO VUYISICH:

Fax: 615.984.5789

mail is preferred at Janelle.Cantrall@nissan-usa.com. I am generally in the of

send you an email to let you know. Your Morley case number is: [REDACTED] and if

Thank You

Total Repurchase \$6,227.56

but C did not pick the vehicle up until 12/03/13.

Created by ZJC776N at 2014-04-28 12:26:01

Email: Janelle.cantrall@nissan-usa.com

office 7 a.m. - 4p.m. CST Monday-Friday.

Krystal Flores

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND

you need to call Morley their number is: (866) 780-7222.

ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY

Arbs Attached the Repurchase agreement to case file.

Created by ZJC776N at 2014-05-08 08:34:50

Disposition Coordinator

Once Morley gets the repurchase packet from me, they will call you to schedule

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,862

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,863

REQUESTED BY: lattad

**CAR ID:** CA6258995

Sincerely,

Total Days Down - 8

April 28, 2014

Arbs Rec'd email from KF-Morley

a time to meet at the dealer for the surrender. I listed your work number an

C history of Repairs and OR Concerns:

Janell Cantrall

TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR NISSAN

Vehicle Services Processing Center

(1) C/S the driver side F door is misaligned & too far in from the back door

Arbitration Specialist

d cell number just in case. They also have your email to contact you as well,

Janelle,

Maria Cruz

Morley Companies, Inc.

VEHICLE AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE

2717 Schust

but if you do not hear from them in a few days, you might want to call just t

CAUSED YOU.

/ Dealer Sent to body shop for door alignment. Body Shop corrected door hinge

Dispute Resolution Programs

It looks like we are going to try to proceed without it.

alignment.

Chicago, IL 60707

Nissan North America, Inc.

o touch base with them. Since your work number is a company voice messaging s

PLEASE CONTACT YOUR LOCAL NISSAN DEALER AND SCHEDULE AN

Saginaw, MI 48603

Thank you

(1) C/S that a rattley noise can be heard from the engine compartment when si

APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE

Created by ZJC776N at 2014-04-24 15:11:03

Krystal Flores

Phone: 1.866.780.7222

RE: 2013 Nissan Sentra / 3N1AB7AP4DL

ystem, they might not want to leave a voice mail, just in case someone other t

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,864

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,865

REQUESTED BY: lattad

**CAR ID:** CA6258995

4.25.2014 Arbs FedEx out the Intent letter to c FedEx# 7986 5283 0810  
AND REPAIR YOUR VEHICLE. YOUR NISSAN DEALER WILL BE MORE THAN

Dear [REDACTED]:

Disposition Coordinator

Fax: 1.866.780.7224

han yourself hears the message.

ting idle also the car is vibrating / Dealer notes: Operating as designed.

(1) C/S drive belt chewed up / Dealer replaced Drive belt because it was chewe  
and the AG response letter FedEx# 7986 5286 6270

Created by ZJC776N at 2014-05-08 08:14:48

Nissan North America, Inc. (NNA) wishes to finalize this matter as soon as pos

Please let me know if you have any questions.

Vehicle Services Processing Center

WILLING TO ASSIST.FILE # 6258995 HAS BEEN CREATED TO DOCUMENT

\*\*\* ¿Added after the case is closed.¿ \*\*\*

Created by ZJC776N at 2014-04-25 07:01:16

d up and not contacting the pulley/

Morley Companies, Inc.

sible. Based on the history of repairs, NNA agrees to repurchase the above ref

Sincerely,

YOUR CONCERN. IF YOU HAVE ANY FURTHER QUESTIONS, COMMENTS OR

(1) C/S fluid leak under hood / Dealer Replaced crank seal for massive oil lea

2717 Schust

Arbs had a vxm this AM from c calling arbs back. C asked for arbs to call c b

Arbs Rec'd a call back from C and arbs explained to c that the reg that c send

ARE UNSATISFIED WITH YOUR DEALER EXPERIENCE, PLEASE FEEL FREE @08/20-ZJG904N

erenced vehicle under the terms of the Illinois State Lemon Law.

ack

is not acceptable to Morley and asked the C to provide a Actual copy of the r

Janelle CANTRALL

k.

Saginaw, MI 48603

TO CONTACT US AT 1-800-647-7261. YOUR SATISFACTION WITH YOUR

Under the Illinois State Lemon Law, you are entitled to a refund of the actual

(1) C/S low tire light on / Dealer set pressure and checked for leaks

773-969-2148

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,866

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,867

REQUESTED BY: lattad

**CAR ID:** CA6258995

Customer Quality & Dealer Network Development

eg. C got mad stating that c got the copy from arbs people referring to the de money paid for this vehicle.

Phone: 1.866.780.7222

VEHICLE AND YOUR NISSAN DEALER IS VERY IMPORTANT TO US. THANK

(1) C/S that her car broke down on a trip, She took it to a dealership and th aler. Ars explained that arbs works for the manufacturer and not the dealer a Arbitration Specialist I

Based on the information above and the documents we have received, the refund

Created by ZJC776N at 2014-04-25 09:49:19

Fax: 1.866.780.7224

YOU FOR ALLOWING US TO BE OF ASSISTANCE.

Arbs called c Back @ 773.969.2148 and got c voice mail. Arbs left c a vxm.

Arbs Reply

calculations are as follows:

CRR-JG CLOSING FILE AS NO FOLLOW UP NEEDED @08/20-ZJG904N

ey replaced the crank seal and belt. C is concerned because there is a hose th nd that all the Nissan Dealers are independently owned. C said that c didn't Nissan North America, Inc.

1. C/S the driver side front door is misaligned and too far in from the back d at looks damaged and dirty. / Dealer Service complete

Base Price \$22,865.00

care and was not going to the DMV. Arbs tried to explain to c that the surren

Created by ZJC776N at 2014-04-25 14:36:34

One Nissan Way

Thanks Krystal

(1) C/S rear trunk finisher has rust under it. / Tech confirmed rust near

Arbs had another vxm from c

der can't take place until Morley gets a copy of c Reg. C hung up on arbs.

Franklin, TN 37067 USA

I will know better next time so it wonb

oor.

Title & Reg. Fee \$25.00

2. C/S that a rattle noise can be heard from the engine compartment when sitti

ARBS called c back and discussed the buyback and the doc that arbs needs to st

Created by ZJC776N at 2014-05-08 08:15:14

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,868

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,869

REQUESTED BY: lattad

**CAR ID:** CA6258995

Dealer Doc Fee \$164.30

Fax 615.984-5789

rear license plate finisher. Recommended sublet to body shop. (SOP)

(1) C/S brake pedal sinks to the floor at times. / Tech found the master cylin

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

art the process.

Janelle CANTRALL

ng at idle also the car is vibrating.

Phone: [REDACTED]

Subtotal of Credits \$23,054.30

Arbs emailed KF-Morley Back

C stated that c will have to get the reg from the dealer. C stated c had tags

Customer Quality & Dealer Network Development

der was internally leaking and cause for concern. Replaced master cylinder. Re

Email: Janelle.cantrall@nissan-usa.com

Less a reasonable allowance for use\*\* (\$543.04)

REPAIR:

1. Sent to body shop for door alignment. Body shop corrected door hinge alignm

Arbitration Specialist I

Created by ZJC776N at 2014-05-05 13:47:55

Krystal,

Subtotal of Deductions (\$543.04)

tested ok.

transferred and never did rec the transfer. Arbs advised c to call the dealer

(1) C/S that after coming to a stop the car does not accelerate like if it too

Arbs Attached Morley package to case file.

. C said that c would.

ent.

[REDACTED] said that she is not missing work to go get the registration. I tried

Phone: [REDACTED]

Total Refund from NNA at Surrender\* \$22,511.26

2. Operating as designed.

Created by ZJC776N at 2014-04-28 09:41:14

Fax: 615.984.5789

k off in 2nd gear. /

M# 211339

Payoff to Capital One Auto Finance (\$16,283.70)

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,870

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,871

REQUESTED BY: lattad

**CAR ID:** CA6258995

to explain to her that the copy she sent is not acceptable for Morley and the  
11/26/13 @ 764 Miles RO# 120149 8 Days Down  
After road testing several times tech could not duplicate concern.  
Arbs had not rec'd any doc back from c yet. Arbs called c @ [REDACTED] and a  
Email: Janelle.cantrall@nissan-usa.com  
FedEx #798747275488

surrender canb

Total due to [REDACTED] at time of Surrender \$6,227.56  
ation. She stated that is what b

Created by ZBP179N at 2014-05-28 08:44:46

Created by ZJC776N at 2014-04-24 14:24:30

Created by ZJC776N at 2014-05-05 13:48:07

REQUEST:

\*Since a loan must be paid off in order to obtain a free-and-clear title, the  
sked c if c has gotten the doc? C said that c has the payoff from Cap One and  
A. Drive belt chewed up.

Arbs called c @ [REDACTED] and had to leave a vxm. Arbs offered a Repurchas  
Arbs Closing case file.

DRTS rec'd add'l docs from the Illinois Attorney General Office on 05/27/14, d

I tried to explain to her that the dealers are all independently owned and I  
refund will be divided between the consumer and the lienholder with first prio  
the Sales cont. C was going to go to the dealer tomorrow to get a copy of th  
am with the Manufacturer. She said that she doesnb

ated 05/21/14 via not provided. Letter states their office received a complain  
B. Fluid leak under hood.

Created by ZJC776N at 2014-05-06 13:11:09

e or Replacement and arbs left name and phone number.

e reg. Arbs let c know that c can go ahead and fax the sales cont. and the pa  
rity assigned to the lienholder. In the event that the loan payoff exceeds the

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

Created by ZJC776N at 2014-04-24 14:41:10

C. Rental requested.

he is not going to the DMV to get a copy. I asked her to call or see if she c  
t and requesting for NNA to review and respond to the complaint as well as any  
total refund amount, the consumer will be responsible for the deficiency.

yoff info. and arbs can get started on the calculations and c can fax the REG

\*\*2,375 miles divided by 100,000 multiplied by purchase price \$22,865.00.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,872

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,873

REQUESTED BY: lattad

**CAR ID:** CA6258995

an get a copy on line and she refuses. I told her that the surrender canb  
Arbs prepared Repurchase Intent letter  
Arbs Rec'd email from C

**REPAIR:**

suggestions for potential resolutions. C's complaint states the enclosed form  
tomorrow. C said ok and asked arbs for arbs fax number.

April 24, 2014

A. Replaced drive belt because it was chewed up and not contacting the pulley.

Created by ZJC776N at 2014-04-28 10:05:44

Created by ZJC776N at 2014-04-28 12:32:19

is what NNA agreed to repurchase the vehicle for and what's left after deduct  
ke place until she complies with the request and she hung up on me.

Thanks for e-mailing my work agency is closed on Mondays. My cell is working

Arbs Rec'd Sales Cont and Payoff from C

Arbs sent c a copy of repurchase agreement via FedEx # 7986 7952 6057.

B. Replaced crank seal for massive oil leak.

ions. C states NNA refuses to return to C the taxes paid claiming NNA is not o

I will keep you informed if she calls me back. So sorry.

now I will be available when they call me. I will call Thanks

2528 N. Normady Ave.

Arbs attached to Case file.

bligated to. C states even though this isn't C's fault NNA is charging mile

Created by ZJC776N at 2014-04-29 08:06:58

Created by ZJC776N at 2014-05-08 08:05:34

C. Rental provided.

Thank You,

12/12/13 @ 1,202 Miles RO# 193414 1 Day Down

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

Arbs Rec'd REG by Fax from C

Chicago, IL 60707

Created by ZJC776N at 2014-04-28 12:03:47

use on the vehicle. Docs included: Letter from NNA, Signed Acceptance of vehi

ARBS attached to case file.

Arbs Called C to discuss the Calculations of the buyback. C is very upset that

Arbs Rec'd email from Krystal Flores With Morley

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,874

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,875

REQUESTED BY: lattad

**CAR ID:** CA6258995

cle repurchase offer, Lienholder Information Release Agreement, and NNA's sett  
Janelle CANTRALL

Re: 2013 Nissan Sentra

REQUEST:

1. C/S low tire light on.

3N1AB7AP4DL [REDACTED]

c does not get more back than the \$6,227.56. Arbs explained that per c State

Created by ZJC776N at 2014-04-30 08:26:45

Customer Quality & Dealer Network Development

Janelle,

lement breakdown.

2. C/s that her car broke down on a trip, She took it to a dealership and they

Arbitration Specialist I

Arbs Rec'd a call from c and c stated that c will be sending the Signed Rep a

Created by ZJC776N at 2014-05-28 11:19:12

Dear Ms. Cruz:

Guide Lines - NNA is not obligated to pay c back the Taxes paid by c of \$1,70

We need a copy of the customerb

0 and the charge for the mileage / usage is also per c State guide lines. Arb

Arbs Called [REDACTED] @ [REDACTED] and vehicle was surrendered back to Nissan

greement to arbs this morning. C wanted more explanation on how the surrende

Phone: [REDACTED]

Please provide me with this information as soon as possible.

replaced the crank seal and belt. C is concerned because there is a hose that

We sincerely appreciate you taking the time to contact Nissan regarding your s

Fax: [REDACTED]

ituation. As a company interested in winning lifelong customers, Nissan apolog

looks damaged and dirty.

North America 5/15/2014.

r works. Arbs explained to c and c said ok and thank you.

s Stated the cash down of \$3,000 is in the payoff. Arbs tried to explain to c

Thank you

Created by ZJC776N at 2014-04-30 08:29:43

Created by ZJC776N at 2014-05-28 11:51:32

Email: Janelle.cantrall@nissan-usa.com

if c had not put down the \$3,000 then c would owe \$3,000 more to the bank and

izes for any inconvenience you may have experienced.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,876

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,877

REQUESTED BY: lattad

**CAR ID:** CA6258995

Krystal Flores

REPAIR:

1. Set pressure and checked for leaks.

Arbs FedEx Response AG letter to AG of Illinois. FedEx# 7701 1597 0068

Arbs Rec'd Signed Rep. Agreement.

Created by ZJC776N at 2014-05-08 08:31:13

Disposition Coordinator

Nissan carefully considered your request during a review of all available fact the c payoff would be more. C thinks c is getting ripped off and is not happ

2. Service completed.

ARBS attached to case file and called c @ [REDACTED] to let c know that arbs

Arbs Rec'd email from KF-Morley

Created by ZJC776N at 2014-05-28 11:51:47

s pertaining to your situation. Based on the vehicle repair history, Nissan of Vehicle Services Processing Center

y with the calculations. C said that c will have to call arbs back. Arbs sai

03/03/14 @ 2,375 Miles RO# 197586 4 Days Down

Arbs closing case file.

d ok and thank you.

fers to repurchase or replace your vehicle.

Morley Companies, Inc.

rec'd it.

Thatb

2717 Schust

Created by ZJC776N at 2014-04-30 09:54:05

Created by ZTK177N at 2014-06-20 09:03:44

eject this case and send it back to you. I will let you know shortly. Thank yo

In order to coordinate the repurchase or replacement of your vehicle, Nissan n

Repurchase

REQUEST:

1. C/S rear trunk finisher has rust under it.

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

Arbs Submitted Check request for Repurchase

Base Price \$22,865.00

eed to know the particular facts pertaining to your ownership and intentions

Saginaw, MI 48603

u

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,878

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,879

REQUESTED BY: lattad

**CAR ID:** CA6258995

\$6,227.56 C

2. C/S brake pedal sinks to the floor at times.

DRTS TK: Checks from NNA for Service Agreement Refunds in the amount of \$1.00

Krystal Flores

Phone: 1.866.780.7222

regarding the vehicle. Please complete and return the following documents to m

Sales Tax

\$16,283.70 Capital One Auto Finance

3. C/S that after coming to a stop the car does not accelerate like if it took

Disposition Coordinator

e at your convenience, as they will be needed to make a detailed offer:

Fax: 1.866.780.7224

Lic/Reg \$25.00

sent to LOCKBOX #54457; FED EX TRACKING #770342907466. Check will be credite

ARbs Reply email to KF-Morley

b

d and journalized to NNAb

Dealer Doc Fee \$164.30

off in 2nd gear.

TOTAL REPURCHASE AMOUNT \$22,511.26

Vehicle Services Processing Center

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,880

**ROOT CAUSE:** NP

SCPP

**USERID:**

**USERID:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,881

**NEW INFO:** 0  
**OTHER:** 0  
**COMMENTS ONLY:** 0

**CAR ID:** CA6258995  
**DATE:** 00/00/00  
**DATE:** 00/00/00  
**DATE:** 00/00/00

|                                |                                |            |                           |
|--------------------------------|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>               | <b>TRANS DATE:</b> 00/00/00    | 06/04/14   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI             | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b> S            | <b>OPENED BY:</b>              |            |                           |
| <b>HISTORY:</b>                | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N            | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> Y                | <b>CLOSE DATE:</b> 08/20/08    | 05/28/14   | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> EVAN CLEMENTS | <b>OLM:</b> SILVER, STEVE      |            | <b>DOM:</b>               |
| <b>PHONE:</b>                  | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,882

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,883

**TIME:** 9:19:07 AM

**CAR ID:** CA6258995

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2006

**NAME:** [REDACTED]

VUYISICH,MOMCHILO

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** SEN

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCCJ99761354 | 38061         | Illinois   | 3/19/2014      | 11/02/15    | 0040000        | 05/03/14    | 01/01/01      |
| 1       |              | 3748          | New Mexico |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,884

REQUESTED BY: lattad

**MODEL YEAR:** 2013

**VIN:** 5N1AN08W36C [REDACTED]

**MODEL LINE:** XTR

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,885

REQUESTED BY: lattad

**CAR ID:** CA6258995

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCJ99761354

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** J

**DEDUCTABLE:** 100

**EFFECTIVE:** 3/19/2014

**EXPIRES:** 11/02/15      **MILES:** 0040000

**CANCEL:** 05/03/14      **MILES:** 0040000

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/04/14

**PRINTED:** 03/22/14

**DEALER NO:** 38061      **STATE:** IL

**DEALER NAME:** AL PIEMONTE NISSAN INC

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,886

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,887

REQUESTED BY: lattad

**CAR ID:** CA6258995

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3748

**STATE:** CO

**DEALER NAME:** BOULDER NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,888

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,889

REQUESTED BY: lattad

**NAME:** [REDACTED] STASICHIN,W/ **SC:** ONE CONTRACT **CAR ID:** CA6275652  
**STREET:** [REDACTED] 566 MIRROR P **VIN:** 1N4AL21E27C [REDACTED]  
**CITY:** MORICHES PHOENIX **YR/MDL:** 2007.0 ALT 2014.0 2014.0 VER  
**ST/ZIP:** AZ [REDACTED] NY [REDACTED] **VCAIN SVC DATE:** 05/24/07  
**DAY PH:** [REDACTED] [REDACTED] **PAIIRTL DLR:** 3091 ATLANTIC NISSAN SUPERSTOR  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 3091 ATLANTIC NISSAN SUPERSTOR  
**DLR PH:** 480 998 9800 631 587 0700 **DENRESP DLR:** 3091 ATLANTIC NISSAN SUPERSTOR  
**REGION:** 26 44 **DIST: SL/SV/PT:** 02 02 32 08 08 38

**LETTER RECEIVED:** 00/00/00 09/05/08 **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:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:**  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 09/05/08 04/24/14 **XFER/RSPNSBLTY:** 26 02 S  
**CONTACT (S):** **FOLLOWUP DATE:** 09/05/08 04/28/14 05/01/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/01/01 09/05/08 05/C **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
 OC NISSAN DEALER ISSUES 221500 SALES PERSONNEL (NISSAN)

-2

AD BRAKES YZ POOR TREATMENT  
 BE NSN DEALER SALES DEPT. ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,890

REQUESTED BY: lattad

**VIN:** 3N1CE2CP7EL [REDACTED]  
**MILEAGE:** 000000

**RTL DLR:** NI NI

**SVC DLR:** 3384 PINNACLE NISSAN

**RESP DLR:** 3384 PINNACLE NISSAN

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 1

**XFER/RSPNSBLTY:** 44 08 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,891

REQUESTED BY: lattad

**CAR ID:** CA6275652

**C. A. R. COMMENTS**

FILE OPENED-ZPA624N 09/05/2008

\*\*\*\*\*MAIL FILE LOGGED\*\*\*\*\*

o actually remove the key from the ignition for the doors to auto unlock. This  
C DID NOT PROVIDE MILEAGE.

is annoying!

PREVIOUS RELATED FILES FOUND:6208926

CRR-PA UPDATED OWNER DATABASE (NAME, ADDRESS, PHONE NUMBER)

M2030C, Unusual Transmission Noise - While starting/accelerating from a stop,

PREVIOUS UNRELATED FILES FOUND:NONE

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON (NO DATE)TO NNA

poor acceleration

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 02/11/08 05/08/08 3091

DATED NA

S1415A, Hood Squeaks/Rattles - When opening/closing, hood is impossible to clo

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 11/05/07 11/13/07 3091

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR,VIN,AND DAY/EVENING PHONE.

se. will not lock unless slammed shut

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 08/20/07 10/11/07 3091

Survey Verbatim E1820Z, Engine Starting - Other/None of the above, engine make

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 08/20/07 10/15/07 3091

s a strange sound within 5-10 seconds of the car starting.

CLSD R0801 ALT ECM/OBD REPROG NTB08-018 01/17/08 03/21/08 05/08/08 3091

E1840A, Engine Hesitates/Surges/Run Rough - 1st startup of the day, Engine mak

CRR-PA RECEIVED DUPLICATE LETTER

es strange noise after started (approx 5-10 seconds after car started)

Created by ZSN177N at 2014-04-24 14:31:45

CRR-PA NOT RESPONDING AS ISSUE HAS BEEN ADDRESSED IN FILE 6208926

CRR-PA CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED @09/05-ZPA624N

QC Hot Alert

Created by ZSN177N at 2014-04-28 13:25:57

E1090B, Audio Sound - Poor sound quality/lacks clarity, sound seems to distort

TCS-NS lvm for C at [REDACTED] with TCS-NSb

when volume level is only at half.

E1100C, Speakers - Make unexpected noise (buzzes/pops/crackles), sound distort

for c to return call if c would like to discuss survey comments.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,892

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,893

REQUESTED BY: lattad

**CAR ID:** CA6275652

Created by ZSN177N at 2014-04-29 08:26:39

s when volume at half level.

E1120B, Media Player - Device compatibility, unable to use bluetooth to sync i

TCS-NS received vm from C returning TCS-NS call C gave number of [REDACTED]

Created by ZSN177N at 2014-04-30 09:40:18

Pod music with car sound system.

E1120E, Media Player - Pairing/connectivity issues, unable to connect iPod/iPh

TCS-NS lvm for C at [REDACTED] with TCS-NSb

for c to return call if c would like to discuss survey comments.

one for music playing using bluetooth connectivity.

Created by ZSN177N at 2014-04-24 14:31:12

Created by ZSN177N at 2014-04-30 15:17:19

Additional Survey comments

TCS-NS received call from C

C happy with veh just small concerns C will review at time of first oil change

E1840F, Engine Hesitates/Surges/Run Rough - While decelerating, when braking c

ompleted and car is at a stop and foot is firmly on the brake pedal, the car w

TCS-NS advised TCS-NS will reach out to dlrshp to advise of C's concerns so SM

can review with C when C goes in.

ill suddenly move forward a little. This is suprising and concerning when at a

complete stop. Happened on the test drive and was told it was the car 'learni

TCS-NS thanked C

call ended mutually

ng the driver'

Created by ZSN177N at 2014-05-01 09:49:06

E1880A, Performance/Engine Power and Acceleration - From stop, very poor excel  
eration.

TCS-NS contacted Service Director Daniel Sanchez at 480-368-4000 and advised C

E1895U, Poor fuel economy/MPG lower than expected, I'm seeing an ~10% differen

will come soon for service and TCS-NS wanted to share some concerns with dlrs

ce in MPG in my calculation of miles driven / fuel pumped vs. computer calcula

hp so they could assist.

SD-DS appreciated information and gave email address for TCS-NS

tion. This is not acceptable.

F1200F, Backup/Parking Assistance - Display hard to see with sunlight, display

TCS-NS sending email

Created by ZSN177N at 2014-05-01 10:00:37

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,894

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,895

REQUESTED BY: lattad

**CAR ID:** CA6275652

difficult to read with sunlight

F1270B, Warning Lights/Alerts/Chimes - Check engine light, check engine light

TCS-NS contacted C a [REDACTED]

came on and it was not very apparent to me that it was on. Poor location and '

TCS-NS advsied TCS-NS had spoken with dlrshp and dlrshp is ready to assist C w

hen C comes in for service.

just happened to notice it came on'. Issue for why it came on was fixed by the

C thanked TCS-NS

dealership.

call ended mutually

F1270P, Warning Lights/Alerts/Chimes - Blind spot detection (zz), No blindspot

detector installed in this vehicle. This would be nice to have.

TCS-NS closing case

F1350Z, Outside Temperature Display - Other/None of the above, There is no out  
side temperature display available in this car. Unfortunate.

I1601E, Center Floor Console - Access/usability, there is little value in the  
space provided and when a cup in inserted into the cup holder the space is use  
less. No spot for my sunglasses...have to use a cup holder to hold them.

I1650J, Instrument Panel - Display layout hard to understand/confusing, naviga  
tion of the instrument panel is not intuitive, especially with 2 buttons in th  
e dash...not understanding which button does what. Gas mileage is not accurate  
. Seen ~10% variance in fuel mileage average compared to what the computer dis  
plays.

I1650L, Instrument Panel - Gauges obstructed/poorly located , gauges not intui  
tive and not accurate (fuel mileage average)

I1651K, Steering wheel/column - Tilt/telescoping difficult to use/understand,  
wish the steering wheel had telescoping capability.

I1651L, Steering wheel/column - Tilt/telescoping poor location, Telescoping is  
not available

I1651M, Steering wheel/column - Tilt/telescoping poor range of adjustment, Tel  
escoping not available.

I1740E, Front Doors - Door lock difficult to use/understand, when the car is p  
laced in 'park' after driving, the doors do not automatically unlock. I have t

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,896

REQUESTED BY: lattad



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY:** lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,897

**CAR ID:** CA6275652

**CONTACT(S)**

**SATISFIED:** N Y  
**CALLBACK:** 0  
**REOPEN:** **CALLBACK:** 0  
**NEW INFO:** 0  
**OTHER:** 0  
**COMMENTS ONLY:** 0

**IIR-DATE:** **TRANS DATE:** 00/00/00 08/12/09 **CHECK REQUESTED:** Y  
**3RD PRY:** NI **PART#:** **CHECK ISSUED:** Y  
**BYBACK ST:** **OPENED BY:**  
**HISTORY:** **UPDATE BY:**  
**SVC CALL#:** N **UPDATE DATE:**  
**CLOSE:** N Y **CLOSE DATE:** 01/01/01 09/05/08 05/01/14  
**RESP CAA:** R CALICO **OLM:** ZIMMERMAN LARRY  
**PHONE:** **OWNER FIRST:** [REDACTED] [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,898

|                        |    |                       |      |      |
|------------------------|----|-----------------------|------|------|
| <b>ACTION CODE:</b> NI | NP | <b>ROOT CAUSE:</b> NI | SCIN | SCPP |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |

**MICROFILM:**

**DOM:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,899

**TIME:** 9:19:07 AM

**CAR ID:** CA6275652

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 1       | PEDQ04543338 | 3091          | New York | 8/10/2009      | 05/24/14    | 0100000        | 01/01/01    | 01/01/01      |
| 1       |              | 3384          | Arizona  |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,900

**MODEL YEAR:** 2014

**VIN:** 3N1CE2CP7EL [REDACTED]

**MODEL LINE:** VER

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,901

REQUESTED BY: lattad

**CAR ID:** CA6275652

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDQ04543338

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** Q

**DEDUCTABLE:** 50

**EFFECTIVE:** 8/10/2009

**EXPIRES:** 05/24/14      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/12/09

**PRINTED:** 08/15/09

**DEALER NO:** 3091      **STATE:** NY

**DEALER NAME:** ATLANTIC NISSAN SUPERST

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,902

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,903

REQUESTED BY: lattad

**CAR ID:** CA6275652

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3384

**STATE:** AZ

**DEALER NAME:** PINNACLE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,904

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,905

REQUESTED BY: lattad

|                              |                                    |                                        |
|------------------------------|------------------------------------|----------------------------------------|
| <b>NAME:</b> [REDACTED]      | <b>SC:</b> ONE CONTRACT            | <b>CAR ID:</b> CA6284844               |
| <b>STREET:</b> [REDACTED]    | <b>VIN:</b> 3N1AB61E87L [REDACTED] |                                        |
| <b>CITY:</b> BRONX           | <b>YR/MDL:</b> 2007.0 SEN          | <b>MILEAGE:</b> 014000                 |
| <b>ST/ZIP:</b> NY [REDACTED] | <b>VCAN:</b>                       | <b>IN SVC DATE:</b> 02/28/07           |
| <b>DAY PH:</b> [REDACTED]    | <b>PAID:</b>                       | <b>RTL DLR:</b> 3736 COX NISSAN, INC.  |
| <b>EVE PH:</b> [REDACTED]    | <b>SUSP:</b>                       | <b>SVC DLR:</b> 3736 COX NISSAN, INC.  |
| <b>DLR PH:</b> 718 515 7300  | <b>DENY:</b>                       | <b>RESP DLR:</b> 3736 COX NISSAN, INC. |
|                              | <b>REGION:</b> 26                  | <b>DIST: SL/SV/PT:</b> 03 03 33        |

|                                                     |                          |                                       |
|-----------------------------------------------------|--------------------------|---------------------------------------|
| <b>LETTER RECEIVED:</b> 00/00/00                    | <b>EXEC:</b> 00/00/00    | <b>EMAIL:</b> 00/00/00                |
| <b>FIRE:</b> N (Y/N)                                | <b>ROLLOVER:</b> N (Y/N) | <b>ACCIDENT:</b> N (Y/N)              |
| <b>PROPERTY DAMAGE:</b> N (Y/N)                     | <b>INJURY:</b> N (Y/N)   | <b>SENT TO LEGAL:</b> N (Y/N)         |
| <b>PREVIOUSLY REPAIRED:</b> 00/00/00                | <b>WHERE:</b>            |                                       |
| <b>VEHICLE PURCHASED:</b> New x Preowned            | <b>MILES:</b> 014000     | <b># NISSAN/INFINITI VEHICLES:</b> 1  |
| <b>VEHICLE MAINTAINED BY:</b> 3736 COX NISSAN, INC. |                          |                                       |
| <b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0            | <b>MILES:</b> 0          | <b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0 |

|                         |                                |                                |
|-------------------------|--------------------------------|--------------------------------|
| <b>ORIG CODE:</b> NP NP | <b>OPEN DATE:</b> 09/15/08     | <b>XFER/RSPNSBLTY:</b> 26 03 S |
| <b>CONTACT (S):</b>     | <b>FOLLOWUP DATE:</b> 09/15/08 | <b>INF-NET (Y/N):</b>          |
| <b>SEVERITY:</b> 9      | <b>CLOSE DATE:</b> 09/15/08    | <b>INF-NET DATE:</b>           |

| <b>CONCERN AND CATEGORY</b> | <b>SUBCATEGORY AND SYMPTOM</b> |
|-----------------------------|--------------------------------|
| OF NNA., INC. ISSUES        | 208500 SENTRA                  |
| AZ NISSAN PRODUCT INQUIRIES | VG PROVIDED RECALL INFORMATION |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,906

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,907

REQUESTED BY: lattad

**CAR ID:** CA6284844

**C. A. R. COMMENTS**

FILE OPENED-ZED634N 09/15/2008

PREVIOUS FILES FOUND:NONE

CRR-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

RELATED: XXXXXXXX

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00

UNRELATED: XXXXXXXX

CRR-ED ADVISED C OF RECALL STATUS.

CRR-ED UPDATED OWNER'S INFORMATION (PHONE NUMBERS).

CRR-ED VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE

AND RESPONSIBLE DLR.

CRR-ED RECEIVED CALL FROM C. C WANTED TO CONFIRM RECALL LETTER RECEIVED FOR BRAKES OF C'S VEH.

CRR-ED CHECKED RECEORDS AND FOUND THAT VEH HAS AN OPEN RECALL FOR BRAKE MASTER CYLINDER. @09/15-ZED634N

CRR-ED ADVISED C TO TAKE VEH TO NEAREST NISSAN DLRSHIP TO HAVE RECALL REPAIRED FOR FREE.

C ALSO ASKED FOR DLRSHIP PHONE NUMBER. CRR-ED GAVE 718 515 7300

C THANKED CRR-ED FOR ASSISTANCE, C SATISFIED.

CRR-ED OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-ED GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-ED CLOSING FILE. @09/15-ZED634N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** NP

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,908

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,909

**CAR ID:** CA6284844

|                    |                         |                       |                        |
|--------------------|-------------------------|-----------------------|------------------------|
| <b>CALLBACK:</b> 0 |                         | <b>DATE:</b> 00/00/00 | <b>USERID:</b>         |
| <b>REOPEN:</b>     | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00 | <b>USERID:</b>         |
|                    | <b>NEW INFO:</b> 1      | <b>DATE:</b> 09/15/08 | <b>USERID:</b> ZED634N |
|                    | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00 | <b>USERID:</b>         |
|                    | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00 | <b>USERID:</b>         |

|                           |                                |                           |
|---------------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>          | <b>TRANS DATE:</b> 03/06/07    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI        | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>         | <b>OPENED BY:</b> ZED634N      |                           |
| <b>HISTORY:</b>           | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N       | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> Y           | <b>CLOSE DATE:</b> 09/15/08    | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> R CALICO | <b>OLM:</b> RHODES CURTIS R    | <b>DOM:</b>               |
| <b>PHONE:</b>             | <b>OWNER FIRST:</b> [REDACTED] | <b>LANGUAGE:</b>          |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,910

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,911

**TIME:** 9:19:07 AM

**CAR ID:** CA6284844

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB61E87L [REDACTED]

**IN SCV DATE:** 02/28/07

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCDC03192562 | 3736          | New York | 2/28/2007      | 02/28/12    | 0100000        | 01/01/01    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,912

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,913

REQUESTED BY: lattad

**CAR ID:** CA6284844

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC03192562

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 2/28/2007

**EXPIRES:** 02/28/12      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 03/06/07

**PRINTED:** 03/10/07

**DEALER NO:** 3736      **STATE:** NY

**DEALER NAME:** COX NISSAN, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,914

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,915

REQUESTED BY: lattad

**NAME:** [REDACTED] **PITCHS,OMAR SC:** NONE **CAR ID:** CA6298928  
**STREET:** [REDACTED] **UNKNOWN VIN:** 3N1AB7AP4DL [REDACTED]  
**CITY:** STAFFORD **UNKNOWN YR/MDL:** 2009.0 2013.0 **SEN MILEAGE:**  
**ST/ZIP:** CA 999999999 VA [REDACTED] **VCAIN SVC DATE:**  
**DAY PH:** [REDACTED] 999 999 9999 **PAI RTL DLR:** NI NI  
**EVE PH:** 0 999 999 9999 **SUSSVC DLR:** 5320 NISSAN OF STAFFORD  
**DLR PH:** 1 540 628 2500 **DEN RESP DLR:** 5320 NISSAN OF STAFFORD  
**REGION:** 1 26 **DIST: SL/SV/PT:** 17 17 47 NI NI NI  
**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 Preowned x New x Preowned 050000 **# NISSAN/INFINITI VEHICLES:** 0  
**VEHICLE MAINTAINED BY:** NONE UNKNOWN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 14000 **(PT) MONTHS:** 0 **MILES:** 0  
**ORIG CODE:** NP NP **OPEN DATE:** 09/26/08 04/28/14 **XFER/RSPNSBLTY:** 1 NI S  
**CONTACT (S):** **FOLLOWUP DATE:** 09/26/08 04/28/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 09/26/08 04/28/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA  
 OF NNA., INC. ISSUES 207000 NISSAN MODEL NO LONGER MADE  
 AD BRAKES YB LITERATURE REQUEST  
 AZ NISSAN PRODUCT INQUIRIES YI OOW GOODWILL ASSISTANCE REQUEST  
 YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,916

REQUESTED BY: lattad

**VIN:** NP

**MILEAGE:** 000000            050000

**SVC DLR:**    NI    NI

**RESP DLR:** NI    NI

**# NISSAN/INFINITI VEHICLES:** 1

**XFER/RSPNSBLTY:** 26 17 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,917

REQUESTED BY: lattad

**CAR ID:** CA6298928

**C. A. R. COMMENTS**

FILE OPENED-ZED634N 09/26/2008

PREVIOUS FILES FOUND:\_NONE

CRR-ED ASKED C FOR VIN BUT C DOESNT HAVE VIN HANDY.

CRR-ED VERIFIED C'S NAME

CRR-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO VIN

C SAID C WILL CALLBACK.

C ASKED IF C CAN JUST CALL CRR-ED DIRECTLY.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NO VIN.

CRR-ED ADVISED C THAT MIGHT BE ROUTED TO CRR-ED'S EXTENSION.

CRR-ED RECEIVED CALL FROM C.

C STILL WANTS CRR-ED'S EXTENSION ANF NAME.

C WANTED TO REQUEST FOR LEMON LAW PAPER.

CRR-ED GAVE NAME AND EXTENSION.

C THANKED CRR-ED FOR ASSISTANCE, C SATISFIED

CRR-ED OFFERED FURTHER ASSISTANCE, C DECLINED. @09/26-ZED634N

CRR-ED CLOSING FILE. @09/26-ZED634N

ted repair amount. crr-jm added that case will be forwarded to the Regional Of  
fice for review for any assistance Nissan may provide, C understood.

crr-jm offered further assistance, c declined.

crr-jm gave name, extension and case number.

crr-jm closing case

Created by ZJM177N at 2014-04-28 08:46:40

Vehicle Concern

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,918

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SCPP

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,919

**REQUESTED BY:** lattad

**CAR ID:** CA6298928

**CALLBACK:** 0

**DATE:** 00/00/00

**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:** 09/26/08

04/28/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,920

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,921

**CAR ID:** CA6298928

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2009

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** SEN

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 5320          | Virginia   |                |             |                |             |               |
| 0       |             | NI            | California |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,922

**MODEL YEAR:** 2013

**MAKE:**

**MODEL LINE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,923

REQUESTED BY: lattad

**CAR ID:** CA6298928

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5320

NI

**STATE:** NI

VA

**DEALER NAME:** NI

NISSAN OF STAFFORD

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,924

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 2,925

REQUESTED BY: lattad

NAME: [REDACTED] I CUEVAS,ROS/ SC: MULTI CONTRACT CAR ID: CA6299592  
 STREET: 1811 CANYON CREEK DR 6390 GAGE AV VIN: 3N1AB7APXDL [REDACTED]  
 CITY: BELL GARDENS LAFAYETTE YR/MDL: 2008.0 EX 2013.0 SEN MILEAGE:  
 ST/ZIP: CA [REDACTED] IN [REDACTED] VCAIN SVC DATE: 08/31/08  
 DAY PH: [REDACTED] [REDACTED] PAIRTL DLR: 70059 DREYER&REINBOLD INFINITI  
 EVE PH: [REDACTED] [REDACTED] SUSSVC DLR: 5093 BUENA PARK NISSAN  
 DLR PH: 317 573 0222 714 739 0800 DENRESP DLR: 5093 BUENA PARK NISSAN  
 REGION: 44 72 DIST: SL/SV/PT: 06 06 36 22 22 47

LETTER RECEIVED: 04/25/14 09/26/08 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:  
 PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
 VEHICLE PURCHASED: New x Preowned MILES: 000000 # NISSAN/INFINITI VEHICLES:  
 VEHICLE MAINTAINED BY: 70059 DREYER&REINBOLD INFINIT NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP OPEN DATE: 09/26/08 04/28/14 XFER/RSPNSBLTY: 44 06 N  
 CONTACT (S): FOLLOWUP DATE: 09/30/08 04/28/14 06/18/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 01/01/01 09/30/08 06/1 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
 OD INFINITI DEALER ISSUES 143000 VALVE (VALVE/ROCKER/COVER/GASK

-2

AD BRAKES WL RUDE/DISOURTEOUS  
 AG ENGINE MECHANICAL YX POOR OR IMPROPER OPERATION  
 AO DEALER SALES DEPT. (INF) YY POOR SERVICE EXPERIENCE  
 AP INFINITI DEALER SERVICE ZQ GENERAL COMPLIMENT  
 BK RESTRAINT SYSTEM ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,926

REQUESTED BY: lattad

**VIN:** JNKAJ09F28M [REDACTED]  
**MILEAGE:** 000000

**RTL DLR:** NI NI

**SVC DLR:** 70059 DREYER&REINBOLD INFINITI

**RESP DLR:** 70059 DREYER&REINBOLD INFINITI

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 2

**XFER/RSPNSBLTY:** 72 22 L

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,927

REQUESTED BY: lattad

**CAR ID:** CA6299592

**C. A. R. COMMENTS**

ARBS called [REDACTED] and was advised that the c will not be home until 11 AM  
BRAD. Q9D THE MANAGER WAS RUDE AND CALLED HIMSELF RACIST, OR DO NOT KNOW WHO  
Denise CALDWELL

FOLLOW-UP IS DUE ON OR BEFORE

FOLLOW-UP IS DUE ON OR BEFORE 09/29/08

RO 332356 Opened 10-26-13 Closed 10-26-13 (1 Day) Miles 6503

especially when C drives with C 4 year old grandchild.

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY  
vise. Unable to duplicate this concern, as customer stated this concern was r

Concern: customer states left front wiper does not clean properly

CST. Thanked. The call ended mutually.

Customer Quality & Dealer Network Development

DEALER SALES MANAGER, PLEASE CONTACT THE CUSTOMER AND REVIEW FOR POSSIBLE

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE

epaired on last visit.

Facts of the Complaint

HE WAS OR WHAT HE DOES THERE. Q10 MY SALESPERSON - BRAD. Q20 YES - DO THAT.

NO OTHER C.A.R. EXISTS FOR THIS VIN

THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.

\*\*\*

@09/30-ZTG999N

Action Taken: replaced all wiper arms and blades

Arbitration Specialist

ASSISTANCE.

b

BRAKE ROTOR WARPED AND CAR WAS SHAKING WITH BRAKING. I HAD THE WORST CUSTOMER

Complaint Summary: The problems have occurred since C purchased the vehicle in

Created by ZDC777N at 2014-05-28 09:44:54

PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

Again, unable to duplicate this concern, as customer stated that this was res

ARBS left a vmx for the c on [REDACTED].

BRAKE ROTOR WARPED AND CAR WAS SHAKING WITH BRAKING. I HAD THE WORST CUSTOMER

Created by ZDC777N at 2014-05-16 08:00:36

January 2013.

MY SALESPERSON WAS NOT AROUND BY THE WAY - GREAT GUY - BRAD

RCAS-TG DATANET FILE AND CATEGORIZED FILE.

@09/30-ZTG999N

RO 335900 Opened 12-18-13 Closed 12-18-13 (1 Day) Miles 7973

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,928

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,929

REQUESTED BY: lattad

**CAR ID:** CA6299592

SERVICE EXPERIENCE WHEN THE GUY WHO CALLED HIMSELF A SUPERVISOR ATTENDED TO ME

\*\*\*

@09/30-ZTG999N

ARBS requested the DTS.

BEFORE TAKING ME TO THE SERVICE DEPT TO FIX MY BAD ROTORS IN A NEW EX35. HE

C has been in and out of the dealership for several incidents. C reported a ra

Concern: customer states airbag light comes on while driving must turn off an

Created by ZDC777N at 2014-05-28 12:21:25

olved on her last visit to the dealer.

SERVICE EXPERIENCE WHEN THE GUY WHO CALLED HIMSELF A SUPERVISOR ATTENDED TO ME

ARBS received a call from the c. ARBS confirmed with the c that the c is not

b

Created by ZDC777N at 2014-05-20 09:20:03

d restart ignition to reset light

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 12:30PM EST ON 09/30/08. LEFT VMX.

SAID HE IS A RACIST. MY SALESPERSON WAS NOT AROUND BY THE WAY - GREAT GUY -

ttling noise coming from

Action Taken: unable to duplicate

ARBS received an email from the DTS dated for 5/16/14:

available on 6/2, 6/7, or 6/12. The c stated that the c is available on any o

ocations. Customer agrees, however..

RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @09/30-ZTG999N

right rear tire( reported 2x), The front seat passenger seatbelt was not worki

b

Concern: customer states brake pedal wen to floor while braking

hicle and after 4 weeks,

I can inspect this vehicle on 5/20 at 10 am.

ng, the airbag sensor for

ther date and time. Informed the c that the c will need to meet with the DTS

Action Taken: unable to duplicate

As Always, Please advise customer that it is MANDATORY for them to be a the in

at Buena Park Nissan. The c understood. Thanked the c. The call ended mutua

e and is seeking a repurchase. I spoke to her and her daughter in great detai

Nissan corporation informed C that they collected information and could not bu

the front seat passenger side turns on and off randomly, C breaks were reporte

d 2x due to two

I and express the safety and reliability of her vehicle.

lly.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,930

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,931

REQUESTED BY: lattad

**CAR ID:** CA6299592

RO 340836 Opened 3-7-14 Closed 3-14-14 (8 Days) Miles 10602  
specation in order to better understand their concerns. Thank you.  
y the car back. C told

---

b

Concern: customer states vehicle shakes at idle while in drive

Created by ZDC777N at 2014-05-28 12:22:04

the representative C spoke with that C was not trying to sell my car back. C w  
traumatic events 1) C was driving on the freeway with C daughter and as C went

---

Action Taken: no unusual condition noted at this time

Angel SANTIAGO

ARBS sent an email to the DTS:

ent back to the dealership

to press down on

Angel,

Angel SANTIAGO

Concern: during inspection tech noted vehicle leaking oil

Dealer Technical Specialist

in Buena Park and Spoke with Jose Bonilla and he said Buena Park Nlssan would

the breaks, the break went all the way to the bottom, C pumped breaks a few ti

Action Taken: replaced rear main seal

Aftersales Division

Dealer Technical Specialist

mes till the break

offer C \$11,000

The customer is not available on 6/2. She also advised that she is not availa

Aftersales Division

ARBS notes 16 days out of service, 1 RF occupant sensor, 1 rear speaker replac

began to work again. 2) C was leaving a hospital parking structure coming down

ble on 6/7 or 6/12. Any other date and time will work with her schedule.

cash to purchase the vehicle back. C paid close to \$25,000 cash for that car.

Created by ZDC777N at 2014-05-20 09:22:08

ARBS sent an email to the DTS:

Created by ZDC777N at 2014-06-18 08:30:51

ement, 1 seatbelt replacement (2 visits), replacement of the wipers and blades

hill ready to exit the

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,932

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,933

REQUESTED BY: lattad

**CAR ID:** CA6299592

Regards,

This situation has C

\_\_\_\_\_  
, 1 rear main seal replacement, and 2 visits for a clicking noise.

Angel,

ARBS closing the case pending follow up from the c or the NMVB. The c's vehic stressed beyond words and C feel they are not taking this situation serious.

structure when C pressed on my breaks again and the same thing occurred as it

Created by ZDC777N at 2014-05-02 10:54:08

Denise CALDWELL

did in the previous

Involves Real Estate Fraud?: No

le was inspected as settled upon with the NMVB.

My apologies on this one. The customer was not contacted. If you could provi

ARBS sent a response to Esther Martinez with the County of Los Angeles Dept of

Customer Quality & Dealer Network Development

de a different date and time, it would be greatly appreciated.

Involves Other Address?: No

time. C had to pump on the break several times before the brake responded. The

Arbitration Specialist

car shakes every

Consumer Affairs via fax and email.

Received a Refund?: No

Regards,

\_\_\_\_\_  
ARBS notes the email sent:

Available Documents: Receipts, Other

Created by ZDC777N at 2014-05-29 11:07:56

time it stops. The speakers were reported 2x for not working, and the latest i

ARBS received and email from the DTS:

████████████████████

████████████████████,

ssue with the vehicle is oil leakage from the motor.

Where Transaction Occurred: Other

Created by ZDR123N at 2014-04-28 10:38:22

Customer Quality & Dealer Network Development

Ok. How about Friday 6/13? Advise.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,934

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,935

REQUESTED BY: lattad

**CAR ID:** CA6299592

Please find attached Nissan North America

Resolving the Complaint

Arbitration Specialist

As always, customer must be present at inspection to better understand their c

Contacted the Business?: Yes

DRTS-DR contacted Amanda at dlr 5093 and was told all RO's for this vehicle in

nt. If you could confirm receipt, it would be greatly appreciated.

Created by ZDC777N at 2014-05-20 09:22:21

DRTS-DR possession.

Hired an Attorney?: No

concern. Let me know. Thanks.

Regards,

\_\_\_\_\_

ARBS left a vmx for the c.

Created by ZDR123N at 2014-04-30 09:06:44

Filed Lawsuit or Small Claims?: No

Angel SANTIAGO

Consumer Acknowledgments

Created by ZDC777N at 2014-05-20 10:19:31

Denise CALDWELL

DRTS-DR completed RHR, needs to call for days down.

ARBS received an email from the DTS:

Created by ZDR123N at 2014-04-30 11:54:36

Customer Quality & Dealer Network Development

Dealer Technical Specialist

- I confirm that the previous information is true and correct.

Aftersales Division

Arbitration Specialist

DRTS-DR attached revised RHR to case

- I understand a copy of this information will be sent to the business against

My next available inspection date is 6/2, as I will be on vacation from 5/21 t

Created by ZDC777N at 2014-05-01 17:46:45

Created by ZDC777N at 2014-05-02 11:16:39

Created by ZDC777N at 2014-05-29 11:10:06

ill 5/30. Advise.

which I have filed a

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,936

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,937

REQUESTED BY: lattad

**CAR ID:** CA6299592

ARBS closing the case pending follow up from the c or the County of Los Angeles  
ARBS-DC notes the dealer service records:

ARBS left a detailed voicemail for the c on [REDACTED].  
complaint.

Angel SANTIAGO

Created by ZDC777N at 2014-05-30 15:52:52

- I understand my complaint is a public document, is available for inspection

RO 320778 Opened 5-11-13 Closed 5-11-13 (1 Day) Miles 1891

s Dept of Consumer Affairs

ARBS confirmed the DTS inspection with the c for 6/13/14 at 10:00 AM at Buena  
by the public and the

Concern: customer states airbag for the passenger stays on

Created by ZDC777N at 2014-05-07 13:48:40

Dealer Technical Specialist

Action Taken: replaced R/F occupant sensor

\*\*\* ¿Added after the case is closed.¿ \*\*\*

Aftersales Division

media, and will be shared with the national consumer complaint database.

Park Nissan. The c wanted to be sure that the c will be provided a loaner veh

ARBS received an email from County of Los Angeles Dept of Consumer Affairs con

Created by ZDC777N at 2014-05-20 10:20:03

icle. Informed the c that the c will be provided a loaner vehicle. Thanked t

- I indicate my expressed permission for the business to disclose personal inf

RO 322676 Opened 6-8-13 Closed 6-8-13 (1 Day) Miles 2772

ARBS sent an email to Esther Martinez with the County of Los Angeles Dept of C

Concern: customer states vehicle has a clicking noise while driving from rear

firing receipt of NNAs response and position.

he c. The call ended mutually.

ormation relevant to this

case to representatives of the County of Los Angeles Department of Consumer Af

Created by ZDC777N at 2014-05-16 07:39:53

Created by ZDC777N at 2014-05-30 15:54:52

onsumer Affairs:

wheel

Action Taken: turned both brake drums resurfaced rear brake drums and clean a

ARBS left a detailed vmx for Dave Okimoto the SM at the dlrshp.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,938

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,939

REQUESTED BY: lattad

**CAR ID:** CA6299592

ARBS received an email from Esther Martinez with the County of Los Angeles Department of Consumer Affairs.

Good morning [REDACTED]

Created by ZDC777N at 2014-05-30 15:55:12

Created by ZDR123N at 2014-04-28 10:36:28

I have left a message for [REDACTED] regarding the Dealer Technician Specialist and adjust rear brakes

Department of Consumer Affairs:

ARBS confirmed the DTS inspection with the DTS:

Concern: customer states vehicle brakes noisy while coming to a stop

DRTS-DR rec'd letter from the County of Los Angeles Department of Consumer Affairs

Hello [REDACTED]

is inspecting the vehicle at Buena Park Nissan. The proposed date and time is

Action Taken: refer to repair order condition A

letters on 04/25/14, dated 04/21/14 to NNA Inc sent via Certified US Mail.

Angel,

I have reviewed the response provided by NNA with [REDACTED]. [REDACTED] denied

Monday, June 2nd at 10:00 AM.

Letter states

Please let me know if you have any questions.

RO 323985 Opened 6-29-13 Closed 6-29-13 (1 Day) Miles 3362

states that any inspection was ever offered which she declined. [REDACTED]

The customer has confirmed 6/13/14 at 10:00 AM at Buena Park Nissan.

A voicemail message was left for Dave at the dealer regarding the inspection and

Concern: customer states left rear deck speaker crackles during operation

serious allegation is that she experienced brake failure while driving the vehicle

Regards,

We have received a consumer complaint concerning your business, a copy of which

\_\_\_\_\_

Action Taken: replaced rear speaker SOP

date and time.

vehicle; a mechanical failure which is likely to cause death or serious bodily harm

which is

harm. Did NNA send any correspondence to [REDACTED] when she contacted NNA directly

Concern: customer states vehicle has clicking noise from under dash area while

[REDACTED]

enclosed for your review and response. We look forward to receiving your written

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,940

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,941

REQUESTED BY: lattad

**CAR ID:** CA6299592

I have also advised the customer that we will provide a loaner/rental if the vehicle needs to be kept for repairs.

en

e pressing brake pedal

Action Taken: applied brake fluid to rear wheel cylinder per TSB

Arbitration Specialist

Specialist

proposal concerning a fair resolution of this complaint.

Regards.

Also please provide a copy of NNAB

Concern: customer states vehicle has a clicking noise from right rear while b

Created by ZDC777N at 2014-05-20 18:36:27

To expedite a resolution, complete the business reply on the back of this letter any new vehicle purchase.

ARBS attempted to reach the customer regarding the DTS inspection prop

er and

raking

Action Taken: refer to repair order condition B

Customer Quality & Dealer Network Development

used date and time. ARBS notes no message was left as the customer was left a voicemail return it to this office within ten (10) business days. If you do not respond

Thank you,

Arbitration Specialist

Esther Martinez, Investigator

, or if the

caller today.

RO 325826 Opened 7-26-13 Closed 7-27-13 (2 Day) Miles 4036

complaint remains unresolved, a department investigator will contact you. Be c

Concern: customer states rear speakers make noise SOP in

Created by ZDC777N at 2014-05-22 14:16:47

Created by ZDC777N at 2014-06-18 08:24:27

Investigations Unit

Action Taken: replaced one rear speaker

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,942

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,943

REQUESTED BY: lattad

**CAR ID:** CA6299592

ARBS left a second message for the c on [REDACTED] regarding the DTS inspectio

ARBS received the DTS inspection results:

Created by ZDC777N at 2014-05-16 07:54:12

ertain to

ARBS sent an email to [REDACTED] with the County of Los Angeles Dept of

Concern: reinstall panel trim in trunk by RS tail light

I met with customer & daughter and we test drove her vehicle for 30 minutes fo

include the case number on your correspondence.

n date and time of 6/2/14 at 10:00AM

Action Taken: reinstalled

Complaint

Consumer Affairs:

Created by ZDC777N at 2014-05-28 09:38:06

r the following concerns:

ARBS received a vmx from the c. The c stated that the c has been out of town

b

Complaint Type: Cars and Automobiles

Concern: customer states R/F seatbelt operation

[REDACTED],

Action Taken: order parts

Complaint Category: Purchases and Leasing

for the last eight days. The c stated that the c is not avialable on 5/28, 6

front seat occupied. Advise. During test drive we each sat in the passenger s

I will reach out to [REDACTED] to schedule the inspection of the vehicle. I h

/2, 6/7, or 6/12 because of doctors appointments. The c asked that a rental b

ave attached the warranty booklet.

eat while the other drove the vehicle and was unable to duplicate concern at t

RO 326357 Opened 8-3-13 Closed 8-3-13 (1 Day) Miles 4304

Submission Comment

C is concerned and fear for C safety and the safety of the individuals that ri

Concern: customer states RF seatbelt does not latch at times

e provided.

his time.

Regards,

\_\_\_\_\_  
Action Taken: SOP IN replaced seatbelt

b

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,944

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,945

REQUESTED BY: lattad

**CAR ID:** CA6299592

Created by ZDC777N at 2014-05-28 09:42:54

de in the car with C,

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**CALLBACK:** 0

**REOPEN:**

**CALLBACK:** 0

**NEW INFO:** 0

**OTHER:** 0

**COMMENTS ONLY:** 0

**IIR-DATE:**

**TRANS DATE:** 00/00/00

01/31/13

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** N

Y

**CLOSE DATE:** 01/01/01

09/30/08

06/18/14

**RESP CAA:** VOGELSONG MICHA

**OLM:** CLUBB MIKE

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,946

|                        |    |                       |      |      |
|------------------------|----|-----------------------|------|------|
| <b>ACTION CODE:</b> NI | NP | <b>ROOT CAUSE:</b> NI | SCDS | SCFA |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |

**MICROFILM:**

**DOM:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,947

**TIME:** 9:19:07 AM

**CAR ID:** CA6299592

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2008

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** I

**IN SCV D**

**MODEL LINE:** EX

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MPNI01337025 | 5093          | California | 1/26/2013      | 01/26/17    | 0060000        | 01/01/01    | 01/01/01      |
| 2       | RCCO07243179 | 5093          | California | 1/26/2013      | 01/26/20    | 0070000        | 01/01/01    | 01/01/01      |
| 2       |              | 5093          | California |                |             |                |             |               |
| 2       |              | 70059         | Indiana    |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,948

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,949

REQUESTED BY: lattad

**CAR ID:** CA6299592

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MPNI01337025

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** P

**PLAN TERM:** I

**DEDUCTABLE:** 0

**EFFECTIVE:** 1/26/2013

**EXPIRES:** 01/26/17      **MILES:** 0060000

**CANCEL:** 01/01/01      **MILES:** 0060000

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/31/13

**PRINTED:** 02/02/13

**DEALER NO:** 5093      **STATE:** CA

**DEALER NAME:** BUENA PARK NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,950

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,951

REQUESTED BY: lattad

**CAR ID:** CA6299592

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCO07243179

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** O

**DEDUCTABLE:** 100

**EFFECTIVE:** 1/26/2013

**EXPIRES:** 01/26/20      **MILES:** 0070000

**CANCEL:** 01/01/01      **MILES:** 0070000

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/31/13

**PRINTED:** 02/02/13

**DEALER NO:** 5093      **STATE:** CA

**DEALER NAME:** BUENA PARK NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,952

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,953

REQUESTED BY: lattad

**CAR ID:** CA6299592

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5093 70059 **STATE:** CA IN

**DEALER NAME:** BUENA PARK NISSAN DREYER&REINBOLD INFINITI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,954

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,955

REQUESTED BY: lattad

**NAME:** ██████████ WILLIAMS,MAF **SC:** MULTI CONTRACT **CAR ID:** CA6300240  
**STREET:** ██████████ ██████████ **VIN:** 3N1CE2CP1EL ██████████  
**CITY:** GAINESVILLE TOLEDO **YR/MDL:** 2005.0 ARM 2014.0 VER **MILEAGE:**  
**ST/ZIP:** GA ██████████ OH ██████████ **VCAIN SVC DATE:** 08/16/05  
**DAY PH:** ██████████ ██████████ **PAIRTL DLR:** 3545 YARK NISSAN  
**EVE PH:** ██████████ ██████████ **SUSSVC DLR:** 2854 CARRIAGE NISSAN  
**DLR PH:** 770 532 6335 800 848 9275 **DENRESP DLR:** 2854 CARRIAGE NISSAN  
**REGION:** 24 34 **DIST: SL/SV/PT:** 06 06 36 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:** 020000 041990 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** CARRIAGE NISSAN YARK NISSAN AND INDEPENDENT  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 09/29/08 04/28/14 **XFER/RSPNSBLTY:** 24 12 S  
**CONTACT (S):** **FOLLOWUP DATE:** 09/29/08 05/02/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 09/29/08 05/02/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 115000 POWER WINDOW  
OB EXTENDED SERVICE CONTRACT 122000 MASTER CYLINDER (RESERVOIR/SEA  
AC BODY ELECTRICAL WT UNABLE DIAGNOSE/DUPLICATE  
AD BRAKES YX POOR OR IMPROPER OPERATION  
AJ HEATER/AIR CONDITIONING ZC CANCELLATION REFUND INQUIRY  
BG POWERTRAIN 302500 CONTINUOUSLY VARIABLE TRANSMIS  
BK RESTRAINT SYSTEM  
BL SECURITY PLUS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,956

REQUESTED BY: lattad

**VIN:** 5N1AA08B95N [REDACTED]

**MILEAGE:** 020000 041990

**RTL DLR:** NI NI

**SVC DLR:** 3545 YARK NISSAN

**RESP DLR:** 3545 YARK NISSAN

**DIST: SL/SV/PT:** 19 19 49

**# NISSAN/INFINITI VEHICLES:** 2

**XFER/RSPNSBLTY:** 34 06 N 34 19 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,957

REQUESTED BY: lattad

**CAR ID:** CA6300240

**C. A. R. COMMENTS**

Created by ZVL175N at 2014-04-30 13:30:25

FILE OPENED-ZJA775N 09/29/2008

PREVIOUS FILES FOUND: @09/29-ZJA775N

Service Dept. Review

CRR-JA VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

C STATED C ALREADY TURNED IN C'S VEH.

rcas-vl called c on [REDACTED] and left vxm with c's employer

Service Dept. Review

AND RESPONSIBLE DLR.

C STATED C\_WANTED TO KNOW IF C MAY GET A REFUND FOR C'S VSC. @09/29-ZJA775N

rcas called c on 77-841-5955 and left vmx rcas setting follow up for 5/2

Service Dept. Review

Created by ZVL175N at 2014-04-30 13:31:44

CRR-JA DID NOT PROVIDE RECALL INFO BECAUSE C ALREADY URNED IN THE VEH.

CRR-JA INFORMED C THAT C NEEDED TO CANCEL C'S VSC TO HAVE A REFUND FOR C'S VSC

CRR-JA ADVISED C TO GO TO ANY AUTHORIZED NISSAN DEALERSHIP WITH A DOCUMENT

PREVIOUS NISSAN/INFINITI VEHICLE(S): 1 MUR

rcas sent email notification

Created by ZVL175N at 2014-04-30 13:31:44

CRR-JA RECEIVED CALL FROM C.

SHOWING THE MILEAGE AT THAT TIME THE VEHICLE WAS\_TURNED IN AND TO FILL-UP\_A  
CANCELLATION REQUEST FORM.

rcas sent email notification

Created by ZVL175N at 2014-05-02 08:01:37

C THANKED CRR-JA FOR ASSISTANCE, C SATISFIED.

CRR-JA OFFERED FURTHER ASSISTANCE, C DECLINED @09/29-ZJA775N

rcas-vl called c on [REDACTED] and left vxm with c's employer

CRR-JA GAVE C NAME, EXTENSION AND FILE NUMBERS.

rcas called c on [REDACTED] and left vmx rcas closing case as final attempt

CRR-JA CLOSING FILE. @09/29-ZJA775N

to contact the c

Created by ZVL175N at 2014-05-02 08:06:14

crr-dm told c that c will receive a call from rcas before the end of the next  
business day, c understood.

summary c contacted nna seeking assistance with transmission concerns at this

crr-dm offered further assistance, c declined.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,958

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,959

REQUESTED BY: lattad

**CAR ID:** CA6300240

time the concern couldn't be duplicated

crr-dm provided name, ext and file number.

rcas unable to speak to c to discuss

Created by ZVL175N at 2014-05-02 08:06:50

crr-dm leaving file open, transferring resp to rcas.

Created by ZDM333N at 2014-04-28 17:22:32

RCAS UNABLE TO DATANET CASE

Vehicle Concern

Created by ZDM333N at 2014-04-28 17:22:21

crr-dm received a call from c stating that c took the veh to a dlr for diagnos

is and c was assisted by sa-bo.

crr-dm verified c's name, vin, address, mileage, phone number,

email address & responsible dlr.

sa told c that brake master cylinder, regulator for the driver window, seatbel

t assembly passenger front and vent assembly a/c all needs to be replaced and

will be covered under warranty.

c said that c's less than a year old and it has many problems on it.

c wants a replacement veh.

crr-dm told c that crr-dm will escalate case to rcas.

crr-dm told c that c will receive a call from rcas before the end of the next

business day, c understood.

crr-dm offered further assistance, c declined.

crr-dm provided name, ext and file number.

crr-dm leaving file open, transferring resp to rcas.

Created by ZDM333N at 2014-04-28 17:22:32

Vehicle Concern

Created by ZVL175N at 2014-04-29 09:20:51

rcas called dealership and spoke to s/a sherry and was advised that s/m Kevi

n is at lunch and s/a bo is ooo today

Created by ZVL175N at 2014-04-29 09:39:24

rcas-vl called c on [REDACTED] and left vxm with c's employer due to c was awa  
y from c's desk

rcas called alt # [REDACTED] and left vxm rcas setting follow up for 4/230/1

4

Created by ZVL175N at 2014-04-29 09:41:00

c's having mulitple issues with the veh

Created by ZVL175N at 2014-04-29 09:39:24

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,960

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,961

REQUESTED BY: lattad

**CAR ID:** CA6300240

rcas-vl called c on [REDACTED] and left vxm with c's employer due to c was away from c's desk

rcas called alt # [REDACTED] and left vxm rcas setting follow up for 4/230/14

Created by ZVL175N at 2014-04-29 09:41:00

c's having multiple issues with the veh

Created by ZVL175N at 2014-04-30 13:27:44

rcas called s/m kevin and was advised that the c was seen on 4/16 for transmission giving resistance concerns and the dealership couldn't duplicated the concerns but did go in and cancel the engine braking system to help the resistance when going uphill. the dealership did order a front seat latch heater control knob and brake master cylinder and when the parts arrive the c will be notified

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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:** 01/13/09

07/12/07

07/14/14

07/16/14

**3RD PRY:** NI

**PART#:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,962

**ROOT CAUSE:** SCIN          SSCN

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**CHECK REQUESTED:** Y

**CHECK ISSUED:**        Y

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,963

**CAR ID:** CA6300240

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 09/29/08 05/02/14

**MICROFILM:**

**RESP CAA:** DEAN SABEY

**OLM:** JENSEN STEPHEN

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,964

REQUESTED BY: lattad

**LANGUAGE:**

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY:** lattad

**PAGE:** 2,965

**TIME:** 9:19:07 AM

**CAR ID:** CA6300240

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ARM

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MZNC00163173 | 2854 Georgia     | 7/11/2014      | 07/11/17    | 0055315        | 01/01/01    | 01/01/01      |
| 2       | PEDW10004969 | 2854 Georgia     | 7/11/2014      | 07/20/20    | 0100000        | 01/01/01    | 01/01/01      |
| 3       | RCNI03343277 | 3545 Ohio        | 8/16/2005      | 08/16/10    | 0075000        | 01/01/01    | 01/01/01      |
| 4       | RMNT08304413 | 3545 Ohio        | 12/31/2008     | 08/16/11    | 0084000        | 01/01/01    | 01/01/01      |
| 5       | RWND10006924 | 2854 Georgia     | 7/11/2014      | 07/20/20    | 0100000        | 01/01/01    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,966

**MODEL YEAR:** 2014

**VIN:** 5N1AA08B95N [REDACTED]

**MODEL LINE:** VER

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,967

REQUESTED BY: lattad

**CAR ID:** CA6300240

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MZNC00163173

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** Z

**PLAN TERM:** C

**DEDUCTABLE:** 0

**EFFECTIVE:** 7/11/2014

**EXPIRES:** 07/11/17      **MILES:** 0055315

**CANCEL:** 01/01/01      **MILES:** 0055315

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/16/14

**PRINTED:** 07/19/14

**DEALER NO:** 2854      **STATE:** GA

**DEALER NAME:** CARRIAGE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,968

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,969

REQUESTED BY: lattad

**CAR ID:** CA6300240

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDW10004969

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** W

**DEDUCTABLE:** 50

**EFFECTIVE:** 7/11/2014

**EXPIRES:** 07/20/20 **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/14/14

**PRINTED:** 07/19/14

**DEALER NO:** 2854 **STATE:** GA

**DEALER NAME:** CARRIAGE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,970

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,971

REQUESTED BY: lattad

**CAR ID:** CA6300240

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCNI03343277

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** I

**DEDUCTABLE:** 0

**EFFECTIVE:** 8/16/2005

**EXPIRES:** 08/16/10      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/12/07

**PRINTED:** 07/13/07

**DEALER NO:** 3545      **STATE:** OH

**DEALER NAME:** YARK NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,972

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,973

REQUESTED BY: lattad

**CAR ID:** CA6300240

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RMNT08304413

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** M

**PLAN TERM:** T

**DEDUCTABLE:** 0

**EFFECTIVE:** 12/31/2008

**EXPIRES:** 08/16/11      **MILES:** 0084000

**CANCEL:** 01/01/01      **MILES:** 0084000

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/13/09

**PRINTED:** 01/17/09

**DEALER NO:** 3545      **STATE:** OH

**DEALER NAME:** YARK NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,974

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,975

REQUESTED BY: lattad

**CAR ID:** CA6300240

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RWND10006924

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** W

**PLAN TERM:** D

**DEDUCTABLE:** 0

**EFFECTIVE:** 7/11/2014

**EXPIRES:** 07/20/20      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/14/14

**PRINTED:** 07/19/14

**DEALER NO:** 2854      **STATE:** GA

**DEALER NAME:** CARRIAGE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,976

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,977

REQUESTED BY: lattad

**NAME:** [REDACTED] A RUBIO,JOSE ↑ **SC:** MULTI CONTRACT **CAR ID:** CA6344941  
**STREET:** [REDACTED] BALDWIN LN **VIN:** 3N1AB7AP3DL [REDACTED]  
**CITY:** BAKERSFIELD MEDFORD **YR/MDL:** 2007.0 PTH 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] NY 117631301 **VCAIN SVC DATE:** 07/15/07  
**DAY PH:** [REDACTED] [REDACTED] **PAIRTL DLR:** 3810 NISSAN OF BAKERSFIELD  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 2214 NISSAN 112 SALES CORP  
**DLR PH:** 631 289 9100 661 835 8600 **DENRESP DLR:** 2214 NISSAN 112 SALES CORP  
**REGION:** 26 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:** 001000 015000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 3810\_ NISSAN OF BAKERSFIELD NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 11/13/08 05/05/14 **XFER/RSPNSBLTY:** 26 02 N  
**CONTACT (S):** **FOLLOWUP DATE:** 11/13/08 05/27/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 11/13/08 05/27/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|                              |                                       |
|------------------------------|---------------------------------------|
| OA VEHICLE CONCERNS          | 122000 MASTER CYLINDER (RESERVOIR/SEA |
| OB EXTENDED SERVICE CONTRACT | 140000 INTAKE MANIFOLD                |
| AD BRAKES                    | WA PREMATURE WEAR/FAILURE             |
| AG ENGINE MECHANICAL         | YS POLICY CANCELLATION REQUEST        |
| BG POWERTRAIN                | YX POOR OR IMPROPER OPERATION         |
| BL SECURITY PLUS             | ZR GENERAL INQUIRY                    |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,978

REQUESTED BY: lattad

**VIN:** 5N1AR18U27C [REDACTED]

**MILEAGE:** 001000 015000

**RTL DLR:** NI NI

**SVC DLR:** 3810 NISSAN OF BAKERSFIELD

**RESP DLR:** 3810 NISSAN OF BAKERSFIELD

**XFER/RSPNSBLTY:** 44 02 S

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,979

REQUESTED BY: lattad

**CAR ID:** CA6344941

**C. A. R. COMMENTS**

1. Clicking noise when braking

Action:

FILE OPENED-ZPA899N 11/13/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND: NONE.

RCAS gave the address for legal rep. RCAS also adv C will close the case bu

rcas noting that rcas unable to process RHR

1. Normal operation

Action:

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

rcas noting that RO 337364 is missing

RCAS-PA RECEIVED CALL FROM C.

RCAS-PA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE; DAY AND EVENING PHONE NUMBER

t the offer will remain good for 45 days. C understood. Call ended mutually.

1. Normal operation

AND RESPONSIBLE DLR

closing case.

Created by null at 2014-05-14 08:39:32

Created by ZJS111N at 2014-05-12 17:18:30

C STATED WANTS TO CANCEL VSC. C WANTS TO KNOW WHAT TO DO. @11/13-ZPA899N

CUSTOMER.

\*\*\*\*\*

ARBS-AsMa notes the following summary:

Created by null at 2014-05-14 08:39:32

PLEASE CONTACT RCAS-PAOLA ANDREWARTHA AT EXTENSION 41653, PHONE NUMBER

rcas noting that rcas unable to process RHR

RCAS-PA ADVISED C WITH S.O.P.6.9.S. @11/13-ZPA899N

RCAS-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

1 800 647 7261 IF FURTHER ASSISTANCE IS REQUIRED.

ARBS-AsMa notes the following summary:

Case Summary:

In Service Date: 10.11.13

rcas noting that RO 337364 is missing

RCAS-PA ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH.

RCAS-PA ALSO OPENED VES1 SCREEN AND ADVISE C WITH INFORMATION: @11/13-ZPA899N

ARBS-AsMa checked Salesforce and ROs

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,980

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,981

REQUESTED BY: lattad

**CAR ID:** CA6344941

Created by ZME538N at 2014-05-13 05:57:11

C was looking for repurchase due to several repairs on the veh. C was denied

In Service Date: 10.11.13

PREVIOUS NISSAN VEHICLES:

PRODUCT: RS POLICY : RCDE03388754

Service Dept. Review

Additional CA cases:

and offered Gold preferred 75/75000 VSC with \$0 deductible. C will be asking

ARBS-AsMa checked Salesforce and ROs

DEALER : 3810 VEH YR: 2007 MK: NISSAN MODEL: PATHFINDER SOURCE: 00 D

RCAS sent email to OLM Evelyn asking for last RO

Service Dept. Review

- 12533859: Goodwill 1 month payment for trans replace

Additional CA cases:

APPL.NO: 03388754 VIN: 5N1AR18U27C [REDACTED] VEH OPT: VEH PR:

Created by ZME538N at 2014-05-13 06:42:35

for legal advice. closing case

Service Dept. Review

- 12533859: Goodwill 1 month payment for trans replace

- 14344872: Closed as case 14344941 already open

----- APPLICATION INFORMATION -----+----- LIENHOLDER INFORMATION -----

Created by ZME538N at 2014-05-21 11:53:54

RCAS calling C on [REDACTED] @ 8:37 am est. left vmx for C to call ext 45739

Service Dept. Review

- 14344872: Closed as case 14344941 already open

2 and follow up 5/16

LAST NAME FIRST NAME MID | NAME

No Tech Line cases

RCAS calling C on [REDACTED] @ 1:41 pm est. leaving vmx for C to call ext 45

Service Dept. Review

7392 follow up 5/27

No Tech Line cases

RCAS calling C on [REDACTED] @ 8:40 am est. line rang and no one on the line,

RUBIO JOSE | KSFCU

Service Dept. Review

VSC: MUNF01917092

23 days down

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,982

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,983

REQUESTED BY: lattad

**CAR ID:** CA6344941

ADDRESS: | ADDRESS: PO BOX 9506  
adv number to call and disconnected call  
RCAS calling C on [REDACTED] @ 1:42 pm est. RCAS asked for C and was placed on  
Service Dept. Review  
VSC: MUNF01917092  
23 days down  
4 visits for transmission concerns b  
CITY : | CITY : BAKERSFIELD  
Created by ZME538N at 2014-05-13 14:53:23  
hold. C answered phone. RCAS asked C if C would like to take NNA up on the  
Service Dept. Review  
3 visits for braking concerns b  
4 visits for transmission concerns b  
offer of the VSC. C stated will be contacting legal advice. RCAS understood.  
RCAS attaching RO to case with time stamps.  
Service Dept. Review  
STATE : ZIP: | STATE : CA ZIP: 93389  
1 visit for passenger seat b  
3 visits for braking concerns b  
PHONE AM: PM:  
RCAS gave the address for legal rep. RCAS also adv C will close the case bu  
RCAS resending for RHR submission  
Service Dept. Review  
1 visit for passenger seat b  
CONTR TYPE: C CANCEL MILES: 15000\_\_ ADDED DATE: 07/20/07 EXP MILES: 100,000  
Created by null at 2014-05-14 08:40:54  
Created by ZJS111N at 2014-05-13 16:57:07  
t the offer will remain good for 45 days. C understood. Call ended mutually.  
ARBS-AsMa reviewed repair history. NNA is not in a position to offer a repurch  
closing case.  
Created by null at 2014-05-14 08:40:54  
DEDUCTIBLE: 50 PURCH CODE : 011469 EFFEC DATE: 07/15/07 EXP DATE: 07/15/13  
rcas-jonathon spurling assisting  
\*\*\*\*\*  
ARBS-AsMa reviewed repair history. NNA is not in a position to offer a repurch  
ase of this vehicle, as the vehicle has not been subject to an unreasonable nu  
PLAN CODE : E PROG CODE :

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,984

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,985

REQUESTED BY: lattad

**CAR ID:** CA6344941

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo  
ase of this vehicle, as the vehicle has not been subject to an unreasonable nu  
CANCEL DATE : 11 / 13 / 08 CR: \*\*\*\*\*

Case Summary:

mber of repair attempts for any warrantable concerns that would substantially  
rce to proceed with processing of RHR

CUST NET REFUND: 1456.00 \* FOR INFORMATION ONLY! \*

C was looking for repurchase due to several repairs on the veh. C was denied  
impair this vehicle. NNA will continue to honor the terms and conditions of a  
mber of repair attempts for any warrantable concerns that would substantially  
rcas completed and submitted RHR

and offered Gold preferred 75/75000 VSC with \$0 deductible. C will be asking

Created by ZJS111N at 2014-05-13 16:57:07

impair this vehicle. NNA will continue to honor the terms and conditions of a  
ll applicable warranties.

\*SUBMIT CANCELLATION REQUEST TO VSC DEPT\*

\*\*\*\*\*

ARBS recommends RCAS review case with TL and Region to discuss possible goodwi  
for legal advice. closing case

ll applicable warranties.

rcas-jonathon spurling assisting

ARBS recommends RCAS review case with TL and Region to discuss possible goodwi

Created by ZTK177N at 2014-05-22 08:51:17

C UNDERSTOOD AND THANKED RCAS-PA ASSISTANCE.

ll based on the specifics of this case.

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Created by ZME538N at 2014-05-15 07:51:24

ll based on the specifics of this case.

MT TK received request for letter to be mailed to the customer. MT TK mailing

RCAS-PA OFFERED FURTHER ASSISTANCE, C DECLINED. @11/13-ZPA899N

rce to proceed with processing of RHR

Created by null at 2014-05-14 07:25:57

letter to customer and sending notification to agent.

rcas completed and submitted RHR

RCAS-PA GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS sending goodwill request to CSM Cristin Adinolfi and FOS Rhonda Calico

Created by null at 2014-05-14 07:25:57

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,986

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,987

REQUESTED BY: lattad

**CAR ID:** CA6344941

Created by ZME538N at 2014-05-16 14:56:49

Created by ZME538N at 2014-06-23 11:35:01

DRTS received the RHR. The RHR was assigned to ARBS-Ashley May for review.

RCAS-PA CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE.

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

Created by null at 2014-05-14 08:38:44

DRTS received the RHR. The RHR was assigned to ARBS-Ashley May for review.

RCAS calling C on [REDACTED] @ 4:54 pm est. Spoke with C. RCAS adv that NNA

RCAS-PA CLOSING FILE. @11/13-ZPA899N

and all RO's Thanked for assistance.

ARBS-AsMa rec'd RHR and notes the following repair history:

Created by null at 2014-05-14 08:38:44

is unable to repurchase the veh but would like to offer a Gold Preferred 72 m

RCAS noting letter sent closing case.

\*\*\*\*\*

10/18/13 - 416 miles - RO: 336055 - 1 day down

ARBS-AsMa rec'd RHR and notes the following repair history:

Created by ZME538N at 2014-05-05 14:51:24

on/75,000 mile \$0 deductible for being so loyal to Nissan. C is unsure about

10/18/13 - 416 miles - RO: 336055 - 1 day down

Case Summary:

Concern:

RCAS updating follow up to 5/8

this, RCAS adv will allow C to think about it and will all C on 5/20 C agreed

1. Trans making noise at slow speeds

Concern:

Created by ZME538N at 2014-05-06 14:50:01

C was looking for repurchase due to several repairs on the veh. C was denied a

. RCAS adv will be receiving a denial letter regarding the case. C asked if

1. Trans making noise at slow speeds

Action:

C could have a copy of the previous denial letter as well. RCAS adv of the dat

nd offered Gold preferred 75/75000 VSC with \$0 deductible. C will be asking fo

RCAS resent email request to OLM Evelyn and SM Matt. received email will be f

1. Unable to duplicate

Action:

axing over shortly.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,988

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,989

REQUESTED BY: lattad

**CAR ID:** CA6344941

e it was sent and would look into that. C agreed. Call ended mutually  
r legal advice. closing case

11/08/13 - 1,441 miles - RO: 337364 - 15 days down

1. Unable to duplicate

Created by ZME538N at 2014-05-06 14:50:01

Created by ZME538N at 2014-05-16 14:56:49

11/08/13 - 1,441 miles - RO: 337364 - 15 days down

Concern:

RCAS calling C on [REDACTED] @ 4:54 pm est. Spoke with C. RCAS adv that NNA

RCAS resent email request to OLM Evelyn and SM Matt. received email will be f

1. Trans not shifting correctly

axing over shortly.

Concern:

is unable to repurchase the veh but would like to offer a Gold Preferred 72 m

1. Trans not shifting correctly

Action:

Created by ZME538N at 2014-05-07 14:43:48

month/75,000 mile \$0 deductible for being so loyal to Nissan. C is unsure about

1. Replaced transmission

Action:

RCAS received and attached RO's from 112.

this, RCAS adv will allow C to think about it and will all C on 5/20 C agreed

02/28/14 - 5,133 miles - RO: 343600 - 4 days down

1. Replaced transmission

. RCAS adv will be receiving a denial letter regarding the case. C asked if

RCAS calling Riverhead Nissan on 6313690600 @ 4:38 pm. Spoke with SA Donna Bra

02/28/14 - 5,133 miles - RO: 343600 - 4 days down

C could have a copy of the previous denial letter as well. RCAS adv of the dat

Concerns:

ke pedal was going to the floor. the master cylinder was replaced. C just call

1. At idle, most times idles rough. Also in drive

Concerns:

ed 10 min ago with another concern. RCAS adv needs RO's but will call dlrshp t

e it was sent and would look into that. C agreed. Call ended mutually

1. At idle, most times idles rough. Also in drive

2. Brake pedal soft and makes a clicking when applying brakes

Created by ZME538N at 2014-05-20 08:10:35

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,990

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,991

REQUESTED BY: lattad

**CAR ID:** CA6344941

omorrow as C will be in for other concerns. SA agreed.

2. Brake pedal soft and makes a clicking when applying brakes
3. Passenger seat coming apart

Created by ZME538N at 2014-05-07 14:43:48

RCAS completed and attached letter for correspondence request

3. Passenger seat coming apart

Actions:

RCAS calling C on [REDACTED] @ 10:07 am est. leaving vmx for C to call ext 4

RCAS received and attached RO's from 112.

1. No problem found

57392, follow up 5/21

Actions:

RCAS calling Riverhead Nissan on 6313690600 @ 4:38 pm. Spoke with SA Donna Bra

1. No problem found

2. Replaced both rear wheel cylinders

ke pedal was going to the floor. the master cylinder was replaced. C just call

RCAS calling C on [REDACTED] @ 10:08 am est. Line is busy

2. Replaced both rear wheel cylinders

3. Reinstalled seat foam padding

Created by ZME538N at 2014-05-20 08:10:35

ed 10 min ago with another concern. RCAS adv needs RO's but will call dlrshp t

05/01/14 - 7,429 miles - RO: 85840 - 2 days down

3. Reinstalled seat foam padding

omorrow as C will be in for other concerns. SA agreed.

RCAS completed and attached letter for correspondence request

05/01/14 - 7,429 miles - RO: 85840 - 2 days down

Concerns:

Created by ZME538N at 2014-05-08 14:08:50

RCAS calling C on [REDACTED] @ 10:07 am est. leaving vmx for C to call ext 4

1. Brake pedal is dropping down to the floor. Pedal very soft and hard to stop

57392, follow up 5/21

Concerns:

RCAS calling C on [REDACTED] @ 4:05 pm est. Spoke with C. RCAS adv that the

1. Brake pedal is dropping down to the floor. Pedal very soft and hard to stop

2. Warm or cold when starting, the idle has miss hesitation. Drive and come to

RCAS calling C on [REDACTED] @ 10:08 am est. Line is busy

RHR is moving a long, and asked C how things went at the dlrshp. C stated th

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,992

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,993

REQUESTED BY: lattad

**CAR ID:** CA6344941

2. Warm or cold when starting, the idle has miss hesitation. Drive and come to a stop hesitation

Created by ZME538N at 2014-05-21 09:29:50

e veh is still there. RCAS adv will all C back on 5/13 C agreed. Call ended m

3. Perform recall R1405

a stop hesitation

RCAS calling C on [REDACTED] @ 11:28 am est. Spoke with c c asked to be con  
tually.

3. Perform recall R1405

Actions:

Created by ZME538N at 2014-05-09 11:40:01

tacted between 1:30 and 2. RCAS agreed. call ended mutually.

1. Replaced brake master cylinder

Actions:

Created by ZME538N at 2014-05-21 11:53:54

RCAS received and attached RO's from Nissan 112

1. Replaced brake master cylinder

2. No problem found

Created by ZME538N at 2014-05-09 11:45:09

RCAS calling C on [REDACTED] @ 1:41 pm est. leaving vmx for C to call ext 45

2. No problem found

3. Completed Campaign

7392 follow up 5/27

RCAS verified all RO's are accounted for

05/08/14 - 7,699 miles - RO: 86148 - 1 day down

3. Completed Campaign

RCAS calling C on [REDACTED] @ 1:42 pm est. RCAS asked for C and was placed on

RCAS sent email to FOS Rhonda Calico and CSM Cristin Adinolfi adv of RHR

05/08/14 - 7,699 miles - RO: 86148 - 1 day down

Concern:

hold. C answered phone. RCAS asked C if C would like to take NNA up on the

RCAS Submitting RHR for processing.

1. Clicking noise when braking

Concern:

Created by ZJS111N at 2014-05-12 17:18:30

offer of the VSC. C stated will be contacting legal advice. RCAS understood.

**SPECIAL REMARKS:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,994

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 2,995

**REQUESTED BY:** lattad

**CAR ID:** CA6344941

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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:** 10/16/13

11/26/08

**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:** 11/13/08

05/27/14

**MICROFILM:**

**RESP CAA:** JACK WONG

**OLM:** BENDICK, RON

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,996

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN            SCLT

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 2,997

**CAR ID:** CA6344941

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** PTH

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MUNF01917092 | 2214          | New York   | 10/11/2013     | 10/11/14    | 0015010        | 01/01/01    | 01/01/01      |
| 2       | RCDE03388754 | 3810          | California | 7/15/2007      | 07/15/13    | 0100000        | 11/20/08    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 2,998

**MODEL YEAR:** 2013

**VIN:** 5N1AR18U27C [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2,999

REQUESTED BY: lattad

**CAR ID:** CA6344941

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MUNF01917092

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** U

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 10/11/2013

**EXPIRES:** 10/11/14      **MILES:** 0015010

**CANCEL:** 01/01/01      **MILES:** 0015010

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/16/13

**PRINTED:** 10/19/13

**DEALER NO:** 2214      **STATE:** NY

**DEALER NAME:** NISSAN 112 SALES CORP

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,000

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,001

REQUESTED BY: lattad

**CAR ID:** CA6344941

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDE03388754

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** E

**DEDUCTABLE:** 50

**EFFECTIVE:** 7/15/2007

**EXPIRES:** 07/15/13      **MILES:** 0100000

**CANCEL:** 11/20/08      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 11/26/08

**PRINTED:** 07/20/07

**DEALER NO:** 3810      **STATE:** CA

**DEALER NAME:** NISSAN OF BAKERSFIELD

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,002

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,003

REQUESTED BY: lattad

**NAME:** [REDACTED] MORALES,JEN **SC:** MULTI CONTRACT **CAR ID:** CA6348296  
**STREET:** [REDACTED] 47 FENLEY ST **VIN:** 3N1AB7AP0DL624895  
**CITY:** COLTON REVERE **YR/MDL:** 2008.0 FX 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] MA [REDACTED] **VCAIN SVC DATE:** 10/23/07  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 70001 KELLY INFINITI  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 3472 NISSAN OF SAN BERNARDINO  
**DLR PH:** 909 885 3883 978 774 1000 **DENRESP DLR:** 3472 NISSAN OF SAN BERNARDINO  
**REGION:** 44 72 **DIST: SL/SV/PT:** 01 01 31 12 12 42

**LETTER RECEIVED:** 00/00/00 11/07/08 **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:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000000 033000  
**VEHICLE MAINTAINED BY:** 70001 KELLY INFINITI **NONE**  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 11/18/08 05/05/14 **XFER/RSPNSBLTY:** 44 12 N  
**CONTACT (S):** **FOLLOWUP DATE:** 11/26/08 06/19/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 11/26/08 06/27/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|                             |                                       |
|-----------------------------|---------------------------------------|
| OA VEHICLE CONCERNS         | 134000 GEN. ENGINE ELECTRIC COMPONENT |
| OD INFINITI DEALER ISSUES   | 170000 SERVICE PERSONNEL (INFINITI)   |
| OF NNA., INC. ISSUES        | 208500 SENTRA                         |
| AF ENGINE ELECTRICAL        | VG PROVIDED RECALL INFORMATION        |
| AP INFINITI DEALER SERVICE  | WL RUDE/DISOURTEOUS                   |
| AZ NISSAN PRODUCT INQUIRIES | YZ POOR TREATMENT                     |
|                             | ZT HARD START/NO START/STALL          |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,004

REQUESTED BY: lattad

**VIN:** JNRAS08W78X [REDACTED]

**MILEAGE:** 000000 033000

**RTL DLR:** NI NI

**SVC DLR:** 70001 KELLY INFINITI

**RESP DLR:** 70001 KELLY INFINITI

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 1

**XFER/RSPNSBLTY:** 72 01 S

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,005

REQUESTED BY: lattad

**CAR ID:** CA6348296

**C. A. R. COMMENTS**

2. Applied brake fluid to both slave cylinders

advised c that rhr is being processed

Base Price:\$17,462.00

Created by ZBT203N at 2014-05-14 13:00:26

Created by ZTD429N at 2014-06-11 09:36:38

crr advised c that crr is not in the position to advised c of the case.

crr-ld received a call from c following-up on the case. crr-ld verified that t

CRR-MC ask c to provide the best number,

C states c is paying for an unreliable veh.

FILE OPENED-ZKC249N 11/18/2008

FOLLOW-UP IS DUE ON OR BEFORE

\*\*\*\*\*MAIL FILE LOGGED\*\*\*\*\*

rcas advised c that rcas is still waiting on docs from the dlr

RCAS advised process usually takes around 10 business days

04/19/14 @ 34,168 mi - 1 day down

C asked RCAS to please look into repurchase

C LETTER WAS RECEIVED ON 11/07/08

c provided, contact [REDACTED]

crr-ro advised c that crr will try to check if rcas-bt is available to take ca

c stated that this is ridiculous and c is contacting a lemon law lawyer

C states that this is cb

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE

here are no changes on contact information.

PREVIOUS UNRELATED FILES FOUND:NONE

rcas noting that all ROs were received from Cerritos Nissan

RCAS unable to datanet:

Sales Tax:\$1,534.93

set follow up for 6/11/14

ASSISTANCE.

c disconnected the call

Concern:

Created by ZSP180N at 2014-06-06 15:07:04

crr-ld advised c that crr-ld will try to reach rcas first

CRR-MC advised c that cb

C states c purchased veh at 0 miles.

DATED 10/21/08 LETTER WAS REC'D VIA REGULAR MAIL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,006

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,007

REQUESTED BY: lattad

**CAR ID:** CA6348296

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 11/07/08 TO NNA  
Lic/Reg/Fees:\$241.35

II.

No users are associated with the selected dealer to share the case with.

RCAS agreed

rcas noting that rcas needs days down/timestamps for ROs 654547 and 663787

~

1. Check engine light on

2013-2014 - Nissan Occupant Classification System Module Reprogramming

Created by ZTD429N at 2014-06-11 09:40:19

Created by ZTD429N at 2014-06-13 15:38:53

crr-ld contacted the ext number and there is a voicemail

crr-ro advised c that rcas-bt is engaged in a call and crr was routed to a vmx

crr-sp received a call from c to follow up case

C states c hasnb

DATED 10/21/08, CRR-PA RECEIVED LETTER FROM MAIL TEAM 11/07/08

Dealer Doc Fee:\$80.00

MT KC IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW

RCAS advised RCAS will follow up by 5/9/2014

Service Dept. Review

.

2. Veh shut off when accelerating

case is still under review.

c made several calls to rcas and needs a follow up call

CRR-MC advised c of the veh/service campaign status and also advised c to ta

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR,VIN,AND DAY/EVENING PHONE.

crr-sp verified that there are no changes in c's contact information

\*\*\*\*\*MAIL FILE LOGGED\*\*\*\*\*

RCAS called (██████████) on 5-14-14 @2:53p EST.

rcas noting that rcas emailed CSm-Fernando Hernandez to advise of RHR

rcas noting that rcas made outbound call to Cerritos Nissan and spoke to SM

RCAS provided RCAS-BT contact info

Registration Renewal:\$486.00

Service Dept. Review

Action:

C DID NOT PROVIDE MILEAGE.

Created by ZTD429N at 2014-06-11 10:06:17

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,008

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,009

REQUESTED BY: lattad

**CAR ID:** CA6348296

crr advised crr already sent an internal message too that c is on the line and

crr-ld sent internal message to rcas

crr-sp informed c that case is handled by RCAS and follow up date on 6/11/14

C states dlr feels concern may be due to transmission.

Finance Charges:\$2,872.83

ke the veh to the Nissan dlr for the recall/service campaign to be performed w

PREVIOUS RELATED FILES FOUND:NONE

RCAS asked c the following questions:

Reached c. RCAS advised no decision at this time, but docs rec'd. C states veh

Service Dept. Review

Sm advised RO 654547, veh was down 33 days

1. Replaced mass air flow sensor and performed idle relearn

advised c that crr is waiting for a response.

crr-ld c will wait and no more concern

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @11/19-ZPA624N

crr-sp c stated that veh is at the dlr for a month now and c is paying for a v

is currently @ San Bernadino. RCAS understood. C states c is just very frustr

ith no cost.

Less usage fee at 4,815 miles: (\$700.66)

rcas made out bound call to Nissan of San Bernardino and spoke to cashier

Service Dept. Review

Sm advised for RO663787, veh was down 15 days

TL advised still waiting on information from dlrshp.

Why do you want to return the vehicle to Nissan North America? Veh is unreliab

2. Replaced mass air flow sensor

ated. C thanked RCAS, call was ended mutually with expectation of 5-19.

call ended mutually

C interrupted TL .

crr-ld exiting the case

CRR-PA RECEIVED A LETTER FROM THE C @11/19-ZPA624N

c said that c will just go to the dlr and turn the veh to the dlr, c said that

C stated that c is already aware of it but not sure if c's dlr already perform

eh that c cannot use

le

Less Lien Payoff good to (07/19/14): (\$16,224.07)

rcas requested all 3 pages of RO245144 be faxed to rcas

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,010

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,011

REQUESTED BY: lattad

**CAR ID:** CA6348296

05/05/14 @ 34,575 mi - 2 days down

cashier agreed

c paid for the veh even if veh is at the dlr, c said nissan did not reimburse

Created by ZBT203N at 2014-05-19 10:50:00

Created by ZLD178N at 2014-05-29 11:23:20

Created by ZTD429N at 2014-06-13 15:45:59

crr-sp informed c that case is already handled by a higher dept and follow up

C states c made car payment yesterday.

C STATES THAT THE C IS NOT TOO HAPPY WITH THE INFINITI DEALERSHIP CALLED

Service Dept. Review

the campaign, c stated that since the veh is at the dlr c will inform the sa

Total Amount to Customer:\$5,752.38

Where is the vehicle currently? NISSAN OF SAN BERNARDINO

about it

c.

Concern:

Created by VRD551N at 2014-06-24 09:48:39

C states c wants another veh.

date will be on 6/11/2014 as case is still under review

Has the vehicle been down for more than one week? No

KELLEY INFINITI IN DANVERS, MASSACHUSETTS

RCAS Case Follow-up

rcas made outbound call to Nissan of San Bernardino and spoke to SM-Phil

rcas provided rcas fax number

RCAS rec'd docs, but docs are illegible. RCAS sent email to SM-Phil and SA-Gus

Service Dept. Review

1. Engine rattles at times then veh shuts off while driving and coming to a co

ARBS approved repurchase figures.

call ended mutually.

Created by ZBT203N at 2014-05-29 11:52:28

CRR-MC offered further assistance, c declined.

crr-sp- asked for further assistance, c declined

c said that c was supposed to receive a call for a decision for the case.

C STATES THAT THE C WENT TO THE DEALERSHIP TO GET A STICKER AS THE C WAS

rcas requested Ros be faxed to rcas

requesting docs be scanned and emailed to RCAS.

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,012

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,013

REQUESTED BY: lattad

**CAR ID:** CA6348296

TL advised cannot expedite case as NNA is still waiting on fax from dlrshp.

Where was the vehicle purchased? Cerritos Nissan

Created by KKK176N at 2014-06-24 10:03:18

Created by ZBT203N at 2014-05-19 14:29:20

Created by ZTD429N at 2014-06-11 10:17:41

CRR-MC provided a brief call recap, name, case number, and ext number

crr-sp- exiting case

c said the veh is not a reliable veh and c do not want to have the veh anymore

mplete stop

RCAS sent email to SM-Phil:

Service Dept. Review

SM advised that SM will email the ROs to rcas if rcas sends SM an email reques

TL advised c that NNA has regional support staff intervening to address concer

TOLD WHEN THE C CALLED THAT THE C DID NOT HAVE TO MAKE AN APPOINTMENT TO GET`

Was it purchased new or used? Yes

5. Found lower torque mount separating at insulator

, c is asking for a supervisor

Created by ZSP180N at 2014-06-06 15:07:29

CRR-MC thanked C for calling Nissan Consumer Affairs

If used, when was the vehicle purchased? N/A

ns, but NNA has been unable to receive information faxed from dlr.

Pg 1&2 of 245144

RCAS called [REDACTED] on 5-19-14 @4:13p EST.

rcas made outbound call to Nissan of San Bernardino and spoke to SA-Veronica

RC emailed C the repurchase offer

Service Dept. Review

t

THE STICKER

Action:

and pg 1 of 249325

C ARRIVED AT THE DEALERSHIP AND WAS ASKED IN A BRUSQUE MANNER IF THE C HAD

Created by KKK176N at 2014-06-24 13:09:34

crr empathized and apologized for inconvenience.

CRR-MC forwarding the case to rcas.

RCAS Case Follow-up

rcas inquired about open RO and veh down

rcas undersrood

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,014

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,015

REQUESTED BY: lattad

**CAR ID:** CA6348296

Reached c. RCAS verified veh is still @ San Bernadino. C states that veh was s  
Service Dept. Review

TL advised c that ARBS cannot review case without information needed for RHR.

Where is the vehicle serviced? NISSAN OF SAN BERNARDINO & Cerritos

1. Reprogrammed ECM

call ended mutually.

Created by ZAC436N at 2014-05-29 18:08:05

Created by ZBT203N at 2014-05-06 09:39:55

Created by ZJS181N at 2014-06-10 11:50:18

crr advised c that crr can escalate case to rcas supervisor and c will receive

C states c doesnb

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

MADE AN APPOINTMENT

RC received signed repurchase offer from C via fax.

SA advised that SM was not available and took rcas contact information and fax

Service Dept. Review

opposed to be read on 5-17 but part has not arrived. RCAS advised c that RCAS

5. Replaced lower torque mount

a call from rcas tl within 4-8 business hours,

C ADVISED THAT AFTER A BIT OF SCUTTLEBUTT WITHIN THE DEPARTMENT

Created by KKK176N at 2014-06-26 06:12:35

Created by ZTD429N at 2014-06-13 15:50:15

crr-js received a call from c

C states c is driving cb

f so, document names of dealers/retailers? NISSAN OF SAN BERNARDINO & Cerritos

number

RCAS SENT EMAIL TO SM-PHIL AND CC'D FOM-JACK WONG FOR CURRENT STATUS AND MORE

Service Dept. Review

TL called c on [REDACTED] at 20:02 EST.

will reach out to dlr to have dlr call c, and will get new RO for RHR. C under

05/14/14 @ 34,880 mi -

c said c will just go to the dlr. c hu. crr exiting case

c said that c wanted to know what's gonna happen next

C states c will see what c can do on cb

C WAS ADVISED THAT THE C WOULD HAVE TO AIT 2 - 3 HOURS

INFO ON C'S VEH CONCERNS.

rcas emailed Sm at Nissan of San Bernardino requesting open RO and page 1 of R

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,016

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,017

REQUESTED BY: lattad

**CAR ID:** CA6348296

RCAS thanked c for info

rcas thanked SA and call ended mutually.

RC entered case into Morley website case # 212957

Service Dept. Review

stood. RCAS advised RCAS will follow-up with c on 5-22. C agreed, call was end

TL advised c that cb

C ADVISED THAT AFTER EXAMINING THE C'S DISSATISFACTION, IT WAS SUGGESTED THAT

Concern:

Created by ZAH022N at 2014-06-27 07:05:54

Created by ZBC182N at 2014-05-06 14:18:55

Created by ZJD179N at 2014-05-22 17:40:48

Created by ZTD429N at 2014-06-11 17:36:31

c said that c doesnt want to receive to hear something that c's case is just b

C states c is tired of NNA.

ed mutually.

g more information on repair history.

O 245144

RCAS advised RCAS will begin looking into repurchase request

Service Dept. Review

1. Veh will stall out after coming to a complete stop. While on the svc drive

Call ended mutually.

Created by ZBT203N at 2014-05-19 14:29:53

Created by ZTD429N at 2014-06-16 09:46:48

crr-jd received call from c who was very upset

C states c went to dlrshp and SA was having trouble diagnosing veh.

C understood

DRTS-AH received check made payable to Capital One Auto Finance in the amount

eing reviewed

RCAS assisting RCAS-BT

rcas made outbound call to c [REDACTED] at 1934 EST

Service Dept. Review

THE C GO ACROSS THE STREET TO THE GAS STATION

C ADVISED THAT THE C WENT AND WAS PROMPTLY GREETED BY A PROFESSIONAL

Call ended mutually

Created by ZCR177N at 2014-05-28 11:24:32

c said that c is already tired of getting that information

c stated that this is the third time c will be calling and she has left severa

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,018

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,019

REQUESTED BY: lattad

**CAR ID:** CA6348296

C states that dlrshp recommending repairs of transmission, but c states that d of \$16,224.07 and a check made payable to c in the amount of \$5,752.38 for Mor RCAS emailed SM-Phil and SA-Gus.

rcas left vmx asking for call back in regards to case

RCAS placed call to c on # [REDACTED] at 4:05PM EST, spoke to c

rcas received email from SM at Nissan of San Bernardino asking if rcas receive

Service Dept. Review

veh died out when shifting into drive. When restarted veh sputtered and died

Created by VRD551N at 2014-06-18 09:25:43

Created by ZBC182N at 2014-05-06 14:19:50

Created by ZBT203N at 2014-05-09 10:30:48

CRR-CR received a call from c following-up on the case.

c said that what c wants to hear is the resolution

d all docs

INDIVIDUAL AND WAS ON MY WAY WITHIN ALL FIVE MINUTES WITH THE C'S NEW

ley case # 212957. Forwarding check via FedEx to Morley. Tracking # 7704258728

I msgs to Britny but has not gotten a callback yet

Ir is waiting on approval for repairs.

RCAS confirmed c's concern with veh

rcas left name, phone, and ext

Service Dept. Review

03.

CRR-CR verified that there are no changes on contact information.

crr-jd apologized to c

c said that c wants answer on what will happen next

C states c doesn't

RCAS apologized for inconvenience

rcas emailed Sm at Nissan of San Bernardino requesting open RO and page 1 of R

rcas informed c rcas will be in contact with c again by 16-June

RCAS sent email to SM-Phil with a CC to FOM-Jack asking for information and al

RCAS unable to data net: Service Manager does not have an active email address

Service Dept. Review

STICKER

Vehicle Concern

C purchased veh when veh was less than a week old

Created by VRD551N at 2014-06-18 09:28:52

CRR-CR advised c that crr-cr will try to reach rcas first, crr-cr advised c th

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,020

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,021

REQUESTED BY: lattad

**CAR ID:** CA6348296

CRR-PA FORWARDING FILE TO RCAS FOR FURTHER REVIEW

@11/19-ZPA624N

c said that c was never late with c's veh payment

c stated that c no longer wants to speak to Britny and c wants a sup

I c's RO's (2nd email to SM and FOM)

O 245144

rcas setting follow up for 16-June

Service Dept. Review

TL advised c that RCAS will follow up with dlrshp about status of repairs.

to send to. Please deselect that user/those users and either select different

ARBS notes:

at crr-cr will transfer c directly if rcas is reached, c understood. crr-cr ca

Created by ZBT203N at 2014-05-14 13:00:26

Created by ZTD429N at 2014-06-16 14:58:16

CRR-PA SENDING INTERNAL MESSAGE TO RCAS ALONG WITH A COPY OF THE LETTER

c said that c doesnt have a veh to use and nissan didnt give c any rental veh

c stated that c was told that c will be contacted within 4-8 business hours an

C stated veh was missing brake master

rcas made outbound call to c [REDACTED] at 1935 EST

Service Dept. Review

TL advised c of follow up on or before 6/3/2014.

user(s) or click "Share with Dealer" with no users selected.

C asked if veh should be checked before sold

Created by ZBC182N at 2014-05-06 14:23:53

c said that c is very frustrated and dissapointed and c said that c will never

C understood. Call ended mutually.

d c said that she cannot wait for that

lled RCASb

rcas emailed Sm at Nissan of San Bernardino requesting open RO and page 1 of R

rcas left vmx asking for call back in regards to case

RCAS unable to datanet:

\*REASON: 44+ days down with stalling concerns

RECEIVED

Service Dept. Review

ansfer c and then crr-cr will just send internal msg for c for rcas to call c

Created by ZBT203N at 2014-06-03 09:40:46

CRR-PA SENT MESSAGE ALONG WITH THE LETTER

c stated that Nissan does not take time in taking her payments but Nissan take

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,022

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,023

REQUESTED BY: lattad

**CAR ID:** CA6348296

C stated veh had recall for airbag

\*LEMON LAW: Yes, California

No users are associated with the selected dealer to share the case with.

O 245144

RCAS emailed SM-Peter from Cerritos Nissan.

rcas left name, phone, and ext

recommend nissan and will never deal with nissan anymore

Service Dept. Review

~

back. C understood.

Created by ZTD429N at 2014-06-16 15:04:06

crr-js apologized for the inconvenience.

CRR-PA EXITING FILE @11/19-ZPA624N

C stated 2 weeks ago c took veh in because veh started rattling

rcas informed c rcas will be in contact with c again by 16-June

RCAS rec'd email from SM-Phil stating:

RCAS requested that SM fax over all ROs for VIN

s a lot of time in getting her concerns resolved or even by calling her back

\*USAGE: 4,815 miles, the initial repair visit when the vehicle reached 30 days

---

All were emailed Friday. Did you receive them?

c is very upset and no longer wants the veh and wants it replaced

Created by ZBC182N at 2014-05-06 14:41:21

CRR-CR offered further assistance, c declined.

crr-js verified c's updated information

C stated veh turns off on its own

down

RCAS called [REDACTED] on 5-14-14 @2:53p EST.

rcas made outbound call to [REDACTED] at 1701 EST

rcas setting follow up for 16-June

~

Created by ZGY176N at 2014-06-13 15:16:04

CRR-CR gave name & extension.

crr-js found an open case

C stated c has warranty right now

c stated that the veh is no longer reliable

RCAS-PA CONTACTED C AT 11:40AM EST ON 11/20/08 AND LEFT A VMX WITH NAME, PHONE

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,024

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,025

REQUESTED BY: lattad

**CAR ID:** CA6348296

RCAS received 3 ROs from SM-Peter at Cerritos Nissan.

rcas spoke to c

Reached c. RCAS advised no decision at this time, but docs rec'd. C states veh

\*RETENTION GOODWILL: waive up to 100% of the usage as incentive to retain the CRR-CR exiting case.

crr-gmy received a follow up call from c. c stated that c would like to speak

crr-jd apologized to c

crr-js advised of the ff up date.

C stated c took veh in again yesterday

customer

is currently @ San Bernadino. RCAS understood. C states c is just very frustr

NUMBER AND FILE NUMBER WITH BOTH DAY AND EVENING NUMBERS.

rcas advised c that rcas is still waiting for docs from dlr

RCAS attached ROs to case

RCAS noting that RCAS advised SM that RCAS did not receive documents.

--- @11/20-ZPA000N

ated. C thanked RCAS, call was ended mutually with expectation of 5-19.

c asked how long c will have to wait once docs are received

Created by ZAC436N at 2014-06-03 15:33:03

Created by ZCR177N at 2014-05-28 11:24:44

crr-jd adv c that case will have to be reviewed by SUP first that is why c has

crr-js informed c that crr will send an internal message to rcas- to give c a

C stated c has only had veh for a year and a half

\*OPTIONS: if C does not want a repurchase or replacement, NNA will offer \$4,00

RCAS advised RCAS-BT

to Rep handling case.

0 as a cash settlement in lieu of the buyback.

call back.

Created by ZBT203N at 2014-05-07 17:22:57

Created by ZBT203N at 2014-05-19 10:50:00

crr-gmy verified if any of c's contact information changed, c said none.

C stated warranty will expire

\*\*\*\*\*MAIL FILE LOGGED\*\*\*\*\*

rcas advised c that once all docs are submitted the review takes approx 5 busi

RCAS Case Follow-up

TL reviewed RHR and noting RO 663797 and page 2 of RO 249325 still missing. TL

to wait for 4-8 business hours

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,026

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,027

REQUESTED BY: lattad

**CAR ID:** CA6348296

c asked where the Regional office is at

C LETTER WAS RECEIVED ON 11/04/08

Created by KKK176N at 2014-06-19 12:45:29

Created by ZBL178N at 2014-05-28 11:30:03

C stated c is worried c will have problems when warranty expires

c stated that c wants to speak to a live Rep at this point.

c understood

ness days

noting time stamp verification needed for 654547.

RCAS rec'd docs, but docs are illegible. RCAS sent email to SM-Phil and SA-Gus

RCAS sent email to SM-Phil with a CC to FOM-Jack asking for information and al

c called in to follow up on the case.

Created by ZAC436N at 2014-06-03 15:40:33

crr-gmy informed c that case was forwarded to RCAS and is being handled by a R

crr-js offered further assistance, c said no.

C stated dlr had veh for a month

c stated that c will just dropped by

c understood

DATED 10/21/08 LETTER WAS REC'D VIA REGULAR MAIL

I c's RO's.

RC called C at [REDACTED] and went over repurchase options. C will consider

requesting docs be scanned and emailed to RCAS.

Created by ZBT203N at 2014-05-09 10:30:48

Created by ZBT203N at 2014-05-22 14:51:10

c requested to be transferred to rcas

crr-jd adv c that the regional office is in OH

crr-js provided name,case,extension number to c.

C stated veh is not reliable

egional Specialist who is from a higher dept than NNACA.

MT KC IS FORWARDING FILE AND LETTER TO RCAS FOR FURTHER REVIEW AND ASSISTANCE.

options and get us the needed documentation to move forward at this point. C h

rcas advised c that rcas will follow up with c by 19-June

TL assisting RCAS-Britny Taylor.

as a loan through Capital One.

c at this point is already crying

crr-gmy offered to transfer c to RCAS extension number and if routed to vmx, c

crr-js exiting case.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,028

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,029

REQUESTED BY: lattad

**CAR ID:** CA6348296

crr-lb verified that there are no changes on contact information.

C stated dlrshp did not have loaner

c understood

\*\*\*\*\*LETTER FILE LOGGED\*\*\*\*\*

RCAS noting SM faxed to FOM-Jack but FOM was not able to read the RO's. FOM i

RCAS sent email to SM-Phil with a CC to FOM-Jack asking for information and al

TL called c on [REDACTED] at 17:33 EST.

call ended mutually.

can leave message and the best number to reach c. crr-gmy added that crr-gmy

Created by KKK176N at 2014-06-19 13:01:06

Created by ZJS181N at 2014-06-10 11:50:29

crr-jd apologized to c

C stated c doesn't have a veh right now

c will leave vmx if rcas is not available.

I c's RO's (2nd email to SM and FOM)

PREVIOUS RELATED FILE(S) FOUND: \_\_NONE

s intervening to retrieve usable RO's.

TL advised c that cb

~

Created by ZBT203N at 2014-05-09 10:37:51

Created by ZTD429N at 2014-06-17 10:14:39

crr-jd adv c that as much as crr would like to help crr doesn't have info rega

crr-lb offered further assistance. c declined. crr-lb exiting the case.

C stated c needs rides to hospital because c is pregnant

g more information on repair history.

PREVIOUS UNRELATED FILE(S) FOUND: \_NONE

RCAS Case Follow-up

RC emailed C letter of intent

will also be notifying RCAS that c called in, c agreed.

C asked how much longer cb

Created by ZBT203N at 2014-05-28 16:33:45

Created by ZJS181N at 2014-06-10 11:50:18

Created by ZJS181N at 2014-06-20 09:58:06

crr-gmy offered further assistance, c declined.

C stated c will never buy another Nissan

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON: \_11/04/08 @11/25-ZDC161N

RCAS called [REDACTED] on 5-22-14 @4:48p EST.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,030

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,031

REQUESTED BY: lattad

**CAR ID:** CA6348296

RCAS called [REDACTED] on 5-9-14 @12:31p EST.  
rcas received all ROs from Nissan of San Bernardino for feedback and attached  
rding the status of the case  
c asked to speak to RCAS sup now  
crr-gmy gave name and extension number.  
crr-js received a call from c  
crr-js received a call from c requesting to be transferred to Kara  
C stated is frustrated  
RCAS reached out to TL-Andrew for help in obtaining RO's.  
Reached c. RCAS advised of case progress. RCAS advised c that NNA is still rev  
Reached c's vmx and left name, ext, and case number.  
TL advised c that TL cannot advise as NNA is still waiting for information fro  
TO NNA CONSUMER AFFAIRS DATED:\_11/25/08  
to the case  
Created by ZJD179N at 2014-05-22 14:57:08  
Created by ZVL177N at 2014-05-28 17:26:36  
CRR-DC RECEIVED LETTER FROM NNA CA ATS MAIL TEAM.  
crr-gmy transferred the call to RCAS.  
crr-jd consulted TL-JP  
c said that c needs a fax no. where c can send docs  
c said that c wanted to know what's gonna happen next  
iewing case. C understood. C asked what RCAS is reviewing and trying to reach  
m dlrshp so that ARBS can review case.  
RCAS apologized  
rcas submitted ROs to rcas-Jonathon Spurling for RHR submission  
a decision on. RCAS advised NNA is looking into possible repurchase or replace  
Created by ZJS111N at 2014-06-17 11:01:30  
CRR-DC VERIFIED C'S NAME AND ADDRESS.  
crr-gmy exiting case.  
crr-jd received a call from c following up on the case  
crr-jd was adv to transfer call to RCAS sup  
crr-js apologized for the inconvenience.  
c said that c doesnt want to receive to hear something that c's case is just b  
C states c made a payment already and cb  
RCAS asked how RCAS can further assist  
RCAS Case Follow-Up  
C DID NOT PROVIDE DAY/EVENING, VIN, MILEAGE AND RESPONSIBLE DLR.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,032

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,033

REQUESTED BY: lattad

**CAR ID:** CA6348296

Created by ZGY176N at 2014-06-13 15:16:21

Created by ZVL177N at 2014-05-28 17:39:49

crr-jd confirmed no contact information has been changed

crr-jd transferred c to RCAS sup

crr-js verified c's updated information

C stated c doesn't feel safe in veh

C states c wants to know what to do as c doesn't

being reviewed

ment of c's veh. C understood, stating c just wants to make sure RCAS and c a

rcas-jonathon spurling assisting

c called about case follow-up

CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.

crr-jd exiting case

crr-jd verified that C still wants to be transferred to EXT# even if call is p

crr-js informed c that crr cant find any fax no. but crr will just provide crr

c said that c is already tired of getting that information

C stated brakes would skip when c first had brake concern

cannot drive.

RCAS Case Follow-up

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

re on the same page. C thanked RCAS, call was ended mutually with expectation

Created by ZAC436N at 2014-05-22 17:43:08

Created by ZGY176N at 2014-06-13 15:21:21

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: NONE

crr-vl verified info of c

c said that what c wants to hear is the resolution

C stated c doesn't feel veh is reliable

of 5-14-14.

request to proceed with processing of RHR

prompted to VMX

's fax no. 615 984 5637 and once crr receive docs crr will attach it to c's ca

TL advised cannot provide assistance with cb

(ADDED)

Created by ZBL176N at 2014-05-14 10:50:23

CRR-DC RECEIVED DUPLICATE LETTER THAT WAS ALSO RECEIVED BY CRR-PA.

crr-jd advised C that CRR will send an internal message to RCAS regarding cont

c said c want to speak with Britny and want to know if RCAS is still available

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,034

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,035

REQUESTED BY: lattad

**CAR ID:** CA6348296

c said that c wants answer on what will happen next

C stated other things could be missing

rcas completed and submitted RHR

s concerns will remain noted in cb

se and will send internal message to the person who is handling c's case

TL received inbound call from c.

act with c

c also stated that c's mailing address is:

Created by ZDR123N at 2014-06-17 12:33:03

CRR-DC NOTE THAT CRR-PA HAD FORWARDED LETTER AND FILE TO RCAS-JL.

crr-lb received a call from c stated that c wants to get an answer regarding t

c said that c was never late with c's veh payment

C stated dlr told c that veh is fine now

C states c feels it isnb

c understood and agreed

. c want to know what will happen with the veh

TL asked c how TL can further assist c at this time.

18724 4th St

CRR-DC COMPARED LETTER RECEIVED BY CRR-PA WITH THE LETTER RECEIVED AND NOTE

crr-jd offered further assistance

crr-js offered further assistance, c said no.

crr-vl informed c that crr is not sure if RCAS is still available and that crr

c said that c doesnt have a veh to use and nissan didnt give c any rental veh

C stated c is very worried

C states c paid for rental

C states less than 6 months into owning veh, veh was at dlr for 1 month for br

\*\*\*DRTS received the RHR. The RHR was assigned to ARBS-Rob Dickens for review.

he case.

ake master cylinder.

already called RCAS but was routed to vmx and also sent an IM to RCAS.

Bloomington, CA 92316-3718

c declined

Created by VRD551N at 2014-06-18 09:24:47

crr-js provided name,case,extension number to c.

c said that c is very frustrated and dissapointed and c said that c will never

c stated c just took the veh in nna dlr last week and now c is going back to n

C stated veh might have constant problems

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,036

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,037

REQUESTED BY: lattad

**CAR ID:** CA6348296

C states not the first time dlrshp didn't

THAT BOTH LETTERS ARE EXACTLY THE SAME.

ARBS notes the following repair history:

CRR-DC IS NOT RESPONDING TO LETTER DUE TO RCAS'S INVOLVEMENT IN FILE.

crr-jd provided case number, name and EXT#

crr-js exiting case.

c said it is very unprofessional because it takes 7-10 days and it's already m

C stated c doesn't want veh anymore

C states c has taken veh to dlr for same concern 3 times.

C states c isn't

na dlr because every stop c makes the veh will turn off to c.

recommend nissan and will never deal with nissan anymore

USA

02/15/13 @ 4,815 mi - 36 days down

Created by KKK176N at 2014-06-20 13:09:13

CRR-DC EXITING FILE.

@11/25-ZDC161N

crr-gmy exiting case.

crr-jd exiting case

crr-js apologized for the inconvenience.

c stated c's payment is due in 2 days and c honestly doesn't want to pay for t

C stated veh has already been repaired 3x

C states c feels veh isn't

C states that concern occurred again a week later.

ore than 10 days. c said c tried to be very civil eventhough c is very frustra

---

Concern:

Created by ZRO176N at 2014-05-22 15:36:49

Created by ZTD429N at 2014-06-13 15:23:53

crr-js verified c's updated information

C stated c has been stranded with veh multiple times

C states that c is wasting money on gas.

C states that concern was with the veh stalling.

he veh anymore.

RC received requested documentation from C and RC sent email to C asking her w

ted and angry. c said already left a vmx and haven't got a call from RCAS and

1. After braking, veh keeps going for a few feet more, need to push on brake p

c is tired of it. c said no one is calling c and c had been calling everyday f

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,038

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,039

REQUESTED BY: lattad

**CAR ID:** CA6348296

crr-js found an open case

crr-ro received a call from c requesting for an update.

c stated c does not want to pay for something that is not reliable.

C stated c might just leave veh at dlrshp

C states c feels it isnb

C states veh has been at dlrshp within 3 weeks.

hich option she is interested in.

RCAS-PA CONTACTED C AT 2:04PM EST ON 11/25/08 AND LEFT A VMX WITH NAME, PHONE

rcas received a call from c

Created by KKK176N at 2014-06-23 12:21:45

crr-js advised of the ff up date.

crr-ro asked c if any of c's info changed since the last time c called, c stat

C stated c knows c will lose money, but c doesn't want veh anymore

c stated even nna dlr is not giving c a rental veh.

c stated that c got a call from dlr advising c's veh was ready for pickup

C states case has been opened at 10 business days.

C states c wonb

edal twice

NUMBER AND FILE NUMBER ON BOTH DAY AND EVENING NUMBERS.

@11/25-ZPA000N

or the issue with c's veh and c is still at the loaner veh.

Action:

crr-js informed c that crr will send an internal message to rcas- to give c a

crr-vl apologized to c and informed c that crr will send another IM to RCAS.

C stated c asked dlr if c can trade veh in

c stated c is very frustrated

c stated that c wants to know what is happening with c's buyback request

C states c has a horrible experience with Nissan ownership.

C states c has rental veh, but c is paying insurance.

ed none.

RCAS-PA CONTACTED C AT 1:28PM EST ON 11/26/08 AND LEFT A VMX WITH NAME, PHONE

RC received email from C stating that she wants a repurchase.

1. Replaced brake master cylinder

call back.

Created by null at 2014-06-24 08:20:39

crr apologized and informed c that c will get a cal from rcas before todays bu

crr-vl asked to put c on hold and c hung up.

c said c was supposed to hear a decision from rcas on monday, c said c really

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,040

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,041

REQUESTED BY: lattad

**CAR ID:** CA6348296

C stated c doesn't feel veh is reliable

c stated that c has to have a turn around time for c's request according to le

C states c is paying for veh.

NUMBER AND FILE NUMBER.

TL advised c that RCAS will follow up with c on or before 6/6/2014.

06/07/13 @ 11,022 mi - 5 days down

---

@11/26-ZPA000N

Call ended mutually

crr-vl unable to provide further assistance

C states c feels veh is not reliable.

c understood

mon law

needs to speak to RCAS now.

Quality approved Check to customer \$5,752.38 Check to lender \$16,224.07

RCAS asked what dlr said when asked to trade veh in

business day ends for case follow-up

Concern:

Created by KKK176N at 2014-06-24 09:06:45

Created by ZPJ001N at 2014-06-06 14:44:48

crr-js offered further assistance, c said no.

crr-vl unable to give case no., name and ext

c said that c is not safe with the veh and c is paying for a veh that is at th

C stated dlr referred c to NNA

C states veh didnb

c understood

rcas advised c that rcas expects to have a decision typically in approx 10 bus

RCAS-PA CLOSING FILE BASED ON LACK OF C RESPONSE AND 3 PHONE CALL ATTEMPTS.

---

@11/26-ZPA000N

2. Rear brakes are making a grinding noise

crr-js provided name, case, extension number to c.

crr-lb offered further assistance, c declined. crr-lb gave name & extension. c

crr-vl exiting case

C states that c has been paying \$144 for insurance.

e dlr, c said that c wanted to get out of the veh/lease.

business days

RCAS advised RCAS can look into repurchase request

rcas called C at 310) 612-9352

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,042

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 3,043

**REQUESTED BY:** lattad

**CAR ID:** CA6348296

RC confirmed last payment C made was 5/16 and per diem is \$3.79

Action:

Created by KKK176N at 2014-06-24 09:07:11

Created by ZLD178N at 2014-05-29 11:22:52

crr empathized and apologized for inconvenience.

crr-js exiting case.

c stated that it has been longer than 10 business days

C states that c needs a decision now.

left VMX containing case# and callback info

ness day c agreed.

RCAS advised RCAS will work with ARBS to complete RHR

rr-lb exiting case.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**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 02/20/11

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:** A

**OPENED BY:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,044

REQUESTED BY: lattad

**ROOT CAUSE:** DR800

SCNT

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,045

**CAR ID:** CA6348296

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:** HUY NGO

**PHONE:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 11/26/08 06/27/14

**OLM:** LEWIS JIM

**OWNER FIRST:** [REDACTED]

**MICROFILM:**

**DOM:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,046

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 3,047

**CAR ID:** CA6348296

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2008

**NAME:** [REDACTED] [REDACTED]

**VIN:** 3N1

**MAKE:** I

**IN SCV D**

**MODEL LINE:** FX

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST           | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|--------------|----------------|-------------|----------------|-------------|---------------|
| 1       | FENB08027337 | 0001          | Massachusett | 2/17/2011      | 10/23/15    | 0120000        | 01/01/01    | 01/01/01      |
| 2       | PEDJ08363608 | 0001          | Massachusett | 2/17/2011      | 10/23/13    | 0100000        | 01/01/01    | 01/01/01      |
| 2       |              | 3472          | California   |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,048

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

3



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,049

REQUESTED BY: lattad

**CAR ID:** CA6348296

**CURRENT SERVICE CONTRACT**

**CONTRACT:** FENB08027337

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** B

**DEDUCTABLE:** 0

**EFFECTIVE:** 2/17/2011

**EXPIRES:** 10/23/15

**MILES:** 0120000

**CANCEL:** 01/01/01

**MILES:** 0120000

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/20/11

**PRINTED:** 02/26/11

**DEALER NO:** 70001

**STATE:** MA

**DEALER NAME:** KELLY INFINITI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,050

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,051

REQUESTED BY: lattad

**CAR ID:** CA6348296

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDJ08363608

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 2/17/2011

**EXPIRES:** 10/23/13      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/20/11

**PRINTED:** 02/26/11

**DEALER NO:** 70001      **STATE:** MA

**DEALER NAME:** KELLY INFINITI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,052

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,053

REQUESTED BY: lattad

**CAR ID:** CA6348296

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3472

**STATE:** CA

**DEALER NAME:** NISSAN OF SAN BERNARDIN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,054

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3,055

REQUESTED BY: lattad

**NAME:** [REDACTED] SHIM,ROY **SC:** NONE **CAR ID:** CA6359809  
**STREET:** [REDACTED] **VIN:** 1N4AB7APXEN [REDACTED]  
**CITY:** CARSON PHOENIX **YR/MDL:** 2007.0 PTH 2014.0 SEN **MILEAGE:**  
**ST/ZIP:** AZ [REDACTED] CA [REDACTED] **VCAIN SVC DATE:** 07/09/07  
**DAY PH:** 0 [REDACTED] **PAIIRTL DLR:** 2718 ABC NISSAN  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 2718 ABC NISSAN  
**DLR PH:** 1 602 264 2332 **DENRESP DLR:** 2718 ABC NISSAN  
**REGION:** 1 44 **DIST: SL/SV/PT:** 08 08 38 NI NI NI  
**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 037000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 2718 ABC NISSAN NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 1000 **(PT) MONTHS:** 0 **MILES:** 0  
**ORIG CODE:** NP NP **OPEN DATE:** 12/03/08 05/07/14 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 12/10/08 05/08/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 12/04/08 06/02/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 111000 WINDSHIELD/WINDOW (FRONT/REAR)  
 AB BODY YI OOW GOODWILL ASSISTANCE REQUEST  
 AD BRAKES ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,056

REQUESTED BY: lattad

**VIN:** 5N1AR18U77C [REDACTED]

**MILEAGE:** 000000 037000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**XFER/RSPNSBLTY:** 44 08 S



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,057

REQUESTED BY: lattad

**CAR ID:** CA6359809

**C. A. R. COMMENTS**

Created by ZNT177N at 2014-06-02 12:02:20

FILE OPENED-ZRG007N 12/03/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND:NONE @12/03-ZRG007N

ARBS NT received inspection recommendation from PL, complied letter and email

CRR-RG ADVISED C OF RECALL STATUS.

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

RELATED:NONE

CUSTOMER.

d Enterprise Rep.

PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE

UNRELATED:NONE

CRR-RG RECEIVED CALL FROM C.

CRR-RG VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS AND

PLEASE SEND ANY INFORMATION PERTAINING TO THIS FILE TO REGIONAL SPECIALIST

RECEIVED INSPECTION RECOMMENDATION / COMPOSED LETTER AND SENT TO ENTERPRISE/ C

C STATED THAT C HAS A PROBLEM ABOUT THE WIND SHIELD FLUID RESEVOIR AND C

DAVID LA RUSH AT 1 866 799 1690 X1476.

LOSING CASE\*\*\*\*\*

RESPONSIBLE DLR.

BROUGHT THE VEH. TO THE DLR. LAST 4 MONTHS AGO AND THE DLR. TOLD C THAT THE

CRR-RG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

DLR. WILL REPAIR IT AND THE DLR. TOLD C THAT THE DLR. WILL ORDER 1ST THE TANK

AND AFTER THAT THE DLR. WILL REPAIR IT AND AT THAT TIME C'S MILEAGE IS BELOW

35,000 MILES AND TODAY C BRING THE VEH. TO THE DLR. AND THE DLR. TOLD C THAT

THEY WONT REPAIR IT SINCE C'S MILEAGE IS MORE THAN 36,000 MILES ALREADY

AND C WANTS TO HAVE A FURTHER ASSISTANCE ON THIS

CRR-RG INFORMED C THAT THERE IS NO OPEN RECALL ON THE VEH.

CRR-RG INFORMED C THAT THE WIND SHIELD FLUID RESEVOIR IS UNDER THE BASIC WARRA

NTY

CRR-RG INFORMED C THAT CRR-RG WILL TRANSFER C TO THE NEXT LEVEL AGENT FOR

FURTHER ASSISTANCE.

@12/03-ZRG007N

C THANKED CRR-RG FOR ASSISTANCE, C SATISFIED.

CRR-RG OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-RG GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-RG TRANSFERRING CALL TO C GROUP.

@12/03-ZRG007N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,058

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3,059

REQUESTED BY: lattad

CAR ID: CA6359809

\*\*\*\*\*

@12/03-ZCP655N

CRR-CP RECEIVED CALL FROM AB GROUP

@12/03-ZCP655N

CRR-CP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

@12/03-ZCP655N

C STATES C SPOKE WITH MARK WILLE IN THE SERVICE DEPARTMENT.

@12/03-ZCP655N

C STATES MARK WILLIE IS THE PERSON WHO TOLD C THAT C WILL BE COVERED 4 MONTHS  
AGO BUT NOW WILL NOT COVER C.

@12/03-ZCP655N

C STATES C FEELS SINCE THE DLR DID NOT HAVE THE PART C SHOULD NOT HAVE TO PAY  
FOR THIS REPAIR.

@12/03-ZCP655N

C STATES THIS REPAIR IS GOING TO COST \$150

@12/03-ZCP655N

C STATES C TOOK VEH INTO DLRSHIP ON 12/03/08

@12/03-ZCP655N

CRR-CP ADVISED C THAT C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY  
BY AN RCAS AGENT.

@12/03-ZCP655N

C STATES OK.

@12/03-ZCP655N

CRR-CP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CP GAVE C NAME, EXTENSION, AND FILE NUMBER.

@12/03-ZCP655N

CRR-CP TRANSFERING FILE TO RCAS.

@12/03-ZCP655N

\*\*\*\*\*

RCAS-DL DATANETTED FILE AND UPDATED CALLBACK DATE.

@12/03-ZDL369N

RCAS-DL CALLED DLRSHIP AT 4:34PM EST 12/04/08, GOT VMX FOR SERVICE MANAGER-  
ANTHONY LABARBERA

RCAS-DL LEFT NAME, EXTENSION, C'S NAME, ISSUE, LAST 8-DIGITS OF VIN,  
RCAS-DL ASKED FOR CALLBACK.

\*\*\*\*\*

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 4:35PM EST, 12/04/08,

RCAS-DL LEFT NAME, EXTENSION, FILE NUMBER, RCAS-DL STATED THAT

RCAS-DL WILL BE CALLING BACK AT 12/10/08.

@12/04-ZDL369N

\*\*\*\*\*

@12/04-ZDL369N

RCAS-DL CALLED DLRSHIP AT 6:27PM EST 12/04/08, GOT SERVICE MANAGER-  
ANTHONY LABARBERA

SM STATED C'S WATER RESERVOIR WAS GOODWILLED.

RCAS-DL THANKED SM.

@12/04-ZDL369N

\*\*\*\*\*

@12/04-ZDL369N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 6:53PM EST, 12/04/08,

C STATED THAT DLRSHIP HAS COVERED C'S REPAIR.

RCAS-DL OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-DL UPDATING TREAD ACT CODES.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,060

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,061

REQUESTED BY: lattad

**CAR ID:** CA6359809

RCAS-DL CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @12/04-ZDL369N

lable for review.

INSPECTION COMPLETED / AWAITING INSPECTION RECOMMENDATION\*

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |                        |
|---------------------|-------------------------|------------------------|
| <b>SATISFIED:</b> N | Y                       | <b>ACTION CODE:</b> NP |
| <b>CALLBACK:</b> 0  |                         | <b>DATE:</b> 00/00/00  |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00  |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00  |

|                            |                             |                           |
|----------------------------|-----------------------------|---------------------------|
| <b>IIR-DATE:</b>           | <b>TRANS DATE:</b> 00/00/00 | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI         | <b>PART#:</b>               | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>          | <b>OPENED BY:</b>           |                           |
| <b>HISTORY:</b>            | <b>UPDATE BY:</b>           |                           |
| <b>SVC CALL#:</b> N        | <b>UPDATE DATE:</b>         |                           |
| <b>CLOSE:</b> Y            | <b>CLOSE DATE:</b> 12/04/08 | 06/02/14                  |
| <b>RESP CAA:</b> JACK WONG | <b>OLM:</b> HARRIMAN, ALAN  | <b>MICROFILM:</b>         |
| <b>PHONE:</b>              | <b>OWNER FIRST:</b> NONE    | ROY                       |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,062

**ROOT CAUSE:** SCIN

SNFA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:** ZDL369N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,063

**TIME:** 9:19:07 AM

**CAR ID:** CA6359809

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:**

[REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** PTH

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 2718          | Arizona    |                |             |                |             |               |
| 0       |             | NI            | California |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,064

**MODEL YEAR:** 2014

**VIN:** 5N1AR18U77C [REDACTED]

**MODEL LINE:** SEN



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 3,065

**REQUESTED BY:** lattad

**CAR ID:** CA6359809

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2718 **NI** **STATE:** AZ **NI**

**DEALER NAME:** ABC NISSAN **NI**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,066

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 3,067

**REQUESTED BY:** lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6388355  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP2DL [REDACTED]  
**CITY:** PORT CHARLOTT **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 000000  
**ST/ZIP:** FL [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** 0 [REDACTED] 0 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] [REDACTED] **SVC DLR:** 5289 VENICE NISSAN  
**DLR PH:** 941 485 1531 **DENY:** 0 **RESP DLR:** 5289 VENICE NISSAN  
**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:** 000000 **# 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:** 05/12/14 **XFER/RSPNSBLTY:** 34 02 N  
**CONTACT (S):** **FOLLOWUP DATE:** 05/12/14 05/30/1 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/01/01 05/3 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 111000 WINDSHIELD/WINDOW (FRONT/REAR)  
OC NISSAN DEALER ISSUES 122000 MASTER CYLINDER (RESERVOIR/SEA

-2

AB BODY WA PREMATURE WEAR/FAILURE  
AD BRAKES YX POOR OR IMPROPER OPERATION  
BF NSN DEALER SERVICE DEPT. ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,068

REQUESTED BY: lattad

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3,069

REQUESTED BY: lattad

CAR ID: CA6388355

C. A. R. COMMENTS

Created by 12345678 at 2014-05-12 01:06:55

Created by 12345678 at 2014-05-12 01:07:14

Service Dept. Review

I THOUGHT I WOULD HAVE BEEN GIVEN A RENTAL CAR SINCE MY MASTER CYLINDER WAS BAD.THEY DIDN'T FIND THE BRAKE PROBLEM THE FIRST TIME, THEY ADJUSTED THE BACK BRAKES AND IT WAS THE MASTER CYLINDER. THIS IS THE SECOND TIME THEY HAVE HAD TO REPLACE THE WINDSHIELD GASKET.I HOPE I DON'T HAVE ANOTHER ISSUE WITH MY BRAKES OR THE WINDSHIELD GASKET. THE MASTER CYLINDER SHOULD NOT HAVE GONE BAD WITH ONLY 11,877 MILES ON MY CAR. WHEN I FIRST BOUGHT THE CAR I REPORTED A BRAKE ISSUE THAT THE BRAKES WERE PULSATING AND WAS TOLD THAT IS WHAT THAT TYPE OF CAR DOES WHEN BRAKING. THIS TIME WHEN STOPPED THE BRAKE PEDAL WOULD GO TO THE FLOOR . JUST A CONCERN.....

Created by 12345678 at 2014-05-12 01:07:14

I THOUGHT I WOULD HAVE BEEN GIVEN A RENTAL CAR SINCE MY MASTER CYLINDER WAS BAD.THEY DIDN'T FIND THE BRAKE PROBLEM THE FIRST TIME, THEY ADJUSTED THE BACK BRAKES AND IT WAS THE MASTER CYLINDER. THIS IS THE SECOND TIME THEY HAVE HAD TO REPLACE THE WINDSHIELD GASKET.I HOPE I DON'T HAVE ANOTHER ISSUE WITH MY BRAKES OR THE WINDSHIELD GASKET. THE MASTER CYLINDER SHOULD NOT HAVE GONE BAD WITH ONLY 11,877 MILES ON MY CAR. WHEN I FIRST BOUGHT THE CAR I REPORTED A BRAKE ISSUE THAT THE BRAKES WERE PULSATING AND WAS TOLD THAT IS WHAT THAT TYPE OF CAR DOES WHEN BRAKING. THIS TIME WHEN STOPPED THE BRAKE PEDAL WOULD GO TO THE FLOOR . JUST A CONCERN.....

Created by zjm179n at 2014-05-30 13:36:11

RCAS-Julio M

RCAS contacting c on [REDACTED] at 3:31pm bad connection also [REDACTED] 3:32 pm

EST, reached vmx. RCAS left vmx thanking c for completing the service survey. RCAS welcomed c to contact Nissan back should c have any concerns requiring further assistance. RCAS provided case number and contact info: 1-800-647-7261 RCAS transferring case to appropriate RCAS for closure should c call back and require further assistance. Follow-up email sent

Summary.....

RCAS received survey

RCAS shared case with dlr

RCAS attempted contact with c, left vmx

RCAS closing case

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,070

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 3,071

**REQUESTED BY:** lattad

**CAR ID:** CA6388355

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |                       |
|---------------------|-------------------------|-----------------------|
| <b>SATISFIED:</b> N | <b>ACTION CODE:</b> NI  | <b>NP</b>             |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   |                       |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00 |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00 |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00 |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00 |

|                     |                                |                           |
|---------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>    | <b>TRANS DATE:</b> 07/03/13    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI  | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>   | <b>OPENED BY:</b>              |                           |
| <b>HISTORY:</b>     | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> N     | <b>CLOSE DATE:</b> 01/01/01    | 05/30/14                  |
| <b>RESP CAA:</b>    | <b>OLM:</b>                    | <b>MICROFILM:</b>         |
| <b>PHONE:</b>       | <b>OWNER FIRST:</b> [REDACTED] | <b>DOM:</b>               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,072

REQUESTED BY: lattad

**ROOT CAUSE:** NI

SCIN

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 3,073

**CAR ID:** CA6388355

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP2DL [REDACTED]

**IN SCV DATE:**

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST      | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|---------|----------------|-------------|----------------|-------------|---------------|
| 1       | MTNF01782354 | 5289          | Florida | 6/29/2013      | 06/29/14    | 0015008        | 01/01/01    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,074

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,075

REQUESTED BY: lattad

**CAR ID:** CA6388355

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MTNF01782354

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** T

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 6/29/2013

**EXPIRES:** 06/29/14      **MILES:** 0015008

**CANCEL:** 01/01/01      **MILES:** 0015008

**TRANSFER:** 01/01/01

**TRANSACTION:** 07/03/13

**PRINTED:** 07/06/13

**DEALER NO:** 5289      **STATE:** FL

**DEALER NAME:** VENICE NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,076

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,077

REQUESTED BY: lattad

**NAME:** [REDACTED] PIRCIO,CHRIS **SC:** ONE CONTRACT **CAR ID:** CA6388779  
**STREET:** [REDACTED] 9503 BOCA COVIN: 3N1CN7AP4EL [REDACTED]  
**CITY:** BOCA RATON NORTH EASTON **YR/MDL:** 2005.0 MUR 2014.0 VSD **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] 6 MA [REDACTED] **VCAIN SVC DATE:** 11/18/05  
**DAY PH:** [REDACTED] [REDACTED] **PAIIRTL DLR:** 3410 QUIRK NISSAN, INC.  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 2291 AUTONATION NISSAN DELRAY  
**DLR PH:** 561 278 6216 617 472 6700 **DENRESP DLR:** 2291 AUTONATION NISSAN DELRAY  
**REGION:** 26 34 **DIST: SL/SV/PT:** 10 10 40 17 17 47

**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 Preowned x New x Preowned 048358 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT/INDEPENDENT NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 01/12/09 05/12/14 **XFER/RSPNSBLTY:** 26 10 S  
**CONTACT (S):** **FOLLOWUP DATE:** 01/12/09 05/27/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/12/09 05/27/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 118500 ANTI-LOCK BRAKE SYSTEM  
OB EXTENDED SERVICE CONTRACT 122000 MASTER CYLINDER (RESERVOIR/SEA  
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE  
BL SECURITY PLUS YX POOR OR IMPROPER OPERATION  
ZK DUPLICATE STATEMENT REQUEST

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,078

REQUESTED BY: lattad

**VIN:** JN8AZ08W45W [REDACTED]

**MILEAGE:** 008000 048358

**RTL DLR:** NI NI

**SVC DLR:** 3410 QUIRK NISSAN, INC.

**RESP DLR:** 3410 QUIRK NISSAN, INC.

**# NISSAN/INFINITI VEHICLES:** 4

**XFER/RSPNSBLTY:** 34 17 N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,079

REQUESTED BY: lattad

**CAR ID:** CA6388779

**C. A. R. COMMENTS**

CRR-MM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBERS

FILE OPENED-ZMM792N 01/12/2009

Service Dept. Review

TL contacting c on [REDACTED] at 5:26PM, reached vmx. TL left vxm including ca

AND RESPONSIBLE DLR.

CRR-MM RECEIVED CALL FROM C.

se number and RCAS information. TL advised c that RCAS will touch base on Frid

Service Dept. Review

ay 5/23.

CRR-MM UPDATED OWNER NAME, ADDRESS AND PHONE NUMBERS.

C STATED THAT C WOULD LIKE TO ASK FOR THE VSC AGREEMENT.

Service Dept. Review

CRR-MM ADVISED C THAT THE AGREEMENT WILL BE MAILED TO C'S NEW ADDRESS WITHIN

CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

Service Dept. Review

TL setting follow up for tomorrow 5/22

30 WORKING DAYS.

Created by ZEN176N at 2014-05-21 15:26:26

CRR-MM ADVISED C RECALL INFO.

Service Dept. Review

CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED.

PREVIOUS NISSAN/INFINITI VEHICLES: 90, 96 AND 00 MAX

Service Dept. Review

TL assisting

C THANKED CRR-MM FOR ASSISTANCE, C SATISFIED.

Service Dept. Review

TL contacting c on [REDACTED] at 5:24PM, reached vmx. TL left vxm including ca

CRR-MM GAVE C NAME, EXTENSION AND FILE NUMBER.

se number and RCAS information. TL advised c that RCAS will touch base on Frid

Service Dept. Review

ay 5/23.

CRR-MM CLOSING FILE.

@01/12-ZMM792N

Service Dept. Review

business day, c understood.

Service Dept. Review

TL contacting c on 5618528182 at 5:26PM, reached vmx. TL left vxm including ca

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,080

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,081

REQUESTED BY: lattad

**CAR ID:** CA6388779

crr-cr noting c's # 5614148175 and the best time to contact c is between 7am-1  
se number and RCAS information. TL advised c that RCAS will touch base on Frid  
Service Dept. Review  
ay 5/23.

pm

CRR-CR offered further assistance, c declined.

TL setting follow up for tomorrow 5/22

Created by ZGB176N at 2014-05-22 07:39:20

CRR-CR provided name, ext and file number.

CRR-CR leaving file open, transferring resp to rcas for veh complaint.

Rcas called SM Mike Colletti at Autonation Del Ray: Left detailed vmx asking f

Created by ZCR177N at 2014-05-12 06:31:32

or info in regards to c's vehicle brake repairs ¿coral springs nissan¿that wer  
e corrected with Autonation

Vehicle Concern

Created by ZGB176N at 2014-05-12 15:44:03

Created by ZGB176N at 2014-05-22 07:55:07

Rcas called dlr sm mike colletti:left vmx

rcas emailed sm mike colletti on case

Created by ZGB176N at 2014-05-13 14:46:59

rcas called back and spoke to advisor: SA Vincent advised c was in and a broke  
n grommet was noted on ro, amoungst other brake /cruise repairs. SA will see  
SM Mike advised via email sm has no info on vin/c

Created by ZGB176N at 2014-05-13 14:52:14

if SA Aldo is avail as sa was the one to write c up.

Rcas called c on [REDACTED] @ 4:50pm: left detailed vmx

SA Aldo confirmed that c came in on eratic, touchy brakes, cruise wouldn't can  
cel at tap of brake -c would have to slam brake. Dlr found concerns.

Rcas called c on [REDACTED] --C is not at this#

c follow up 5/14 7am -1pm

Dlr had to adjust switches ¿brake cruise¿ to correct concerns. Dlr also advis

Created by ZGB176N at 2014-05-14 15:18:16

ed that a broke grommet was found which is on order and is easy install. SA

SM Mike sent email that sm has not info on this vehicle

will send ro over. Rcas thanked for info

Created by ZGB176N at 2014-05-14 15:25:50

Created by ZGB176N at 2014-05-22 08:30:22

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,082

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,083

REQUESTED BY: lattad

**CAR ID:** CA6388779

rcas called dlr Coral Springs 9547531700: Rcas choose service line.

SF SYSTEM WENT DOWN AND RCAS RESET FOLLOW UP 5/15

Created by ZGB176N at 2014-05-15 11:39:31

Rcas spoke with Brian -whom confirmed is SM.

Rcas called c on [REDACTED] @12:05pm: Rcas advised of ob script and introduced

Rcas went over c's concerns on improper brake repair. Rcas read over Autonati

on Del Ray ro notes. Rcas advised c was highly upset over this and was conce

self. Rcas advised c that case advises c had concerns with brake system. Rc

as apologized. C advised more detailed info. C went to Coral Springs Nissan

med if c was to get in accident. C & nna would like tech addressed tht did t

2xs in a month. Dlr did not correct concerns and found out that the last atte

he repair. Rcas advised sm is free to call autonatin del ray for info with sa

Aldo. SM thanked rcas for advising concerns.

mpt which was a master cylinder the dlr left broken pieces & put brakes back on

Created by ZKD176N at 2014-05-23 06:23:49

wrong way. C found out because c had concerns took to Autonation Del Ray. D

el Ray advised of all this when dlr looked at c's brake concerns & also found

SRD-KD assisting

cruise control concerns. C advised Del Ray is an excellent dlr. C would like

SRD called C home [REDACTED] at 8:20 Am Est, left vmx advising C SM at Coral S

nna to look into Coral tech that did work on c's vehicle and bring to attn. C

prings has been contacted regarding Cs concerns with repairs done on Cs veh. S

also advised that Coral Springs Had vehicle for 3wks. Rcas apologized for al

RD advised C to contact RCAS Mareesha Hannibal at 800 343 6913 ext 458168

I this. C took rcas contact info and rcas will follow up 5/20 for dlr feedbac

SRD called C [REDACTED] at 8:22 Am Est, SRD advised no one at animal hospital

k. C understood. Rcas will bring concern to Coral Springs and confirm Del Ra

with that name.

SRD setting follow up 5/27 for last contact

y findings. C thanked and call ended mutually

Created by ZGB176N at 2014-05-15 11:41:29

Created by ZKD176N at 2014-05-23 06:24:15

rcas emailed SM Mike in regards to c's visit and to double check dlr info.

SRD-KD sending follow up email

Created by ZMH111N at 2014-05-20 10:23:09

Created by ZMH111N at 2014-05-27 13:08:43

RCAS placed outbound call to C on 5614148175 at 3:05 PM EST

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,084

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,085

REQUESTED BY: lattad

**CAR ID:** CA6388779

RCAS sent email to previous RCAS- Guadalupe Bessette to find out if SM has responded and also asked what needs to still be done for C?

RCAS left vmx with contact information and advised that case would be closed due to lack of contact

Created by ZKD176N at 2014-05-21 05:09:40

ue to lack of contact

-----case summary-----

Del Ray to be contacted to verify dlr findings of repairs being done incorrect

C had several concerns with break system and an improper repair. SM agreed to complete repair. RCAS was unable to contact C and closed the case

ly by Coral Springs.

Coral Springs SM to be contacted and advised of repairs done incorrectly on C's vehicle.

Created by ZKD176N at 2014-05-21 05:45:32

SRD-KD transferring case back to RCAS GB to continue working case.

Created by ZEN176N at 2014-05-21 15:26:26

TL assisting

TL contacting c on [REDACTED] at 5:24PM, reached vmx. TL left vmx including case number and RCAS information. TL advised c that RCAS will touch base on Friday 5/23.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,086

REQUESTED BY: lattad

**ROOT CAUSE:** SCIR

SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,087

REQUESTED BY: lattad

**CAR ID:** CA6388779

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00 12/20/06

**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:** 01/12/09 05/27/14

**MICROFILM:**

**RESP CAA:** R CALICO

**OLM:** WILLIAMS RODNEY

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 3,088

**USERID:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,089

**TIME:** 9:19:07 AM

**CAR ID:** CA6388779

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

PIRCIO,CHRISTOPHER A

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** MUR

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST            | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|---------------|----------------|-------------|----------------|-------------|---------------|
| 1       | RCDI03108629 | 410           | Massachusetts | 11/18/2005     | 11/18/10    | 0075000        | 01/01/01    | 01/01/01      |
| 1       |              | 2291          | Florida       |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,090

**MODEL YEAR:** 2014

**VIN:** JN8AZ08W45W [REDACTED]

**MODEL LINE:** VSD

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,091

REQUESTED BY: lattad

**CAR ID:** CA6388779

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDI03108629

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** I

**DEDUCTABLE:** 50

**EFFECTIVE:** 11/18/2005

**EXPIRES:** 11/18/10      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 12/20/06

**PRINTED:** 01/17/09

**DEALER NO:** 3410      **STATE:** MA

**DEALER NAME:** QUIRK NISSAN, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,092

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,093

REQUESTED BY: lattad

**CAR ID:** CA6388779

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2291

**STATE:** FL

**DEALER NAME:** AUTONATION NISSAN DELR

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,094

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3,095

REQUESTED BY: lattad

NAME: [REDACTED] SC: NONE CAR ID: CA6391964  
 STREET: [REDACTED] T 246 E ROSS ST VIN: 3N1AB7AP8EY [REDACTED]  
 CITY: BROOKSVILLE LANCKESTER YR/MDL: 2005.0 PTH 2014.0 SEN MILEAGE:  
 ST/ZIP: FL [REDACTED] PA [REDACTED] VCAIN SVC DATE: 07/18/05  
 DAY PH: 0 [REDACTED] PAIRTL DLR: 11021 V O B NISSAN SALES  
 EVE PH: [REDACTED] [REDACTED] SUSSVC DLR: 11021 V O B NISSAN SALES  
 DLR PH: 301 770 6100 727 847 5555 DENRESP DLR: 11021 V O B NISSAN SALES  
 REGION: 26 34 DIST: SL/SV/PT: 02 02 32 16 16 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 Preowned x New x Preowned 040000 # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY: INDEPENDENT NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 4000 (PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP OPEN DATE: 01/14/09 05/12/14 XFER/RSPNSBLTY: 26 16 S  
 CONTACT (S): FOLLOWUP DATE: 01/14/09 05/19/14 06/04/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 01/01/01 01/14/09 06/C INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEA  
 OF NNA., INC. ISSUES 207500 PATHFINDER

-2

AD BRAKES VG PROVIDED RECALL INFORMATION  
 AZ NISSAN PRODUCT INQUIRIES YP PARTS AVAILABILITY (BACKORDER)  
 ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,096

REQUESTED BY: lattad

**VIN:** 5N1AR18W15C [REDACTED]

**MILEAGE:** 000347 040000

**RTL DLR:** NI NI

**SVC DLR:** 3418 FERMAN NISSAN OF NPR

**RESP DLR:** 3418 FERMAN NISSAN OF NPR

**# NISSAN/INFINITI VEHICLES:** 2

**XFER/RSPNSBLTY:** 34 02 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,097

REQUESTED BY: lattad

**CAR ID:** CA6391964

**C. A. R. COMMENTS**

\*\*\*\*\*

ed today 05/15/14 and will arrive in 3-5 days. Rcas understood and call ended.

FILE OPENED-ZST800N 01/14/2009

PREVIOUS FILES FOUND:NONE

Rcas attempt to contact c on [REDACTED] @03:06PM. Rcas left a detailed message

Service Dept. Review

Created by ZKG176N at 2014-05-15 14:15:57

CRR-ST CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES:\_NONE

on c's vmx.

\* Part Name: Brake Mater Cylinder

RELATED:

CRR-ST ADVISED OF RECALL STATUS.

\* Part Number: not available

Rcas attempt to contact c on [REDACTED] @04:13pm. Rcas left a detailed messa

Rcas sent a follow up email to c.

UNRELATED:

Created by ZKG176N at 2014-05-30 13:10:20

CRR-ST VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN,

ge on c's vmx.

\* Order Number: not available

PREVIOUS NISSAN/INFINITI VEH:

Created by ZKG176N at 2014-05-19 12:49:07

CRR-ST RECEIVED CALL FROM:

\* Dealer Name: FERMAN NISSAN OF NEW PORT RICHEY

\*\*\*GOODWILL REIMBURSEMENT\*\*\*

MILEAGE AND RESPONSIBLE DLR.

Code: 02

CRR-ST UPDATED VEH OWNER'S NAME, ADDRESS AND DAY AND EVENING PHONE NUMBERS.

C SAID THAT IF C HAS ANY OPEN RECALLS ON VEH

Rcas attempt to contact dlrshp on 7278475555 @02:38pm. Rcas spoke with SM Mike

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

CRR-ST ADVISED C THAT VEH IS NOT INVOLVED IN ANY RECALL AS OF THIS TIME

Hughes whom stated c's veh part has not arrived. Rcas understood.Call ended.

NAME OF COMPANY: NMAC

\* Region Code:34

Created by ZKG176N at 2014-05-19 12:52:53

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,098

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,099

REQUESTED BY: lattad

**CAR ID:** CA6391964

CRR-ST WAS NOT ABLE TO GIVE OUT ANY MORE INFORMATION BECAUSE C HUNG UP

INVOICE DATE:06/01/14

\* Location of the vehicle:

CRR-ST CLOSING FILE

@01/14-ZST800N

FERMAN NISSAN OF NEW PORT RICHEY

Rcas sent an email to IHDTs-Tim Freeman asking for assistance on finding out c

VEH PAYMENT AMOUNT:\$196.41

3923 U.S. 19 SOUTH

's veh part eta.

TAX AMOUNT:\$12.77

ted:

\*\*\*\*\*

Created by ZKG176N at 2014-05-19 14:02:19

NEW PORT RICHEY, FL 34652

TOTAL REIMB AMOUNT:\$209.18

[REDACTED]

\* Part Name: Brake Mater Cylinder

RCAS-KG SUBMITTING CHECK REQUEST.

Rcas received an email from IHDTs-Tim Freeman stating c's veh part is ordered

as a stock order and will need to be escalated to CSC.

\*\*\*GOODWILL REIMBURSEMENT\*\*\*

\* Part Number: not available

\* The date the vehicle became inoperable: 04/16/14

Created by ZCF749N at 2014-06-04 05:44:17

\* Is the part needed due to a warrantable failure? YES

\* Order Number: not available

Rcas relayed information from IHDTs-TF to SM Mike Hughes via email.

\*\*\*\*\*

Created by ZKG176N at 2014-05-19 14:03:18

\* Dealer Name: Ferman Nissan of New Port Richey

RCAS-CF submitted check request.

Code: 02

Created by ZBT178N at 2014-06-04 13:56:19

c states that part availability has nothing to do with the dealer but with the

Rcas attempt to contact c on [REDACTED] @03:58pm. Rcas spoke with c and advise

d at this time, rcas is still looking into an eta for c's veh part. Rcas advis

RCAS-Tiffany Lane assisting RCAS-Keyonna Goodwin

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,100

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,101

REQUESTED BY: lattad

**CAR ID:** CA6391964

\* Region Code:34

the manufacturer.

crr-ma who was c working with at the dealership.

ed c that rcas will follow up with c on 05/21/14. C agreed and call ended.

\* Location of the vehicle:

RCAS-TL placed call to c on [REDACTED] at 3:50 pm EST and was advised by unkno

Created by ZKG176N at 2014-05-21 12:45:41

c states SA-Cory.

FERMAN NISSAN OF NEW PORT RICHEY

wn male that without c's department of employment RCAS-TL could not be transfe

3923 U.S. 19 SOUTH

c staes that c's veh has been sitting at the dealership for almost a month now

Rcas received an email from IHDTs-Tim Freeman stating dlrshp have two on order

rred to c.

but the part that is needed is still not available as told by the dealer.

NEW PORT RICHEY, FL 34652

RCAS-TL understood and thanked unknown male and call ended mutually.

, with one of those released 05/20/14.

[REDACTED]

Created by ZKG176N at 2014-05-21 12:55:52

c staes that the dealer has ordered the part but no word was coming from Nissa

RCAS-TL placed call to c on [REDACTED] at 3:53 pm EST and spoke with c.

n when will the part be available.

Rcas attempt to contact dlrshp on 7278475555 @02:47pm. Rcas left a detailed me

RCAS-TL advised c that check was approved and c would receive it within 2-4 we

\* The date the vehicle became inoperable: 04/16/14

crr-ma advised c that c's concern will be forwarded to RCAS for further review

eks.

\* Is the part needed due to a warrantable failure? YES

ssage on SM Mike Hughes vmx.

\*\*\*\*\*

and c will be contacted with a part status update by the end of the next busi

C understood and thanked RCAS-TL.

Rcas attempt to contact dlrshp on 7278475555 @02:48pm.Rcas spoke with PA- Larr

C declined further assistance and confirmed contact information for RCAS-KG an

c states that part availability has nothing to do with the dealer but with the

ness day.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,102

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,103

REQUESTED BY: lattad

**CAR ID:** CA6391964

y whom stated c's veh part has not arrived. Rcas advised PA that the part has been released as of 05/20/14. PA understood and call ended.

c understood.

d call ended mutually.

the manufacturer.

Created by ZKG176N at 2014-05-21 13:31:29

crr-ma offered further assistance but c declined

crr-ma who was c working with at the dealership.

RCAS-TL closing case; B/O part came in, veh repaired and returned to c, c prov

crr-ma provided name, case number and extension number

c states SA-Cory.

ided one month veh payment reimbursement.

Rcas attempt to contact c on [REDACTED] @03:20pm. Rcas advised c that c's veh

Created by ZBT178N at 2014-06-04 13:59:37

crr-ma delivered VOC Bait Script

c staes that c's veh has been sitting at the dealership for almost a month now

part is in transit and has been released as of 05/20/14. C understood and c st

ated c will still be without veh until end of May. Rcas understood. Rcas apolo

but the part that is needed is still not available as told by the dealer.

crr-ma forwarded the case to RCAS.

**SUMMARY**

crr-ma exiting case.

c staes that the dealer has ordered the part but no word was coming from Nissa

gized for not being able to give c an exact time of arrival. C understood. C a

RCAS-Tiffany Lane assisting RCAS-Keyonna Goodwin

C called in advising of B/O part.

Created by ZMA999N at 2014-05-12 13:04:45

n when will the part be available.

sked for veh payment reimb. Rcas understood and asked c to fax over veh pop wi

crr-ma advised c that c's concern will be forwarded to RCAS for further review

crr-ma noting that backordered part notification email has been sent to the R

RCAS-KG follow up on part and repair of veh.

th amount of veh payment. C understood. Rcas disclosed fax# 615-984-5708 and n

ame. Rcas advised c that rcas will follow up with dlrshp and c in regards to c

and c will be contacted with a part status update by the end of the next busi

CAS.

C requested one month veh payment.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,104

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,105

REQUESTED BY: lattad

**CAR ID:** CA6391964

Check approved, c advised, no further follow up action required.

crr-ma exiting case.

ness day.

's veh part. C agreed and call ended.

Created by ZKG176N at 2014-05-22 06:48:32

Created by ZMA999N at 2014-05-12 13:04:57

c understood.

RCAS-TL closing case; B/O part came in, veh repaired and returned to c, c prov case moved

crr-ma offered further assistance but c declined

ided one month veh payment reimbursement.

Rcas attached c's veh payment docs to c's case.

Created by ZMA999N at 2014-05-12 13:06:49

Created by ZNS176N at 2014-05-27 14:41:41

crr-ma provided name, case number and extension number

SUMMARY

BACKORDERED PART - Brake Master Cylinder

crr-ma delivered VOC Bait Script

RCAS made outbound call to Dealership

Created by ZKG176N at 2014-05-13 12:12:34

crr-ma forwarded the case to RCAS.

RCAS reached PA

crr-ma exiting case.

PA stated that part was received and repair was completed.

Rcas attempt to contact dlrshp on 7278475555 @02:05pm. Rcas left a detailed me

Created by ZMA999N at 2014-05-12 13:04:45

RCAS thanked for info. Call ended mutually.

ssage on parts dept vmx.

Created by ZNS176N at 2014-05-27 14:51:54

crr-ma noting that backordered part notification email has been sent to the R

Rcas attempt to contact dlrshp on 7278475555 @02:07pm. Rcas left a detailed me

CAS.

RCAS assisting RCAS Keyonna Goodwin

ssage on SM's vmx.

crr-ma exiting case.

RCAS made outbound call to C at [REDACTED] at 4:49 PM EST

Rcas sent an email to SM Mike Hughes asking for part number, part order number

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,106

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,107

REQUESTED BY: lattad

**CAR ID:** CA6391964

and an eta. Awaiting a response.

Created by ZMA999N at 2014-05-12 13:04:57

RCAS reached work place and was unable to transfer line to C.

case moved

Created by ZKG176N at 2014-05-13 12:33:47

RCAS made outbound call to C at [REDACTED] at 4:50 PM EST

Created by ZMA999N at 2014-05-12 13:06:49

Rcas attempt to contact c on [REDACTED] @02:13pm. Rcas apologized to c for hav

RCAS reached regarding sating call can not be completed as dialed.

BACKORDERED PART - Brake Master Cylinder

ing to wait on c's veh part. Rcas advised c that rcas will follow up with c on

RCAS resetting follow up for 05/30/14

ce c will follow up with the dlrshp and retrieve part information. C understoo

Created by ZMA999N at 2014-05-12 13:00:20

Created by ZNS176N at 2014-05-27 14:51:54

crr-ma received a call from requesting assistance regarding a back ordered par

d. C stated c leased c's 2nd veh and has not driven c's veh for 2 1/2 weeks. R

RCAS assisting RCAS Keyonna Goodwin

cas understood and apologized. Rcas advised c that rcas will follow up with c

RCAS made outbound call to C at [REDACTED] at 4:49 PM EST

t.

crr-ma verified c's name, vin, address, mileage, phone number,

on 05/15/14 with an update. Rcas disclosed name and ext 457200. Call ended.

RCAS reached work place and was unable to transfer line to C.

Created by ZKG176N at 2014-05-13 12:34:42

email address, & responsible dlr.

RCAS made outbound call to C at [REDACTED] at 4:50 PM EST

crr-ma asked if the veh is purchased new or preowned.

RCAS reached regarding sating call can not be completed as dialed.

Rcas received an email from SM Mike Hughes disclosing part# 46010-3sg1b and or

c states that the veh was purchased new.

der# NS0417

RCAS resetting follow up for 05/30/14

Created by ZKG176N at 2014-05-15 14:12:58

Created by ZKG176N at 2014-05-30 13:05:38

crr-ma checked for open recalls/campaigns/upgrades found: none

crr-ma asked the following information from c before c's concern may be expedi

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,108

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 3,109

**REQUESTED BY:** lattad

**CAR ID:** CA6391964

Rcas attempt to contact dlrshp on 7278475555 @04:08pm. Rcas spoke with PA-Jess  
RCAS WILL REIMB C FOR 1 VEH PAYMENT AS A COMPENSATION.

Created by ZKG176N at 2014-05-30 13:08:27

e whom stated PA received an email earlier which stated cs' veh part was shipped:  
ted:

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N Y

**CALLBACK:** 0

**REOPEN:**           **CALLBACK:** 0

**NEW INFO:** 0

**OTHER:** 0

**COMMENTS ONLY:** 0

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:** 46010-3SG1B

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** N Y

**CLOSE DATE:** 01/01/01

01/14/09

06/04/14

**RESP CAA:** B CLARK

**OLM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,110

|                        |    |                       |      |      |
|------------------------|----|-----------------------|------|------|
| <b>ACTION CODE:</b> NI | NP | <b>ROOT CAUSE:</b> NI | SCAV | SCPP |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |
| <b>DATE:</b> 00/00/00  |    | <b>USERID:</b>        |      |      |

**MICROFILM:**

**DOM:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,111

REQUESTED BY: lattad

**CAR ID:** CA6391964

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,112

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,113

**TIME:** 9:19:07 AM

**CAR ID:** CA6391964

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED] [REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** PTH

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST           | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|--------------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 11021         | Pennsylvania |                |             |                |             |               |
| 0       |             | 3418          | Florida      |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,114

**MODEL YEAR:** 2014

**VIN:** 5N1AR18W15C [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,115

REQUESTED BY: lattad

**CAR ID:** CA6391964

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 11021

3418

**STATE:** FL

MD

**DEALER NAME:** FERMAN NISSAN OF NPR

V O B NISSAN SALES

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,116

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,117

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6392587  
**STREET:** [REDACTED] **VIN:** 3N1CE2CP4EL [REDACTED]  
**CITY:** ANTIOCH PALM BEACH GAR **YR/MDL:** 2007.0 GCP 2014.0 VER **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] TN [REDACTED] **VCAIN SVC DATE:** 06/23/08  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 71050 INFINITI OF PALM BEACHES  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 5110 DOWNTOWN NASHVILLE NISSAN  
**DLR PH:** 561 615 3300 615 248 5100 **DENRESP DLR:** 5110 DOWNTOWN NASHVILLE NISSA  
**REGION:** 34 72 **DIST: SL/SV/PT:** 04 04 34 11 11 41

**LETTER RECEIVED:** 00/00/00 01/16/09 **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:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000000 001379  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 01/14/09 05/12/14 **XFER/RSPNSBLTY:** 34 04 N  
**CONTACT (S):** **FOLLOWUP DATE:** 01/16/09 05/16/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/01/01 01/16/09 05/1 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OC NISSAN DEALER ISSUES 170500 SERVICE SURVEY (INFINITI)  
OD INFINITI DEALER ISSUES 216500 PURCHASE CONTRACT (NISSAN)  
OF NNA., INC. ISSUES 219500 NEW VEHICLE PURCHASE (NISSAN)

-2

AP INFINITI DEALER SERVICE WB PRICING/TRADE-IN DISCREPANCY  
AZ NISSAN PRODUCT INQUIRIES ZA ACCESSORIES DISCREPANCY  
BC NSN DEALER FINANCE DEPT. ZH CRITICISM  
BE NSN DEALER SALES DEPT. ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,118

REQUESTED BY: lattad

**VIN:** JNKCV54E67M [REDACTED]

**MILEAGE:** 000000 001379

**RTL DLR:** NI NI

**SVC DLR:** 71050 INFINITI OF PALM BEACHES

**RESP DLR:** 71050 INFINITI OF PALM BEACHES

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 1 3

**XFER/RSPNSBLTY:** 72 11 S

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3,119

REQUESTED BY: lattad

CAR ID: CA6392587

**C. A. R. COMMENTS**

FOLLOW-UP IS DUE ON OR BEFORE 01/15/09

g.

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY TRYING TO UP SELL A WOMAN - DO EXACTLY WHAT YOU SOLD ME. I DROVE IN WITH A

~

NO OTHER C.A.R. EXISTS FOR THIS VIN

PROBLEM FREE VEHICLE - I DROVE OUT WITH 2 MAJOR ISSUES. I CORRECTED THE THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.

PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

RCAS assisting RCAS-Mellisa Gosnell 458143

TRIED TO UP - SELL SERVICES TO A WOMAN. THEY POWER WASHED VEHICLE, REMOVING VIBRATION BY PUTTING THE CORRECT AMOUNT OF AIR IN EACH TIRE - THE CAR STILL

~

ALL WAX. DID NOT TEST DRIVE VEHICLE AFTER REBALANCING ALL 4 WHEELS. AS OF NEEDS A DETAILING FOLLOWING THEIR POWER WASHING. Q8B THE CAR IS GREAT. THEIR 1/4/09 HAVE NOT YET RETURNED! THEY DID NOT DO ALL PTS. OF SERVICE SOLD TO US.

RCAS called c's only listed # of [REDACTED] on 5-13-14 @6:29p EST.

SERVICE SUCKS!

\*\*\*\*

Reached c. RCAS verified c requesting repurchase of veh. RCAS apologized for c

WOBBLE IN FT. END AT 72-74 MPH. TIRE PRESSURE AS "OFF" IN ALL 4 TIRES. STOP

RCAS-SP CONTACTED C ON DAY NUMBER ON 01/16/09 AT 9:59 AM EST.

's dissatisfaction with the veh. C states c didn't even want to buy a veh, jus

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

t got a flier and was in to look around. C states then the sales people came o

RCAS-SP CONTACTED C ON EVE NUMBER ON 01/16/09 AT 10:00 AM EST. @01/16-ZSP458N

ut and they're very good. C states that the dealer kept giving c "information candy" such as the MPG and features. C states that the veh is the wrong color.

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

c states it took 5.5 hours @ the dealership. C states that c doesn't want hub

RCAS-SP CLOSIGN FILE.

\*\*

@01/16-ZSP458N

caps on the veh. C states that the dealer DID try to exchange the veh, but wou

4.)headreat is leaning forward, c is not relaxed

ld have cost c \$6000 more. c states c is not happy with the vehicle, the vehic

5.)back, trunk lid doesn't have a cover

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,120

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,121

REQUESTED BY: lattad

**CAR ID:** CA6392587

le is not beautiful like c's old vehicle.

c states the window tint is peeling already, and there is a click on startup a

c wants veh back.

crr-ss advised c that file will be transferred to rcas for review.

nd stopping.

crr-ss advised c to expect a call within the next business day.

C states c has not gone to the dealership for these concerns, c just doesn't w

ant the veh. C states that c currently owes \$19000 and only got \$11000 for c's

crr-ss mentioned that when rcas calls the next business day, rcas needs to ver

ify c's concern and this doesn't mean that resolution will be given same day.

trade in, now c owes more. C states that the managers were not as good as the

crr-ss informed c that rcas needs to gather info and check all resources to co

y should have been.

me up with best resolution for c's concern.

RCAS advised of RHR process and time frame. C thanked RCAS. RCAS provided RCA

c understood

S-Mellisa's contact info.

~

crr-ss offered further assistance, c declined.

crr-ss provided name, ext and file number.

Why do you want to return the vehicle to Nissan North America? ~ not beautiful

crr-ss leaving file open.

; just dissatisfied.

Created by ZSS176N at 2014-05-12 14:50:22

Where is the vehicle currently? ~ with c

Dealer Concern

Where was the vehicle purchased? ~ DOWNTOWN NASHVILLE NISSAN

Created by ZSS176N at 2014-05-12 14:53:43

Was it purchased new or used? ~ new

crr-ss pulled out CA SOP 3.21: Sales-Related Customer Complaints.

Where is the vehicle serviced? ~ n/a

crr-ss exiting file.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? n

/a

Created by ZSS176N at 2014-05-12 14:50:11

Created by ZMG000N at 2014-05-14 08:53:50

crr-ss received a call from c regarding a Dealer concern.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,122

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,123

REQUESTED BY: lattad

**CAR ID:** CA6392587

crr-ss updated c information.

rcas-mg spoke with sm-lj. sm advised that c has only brought veh in for a conc  
crr-ss verified c's name, mailing & email address.

ern that c stated that the brake pedal went all the way to the floor when brak  
crr-ss verified c's primary and alternate phone numbers. crr-ss informed c tha  
ing. sm advised no problem was found. rcas requested all ro's for veh. sm agre  
ed to fax requested docs.

t the veh is not part of any veh campaign.

04/11/14, c traded in 2012 Versa for a 2014 Nissan Versa Note.

Created by ZMG000N at 2014-05-16 10:21:34

c stated that Ricky Gillian assisted c at the dlrshp.

rcas-m received and attached ro's to case.

Created by ZMG000N at 2014-05-16 10:22:00

Reasons why c doesn't want the 2014 Nissan Versa Note:

1.)hubcaps, c doesn't wnt hubcaps

rcas-mg submitted ro's to rcasl-betsy nickoloff for rhr.

2.)white, wanted veh in gray with more chrome on it

Created by ZMG000N at 2014-05-16 10:22:24

3.)inside light is dim

rcas-mg placed call to c at 12:08pm on [REDACTED]. rcas informed c that r

4.)headreat is leaning forward, c is not relaxed

cas has submitted c's request that c's veh be repurchased or replaced to arbs

5.)back, trunk lid doesn't have a cover

for review. c stated that c does not want the veh repurchased or replaced. c s  
c wants veh back.

tated that c wants alloy rims the trunk cover and other accessories. c stated

crr-ss advised c that file will be transferred to rcas for review.

that c understands that the veh c wants is a more expensive veh so c will just

crr-ss advised c to expect a call within the next business day.

pay for the features or accessories c's wants on the veh. rcas confirmed that

c does not want nna to review case for repurchase or replacement. c stated no

crr-ss mentioned that when rcas calls the next business day, rcas needs to ver

ify c's concern and this doesn't mean that resolution will be given same day.

. rcas understood. rcas asked c if there is anything c would like to assist wi

crr-ss informed c that rcas needs to gather info and check all resources to co

th. c stated no c is going to keep c's veh. rcas understood and thanked c for

info. rcas verified c has rcas contact info for future reference. call was end

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,124

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,125

REQUESTED BY: lattad

**CAR ID:** CA6392587

me up with best resolution for c's concern.

c understood

ed mutually.

Created by ZMG000N at 2014-05-16 10:26:09

crr-ss offered further assistance, c declined.

crr-ss provided name, ext and file number.

rcas-mg received case in regards to c seeking to complaint that c does not lik

crr-ss leaving file open.

e the design of the veh and c felt c was pressured to trade c's veh for the cu

Created by ZSS176N at 2014-05-12 14:53:43

rrant veh. rcastl-andrew czarney spoke with c and c advised c wanted nna to re

crr-ss pulled out CA SOP 3.21: Sales-Related Customer Complaints.

placed veh. rcas submitted docs for rhr, contact c to advise rhr had been subm

crr-ss exiting file.

itted and c advised c does not want the veh repurchased or replaced or replace

Created by ZBT203N at 2014-05-13 16:43:11

d and c will purchase the accessories c wants for the veh. rcas retracted rhr

docs and is closing case.

RCAS noting per TL-Andrew Czarney: customer contact only due to time of evenin

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**CALLBACK:** 0

**REOPEN:**

**CALLBACK:** 0

**NEW INFO:** 0

**OTHER:** 0

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,126

**ACTION CODE:** NI

NP

**ROOT CAUSE:** LCIN

NI

SCLT

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,127

REQUESTED BY: lattad

**CAR ID:** CA6392587

**COMMENTS ONLY:** 0

|                               |   |                                |            |                           |
|-------------------------------|---|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>              |   | <b>TRANS DATE:</b> 00/00/00    | 04/15/10   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI            |   | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>             |   | <b>OPENED BY:</b>              |            |                           |
| <b>HISTORY:</b>               |   | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N           |   | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> N               | Y | <b>CLOSE DATE:</b> 01/01/01    | 01/16/09   | 05/16/14                  |
| <b>RESP CAA:</b> PIWOSKI JOHN |   | <b>OLM:</b> RCAA               |            |                           |
| <b>PHONE:</b>                 |   | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,128

**DATE:** 00/00/00

**USERID:**

**MICROFILM:**

**DOM:**

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,129

**TIME:** 9:19:07 AM

**CAR ID:** CA6392587

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** I

**IN SCV D**

**MODEL LINE:** GCP

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | PEDJ08271457 | 71050 Florida    | 11/16/2009     | 06/23/14    | 0100000        | 01/01/01    | 01/01/01      |
| 1       |              | 5110 Tennessee   |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,130

**MODEL YEAR:** 2014

**MAKE:** N

**MODEL LINE:** VER

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,131

REQUESTED BY: lattad

**CAR ID:** CA6392587

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDJ08271457

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 11/16/2009

**EXPIRES:** 06/23/14      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/15/10

**PRINTED:** 04/17/10

**DEALER NO:** 71050      **STATE:** FL

**DEALER NAME:** INFINITI OF PALM BEACHES

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,132

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,133

REQUESTED BY: lattad

**CAR ID:** CA6392587

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5110

**STATE:** TN

**DEALER NAME:** DOWNTOWN NASHVILLE NIS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,134

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,135

REQUESTED BY: lattad

**NAME:** [REDACTED] STRAUSS,IRIS **SC:** ONE CONTRACT **CAR ID:** CA6419912  
**STREET:** [REDACTED] 546 N VIRGIL A **VIN:** 1N4AB7AP3DN [REDACTED]  
**CITY:** LOS ANGELES OCEANSIDE **YR/MDL:** 2009.0 ALT 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] NY [REDACTED] **VCAIN SVC DATE:** 10/14/08  
**DAY PH:** 0 [REDACTED] **PAIIRTL DLR:** 3556 FIVE TOWNS NISSAN  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 3556 FIVE TOWNS NISSAN  
**DLR PH:** 516 239 0100 626 626 2600 **DENRESP DLR:** 3556 FIVE TOWNS NISSAN  
**REGION:** 26 44 **DIST: SL/SV/PT:** 02 02 32 05 05 35

**LETTER RECEIVED:** 00/00/00 02/17/09 **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:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New Preowned New x Preowned **MILES:** 000000 008000  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 02/16/09 05/14/14 **XFER/RSPNSBLTY:** 26 02 L  
**CONTACT (S):** **FOLLOWUP DATE:** 02/17/09 07/07/14 07/08/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/01/01 02/17/09 07/C **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
OC NISSAN DEALER ISSUES 219500 NEW VEHICLE PURCHASE (NISSAN)

-2

AD BRAKES YX POOR OR IMPROPER OPERATION  
BE NSN DEALER SALES DEPT. ZH CRITICISM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,136

REQUESTED BY: lattad

**VIN:** 1N4AL21E29N [REDACTED]

**MILEAGE:** 000000 008000

**RTL DLR:** NI NI

**SVC DLR:** 5258 PUENTE HILLS NISSAN

**RESP DLR:** 5258 PUENTE HILLS NISSAN

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 1

**XFER/RSPNSBLTY:** 44 05 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,137

REQUESTED BY: lattad

**CAR ID:** CA6419912

**C. A. R. COMMENTS**

ate information is missing and ARBS requested a payment history or interest st  
DRTS KP called dealer 5258 to request the sales document and title application  
offer before making a decision.

o funds c is scared now

RCAS exiting case

RCAS provided c with Name, Case and EXT #.

Service Dept. Review

THE PAPER WITHOUT ANY PRESSURE, I WANTED TO TERMINATE DEAL THE NEXT AM & WAS  
THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY  
atement from C's lienholder. ARBS offered to be on the call.

Created by ZJP179N at 2014-05-19 09:36:34

CRR-JS asked c if any contact information such as address or phone #'s have ch

If you decide you do not want the repurchase that you requested, Nissan would

. Left a VMX with the FM asking for a call back or fax. Gave all necessary i

NO OTHER C.A.R. EXISTS FOR THIS VIN

NOT ALLOWED TO. ASKED ME TO BRING IN SURVEY SO THEY COULD FILL IT OUT.

RCAS exiting case.

Service Dept. Review

\*\*\*

@02/17-ZTP481N

anged, c stated: no

be willing provide you with a check for \$4,000.00 instead of the lemon law buy

Created by ZJP179N at 2014-07-03 13:09:56

Created by ZPL999n at 2014-06-24 07:56:00

CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 3556  
nformation including DRTS SW's fax and phone extension.

RCAS calling c @3237104031@ 11:35 am est and RCAS left c a vmx advising case i

Service Dept. Review

back. This means that you will retain ownership of the vehicle. In exchange fo

Created by null at 2014-06-11 14:31:36

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if ARBS

DRTS received Payment history from c on 6/24/14, attached to case.

NA NANA I FELT PRESSURED INTO DEAL AND LIED TO ABOUT WHAT I WOULD RECEIVE.

RCAS Jennifer Pou has received email from ARBS- Rob Dickens stating has receiv

RCAS-TP LEFT VMX FOR C ON DAY.EVE NUMBER AT 11:06 AM EST ON 02/17/09 AND

s being worked and would contact c 5/22/14 and left RCAS contact info call 80

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,138

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,139

REQUESTED BY: lattad

**CAR ID:** CA6419912

06477261 ext 457245 if any questions

Created by ZJP179N at 2014-06-24 12:22:00

CRR Jennifer Sanchez received a call from c stating c wants to speak with ARBS

e c's docs and c would receive check in middle of next week due to holiday 7/

FOUND OUT I WAS LIED TO AS A FIRST TIME BUYER & TAKEN ADVANTAGE OF BY STAFF.

is available, c accepted.

REQUESTED CALL BACK.

@02/17-ZTP481N

r this check, you will sign a Confidential Settlement Agreement and Release of

Service Dept. Review

\*\*\*

@02/17-ZTP481N

4

CRR-JS came back to c & thanked c for hold time.

Nissan North America, Inc., all Nissan entities, dealers and suppliers, though

RCAS-Jennifer Pou received a call from c stating wants to speak with: ARBS- Ro

RCAS setting follow up 5/22/14

-RD

Service Dept. Review

WAS PRESSURED INTO TAKING NEW CAR HOME THAT NIGHT. WHEN I WENT HOME & READ

b Dickens

Created by ZJS111N at 2014-05-21 09:54:25

CRR-JS asked c if any contact information such as address or phone #'s have ch

CRR-JS explained that ARBS-RD is not available CRR advised that CRR left messa

h all warranties will remain in effect.

RCAS calling c [REDACTED] @ 3:06 pm est and RCAS left c a vmx advising ARBS-R

RCAS-TP UPDATING TREAD ACT.

@02/17-ZTP481N

Service Dept. Review

anged, c stated: no

D has received c's docs and check would be mailed by middle of next week if an

ge to contact c

If you have any questions you are welcome to call me at [REDACTED], though e

Rcas asked c if any contact information such as address or phone #'s have chan

rcas noting that rcas completed and attached RHR

RCAS-TP CLOSING FILE.

@02/17-ZTP481N

Service Dept. Review

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if ARBS

C stated check is from CHASE CRR asked if has gone to the CHASE bank yet inste

ged, c stated:no

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,140

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,141

REQUESTED BY: lattad

**CAR ID:** CA6419912

leage of VEH.  
mail is preferred at robert.dickens@nissan-usa.com. I am generally in the offi  
rcas unable to process RHR as RO's are not attached  
Service Dept. Review  
y questions call 8006477261 ext 457245.  
ad of other place c is going to where checks are cashed  
ce 7 a.m. - 4p.m. CST Monday-Friday.  
Created by ZJP179N at 2014-05-21 12:14:35  
is available, c accepted.  
RCAS asked c permission to place call on hold for 1 minute to verify if agent  
RCAS check for any open Campaigns Found and Advise:R1405  
RCAS emailing ARBS to inform of made call RCAS exiting case  
Service Dept. Review  
Created by VRD551N at 2014-07-08 06:21:39  
CRR-JS came back to c & thanked c for hold time.  
C stated that no has not had time and now is scared CRR assured c not to be sc  
is available, c agreed.  
RCAS attached RO's and submitted rhr  
RCAS received a call from C stating the following:  
Service Dept. Review  
Sincerely,  
ARBS requested \$4,000 check payable to C.  
ared that Nissan is a serious company and does not strive to send check withou  
CRR-JS explained that ARBS-RD is not available and that CRR-JS left a voicemail  
c would like NNA to repurchase or replace veh because veh has had mutiple conc  
RCAS exiting case  
RCAS thanked c for waiting period  
Robert Dickens  
Service Dept. Review  
Arbitration Specialist  
ARBS created FedEx shipping label #770533977809.  
Created by ZBP179N at 2014-05-21 13:10:46  
erns including brakes not functioning, plastics on bottom of seats on passenge  
I to contact c back  
RCAS informed c agent was not available  
Service Dept. Review  
t funds to customers CRR explained there may be some kind of error

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,142

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,143

REQUESTED BY: lattad

**CAR ID:** CA6419912

ARBS notes FedEx was sent to address requested by C.

c asked if agent has received history

CRR advised will send ARBS-RD a email as well so is notified of situation C st

C stated has been trying to communicate with ARBS-RD and has not been able to

Dispute Resolution Programs

\*\*\*DRTS received the RHR. The RHR was assigned to ARBS-Rob Dickens for review.

r side move towards driver side and dlr has ordered parts for veh and c states

Service Dept. Review

ated for ARBS-RD to let c know if check is ok as soon as possible

Created by VRD551N at 2014-05-22 06:15:43

Created by VRD551N at 2014-07-08 08:54:20

c stated desperately needs to know if fax has arrived and if not so c can send

c visited dlr on 5/12/14 for brake concerns and parts that were ordered for s

Nissan North America, Inc.

RCAS informed yes

Service Dept. Review

ARBS notes the following repair history:

Created by ZRQ777N at 2014-05-27 15:28:02

CRR-JS provided c with Name and EXT #.

c stated to RCAS c would like to settle for the 4000.00

Description: NNA settled for \$4,000 due to 2 stalling concerns with 5 days ou  
in again

Service Dept. Review

witches for mirrors arrived and dlr has advised c brake cylinders were not con

02/24/14 @ 4,566 mi - 1 day down

CRR-JS advised CRR will also send email to ARBS-RD

CRR sending email

nected in rear and dlr has connected and c took veh same day. c states c took

RCAS informed c would be receiving a letter which would have to be notarized a

RCAS- Raquel Quinones received a call from c stating wants to speak with: ARBS

Service Dept. Review

t of service.

Concern:

Created by VRD551N at 2014-07-08 08:54:28

CRR-JS exiting case.

CRR-JS provided c with Name and EXT #.

nd signed by c and sent back to arbs by fax and once letter is received a chec

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,144



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,145

REQUESTED BY: lattad

**CAR ID:** CA6419912

- rob dickens

Service Dept. Review

veh because dlr advised parts had arrived 5/12/14 and c mentioned concern with

1. While driving on the traffic suddenly stopped and the brakes did not apply

brakes. c states veh also vibrates while at a light or a stop. c states dlr h

Created by VRD551N at 2014-07-13 08:47:55

CRR-JS exiting case.

Description: NNA settled for \$4,000 due to 2 braking concerns with 5 days out

k would be sent out in about 7 business days.

Rcas-rq asked c if any contact information such as address or phone #'s have

Service Dept. Review

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

as advised veh is functioning fine about vibrations.

at all and the pedal went to the floor

changed, c stated no

Created by ZBP179N at 2014-06-12 12:07:54

c understood and asked for letter and settlement money be sent to c's job c pr

of service.

Service Dept. Review

Action:

ARBS notes on 7/11/14 8:02 am call ARBS advised C through RCAS translating the

Created by ZJP179N at 2014-07-09 17:07:35

DRTS called Dlr # 5258 to request a copy of sales docs and title application a

provided address of

RCAS advised c that a rhr will take up to 10 business day to process 5/29/2014

RCAS-rq advised c ARBS was not available but rcas did leave a message asking a

Service Dept. Review

1. Unable to duplicate

719 N Linden Dr

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

nd left a message for Business Office-Janeal to call back or fax docs. Provi

rcas to call c back

& RCAS will be in contact with c every 3 business days and first contact will

Service Dept. Review

t a check cashing store will be unlikely to cash the check and that C should s

05/12/14 @ 6,266 mi - 4 days down

agreed

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,146

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,147

REQUESTED BY: lattad

**CAR ID:** CA6419912

be 5/19/2014 and also informed c that NNA priority is to fix veh and that the Beverly Hills CA, 90210-3225

ded name, number, ext and fax #.

imply deposit the money into a bank account and wait for the check to clear. A

RCAS received call from c stating c has not received Fed Ex check

Service Dept. Review

Concern:

Created by PKA298N at 2014-06-13 12:18:05

RBS advised the check cashing store would not have the ability to tell C if th

RCAS informed c check was mailed 7/8

RCAS-rq provided c with RCAS'S name & extension.

RCAS thanked for info and advised would inform agent of c's decision and lette

re is no guarantee of repurchase or exchange of veh, c understood

Service Dept. Review

1. Fuse for mirrors pop when trying to adjust the mirrors

Drts TL-KR assisting Drts-BP. Cild dlr 5258, LVM with Business Office/ Janeel,

ere are funds in NNA's account or not. ARBS advised most banks will not cash a

RCAS asked c the following questions:

RCAS-rq exiting case.

RCAS verified Fed Ex tracking # and verified that check would be received 7/10

r would be sent out to c's job

Service Dept. Review

/14 @ 10:30 am to c's requested address

2. When applying the brakes they did not stop the veh. Had to pump the brakes

check of that size immediately unless C had funds in the account to cover the

Created by null at 2014-06-04 11:04:15

c stated has RCAS and arbs contact info

requesting copy of sales docs & title app for this vin. Gave phone # ext, fax

Service Dept. Review

Why does c want to return the vehicle to Nissan North America? c is tired of

check in the first place.

CRR Jennifer Sanchez received a call from c stating c wants to speak with RCAS

for it to stop. Happened after driving after awhile

having concerns with veh

#, name, last 6 of vin, C's name, year/ model, in srvc dt.

RCAS provided c with tracking # and advised of ETA c understood and stated has

RCAS sent arbs an email informing of c's call

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,148

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,149

REQUESTED BY: lattad

**CAR ID:** CA6419912

Action:

C advised C had Chase as C's bank, the same bank as the NNA check. C advised C

Created by ZDR123N at 2014-06-16 14:18:15

-JP c stated received letter and wants to discuss what c really wants

RCAS contact info

RCAS exiting case.

Where is the vehicle currently? with c

1. Replaced mirror switch

Created by VRD551N at 2014-06-24 13:15:31

CRR-JS asked c if any contact information such as address or phone #'s have ch

\*\*\*DRTS is assisting DRTS-BP.

RCAS exiting case

Where was the vehicle purchased? PUENTE HILLS

would go to the bank to cash/deposit the check.

2. Replaced rear wheel cylinders

anged, c stated: no

ARBS drafted and fedex'd (770403861753) the release to C's requested address.

Created by VRD551N at 2014-07-13 08:51:03

Created by ZBP777N at 2014-07-10 15:05:03

\*\*\*DRTS contacted Dir 5258, and left a vmx for Janea in the Business Office. D

Was it purchased new or used? NEW

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

Created by VRD551N at 2014-05-22 06:24:28

Created by ZKM179N at 2014-06-25 11:08:27

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS

RTS requested the sales agreement and title application for the VIN on this ca

Where is the vehicle serviced? PUENTE HILLS

ARBS drafted and fedex'd (770061606881) the following letter to C:

ARBS notes C advised in call 7/11/14 @ 6:01 pm that C has not went to the bank

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

is available, c accepted.

RCAS Benjamin Pastor received a call from c stating c wants to speak with RCAS

RCAS Karen Maldonado received a call from c stating wants to speak with RCAS-J

se be sent. DRTS gave DRTS's contact information as well. DRTS contacted Dir 5

258 on 06/16/14 at 4:00pm est.

CRR-JS came back to c & thanked c for hold time.

ennifer Pou

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,150

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,151

REQUESTED BY: lattad

**CAR ID:** CA6419912

f so, document names of dealers/retailers? NONE

- Jennifer Pou wanting to know where C can cash check.

May 22, 2014

to attempt to cash or deposit (as advised by ARBS) the check and has only att

Created by ZBP179N at 2014-06-17 10:12:53

CRR-JS explained that RCAS-JP is available and transferred

empted to cash the check at cash checking stores.

FLORIDALMA HERRERA

RCAS asked c if any contact information such as address or phone #'s have chan

RCAS-offered further assistance: C declined.

546 N VIRGIL AVE APT 110

ARBS electing not to call C due to language barrier and C has not done as advi

CRR-JS provided c with Name and EXT #.

DRTS rec'd a vmx from Business Office - Janea at Dlr # 5258 requesting a call

ged, c stated no

ged, c stated: no.

RCAS provided c with case #, RCAS'S Name, extension #.

back with fax # since Janea was not able to understand on the voice mail left.

CRR-JS exiting case.

LOS ANGELES, CA 90004

RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS i

RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS-J

RCAS setting follow up for 5/19/14

sed previously and ARBS has nothing new to advise C until previous advice is d

Created by ZJP179N at 2014-05-15 15:53:06

Created by ZJP179N at 2014-06-04 11:21:46

DRTS called Dlr # 5258 to speak with Business Office - Janea and left a messag  
etermined faulty.

P is available, c accepted.

Re: 2013 Nissan Sentra

s available, c accepted.

1N4AB7AP3DN

e providing fax #.

RCAS calling dlr @6266262600@ 5:51 pm est and spoke with SM Jason Lewis who st

RCAS came back to c & thanked c for hold time.

RCAS Jennifer Pou received warm transfer from CRR Jennifer Sanchez

ated to RCAS if RCAS is seeking RO's and questions RCAS is to email SM info fo

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,152

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,153

REQUESTED BY: lattad

**CAR ID:** CA6419912

Created by ZBP179N at 2014-06-17 14:16:39

Dear Sir or Madam:

RCAS explained letter of intent to c and what docs ARBS-RD needs from c

RCAS explained that RCAS is on the line and will provide further assistance.

RCAS explained that RCAS-JP is not available but C can cash check at any bank.

c stated would send letter 6/9/14 since c works during the week RCAS understood

C states C wants to speak with RCAS-JP so RCAS offered to place C on 1-2 hold

DRTS rec'd sales docs from Dlr # 5258 and attached to case.

RCAS provided c with Name, Case and EXT #.

r response RCAS understood and call ended mutually

We sincerely appreciate you taking the time to contact Nissan regarding your s

and transferred C to RCAS-JP's vxm.

Created by ZRQ777N at 2014-06-18 10:46:39

d

ituation. As a company interested in winning lifelong customers, Nissan apolog

RCAS emailing SM

RCAS exiting case.

Created by ZJP179N at 2014-06-25 11:16:32

izes for any inconvenience you may have experienced.

RCAS Emailing ARBS-RD informing of c's conversation with RCAS

RCAS exiting case

RCAS provided c with Name and EXT #.

RCAS- Raquel Quinones received a call from c stating wants to speak with: ARBS

Created by ZJP179N at 2014-05-16 11:44:11

Nissan carefully considered your request during a review of all available fact

RCAS exiting case

RCAS exiting case.

RCAS received a warm transfer from RCAS Karen Maldonado

- ROb dickens

Created by null at 2014-06-10 13:33:31

Created by ZCM176N at 2014-07-11 07:02:33

RCAS asked c how can assist c

RCAS received email from SM stating would get RCAS info after 2 pm pst

Rcas-rq asked c if any contact information such as address or phone #'s have

s pertaining to your situation. Based on the vehicle repair history, Nissan o

\*\*\* ¿Added after the case is closed.¿ \*\*\*

changed, c stated no

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,154

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,155

REQUESTED BY: lattad

**CAR ID:** CA6419912

CRR Jennifer Sanchez received a call from c stating c wants to speak with RCAS  
c stated c received settlement letter and wanted to inform RCAS of received do  
ffers to repurchase your vehicle to comply with the Song-Beverly Consumer Warr  
RCAS exiting case

anty Act.

Created by ZJP179N at 2014-05-19 07:31:09

cs

-JP

Rcas received call from C wanted to speak with Rcas Jennifer Pou

RCAS-rq advised c ARBS-RD was not available but rcas would also leave ARBS a

CRR-JS asked c if any contact information such as address or phone #'s have ch

In order to coordinate the repurchase of your vehicle, Nissan needs to know th

message

Rcas ask c if all information on the case like phone # and address still the s

RCAS received fax of ro

RCAS understood advised c would advise agent of info and that c would send doc

ame. C agree. Rcas advised case owner is ARBS RD Rcas ask c if Rcas can place

anged, c stated: no

c stated that it was urgent to receive a call c wanted to know how to continue

e particular facts pertaining to your ownership and intentions regarding the v

RCAS attaching to case

s 6/30/14 c stated has RCAS contact info call ended mutually

c in a brief hold into Rcas contact ARBS Rob Dickens. C agree. and stated try

CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS

ehicle. Please complete and return the following documents to me at your conv

RCAS sending CSM Fernando Hernandez email

RCAS sending email to ARBS RD

with this case

enience, as they will be needed to make a detailed offer:

is available, c accepted.

rcas advised c that rcsa would also send ARBS an internal message advising c

RCAS exiting case

SM answered questions

to case check and c was advised check didn't have fun and even store wanted t

b

Created by ZKM179N at 2014-07-01 14:22:24

CRR-JS came back to c & thanked c for hold time.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,156

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,157

REQUESTED BY: lattad

**CAR ID:** CA6419912

o call the cops. Rcas apologized to c and advised c that Rcas will need to con  
RCAS asked SM  
wanted a call back  
b  
c agreed  
CRR-JS explained that RCAS-JP is not available c then stated faxed in document  
How many times has the cb  
RCAS Karen Maldonado received a call from c stating wants to speak with ARBS R  
tact ARBS in reference due that ARBS is the one who requested check. C underst  
b  
ob Dickens  
ood and agree. Rcas ask again to c to be place in a brief hold. C agree.  
RCAS-rq provided c with RCAS'S name & extension.  
s to ARBS-RD and wants to know if received  
What repairs were performed? mirror and wheel cylinder  
Act (registration renewal, rental while the vehicle was in for repair, towing  
CRR-JS made outbound to [REDACTED] and spoke to ARBS-RD who stated did not  
How many days has the vehicle been kept out of service at the dealer for repai  
RCAS asked c if any contact information such as address or phone #'s have chan  
Rcas call ARBS RD. Rcas assist translating call  
RCAS-rq exiting case.  
Created by VRD551N at 2014-06-23 13:21:45  
for warranty repair, etc.)  
ged, c stated no  
Rcas exiting case  
received documents  
rs? If the Service Manager is unsure, the RCAS needs to collect the hard copie  
ARBS rec'd sales docs, veh reg and lienholder release form from C.  
b  
Created by null at 2014-07-11 17:01:56  
CRR-JS conferenced call with c, c requested call back from ARBS-RD when docs r  
RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if ARBS i  
s of the repair orders that contain the technician time stamps.  
\*\*\* ¿Added after the case is closed.¿ \*\*\*  
ARBS notes C left off the interest paid to date on the form and did not provid  
eceived ARBS-RD stated yes will call c, c understood  
Has Techline been involved? no

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,158

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,159

REQUESTED BY: lattad

**CAR ID:** CA6419912

Please return the requested information to us via fax at 615-967-3027. We anti  
s available, c accepted.  
cipate completing the repurchase within 2 to 4 weeks from the time of your acc  
CRR Jennifer Sanchez received a call from c stating c wants to speak with ARBS  
CRR-JS provided c with Name and EXT #.  
e a payment history to Santander Lending, C's lienholder.  
Has the Dealer Technical Specialist (DTS) been involved? no  
RCAS came back to c & thanked c for hold time.  
Created by VRD551N at 2014-06-23 13:23:16  
CRR-JS exiting case.  
eptance. Please note: supplying the requested documents does not indicate your  
RCAS advised SM to please fax all ro's 615-984-5654 any ro over 7 days needs t  
RCAS explained that ARBS is not available but RCAS left a VMX explaining that  
-RD c stated has gone twice to try to cash check c was sent and is advised the  
acceptance of the offer; you will have a chance to review the fully detailed  
ARBS requested RCAS-Jennifer Pou contact C to advise of the interest paid to d  
check has no funds and that c can have cops called on because of check with n  
C is calling to verify if ARBS received documents that C send by fax.  
Created by 12345678 at 2014-06-11 14:19:23  
echnician time stamps, please fax customer copies only

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,160

**ROOT CAUSE:** LCCP      NP

**USERID:**

**USERID:**

**USERID:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,161

**OTHER:** 0  
**COMMENTS ONLY:** 0

**CAR ID:** CA6419912

**DATE:** 00/00/00

**DATE:** 00/00/00

|                           |   |                                |            |                           |
|---------------------------|---|--------------------------------|------------|---------------------------|
| <b>IIR-DATE:</b>          |   | <b>TRANS DATE:</b> 00/00/00    | 10/23/08   | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI        |   | <b>PART#:</b>                  |            | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>         |   | <b>OPENED BY:</b>              |            |                           |
| <b>HISTORY:</b>           |   | <b>UPDATE BY:</b>              |            |                           |
| <b>SVC CALL#:</b> N       |   | <b>UPDATE DATE:</b>            |            |                           |
| <b>CLOSE:</b> N           | Y | <b>CLOSE DATE:</b> 01/01/01    | 02/17/09   | 07/09/14                  |
| <b>RESP CAA:</b> R CALICO |   | <b>OLM:</b> ZIMMERMAN LARRY    |            |                           |
| <b>PHONE:</b>             |   | <b>OWNER FIRST:</b> [REDACTED] | [REDACTED] |                           |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,162

**USERID:**

**USERID:**

**MICROFILM:**

**DOM:** ZTP481N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 3,163

**CAR ID:** CA6419912

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2009

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

| SEQ NO. | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|------------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MUNF00864410 | 3556 New York    | 10/14/2008     | 10/14/09    | 0015005        | 01/01/01    | 01/01/01      |
| 1       |              | 5258 California  |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,164

**MODEL YEAR:** 2013

**VIN:** 1N4AL21E29N [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,165

REQUESTED BY: lattad

**CAR ID:** CA6419912

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MUNF00864410

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** U

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 10/14/2008

**EXPIRES:** 10/14/09      **MILES:** 0015005

**CANCEL:** 01/01/01      **MILES:** 0015005

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/23/08

**PRINTED:** 10/25/08

**DEALER NO:** 3556      **STATE:** NY

**DEALER NAME:** FIVE TOWNS NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,166

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,167

REQUESTED BY: lattad

**CAR ID:** CA6419912

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5258

**STATE:** CA

**DEALER NAME:** PUENTE HILLS NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,168

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,169

REQUESTED BY: lattad

**NAME:** [REDACTED] **CROSS,CHARI SC:** NONE **CAR ID:** CA6420760  
**STREET:** [REDACTED] W12345 COUN **VIN:** 1N4AL21E38N [REDACTED]  
**CITY:** GRESHAM KELLER **YR/MDL:** 2008.0 ALT 2013.0 SEN **MILEAGE:**  
**ST/ZIP:** TX [REDACTED] WI [REDACTED] **VCAIN SVC DATE:** 04/26/08  
**DAY PH:** 0 [REDACTED] **PAIIRTL DLR:** 3676 NORTH TEXAS NISSAN  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 5047 KOCOUREK NISSAN  
**DLR PH:** 715 298 7283 817 267 6411 **DENRESP DLR:** 5047 KOCOUREK NISSAN  
**REGION:** 24 32 **DIST: SL/SV/PT:** 04 04 34

**LETTER RECEIVED:** 00/00/00 05/14/14 **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:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000000 008249  
**VEHICLE MAINTAINED BY:** NISSAN DLR NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 02/17/09 05/14/14 **XFER/RSPNSBLTY:** 24 04 N  
**CONTACT (S):** **FOLLOWUP DATE:** 02/17/09 06/30/14 **INF-NET (Y/N):**  
**SEVERITY:** 3 9 02/17/09 06/30/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 102500 NAVI/GPS SYSTEM  
AA AUDIO/VIDEO/NAVI YX POOR OR IMPROPER OPERATION  
AB BODY ZR GENERAL INQUIRY  
AC BODY ELECTRICAL 109000 PANEL (HOOD/TRUNK/ROOF)  
AI FUEL/INTAKE SYSTEM 111000 WINDSHIELD/WINDOW (FRONT/REAR)  
AJ HEATER/AIR CONDITIONING 113500 HEADLAMP  
AV INTERIOR ELECTRICAL 114500 POWER DOOR LOCK  
118000 WIPER (ARM/MOTOR/BLADE)  
153000 GEN. FUEL DELIVERY/INTAKE COMPO  
159500 HEATER UNIT

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,170

REQUESTED BY: lattad

**VIN:** 3N1AB7AP9DL [REDACTED]

**MILEAGE:** 000000 008249

**RTL DLR:** NI NI

**SVC DLR:** 5166 ORR NISSAN OF CORINTH

**RESP DLR:** 5166 ORR NISSAN OF CORINTH

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 1

**XFER/RSPNSBLTY:** 32 04 S

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,171

REQUESTED BY: lattad

**CAR ID:** CA6420760

**C. A. R. COMMENTS**

193500 DEFROSTER

ARBS received update from DTS-David Rotvold advising that 20-Jun at 0900 CDT w  
FILE OPENED-ZMH815N 02/17/2009

g additional concerns at the inspection:

PREVIOUS RELATED/UNRELATED FILES FOUND: \_NONE

1. Engine shut off by itself in cold weather. The IPDM will be replaced as a  
CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING  
orks for DTS.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE @02/17-ZMH815N

ARBS placed outbound call to dlr and spoke with SM-Perry and advised of upcomi  
CRR-MH RECEIVED CALL FROM THIS C ASKING FOR BLUETOOTH ASSISTANCE AND CRR-MH  
PHONE, AND RESPONSIBLE DLR.

precautionary measure. This will be paid for under the warranty agreement.

2. Gas door froze shut. This can happen under certain winter conditions. No  
ng inspection at dlr. SM advised that SM can have a loaner available if needed  
UPDATED OWNERS DATABASE

WARM-TRANSFERRED C TO BLUETOOTH FOR FURTHER ASSISTANCE. @02/17-ZMH815N

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: \_NONE

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

repairs can be made for this condition.

3. Auto-headlights do not work to customers expectations. A function test sh  
ARBS placed outbound call to c at [REDACTED]. ARBS left vmx advising that  
CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-MH INFORMED C OF NO OPEN RECALLS.

20-Jun at 0900 CDT works for DTS. ARBS advised c that ARBS will be out of the  
CRR-MH CLOSING FILE @02/17-ZMH815N

owed the auto-headlights to be working properly. No repairs are required. I

. Gas tank release malfunction. Inaccurate gas miles available indicator. I  
office the week of 23-Jun and that ARBS would follow-up with c on 30-Jun.

told the customer to operate the headlights manually if she preferred a differ

Created by ZMB179N at 2014-06-16 11:17:10

ent function that what the auto position was providing.

nconsistent timing for headlight automatic shut off. Loud (it definitely not

4. Drivers side rear door can not be opened from the inside. The child safet  
a quiet ride). High RPM's for a long time.

ARBS submitted MRF Reply (attached) via fax.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,172

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,173

REQUESTED BY: lattad

**CAR ID:** CA6420760

Created by null at 2014-05-14 13:23:41

Created by ZPL999n at 2014-06-24 09:12:46

lock was engaged. The lock was moved into the unlock position and the door NIS1418982. DRTS rec'd settlement from the BBB on 6/24/14, dated same. Michael open from the inside. No repairs required.

Previous Cases:14126193

5. The brake pedal goes to the floor before engaging at times. Brake function Bardwell, on behalf of Nissan of North America, and Ms. Carol Christjohn have Open Recalls/Campaigns:None

Created by ZRT176N at 2014-05-15 11:40:33

inspection showed the brakes to be working correctly with minimal wear on reached an agreement regarding this case. A Nissan DTS will inspect Ms. Christjohn's 2013 Sentra at an authorized Nissan dealership. Warrantable non-conformities verified during inspection will be repaired under the direction of the DTS. DRTS called 5047. Call connected but no sound could be heard and no answer from the brake pads. No repairs required.

Christjohn's 2013 Sentra at an authorized Nissan dealership. Warrantable non-conformities verified during inspection will be repaired under the direction of the DTS. DRTS called 5047. Call connected but no sound could be heard and no answer from the brake pads. No repairs required.

Christjohn's 2013 Sentra at an authorized Nissan dealership. Warrantable non-conformities verified during inspection will be repaired under the direction of the DTS. DRTS called 5047. Call connected but no sound could be heard and no answer from the brake pads. No repairs required.

Created by ZMB179N at 2014-06-30 09:19:38

Created by ZRT176N at 2014-05-15 11:54:27

Nissan DTS. Ms. Christjohn will be contacted by a Nissan Representative regarding ARBS closing case as BBB has confirmed customer's acceptance of DTS inspection as set DRTS called from listed sales number of dealer website. Transferred to service implementation of this agreement. The terms of the above agreement are to be carried out no later than 30 days from the date this letter is sent.

. Requested RO's from SA-Ken.

statement of concern.

Created by ZMB179N at 2014-05-15 15:09:43

Created by ZMB179N at 2014-06-30 09:18:53

ARBS received the following inspection report from DTS-David Rotvold:

ARBS reviewed CCF, previous case, and repair history in CPIA and ASIST. ARBS standing behind repurchase denial.

This BBB inspection was done on 20-Jun:

1. Trunk opens sporadically -Remote was tested and the trunk opened properly

ARBS sent repurchase denial letter to customer via FedEx: 798877511219.

ARBS closing case.

each time. The button must be held down for about 3 seconds because of the delay

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,174

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,175

REQUESTED BY: lattad

**CAR ID:** CA6420760

Created by ZPL999n at 2014-06-11 08:20:18

elay engineered into the system. Care must be taken when the key fob is stored in a purse or pocket because if the button is depressed and the fob is in the DRTS received docs pertaining to case, reopened case.

in the vicinity, the trunk will open. No repairs required for this concern.

NIS1418982. DRTS recb

2. Rust on the undercarriage. Certain components under the vehicle are not painted and do rust. This rust becomes a protective coating. This is not a cosmetic area and no repairs are required. The trunk lid paint is cracked under timing is off. repair attempts 1. Chrome just above the trunks opening switch has rusted and there is rust undercarriage. poor heating system, repair attempt the chrome trim. This will be repaired at no cost to the customer.

3. The auto door lock timing is off. The auto door locks when the vehicle stops 1. truck closure, repair attempts 1. frosted windows, repair attempts 1. warped windshield molding. poor operation of driver side windshield washer & wiper reaches approximately 15 mph. This has nothing to do with distance traveled; only vehicle speed. This was tested several times and worked correctly; never, repair attempts 1. Gas tank release malfunction, repair attempts 1. Inaccurate gas miles available indicator, repair attempts 1. Inconsistent timing for repairs are required.

4. Lack of power on acceleration. A test drive showed the vehicle to be operable or headlight automatic shut off, repair attempts 1. Loud (it is definitely not a quiet ride). High RPM's for long time, repair attempts 1. rear drivers side shifting correctly. The engine computer and transmission computer were scanned for door malfunctions. Back firing. Snow build up in rims requires frequent removal or failure codes and none were present (therefore the check engine light was normal, repair attempts 1. Cruise light comes on without activation.

not on). A copy of all vehicle computers scan results is attached. This report

Created by ZMB179N at 2014-06-11 09:12:21

It shows no failure codes stored in any of the vehicles 8 main computers.

5. Shimmy above 45MPH. No shimmy was observed during the road test. The customer ARBS submitted DTS request.

Created by ZMB179N at 2014-06-12 07:50:44

Customer states this happens in the winter when snow gets in the wheels. Customer ARBS received update from DTS-David Rotvold that DTS would like to inspect vehicle

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,176

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,177

REQUESTED BY: lattad

**CAR ID:** CA6420760

d that c has to stop and remove the snow from the wheels to stop the shimmy.  
19-Jun at 0900 CDT.

This is the correct procedure and no repairs are required.

6. Poor operation of the drivers side windshield wiper. The wiper blade will

Created by ZMB179N at 2014-06-12 08:16:57

ARBS placed outbound call to c at [REDACTED]. ARBS was advised that c was  
be replaced at no charge to the customer as a matter of goodwill. (not covere  
at work but would be home after 1500 CDT. ARBS advised that ARBS would follo  
d under warranty)

7. Passenger side visor rattles. This could not be duplicated on a road test  
w-up that after that time.

. An inspection of the visor showed no defects. The visor must be secured in

Created by ZMB179N at 2014-06-12 14:24:31

ARBS placed outbound call to c at [REDACTED]. ARBS left vmx with ARBS con  
the retaining clip when in the forward position. No repairs are required.

8. Warped windshield molding. This will be repaired by the body shop doing t  
tact info and requested a call back.

ARBS setting follow-up to 13-Jun pending c contact.

he cracked paint repair. This will be paid under the warranty coverage.

9. Frosted windows. HVAC system vents working correctly. For best window de

Created by ZMB179N at 2014-06-13 14:16:48

ARBS placed outbound call to c at [REDACTED]. ARBS advised c of proposed  
frosting DTS recommended not using re-circulation (use dryer outside air) and  
DTS inspection date and time. C asked if DTS would be able to meet with c on  
keeping snow on the floor mats to a minimum. No repairs are required.

10. Engine backfires. The customer described this as more of a 'chug'. This  
20-Jun as c is off that day. ARBS advised c that ARBS would reach out to DTS  
and follow-up with c once ARBS hears back. C thanked ARBS and call ended mutu  
perception is normal under certain engine speed and load conditions. Also,  
ally.

no failure codes were present in the engine control computer. No repairs are  
ARBS sent email to DTS-David Rotvold advising of c's request.  
required.

Created by ZMB179N at 2014-06-16 08:46:12

In addition to the above concerns related to the BBB, c mentioned the followin

**SPECIAL REMARKS:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,178

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,179

**CAR ID:** CA6420760

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |                        |
|---------------------|-------------------------|------------------------|
| <b>SATISFIED:</b> N | Y                       | <b>ACTION CODE:</b> NP |
| <b>CALLBACK:</b> 0  |                         | <b>DATE:</b> 00/00/00  |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00  |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00  |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00  |

|                                  |                                |                           |
|----------------------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>                 | <b>TRANS DATE:</b> 00/00/00    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI               | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>                | <b>OPENED BY:</b>              |                           |
| <b>HISTORY:</b>                  | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N              | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> Y                  | <b>CLOSE DATE:</b> 02/17/09    | 06/30/14                  |
| <b>RESP CAA:</b> DAVID GEIGENMIL | <b>OLM:</b>                    | <b>MICROFILM:</b>         |
| <b>PHONE:</b>                    | <b>OWNER FIRST:</b> [REDACTED] | <b>DOM:</b>               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,180

REQUESTED BY: lattad

**ROOT CAUSE:** NP

SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,181

**TIME:** 9:19:07 AM

**CAR ID:** CA6420760

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2008

**NAME:** [REDACTED] [REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST        | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|-----------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 5047          | Wisconsin |                |             |                |             |               |
| 0       |             | 5166          | Texas     |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,182

REQUESTED BY: lattad

**MODEL YEAR:** 2013

**VIN:** 3N1AB7AP9DL [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,183

REQUESTED BY: lattad

**CAR ID:** CA6420760

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5047

5166

**STATE:** TX

WI

**DEALER NAME:** KOCOUREK NISSAN

ORR NISSAN OF CORINTH

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,184

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,185

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA6607418  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP6DL [REDACTED]  
**CITY:** ANAHEIM **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 026882  
**ST/ZIP:** CA [REDACTED] **VCAN:** Y **IN SVC DATE:** 01/21/08  
**DAY PH:** 0 **PAID:** 34,452 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 5093 BUENA PARK NISSAN  
**DLR PH:** 714 739 0800 **DENY:** 0 **RESP DLR:** 5093 BUENA PARK NISSAN  
**REGION:** 44 **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:** 026882 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** BUENA PARK NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/02/14 **XFER/RSPNSBLTY:** 44 06 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/12/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/11/14 **INF-NET DATE:**

| <b>CONCERN AND CATEGORY</b> | <b>SUBCATEGORY AND SYMPTOM</b> |
|-----------------------------|--------------------------------|
| OA VEHICLE CONCERNS         | 103500 STEREO/CD/RADIO         |
| AA AUDIO/VIDEO/NAVI         | WA PREMATURE WEAR/FAILURE      |
| AD BRAKES                   | WZ WARRANTY COVERAGE INQUIRY   |
| AE ENGINE COOLING SYSTEM    | YX POOR OR IMPROPER OPERATION  |
| BG POWERTRAIN               | ZM EXCESSIVE NOISE             |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,186

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,187

REQUESTED BY: lattad

**CAR ID:** CA6607418

**C. A. R. COMMENTS**

FILE OPENED-ZKP796N 09/17/2009

MANGRUM\_J@BELLSOUTH.NET

rcas completed and submitted RHR

RCAS exiting case & setting follow up for: 6/12/14

request RCAS will process an RHR which is a veh repair history review. RCAS a Service Dept. Review

AND RESPONSIBLE DLR.

Created by ZBP179N at 2014-06-10 08:03:04

Created by ZBP777N at 2014-06-11 13:03:42

advise to C that RHR takes 10 business days to have a resolution of C's request

PREVIOUS FILES FOUND:

Service Dept. Review

and that RCAS will be in contact with c every 3 business days which next foll

CRR-KP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

\*\*\*DRTS received the RHR. The RHR was assigned to ARBS-Adrienne Gehrke for rev

RCAS Benjamin Pastor received a call from c stating c wants to speak with RCAS

RELATED: NONE

Service Dept. Review

iew.

-Karen Maldonado-Rivera.

OPEN PB072 ALTIMA TENSNR BOLT NTB08-051 04/26/08 06/09/08 00/00/00

ow up date will be for 6/5/14. RCAS asked C the following ???

Service Dept. Review

UNRELATED: NONE

Created by ZKM179N at 2014-06-10 11:56:01

CRR-KP ADVISED C OF RECALL STATUS.

CRR-KP UPDATED OWNER'S INFORMATION (PHONE NUMBERS).

RCAS asked c if any contact information such as address or phone #'s have chan

Service Dept. Review

Why does c want to return the vehicle to Nissan North America? because veh do

CRR-KP VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBERS

ged, c stated: no.

not work and c do not have time to take veh to dlr and with multiple issues,

PREVIOUS NISSAN/INFINITI VEHICLE(S): 2 (2002 ALT AND 2004 ALT)

RCAS contacted C at [REDACTED] at 1:48 pm EST

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,188

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,189

REQUESTED BY: lattad

**CAR ID:** CA6607418

CRR-KP RECEIVED CALL FROM C'S HUSBAND, [REDACTED].

RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS-K  
RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call b  
Where is the vehicle currently? C's residence.

ack # of 1800-647-7261. RCAS explained to C that case is under review and at t  
C STATED THAT THERE IS A NOISE ON THE VEH AND C IS NOT SURE IT THE NOISE IS  
M is available, c accepted.

Where was the vehicle purchased? BUENA PARK NISSAN  
COMING FROM THE TRANSMISSION OR ON THE LEFT FRONT AXLE. @09/17-ZKP796N

he time there is no new info available to provide to C. RCAS provided next con

RCAS came back to c & thanked c for hold time.

Was it purchased new or used? new

C STATED THAT C WANTS TO KNOW THE COVERAGE FOR THE POWERTRAIN WARRANTY.

RCAS transferred C to RCAS-KM.

tact # by 6/13/14

Where is the vehicle serviced? BUENA PARK NISSAN

CRR-KP INFORMED C THAT TRANSMISSION AND TRANSAXLE, ENGINE, DRIVETRAIN AND THE

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

RCAS contacted C at [REDACTED] at 1:52 pm EST

RCAS provided c with Name and EXT #.

f so, document names of dealers/retailers? BUENA PARK NISSAN 7147390800

RCAS exiting case.

RESTRAINT SYSTEM MAY BE COVERED UNDER THE POWERTRAIN WARRANTY.

The receptionist did not recognize C's name and ask RCAS for what department,

Created by ZKM179N at 2014-06-11 13:32:18

CRR-KP INFORMED C THAT THE POWERTRAIN WARRANTY COVERS REPAIRS OR PART

RCAS do not have that info from C, receptionist stated that without department

RCAS thanked C for all info and advised that if C have any other important inf

o to provide to RCAS C can call RCAS back when needed before next follow up.

RCAS received a warm transferred from RCAS Benjamin Pastor with C on the line.

REPLACEMENT IF DUE TO A MANUFACTURING DEFECT.

was not possible to transfer a call to a employee. RCAS thanked for info and

assistance and mutually ended call.

CRR-KP INFORMED C THAT THE DLRSHp HAS THE LAST SAY IF THE PART OR REPAIR WILL

C understood.

RCAS thanked C for returning RCAS call and explained to C that RCAS was delive

BE COVERED OR NOT.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,190

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,191

REQUESTED BY: lattad

**CAR ID:** CA6607418

RCAS exiting case & setting follow up for: 6/13/14

RCAS provided C with name, ext. 457242 , and case #.

red RHR decision from C's request.

Created by ZAG177N at 2014-06-10 14:21:33

CRR-KP INFORMED C THAT THE POWERTRAIN WARRANTY ON C'S VEH WILL EXPIRE ON

C understood and stated that c is nervous.

RCAS offered further assistance. C was satisfied & declined further assistance

01/21/13 OR 60,000 MILES WHICHEVER COMES FIRST.

Arbs rev'd RHR and CPIA. Arbs notes previous RHR review and denial in Case 12

RCAS explained to C that after a carefully review of the veh repair history. N

128107 . C rec'd check in the amount of \$486.70 as a one month loan payment re

CRR-KP ADVISED C TO BRING THE VEH TO A NISSAN DLRSHIP AND HAVE THE VEH

NA has determined that the repair history has been excessive. NNA is not in a

RCAS thanked C for calling CA.

DIAGNOSE.

imbursement.

position to repurchase the vehicle at this time. RCAS explained to C that RCAS

RCAS setting follow up for 6/5/14

07/20/13....Mileage: 6,550....RO: 325374....Days Down: 2

already send to C a letter with the decision if the case and advise to C in c

Created by ZKM179N at 2014-06-04 12:07:24

C THANKED CRR-KP FOR ASSISTANCE, C SATISFIED.

1. Found brake pedal spongy b

ase veh continue having issues then C will have to take veh to NNA dlr for fur

CRR-KP OFFERED FURTHER ASSISTANCE, C DECLINED

RCAS contacted dlr BUENA PARK NISSAN 7147390800

09/14/13....Mileage: 10,635....RO: 329318....Days Down: 1

CRR-KP GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS spoke with SA Jeff and asked for C's veh repair history and SA transferre

ther inspections on veh to be provided.

1. Veh is overheating - Unable to duplicate

CRR-KP CLOSING FILE.

@09/17-ZKP796N

C understood and stated that C was not satisfied with the resolution and that

d RCAS with SM direct line. RCAS left VMX requesting to SM to fax to RCAS C's

\*\*\*\*\*

2. Trunk open at times - No problem found

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,192

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,193

REQUESTED BY: lattad

**CAR ID:** CA6607418

NNA sold to C a mess up veh and that C will have to sue NNA.

veh repair history ASAP and provided fax # call back # with ext, including C's

4. Power outlets blow fuses - Replaced fuses

CRR-AB RECEIVED CALL FROM C.

name case and last 8 of vin #.

RCAS explained to C that in the denial letter there is BBB contact ## for C

Additional RO's since last RHR

CRR-AB VERIFIED C'S NAME, ADDRESS, DAY, EVENING PHONE NUMBERS

RCAS exiting case.

to consult about the decision provided and also that C can always call back an

12/03/13....Mileage: 15,666....RO: 334901.....Days Down: 1 b

Created by ZKM179N at 2014-06-05 12:00:22

CRR-AB INFORMED C OF RECALL STATUS.

d request further assistance.

1. Brake feels soft - 1. Unable to duplicate

C disconnected the call.

C STATED THAT C'S VEH IS 18054 HAROLD MATHEWS NISSAN FOR THE TRANSMISSION

RCAS contacted dlr BUENA PARK NISSAN 7147390800

2. Horn sounds weak when locked - Normal at this time

PROBLEM BUT DLR TOLD C THAT DLR WILL HAVE TO ORDER THE PART AND THE EARLIEST

RCAS closing case due to no other follow up action is required.

RCAS spoke with SA Steve and asked for veh repair history of C to be faxed to

05/01/14....Mileage: 26,882....RO: 344893....Days Down: 1

RCAS in C copies for RHR process. SA stated that will be faxing docs as soon a

Summary: C contacted NNA and requested a 2nd RHR due to veh issues with brakes

TIME WILL BE ON FRIDAY.

1. When step on gas ard to accelerate and RPM stuck at 4K RPMs - No problem fo

C STATED THAT C WANTED TO KNOW IF NISSAN CAN PROVIDE C WITH A VEH THAT C CAN

. RHR was processed, reviewed, and declined. HR decision was provided to C and

s they are printed, RCAS thanked for info and assistance and provided SA fax #

C was not satisfied and disconnected call.

. Mutually ended call.

und

USE WHILE WAITING FOR THE PART.

2. Cruise ECO and oil light on while driving at times - Unable to duplicate

CRR-AB CHECKED AND INFORMED C TO CALL THE DLR IF DLR CAN PRIVDE C WITH A

RCAS exiting case.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,194

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,195

REQUESTED BY: lattad

**CAR ID:** CA6607418

3. When step on brakes, steering wheel shook - Unable to duplicate

Created by ZKM179N at 2014-06-05 13:44:43

LOANER VEH.

4. Rattle noise while driving on engine area - No problem found

C ASKED WHAT WILL BE THE WARRANTY WHEN THE TRANSMISSION WAS REPLACED;

RCAS contacted C at [REDACTED] at 3:33 pm EST

5. Trunk open while veh is in park - No problem found

CRR-AB INFORMED C THAT THE WARRANTY FOR REPLACEMENT PART WILL BE 12 MONTHS OR

RCAS advised c that the call may be recorded for quality purposes.

12000 MILES WHICHEVER COMES FIRST BUT SINCE NISSAN WILL GOING TO FOLLOW WHICH

6. AC is not blowing cold air - No problem found

C understood.

7. Perform recall R1405 b

RCAS explained to C that RCAS received today all veh history from dlr and will

WARRANTY WILL BE LONGER EITHER THE REPLACEMENT WARRANTY OR THE ORIGINAL

Created by ZAG177N at 2014-06-10 14:24:37

submit case for review.

WARRANTY.

Arbs notes 1 FW repair for brake pedal feeling soft.

C understood.

C UNDERSTOOD

Arbs notes 1 days down for FW repairs.

C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.

RCAS advise to C that RCAS will call C back on 6/10/14 with more info about th

Arbs notes that no other C's concerns have been duplicated.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

e case status.

Arbs does not feel the repair history has been excessive. NNA is not in a posi

CRR-AB GAVE C NAME, EXTENSION AND FILE NUMBER.

C stated that it is okay and that C might take veh to dlr for another review b

CRR-AB CLOSING FILE. @09/22-ZAB630N

ecause veh is leaking oil and water and C do not understand how dlr couldn't f

tion to repurchase the vehicle at this time.

Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the

Created by ZKM179N at 2014-06-02 16:27:46

ind any issues.

best course of action for the file. (Arbs notes previous goodwill reimburseme

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,196

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,197

REQUESTED BY: lattad

**CAR ID:** CA6607418

RCAS apologize for the inconvenience and explained to C that when C take veh t  
RCAS checked for previously related cases found 12128107  
nt of one months car payment already provided.)  
o NNA dlr C can contact RCAS for RCAS to gather documents from dlr.  
RCAS checked for previously unrelated cases found none  
Created by ZMS866N at 2014-06-11 09:54:43  
C understood and agree on calling RCAS back when taking veh to dlr.  
RCAS verified and updated C's name,address, primary & alternative phone #'s, e  
mail, VIN, mileage, how acquired veh and srv dlr.  
MT MS received request for letter to be mailed to the customer. MT MS mailing  
RCAS offered C further assistance, C decline assistance.  
letter to customer. Thank You!  
RCAS checked for open campaigns found none  
RCAS provided C with name and ext #.  
Created by ZKM179N at 2014-06-11 11:42:16  
RCAS exiting case and setting follow up for 6/10/14  
RCAS received a call from C stating C have too much issues. C stated that C ha  
Created by ZKM179N at 2014-06-05 16:06:05  
RCAS received email from CSM with the following message: No more gw on this on  
ve taken veh since c purchased veh with issues as overheating and a weird nois  
e  
e, noise and the radio turning off by itself, and veh when C press brakes shak  
RCAS sent email to CSM Fernando Hernandez as an advise that an RHR will be sen  
es a lot and C does not feel safe and secure on veh no more, C stated that c i  
RCAS exiting case.  
t to the DRT for review.  
Created by ZKM179N at 2014-06-11 11:44:48  
RCAS exiting case.  
s not satisfied and that C would like NNA to change veh because C do not want  
Created by ZJS111N at 2014-06-09 15:10:45  
RCAS contacted C at ( [REDACTED] ) at 1:43 pm EST  
to have a veh with issues when the manufacture warranty expired. C stated that  
C's veh was already repaired once but that veh continue having all this issue  
rcas-jonathon spurling assisting  
RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call b  
ack # of 1800-647-7261. RCAS advise to C on VMX that RCAS has new info about t  
rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,198

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,199

REQUESTED BY: lattad

**CAR ID:** CA6607418

s and C's husband do not want C to drive veh.  
he case available and requested a call back.  
RCAS apologize with C for all inconvenience and explained to C that due to C's  
rce to proceed with processing of RHR

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

|                     |                         |                         |
|---------------------|-------------------------|-------------------------|
| <b>SATISFIED:</b> Y | <b>ACTION CODE:</b> NP  | <b>ROOT CAUSE:</b> SCIN |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   | <b>USERID:</b>          |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00   |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00   |
|                     |                         | <b>USERID:</b>          |

|                              |                                         |                           |
|------------------------------|-----------------------------------------|---------------------------|
| <b>IIR-DATE:</b>             | <b>TRANS DATE:</b> 04/23/13    06/25/13 | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI           | <b>PART#:</b>                           | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>            | <b>OPENED BY:</b>                       |                           |
| <b>HISTORY:</b>              | <b>UPDATE BY:</b>                       |                           |
| <b>SVC CALL#:</b> N          | <b>UPDATE DATE:</b>                     |                           |
| <b>CLOSE:</b> Y              | <b>CLOSE DATE:</b> 06/11/14             | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> RANDY DRIER | <b>OLM:</b>                             | <b>DOM:</b>               |
| <b>PHONE:</b>                | <b>OWNER FIRST:</b> [REDACTED]          | <b>LANGUAGE:</b>          |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,200

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,201

**CAR ID:** CA6607418

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP6DL [REDACTED]

**IN SCV DATE:** 01/21/08

| SEQ NO. | CONTRACT NO  | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|--------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 1       | MPNH01305653 | 5093          | California | 4/16/2013      | 04/16/16    | 0045000        | 01/01/01    | 01/01/01      |
| 2       | RCCI07431039 | 5093          | California | 4/16/2013      | 04/16/18    | 0075000        | 01/01/01    | 01/01/01      |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,202

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,203

REQUESTED BY: lattad

**CAR ID:** CA6607418

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MPNH01305653

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** P

**PLAN TERM:** H

**DEDUCTABLE:** 0

**EFFECTIVE:** 4/16/2013

**EXPIRES:** 04/16/16      **MILES:** 0045000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/25/13

**PRINTED:** 06/29/13

**DEALER NO:** 5093      **STATE:** CA

**DEALER NAME:** BUENA PARK NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,204

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,205

REQUESTED BY: lattad

**CAR ID:** CA6607418

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCI07431039

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** I

**DEDUCTABLE:** 100

**EFFECTIVE:** 4/16/2013

**EXPIRES:** 04/16/18      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/23/13

**PRINTED:** 04/27/13

**DEALER NO:** 5093      **STATE:** CA

**DEALER NAME:** BUENA PARK NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,206

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**

**TIME:** 9:19:07 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 3,207

**REQUESTED BY:** lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6608357  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP2DL [REDACTED]  
**CITY:** LOS ANGELES **YR/MDL:** 2013.0 SEN **MILEAGE:** 000000  
**ST/ZIP:** CA [REDACTED] **VCAN:** N **IN SVC DATE:** 02/12/07  
**DAY PH:** [REDACTED] **PAID:** 720 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 144 **SVC DLR:** 2452 ALHAMBRA NISSAN  
**DLR PH:** 626 289 6161 **DENY:** 0 **RESP DLR:** 2452 ALHAMBRA NISSAN  
**REGION:** 44 **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:** 000000 **# 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:** 06/02/14 **XFER/RSPNSBLTY:** 44 03 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/05/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/05/14 **INF-NET DATE:**

| <b>CONCERN AND CATEGORY</b> | <b>SUBCATEGORY AND SYMPTOM</b>   |
|-----------------------------|----------------------------------|
| OA VEHICLE CONCERNS         | 206500 MURANO                    |
| OF NNA., INC. ISSUES        | 254500 TIRE (TIRE/VALVE/TUBE)    |
| AZ NISSAN PRODUCT INQUIRIES | VG PROVIDED RECALL INFORMATION 3 |
| BG POWERTRAIN               | WE PULLS/DRIFTS/UNSTABLE         |
| BO TIRE/WHEEL               | ZR GENERAL INQUIRY               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,208

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,209

REQUESTED BY: lattad

**CAR ID:** CA6608357

**C. A. R. COMMENTS**

Created by ZPN177N at 2014-06-27 11:49:05

EMAIL ADDRESS: NONE

FILE OPENED-ZID108N 09/17/2009

\*\*\* ¿Added after the case is closed.¿ \*\*\*

CRR-ID ADVISED C OF RECALL STATUS.

PREVIOUS FILES FOUND: NONE

CRR-ID VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

TCS-PN Lvm for c returning call

CRR-ID RECEIVED CALL FROM C.

RESPONSIBLE DLR AND EMAIL.

CRR-ID CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

C STATED THAT C RECEIVED A NOTICE RECALL LETTER BUT THE NAME AND VIN IS INCORRECT.

OPEN R0902 MURANO INTAKE DUCT NTB09-038 05/12/09 00/00/00 00/00/00

C WANTS TO CHECK IF THE VEH IS INCLUDED SICNE THE ADDRESS IS CORRECT AND THE VIN IS VERY CLOSE TO C'S VEH.

CRR-ID CEHCK AND FOUND THAT C'S VEH HAS OPEN RECALL AND ADVISE C TO SET APPOINTMENT TO AUTHORIZE NISSAN DLR SO THAT THE RECALL CAN BE PERFORM AND THE RECALL WILL BE FREE OF CHARGE TO REPAIR.

CRR-ID OFFERD FURTHER ASSISTANCE BUT C DECLINED.

C THANKED CRR-ID FOR ASSISTANCE, C SATISFIED.

CRR-ID GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-ID CLOSING FILE. @09/17-ZID108N

Created by ZPN177N at 2014-06-03 06:34:00

QC Hot Alert

Created by ZPN177N at 2014-06-03 06:36:39

TCS-PN received case for handling as a result of QC survey response received from c. copied survey notes below:

Vehicle Pulls While Braking - Pulls left

braking is always a challenge because you never know what way the car will pull

l  
Brake Pedal - Excess pressure required

braking is not stopped because the vehicle moves suddenly by it self

Unusual Vehicle Pull/Drift (not while braking) - Constant pull/drift

even when stopped the car moves forward for no reason

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,210

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,211

REQUESTED BY: lattad

**CAR ID:** CA6608357

Unusual Transmission Noise - While driving, DF

the noise is different always

Unusual Transmission Noise - While starting/accelerating from a stop

it pulls everytime you accelerate

TCS-PN checked for open/related previous CA cases and found: None

checked for closed CA cases and found: Two 11987615, 11594347

checked for open recalls/campaigns and found: None

Created by ZPN177N at 2014-06-03 12:59:00

TCS-PN lvm at [REDACTED] for c to return call if c would like to discuss survey

comments

to follow up with c on 06/04.

Created by ZPN177N at 2014-06-05 08:42:18

TCS-PN spoke to [REDACTED] now known as c, and thanked c for returning TCS-PN's

call

C states driver of the vehicle

C states concern is with the pull with acceleration, trail of water that follows

c out of driveway and a noise with the transmission

C states owned a Sentra prior to this Sentra and had concerns with it so that

is why c purchased new Sentra

TCS-PN apologized to c

TCS-PN advised c reviewed repair history and could not find where these concerns

were addressed with the dealership

C stated mentioned pull of vehicle and was advised by tech that tech drove same vehicle

and this is normal, for trail of water was advised condensation off evaporator

and did not address transmission concern

TCS-PN advised c to schedule appointment and ask for a tech to ride with c to

have pull and transmission noise addressed

C thanked TCS-PN

TCS-PN advised c if had further questions or concerns to contact TCS-PN

call ended mutually

Created by ZPN177N at 2014-06-27 11:48:24

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

TCS-PN received voicemail from c advising took vehicle in and had adjustments made

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,212

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 31/07/14

**NISSAN MOTOR CORPORATION IN U.S.A**  
**CUSTOMER ASSISTANCE REQUEST**  
**REQUESTED BY:** lattad

**TIME:** 9:19:07 AM

**PAGE:** 3,213

**CAR ID:** CA6608357

**CONTACT(S)**

|                     |                         |                         |
|---------------------|-------------------------|-------------------------|
| <b>SATISFIED:</b> Y | <b>ACTION CODE:</b> NP  | <b>ROOT CAUSE:</b> SCIN |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   | <b>USERID:</b>          |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00   |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00   |
|                     |                         | <b>USERID:</b>          |

|                            |                                |                           |
|----------------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>           | <b>TRANS DATE:</b> 00/00/00    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI         | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>          | <b>OPENED BY:</b>              |                           |
| <b>HISTORY:</b>            | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N        | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> Y            | <b>CLOSE DATE:</b> 06/05/14    | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> JACK WONG | <b>OLM:</b>                    | <b>DOM:</b>               |
| <b>PHONE:</b>              | <b>OWNER FIRST:</b> [REDACTED] | <b>LANGUAGE:</b>          |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,214

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,215

**CAR ID:** CA6608357

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP2DL [REDACTED]

**IN SCV DATE:** 02/12/07

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST         | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|------------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 2452          | California |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,216

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,217

REQUESTED BY: lattad

**CAR ID:** CA6608357

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2452

**STATE:** CA

**DEALER NAME:** ALHAMBRA NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,218

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,219

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6617073  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP1DL [REDACTED]  
**CITY:** ARLINGTON **YR/MDL:** 2013.0 **SEN** **MILEAGE:** 012712  
**ST/ZIP:** VA [REDACTED] **VCAN:** Y **IN SVC DATE:** 11/05/07  
**DAY PH:** [REDACTED] **PAID:** 1,580 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3497 PASSPORT NIS/ALEXANDRIA  
**DLR PH:** 703 823 9000 **DENY:** 0 **RESP DLR:** 3497 PASSPORT NIS/ALEXANDRIA  
**REGION:** 26 **DIST: SL/SV/PT:** 17 17 47

**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:** 012712 **# 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:** 06/03/14 **XFER/RSPNSBLTY:** 26 17 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/18/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 07/09/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)  
AD BRAKES YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,220

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,221

REQUESTED BY: lattad

**CAR ID:** CA6617073

**C. A. R. COMMENTS**

ARBS TZ note submitted documents to Morley Case Number: 213368, 7/8/2014 Morle

, client stated that the intent letter could be emailed, will have to client b

c understood and thanked rcas

FILE OPENED TO DOCUMENT RECEIPT OF MANUFACTURER'S COPY OF THE STATE OF TX

FILE OPENED-ZKW999N 09/28/2009

Service Dept. Review

that information so I can make sure finance charges are refunded by getting a

TL asked the following repurchase request questions:

Created by ZMR777N at 2014-06-03 09:47:47

ll your payment information.

rcas asked if there was anything further needed at this time

REPRUCHASE DISCLOSURE STATEMENT. DOCS TO DRT CLOSED DRAWER. FILE CLOSED.

Service Dept. Review

Why do you want to return the vehicle to Nissan North America? Due braking con

y 6/20 by email, client agreed and call ended mutually

y FedEx Shipment: 770536017624

@09/28-ZKW999N

cern and previous defects on this veh which could have been life threatening.

Created by ZJR777N at 2014-06-20 06:23:38

Created by ZVL179N at 2014-06-27 09:27:14

CRR-MR verified name, VIN, address, contact number, email, service DLR and mil

c stated no

Service Dept. Review

ARBS VL notes the following email:

eage.

RCAS REC'D VXM FROM C REQUESTING CALL BACK AT [REDACTED]

rcas understood and advised that rcas will follow up on 6/18/2014

Service Dept. Review

Where is the vehicle currently? with C

C is requesting update on the case.

Created by 12345678 at 2014-06-13 10:14:15

CRR-MR received a call from C stating C is having problems with the brakes.

My car was never financed. I paid it off in full with cash(\$19,000). Thank you

Service Dept. Review

Where was the vehicle purchased? Koons Nissan

Created by ZVL179N at 2014-06-20 06:30:44

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,222

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,223

REQUESTED BY: lattad

**CAR ID:** CA6617073

C stated C took the Veh to the DLR today.

\*\*\*DRTS received the RHR. The RHR was assigned to ARBS-Verbia Lovelace for rev

Regards,

Service Dept. Review

Was it purchased new or used? New

ARBS VL sent intent letter by email as client requested, [REDACTED]

C was assisted by SA-Brian.

David Lam

iew.

If used, when was the vehicle purchased?N/A

Service Dept. Review

Created by ZVL179N at 2014-06-18 09:15:06

Created by ZVL179N at 2014-06-23 08:02:14

Created by ZVL179N at 2014-06-27 09:30:34

C was told that the issue was normal.

Service Dept. Review

Where is the vehicle serviced?Koons and now Passport Nissan

ARBS VL notes received the following email:

ARBS VL notes the following email sent to client:

ARBS VL notes the following repairs

C insisted that there is really something wrong with the brakes because it tak

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? I

Service Dept. Review

06/17/13 @ 1,900 miles--RO 45906--2 days down

Can you send me the title. I will need to have this attached to your file.

es seconds after stepping on the brakes before the Veh slows down.

f so, document names of dealers/retailers?Passport Nissan and Koons Nissan(no

Good Morning,

Service Dept. Review

CRR-MR informed C that the case will be escalated to RCAS for review. C unders

I am trying to fill out the form at the moment. Which portions should I fill o

Issue:

longer active).

Service Dept. Review

Thanks

1. Replace rear wheel cylinder

Created by ZVL179N at 2014-06-27 09:42:02

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,224

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,225

REQUESTED BY: lattad

**CAR ID:** CA6617073

Service Dept. Review

TL stated that rcas will follow up with C on 06/09/14 with an update for this tood.

ut, since I did not finance my car and paid it off in full? There are/were no action:

ARBS VL notes title received and atatched to file....

CRR-MR informed C that a regional specialist will get in touch with C before t lienholders of my car. Thank you

request and TL provided C with rcas contact info and case # and C thanked TL a

Service Dept. Review

2. Complete

Created by ZVL179N at 2014-06-27 10:48:31

he end of the next business day. C understood.

nd c ended call.

Regards,

Service Dept. Review

08/03/13 @ 2,498 miles--RO 47887-- 1 day down

ARBS VL notes the following email sent to client:

Created by ZJR777N at 2014-06-09 13:14:33

CRR-MR offered further assistance. C declined.

David Lam

Service Dept. Review

CRR-MR provided case number, CRR name and extension number.

If you didnb

Issue:

Mr. Lam,

rcas made call to Passport Nissan of Alexandria 7038239000 at 2:52 pm est

1. Replace wheel rear cylinder

Attached is your repurchase offer. Take your time and look it over. If you h

CRR-MR escalating case to RCAS.

rcas spoke to SMD-Richard

you wonb

Action:

ave any questions let me know.

CRR-MR exiting case.

he vehicle.

rcas explained the customer concern and that c is requesting rhr

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,226

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,227

REQUESTED BY: lattad

**CAR ID:** CA6617073

1. Complete

Created by ZMR777N at 2014-06-03 09:48:04

Created by ZVL179N at 2014-06-23 11:00:04

SMD understood

Thanks

08/20/13 @ 3,249 miles--RO 48489--12 days down

ARBS VL notes receiving the following emails:

Created by ZVL179N at 2014-06-27 10:49:11

rcas provided SMD with fax number

Vehicle Concern

After multiple discussions, I would like to go with the repurchasing path. How

ARBS VL notes repurchase letter attached to file

Created by ZJR777N at 2014-06-09 14:39:27

Created by ZMR777N at 2014-06-03 09:47:47

Issue:

1. Replace brake master cylinder

Created by ZVL179N at 2014-06-27 11:37:07

CRR-MR verified name, VIN, address, contact number, email, service DLR and mil

long will the process take to receive the refund? Thank you

rcas made call to c [REDACTED] at 4:36 pm est

2. Replace both brake shoes

ARBS VL received the following email:

eage.

rcas spoke to c

The whole process will take the 2-4 weeks. This is with me getting documents

Action:

and sending you a repurchase offer. Once you look it over and agree to it, yo

CRR-MR received a call from C stating C is having problems with the brakes.

Good Afternoon,

rcas advised that rcas was calling with an update

1-2 Complete

C stated C took the Veh to the DLR today.

c understood

Thank you for providing the documentation. In the letter it states that I will

u will sign it and I will request a check. You will also give me the dealer

05/01/14 @ 10,597 miles-RO 279337--1 days down

C was assisted by SA-Brian.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,228

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,229

REQUESTED BY: lattad

**CAR ID:** CA6617073

need to fax the completed form. Will I be able to provide a PDF form through rcas advised that rcas will be following up again on 6.13.2014

you want to surrender your vehicle so Morley (they are a 3rd party we use for c understood and thanked rcas

C was told that the issue was normal.

email instead? Thank you

Issue:

surrenders) can inspect it and give you your check. Morley will contact you w  
1 Perform recall R1405

C insisted that there is really something wrong with the brakes because it tak

Created by ZJR777N at 2014-06-09 14:40:48

ith a date and time.

Regards,

Action:

Created by ZVL179N at 2014-06-24 07:34:11

David Lam

es seconds after stepping on the brakes before the Veh slows down.

RCAS NOTING THAT RCAS IS NOT ABLE TO GATHER ROS FROM KOONS NISSAN DLR IS NO LO

1. Complete

ARBS VL notes receiving the following email:

CRR-MR informed C that the case will be escalated to RCAS for review. C unders

NGER AN ACTIVE DLR

Sent:

05/30/14 @ 12,712 miles--RO 281052-- 6 days down

Created by ZJR777N at 2014-06-11 12:03:44

Thank you very much.

Thatb

tood.

Created by ZVL179N at 2014-06-27 13:02:18

CRR-MR informed C that a regional specialist will get in touch with C before t

Issue:

I will be dropping my vehicle off at Passport Nissan, after all the forms are

rcas sent email to SM and FOM-Tom Lyon and CSM-Cristin Adinolfi and RCAM-David

1. Brakes seem spongy when slowing down

ARBS VL notes signed repurchase offer attached.....

filled. Please provide me with the documentation at your earliest convenience

Foeder requesting ro again

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,230

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,231

REQUESTED BY: lattad

**CAR ID:** CA6617073

he end of the next business day. C understood.

Action:

Created by ZJR777N at 2014-06-12 08:17:08

Created by ZVL179N at 2014-06-30 08:26:57

CRR-MR offered further assistance. C declined.

for the repurchase. Thank you.

1. Normal Operation

ARBS emailed the following:

Consumer Affairs Voluntary Repurchase due to 22 days out of service and 4 repa

CRR-MR provided case number, CRR name and extension number.

rcas made call to Passport Nissan 7038239000 at 10:14 am est

Created by ZVL179N at 2014-06-18 09:33:50

CRR-MR escalating case to RCAS.

ir attempts to correct a Brake concern.

Mr. Lam,

rcas spoke to SMD-Richard

ARBS VL notes the following

As soon as I receive your information then I will put together the repurchase

Created by ZVL179N at 2014-06-30 08:29:02

CRR-MR exiting case.

rcas advised the that rcas still has not rec'd the repair orders

22 days down

ARBS VL notes the following:

Created by ZMR777N at 2014-06-03 09:48:04

offer.

SMD stated that SA-Brain was supposed to fax them

In service Date : 04/24/13

Repurchase

SMD stated that the ros will be faxed over

Thanks

Vehicle Concern

Base Price \$17,011.64

Created by ZBL000N at 2014-06-04 13:46:17

Created by ZJR777N at 2014-06-12 08:41:05

Created by ZVL179N at 2014-06-27 09:05:32

Last reported Miles: 12,712 miles

4 visits related to Brakes

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,232

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,233

REQUESTED BY: lattad

**CAR ID:** CA6617073

ARBS VL notes the following email from client:

rcas rec'd ro

Sales Tax \$549.02

TL assist rcas with case called PASSPORT NISSAN OF ALEXANDRIA at # of 70382390

00 at 3:21 PM et and TL operator-Ashley who informed TL that SM was not availa

-1st visit @ 1,900-Replaced

Good Afternoon,

Lic/Reg \$106.50

rcas attached to case

-2nd visit @ 2,498 miles-Replaced

ble and TL requested to speak with anyone in service and then requested to spe

Dealer Doc Fee \$499.00

I was wondering if there were any updates to this case? Thank you.

rcas sent email to FOM-Tom Lyon and Csm- Cristin Adinolfi and FOS - Rhonda Cal

-3rd visit @ 3,249 miles-Replaced

ak with SA-Brian and was transferred to SA's VM and TL left VMX providing rcas

io

Purchase on line system filing \$10.00

Regards,

-4th visit @ 12,712 miles-Normal operation

contact info and case # and thanked SA and ended call.\*\*\*\*\*TL assisti

David Lam

Dealer Business License Tax \$33.84

rcas submitting rhr to rcas-js

Additional Cases Found

Created by ZJS111N at 2014-06-12 14:29:08

Destination Fee \$790.00

ng with case called C at # of [REDACTED] at 3:28 PM et and spoke with C.

Sent:

-11730949-Closed

I still need you to send me your registration and purchase contract for your v

rcas-jonathon spurling assisting

TL inquired how NNA could assist C.

Total Purchase Price \$19,000.00

-12795724-Closed

C reiterated the brake concerns listed below and that C stated that veh is tak  
ehicle.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,234

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,235

REQUESTED BY: lattad

**CAR ID:** CA6617073

Less Usage (1,900/100,000 X \$17,011.64=323.22) \$323.22

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo  
-12795869-Closed

ing longer to brake.

Loan Payoff\* (Full amount Pd at Purchase) \$0.00

rce to proceed with processing of RHR

Received:

C stated that C is very uncomfortable with the way C's veh is braking and that  
Good Morning,

No Tech line Cases Found

rcas completed and submitted RHR

Total Deductions \$323.22

concern is very upsetting to C.

Created by ZJS111N at 2014-06-12 14:29:08

No DTS Found

Refund Amount \$18,676.78

Thank you for getting back to me. Attached are the documentation. Is there any

C stated that C also had a concern with OCS and that C found this very dangero

No Additional Warranties Found

rcas-jonathon spurling assisting

thing else I will need to provide? Thank you

Total Repurchase \$18,676.78

Created by ZVL179N at 2014-06-18 09:34:56

Created by ZVL179N at 2014-06-30 08:31:43

rcas noting that owner of case received all RO's as stated in CPIA and Salesfo

Regards,

us but C had concern campaigned performed.

ARBS-VL notes 22 days down and 4 repair attempts, 2 replacements on a serious

ARBS VL requested check:

C stated that C does not want this veh any longer and TL apologized to C and s

David Lam

rce to proceed with processing of RHR

Created by ZVL179N at 2014-06-27 09:06:56

defect.

Lien Holder: 18,676.78

rcas completed and submitted RHR

tated that NNA could do a repurchase request and that repurchase requests are

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,236

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,237

REQUESTED BY: lattad

**CAR ID:** CA6617073

ARBS VL notes received registration and purchase contract attached to file ARBS-VL taking over CA File, ARBS-VL informed RCAS-JP via email, that ARBS-VL based on RO's and that if there is no diag for concern.

Created by ZJR777N at 2014-06-13 08:54:44

Created by ZVL179N at 2014-06-30 08:32:29

ARBS VL correction to check request this is for the customer not lien holder:

Created by ZVL179N at 2014-06-27 09:11:54

rcas made call to c at [REDACTED] 10:52 am est

TL recommended that C get a diag if possible from another Certified NNA Dlrshp will be C POC from this point fwd.

18,676.78,

and C understood.

ARBS VL notes the following email sent:

Created by ZVL179N at 2014-06-19 14:52:10

rcas spoke to c

ARBS VL notes that client was called at [REDACTED], gave client arbs name an Mr. Lam,

rcas advised that rcas was following up as stated before and that the RHR is i

TL informed C of 10 business day process and that decision should be made by 0

Vehicle was paid in full at delivery

6/19/14.

Created by ZZT176N at 2014-07-09 07:18:54

d contact information, let him know we wanted to repurchase or replace vehicle

n the final stages of the review

One more thing who was your vehicle initially financed through. I need to get

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,238

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14  
**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,239

**CAR ID:** CA6617073

|                     |                         |                         |
|---------------------|-------------------------|-------------------------|
| <b>SATISFIED:</b> N | <b>ACTION CODE:</b> NP  | <b>ROOT CAUSE:</b> SCSV |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   | <b>USERID:</b>          |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00   |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00   |

|                                  |                                |                           |
|----------------------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>                 | <b>TRANS DATE:</b> 00/00/00    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI               | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>                | <b>OPENED BY:</b>              |                           |
| <b>HISTORY:</b>                  | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N              | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> Y                  | <b>CLOSE DATE:</b> 07/09/14    | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> DAVID GEIGENMIL | <b>OLM:</b>                    | <b>DOM:</b>               |
| <b>PHONE:</b>                    | <b>OWNER FIRST:</b> [REDACTED] | <b>LANGUAGE:</b>          |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,240

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,241

**CAR ID:** CA6617073

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP1DL [REDACTED]

**IN SCV DATE:** 11/05/07

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 3497          | Virginia |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,242

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,243

REQUESTED BY: lattad

**CAR ID:** CA6617073

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3497

**STATE:** VA

**DEALER NAME:** PASSPORT NIS/ALEXANDRIA

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,244

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,245

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6642750  
**STREET:** [REDACTED] **VIN:** 3N1AB7AP8DL [REDACTED]  
**CITY:** [REDACTED] **YR/MDL:** 2013.0 SEN **MILEAGE:** 006191  
**ST/ZIP:** MD [REDACTED] **VCAN:** N **IN SVC DATE:** 08/31/04  
**DAY PH:** 0 **PAID:** 3,440 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 5158 CRISWELL NISSAN  
**DLR PH:** 301 670 3900 **DENY:** 0 **RESP DLR:** 5158 CRISWELL NISSAN  
**REGION:** 26 **DIST: SL/SV/PT:** 16 16 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:** 006191 **# 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:** 06/06/14 **XFER/RSPNSBLTY:** 26 16 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/09/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/09/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 107000 LATCH (TAILGATE/HOOD/TRUNK)  
AB BODY YX POOR OR IMPROPER OPERATION  
AD BRAKES 138000 ENGINE ASSEMBLY  
AG ENGINE MECHANICAL 196500 POWER SEAT (SEAT/SWITCH/CONTR  
AV INTERIOR ELECTRICAL 251500 FRONT STRUT(S)  
BN SUSPENSION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,246

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,247

REQUESTED BY: lattad

**CAR ID:** CA6642750

**C. A. R. COMMENTS**

er/owner of veh return call to Rcas when sister has second opinion and needs c  
EVERY 1000 MILES FOR EVERY 3000 MILES SO THE DLRSHIP CAN MEASURE USAGE. C  
FILE OPENED-ZHF639N 10/29/2009  
FOLLOW-UP IS DUE ON OR BEFORE

ired.

SA states veh compared to same model veh with determination that brake pedal n

Created by ZJM177N at 2014-06-06 09:40:47

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
EMAIL ADDRESS AND RESPONSIBLE DLR.

o lower than like model veh.

ontinued assistance.

PREVIOUS FILES FOUND: ONE

UNDERSTANDS AND AGREED. RCAS EXPLAINED THAT IF AFTER C REQUIRES FURTHER  
ASSISTANCE DEPENDING ON WHAT THE DLRSHIP HAS DETERMINED, C MAY PLACE A CALL

Brake operations checked and veh operating normally

CRR-HF CHECKED FOR OPEN RECALLS/ CAMPAIGNS / UPGRADES FOUND: NONE  
CUSTOMER.

Disregard description comments.

Rcas agreed and closing case pending contact from veh owner.

RELATED: NONE

BACK INTO NNA TO REQUEST FOR FURTHER ASSISTANCE. C UNDERSTANDS AND THANKED  
CLSD P5216 ALTIMA/MAX FRAME NTB05-114

Created by ZJM177N at 2014-06-06 09:10:18

Rcas requested RO to be fax'd to Rcas.

Service Dept. Review

UNRELATED: 6460552

CLSD R0712 ALT/SEN ECM REPROG NTB07-081

CRR-HF UPDATED OWNER'S INFORMATION (PHONE NUMBERS).

crr-jm received a call from c's brother George Bjorson being referred to as c

RCAS FOR THE ASSISTANCE. @11/09-ZOW482N

SA states will fax.

CRR-HF VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS,

in the call. c stated that c hears a noise while going over bumps. C states th

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

\*\*\*RCAS-OW SUMMARY OF FILE: C CONTACTED CONSUMER AFFAIRS AND EXPLAINED THAT

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,248

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,249

REQUESTED BY: lattad

**CAR ID:** CA6642750

Rcas thanked SA for information. Call ended mutually.

Created by zla177n at 2014-06-09 14:47:06

CRR-HF RECEIVED CALL FROM C.

e interior of the vehicle will be quite and one or both right side doors will

THE ENGINE WAS CONSUMING OIL. RCAS PLACED CALL TO SM-PAT ARNOTTE AND LEARNED

C STATES THAT C WAS AT PORTER NISSAN RIGHT NOW AND C WAS ASSISTED BY SA-LYLES.

pop or release. C added door latch was defective as well as the seats. C also

Rcas placed outbound call to c's brother [REDACTED] at [REDACTED] at 4:1

THAT C MUST RETURN TO THE DLRSHIP TO PERFORM OIL CONSUMPTION TESTS. RCAS

1 P.M. Referred to as c for these comments.

C STATES THAT C'S VEH IS CONSUMING TOO MUCH OIL AND C'S VEH IS HAVING AN OIL

mentioned C hears a clunk noise from the rear while braking. C also added brak

RELAYED INFORMATION TO THE CUSTOMER AND IF C REQUIRES FURTHER ASSISTANCE AFTER

CHANGE EVERY LESS THAN THREE MONTHS.

DETERMINATION OF WHAT WOULD NEED TO BE REPAIRED/REPLACED ON THE VEHICLE, C

e pedal drops really low on the ground. C stated right front strut was finally

Rcas informed c that call may be monitored and recorded for quality and traini

collapsed. C also stated veh is at the dlr yesterday and SA-David suggested t

C STATES THAT C WAS INFORMED BY SA-LYLES THAT NISSAN CAN'T DO ANYTHING ABOUT

MAY CONTACT RCAS FOR FURTHER ASSISTANCE. C AGREED. RCAS WILL BE CLOSING THE

ng purposes. C agreed.

C'S VEH SINCE C IS ALREADY OUT OF WARRANTY.

FILE PENDING C CALL BACK.

@11/09-ZOW482N

hat a nissan engineer must inspect the veh since dlr can't find the problem on

Rcas advised c reason for call is to follow up with c to determine how Rcas ca

Created by ZJM177N at 2014-06-06 09:10:18

C STATES THAT C'S VEH IS STILL UNDER DIAGNOSTIC TEST AND C WANTS NISSAN TO

n assist c.

the veh. C provided invoice number 611282.

ASSIST C WITH THE REPAIRS ON C'S VEH.

crr-jm received a call from c's brother [REDACTED] being referred to as c

crr-jm verified the name of registered owner, mailing address, phone numbers,

C states c has taken veh to dlr to because brake pedal is too close to the flo

C IS SEEKING GOODWILL ASSISTANCE.

email, if veh was purchased new or pre-owned, mileage on the veh and c's servi

in the call. c stated that c hears a noise while going over bumps. C states th

or.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,250

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,251

REQUESTED BY: lattad

**CAR ID:** CA6642750

cing dlrshp.

CRR-HF INFORMED C THAT CRR-HF WILL ENDORSED C'S FILE TO AN RCAS AND RCAS WILL

C states other concern is that drivers seat is slanted toward center of veh ca

e interior of the vehicle will be quite and one or both right side doors will

crr-jm found related case: 14030479

GET IN TOUCH WITH C BEFORE THE CLOSE OF THE NEXT BUSINESS DAY.

pop or release. C added door latch was defective as well as the seats. C also

using pain in c's hip.

crr-jm created a new case and reiterated ARBS decision but c is still requesti

C states latch on rear door spontaneously pops and causes pressure in veh to c

C UNDERTSOOD.

mentioned C hears a clunk noise from the rear while braking. C also added brak

CRR-HF VERIFIED C'S BEST CONTACT NUMBER WHICH IS C'S DAY AND EVE NUMBERS.

e pedal drops really low on the ground. C stated right front strut was finally

hange.

ng that decision will be changed. C stated c's requesting for a nissan enginee

collapsed. C also stated veh is at the dlr yesterday and SA-David suggested t

C states c believes that these are engineering concerns and c wants Nissan eng

C THANKED CRR-HF FOR ASSISTANCE, C SATISFIED.

r to look at the veh.

CRR-HF OFFERED FURTHER ASSISTANCE, C DECLINED.

crr-jm verified if the veh was diagnosed, c said yes and provided the followin

hat a nissan engineer must inspect the veh since dlr can't find the problem on

ineer to inspect c's veh.

CRR-HF GAVE C NAME, EXTENSION AND FILE NUMBER.

C states strut repairs has not resolved concerns and continuing to make noise.

g information:

the veh. C provided invoice number 611282.

CRR-HF TRANSFERRING FILE TO RCAS. @10/29-ZHF639N

crr-jm verified the name of registered owner, mailing address, phone numbers,

C states states brake pedal dropping per c's sister.

WHERE: CRISWELL NISSAN

@10/29-ZHF639N

email, if veh was purchased new or pre-owned, mileage on the veh and c's servi

Rcas inquired if brake operating. C states not sure concern has not happened w

WHEN: 06/05/14

cing dlrshp.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,252

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,253

REQUESTED BY: lattad

**CAR ID:** CA6642750

DIAGNOSIS: c stated dlr cant find what's wrong on the veh  
hen brother driving veh.

RCAS-OW REVIEWED FILE ON 10/29/09. RCAS UPDATED SERVICING DLR, DATANETTED FILE  
AND UPDATED BASIC/POWERTRAIN WARRANTY INFORMATION. RCAS WILL BE PLACING A CALL  
crr-jm found related case: 14030479

Rcas advised Rcas spoke to SA-Dave with determination that veh operating norma

SA: SA-David and SA-Andrew

crr-jm asked for the best number to reach c, c provided [REDACTED]

crr-jm created a new case and reiterated ARBS decision but c is still requesti

lly

TO C ON 10/30/09 BEFORE THE END OF THE BUSINESS DAY. @10/29-ZOW482N

crr-jm offered further assistance, c declined.

ng that decision will be changed. C stated c's requesting for a nissan enginee

Rcas advised DTS will not inspect veh without diagnosis that something is wron

\*\*\*RCAS-OW PLACED CALL TO C ON 10/30/09 AT 11:07AM EST ON DAY NUMBER AND LEFT

crr-jm provided name ext and case #

g with vehicle.

r to look at the veh.

VMX. RCAS PLACED CALL TO C ON 10/30/09 AT 11:09AM EST. C STATED THAT THE

crr-jm transferring case to ARBS

crr-jm verified if the veh was diagnosed, c said yes and provided the followin

DLRSHP HAS ADVISED C THAT AN OIL CONSUMPTION TEST MUST BE PERFORMED ON THE

Rcas advised next step in process is for c's sister to take veh to another Nis

Created by ZJM177N at 2014-06-06 09:13:39

g information:

san dlr for second opinion for second opinion.

VEHICLE. C STATED THE DLRSHIP ADVISED C TO PUT 1000K MILE ON THE VEHICLE AND

additional notes\*

C states what c is requesting is master technician to inspect veh.

THEN RETURN TO THE DLRSHIP SO THE OIL LEVELS CAN BE CHECKED. C STATED THAT THE

WHERE: CRISWELL NISSAN

crr-jm advised c that case will be forwarded to the ARBS specialist and c will

DLRSHP STATED THAT IF THE VEHICLE RUNS OUT OF OIL BEFORE THAT, C IS TO BRING

Rcas advised Rcas cannot review to determine if DTS will inspect veh at this t

WHEN: 06/05/14

be receiving a call from ARBS by the end of the next business day.

DIAGNOSIS: c stated dlr cant find what's wrong on the veh

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,254

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,255

REQUESTED BY: lattad

**CAR ID:** CA6642750

ime as owner of vehicle will need to make that request.

THE VEHICLE TO THE DLRSH RIGHT AWAY FOR FURTHER DIAGNOSIS. RCAS STATED RCAS

crr-jm asked for the best number to reach c, c provided [REDACTED]

Rcas advised c will also need to obtain second opinion at another dealership i

SA: SA-David and SA-Andrew

WOULD LIKE TO GATHER FURTHER INFORMATION BY THE DLRSH SO EVERYONE IS ON THE

crr-jm asked for the best number to reach c, c provided [REDACTED]

crr-jm offered further assistance, c declined.

f c not happy with current diagnosis as dlr states veh operating normally for

SAME PAGE. C AGREED TO A FOLLOW UP CALL ON 11/03/09 BEFORE THE END OF THE

all mentioned concerns.

BUSINESS DAY. C TOOK DOWN NAME/NUMBER OF RCAS AND THANKED RCAS FOR THE

crr-jm offered further assistance, c declined.

crr-jm provided name ext and case #

ASSISTANCE.

@10/30-ZOW482N

crr-jm provided name ext and case #

crr-jm transferring case to ARBS

C states c will have sister (veh owner) contact another dealer and schedule di

agnostic, contact Rcas and provide permission for c's brother to speak for c r

Created by ZJM177N at 2014-06-06 09:39:26

crr-jm transferring case to ARBS

\*\*\*RCAS-OW RECEIVED EMAIL SENT FROM SM-PAT ARNOTTE ON 10/30/09 AT 1:41PM EST.

Created by ZJM177N at 2014-06-06 09:13:39

crr-j sent an internal message to ARBS asking if crr needs to forward the case

egarding veh concerns. and request master technician inspection of veh.

SM STATED THAT C IS NOT A GOOD SERVICING CUSTOMER TO THE DLRSH. SM STATED

additional notes\*

Rcas advised Rcas will also need permission from customer/owner of veh to spea

THAT C HAS TO PAY FOR AN OIL CHANGE AT THE DLRSH TO MAKE SURE THE CORRECT

to ARBS, crr was advised by ARBS-Anthony that crr should forward the case to

crr-jm advised c that case will be forwarded to the ARBS specialist and c will

k with c's brother and for brother to be named contact person for case.

OIL AND FILTER ARE ON THE VEH. SM STATED THEN THE CUSTOMER MUST RETURN TO

RCAS for further handling.

be receiving a call from ARBS by the end of the next business day.

crr-jm forwarding the case to RCAS as per ARBS-Anthony.

C understood.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,256

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,257

REQUESTED BY: lattad

**CAR ID:** CA6642750

THE DLRSH EVERY 1000 MILES FOR THE NEXT 3000 MILES SO THE DLRSH CAN MAKE CORRECT USAGE MEASUREMENTS. SM STATED AFTER THAT THE DLRSH WILL BE ABLE TO

Created by zla177n at 2014-06-09 13:22:48

crr-jm asked for the best number to reach c, c provided [REDACTED]

Rcas provided name number (800) 343-6913, ext: 457305 and case #14642750

crr-jm offered further assistance, c declined.

C's brother thanked Rcas for return call and for information supplied.

Rcas placed outbound call to SM-Andy at Criswell Nissan at 3016703900 at 3:14

TO SEE IF THE VEHICLE IS USING OIL. SM STATED THE DLRSH CANNOT TAKE ANOTHER

crr-jm provided name ext and case #

P.M. to determine if veh has returned for servicing and to request information

Rcas thanked for opportunity to review. Call ended mutually.

SHOPS WORD. SM STATED THAT NNA WOULD ALSO HAVE TO DECIDE IF FURTHER ASSISTANCE

Created by zla177n at 2014-06-09 14:51:48

crr-jm transferring case to ARBS

regarding brake, strut and noise concerns.

WILL BE OFFERED TO C. SM STATED SINCE THE CUSTOMER IS HAVING WORK PERFORMED

Created by ZJM177N at 2014-06-06 09:39:26

Rcas advised SM not available. Rcas spoke to SA-Dave.

SOMEWHERE ELSE SM WOULD SHY AWAY FROM OFFERING ANYTHING. @10/30-ZOW482N

\*\*\*\*\*SUMMARY\*\*\*\*\*

06/06/2014 C's brother called requesting Engineer inspect sisters veh due to m

crr-j sent an internal message to ARBS asking if crr needs to forward the case

\*\*\*RCAS-OW PLACED CALL TO C ON 11/03/09 AT 1:22PM EST ON DAY NUMBER AND LEFT

SA states veh to dlr 06/06/2014 c requested OCS system

reprogramming, C states brake pedal too close to floor.

to ARBS, crr was advised by ARBS-Anthony that crr should forward the case to

ultiple unduplicated concerns.

VMX. RCAS PLACED CALL TO C ON 11/03/09 AT 1:24PM EST ON EVE NUMBER AND LEFT

OCS campaign performed.

RCAS for further handling.

Rcas reviewed with SA-Dave at Criswell Nissan as SM-Andy not available with de

VMX. RCAS WILL BE FOLLOWING UP ON 11/05/09 BEFORE THE END OF THE BUSINESS DAY.

@11/03-ZOW482N

crr-jm forwarding the case to RCAS as per ARBS-Anthony.

C states rear passenger door pops open spontaneously when c driving.

termination veh operating normally and none of stated concerns can be duplicat

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,258

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,259

REQUESTED BY: lattad

**CAR ID:** CA6642750

Created by ZJM177N at 2014-06-06 09:40:16

ed.

\*\*\*RCAS-OW PLACED CALL TO C ON 11/05/09 AT 2:59PM EST ON DAY NUMBER AND LEFT

SA states latches inspected and veh road tested. Dlr not able to duplicate con

cern.

Description:

Rcas explained to c's brother Dealer recommendations.

VMX. RCAS PLACED CALL TO C ON 11/05/09 AT 3:01PM EST ON EVE NUMBER AND LEFT

ARBS rec'd letter from C requesting repurchase or replacement. ARBS reviewed c

C stated R front strut making noise.

Rcas explained that Customer/owner of veh will need to contact NNA to give per

VMX. RCAS WILL BE FOLLOWING UP ON 11/09/09 BEFORE THE END OF THE BUSINESS

DAY. @11/05-ZOW482N

claim and notes the 3 visits for clunking/grinding noise while braking (no dup

mission to Rcas for c's brother to speak for c regarding case concerns for Rca

SA states R front strut had been replaced even though dlr not able to duplicat

e concern for c satisfaction purposes.

lication), 2 visits for noise front the right front of the vehicle, 2 visits f

\*\*\*RCAS-OW PLACED CALL TO C ON 11/09/09 AT 10:44AM EST ON DAY NUMBER AND LEFT

s to be able to continue review.

or the door "popping" and increased wind noise (no duplication), and 6 days do

Rcas recommended if c not happy with current dlr diagnosis for c to take veh t

SA advised c states drivers seat leans too far toward center of veh.

VMX. RCAS PLACED CALL TO C ON 11/09/09 AT 10:46AM EST ON EVE NUMBER. RCAS

EXPLAINED THE IN DISCUSSING THE FILE WITH SM-PAT ARNOTTE, C MUST RETURN TO

o another Nissan dlr for second opinion.

SA states compared to like model veh seat in same position, within design para

wn. ARBS fed-ex'd a letter to C advising that NNA is not a position to repurch

ase or replacement at this time. ARBS closing case pending further action requ

C's brother understood and states brother going on vacation and will have sist

eters.

THE DLRSHIP TO PERFORM AN OIL CHANGE, THEN AFTER C MUST RETURN THE VEHICLE

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,260

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,261

REQUESTED BY: lattad

**CAR ID:** CA6642750

**CONTACT(S)**

|                     |                         |                         |
|---------------------|-------------------------|-------------------------|
| <b>SATISFIED:</b> Y | <b>ACTION CODE:</b> NP  | <b>ROOT CAUSE:</b> SCMV |
| <b>CALLBACK:</b> 0  | <b>DATE:</b> 00/00/00   | <b>USERID:</b>          |
| <b>REOPEN:</b>      | <b>CALLBACK:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>NEW INFO:</b> 0      | <b>DATE:</b> 00/00/00   |
|                     | <b>OTHER:</b> 0         | <b>DATE:</b> 00/00/00   |
|                     | <b>COMMENTS ONLY:</b> 0 | <b>DATE:</b> 00/00/00   |

|                                |                                |                           |
|--------------------------------|--------------------------------|---------------------------|
| <b>IIR-DATE:</b>               | <b>TRANS DATE:</b> 00/00/00    | <b>CHECK REQUESTED:</b> Y |
| <b>3RD PRY:</b> NI             | <b>PART#:</b>                  | <b>CHECK ISSUED:</b> Y    |
| <b>BYBACK ST:</b>              | <b>OPENED BY:</b>              |                           |
| <b>HISTORY:</b>                | <b>UPDATE BY:</b>              |                           |
| <b>SVC CALL#:</b> N            | <b>UPDATE DATE:</b>            |                           |
| <b>CLOSE:</b> Y                | <b>CLOSE DATE:</b> 06/09/14    | <b>MICROFILM:</b>         |
| <b>RESP CAA:</b> RHONDA CALICO | <b>OLM:</b> MEEKS FRED L       | <b>DOM:</b>               |
| <b>PHONE:</b>                  | <b>OWNER FIRST:</b> [REDACTED] | <b>LANGUAGE:</b>          |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,262

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

**TIME:** 9:19:07 AM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 3,263

**CAR ID:** CA6642750

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** SEN

**NAME:** [REDACTED]

**VIN:** 3N1AB7AP8DL [REDACTED]

**IN SCV DATE:** 08/31/04

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST       | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|----------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 5158          | Maryland |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,264

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,265

REQUESTED BY: lattad

**CAR ID:** CA6642750

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5158

**STATE:** MD

**DEALER NAME:** CRISWELL NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,266

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,267

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6644518  
**STREET:** [REDACTED] **VIN:** 3N1CE2CP7EL [REDACTED]  
**CITY:** MCKINNEY **YR/MDL:** 2014.0 **VER:** [REDACTED] **MILEAGE:** 006000  
**ST/ZIP:** TX [REDACTED] **VCAN:** **IN SVC DATE:** 07/18/05  
**DAY PH:** 0 **PAID:** **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** **SVC DLR:** 3939 NISSAN OF MCKINNEY  
**DLR PH:** 214 544 4900 **DENY:** **RESP DLR:** 3939 NISSAN OF MCKINNEY  
**REGION:** 32 **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:** 006000 **# 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:** 06/06/14 **XFER/RSPNSBLTY:** 32 04 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/09/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/09/14 **INF-NET DATE:**

| CONCERN AND CATEGORY        | SUBCATEGORY AND SYMPTOM        |
|-----------------------------|--------------------------------|
| OA VEHICLE CONCERNS         | 121500 GEN. BRAKE COMPONENT(S) |
| OF NNA., INC. ISSUES        | 206000 MAXIMA                  |
| AD BRAKES                   | VG PROVIDED RECALL INFORMATION |
| AZ NISSAN PRODUCT INQUIRIES | WT UNABLE DIAGNOSE/DUPLICATE   |
|                             | YX POOR OR IMPROPER OPERATION  |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,268

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,269

REQUESTED BY: lattad

**CAR ID:** CA6644518

**C. A. R. COMMENTS**

e made.

FILE OPENED-ZCM839N 10/30/2009

NO EMAIL

Service Dept. Review

C STATES C RECEIVED A RECALL NOTICE WITH RECALL NUMBER R5002.

C states happens when driving for long time on Hwy, so might just have to warm

PREVIOUS FILES FOUND: NONE.

CRR-CM INFORMED C THAT C'S VEH IS NOT INVOLVED IN A RECALL.

CRR-CM VERIFIED C'S NAME, ADDRESS, DAY, EVENING PHONE NUMBERS, EMAIL, VIN,

up. CRR told c can go to another Nissan dlr

C THANKED CRR-CM FOR ASSISTANCE, C SATISFIED.

MILEAGE

Rcas explained c has right to seek 2nd opinion.

CRR-CM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-CM OFFERED FURTHER ASSISTANCE, C DECLINED

C states thought Rcas was having another dlr call c

CRR-CM CLOSING FILE. @10/30-ZCM839N

CRR-CM RECEIVED CALL FROM C.

Rcas explained is incorrect but can provide c with info of next closest Nissan

Created by ZRV177N at 2014-06-06 12:42:24

dlr

C requested to emailed info

CRR-RV received call from c

CRR-RV verified c's contact information,

Rcas advised can leave on c VMX

C stated that brakes will go down all the way after stopping it does not do

C understood and call ended

\*\*

all the time but now c is getting afraid as c's foot is on the brake pedal the

Rcas called c VMX and provided name and # for Courtesy Nissan and Nissan of Da

veh will lunge forward but not all the time, c was told that the dealer could

llas

not duplicate the problem. Also c has a problem with the gas mileage. SA Sha

Rcas provided Rcas contact info and call ended

un, head mechanic Michael kennon assisted c, c was given a loaner vehicle but

Created by ZLJ000N at 2014-06-09 14:01:19

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,270

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,271

REQUESTED BY: lattad

**CAR ID:** CA6644518

was called today that dealer was not able to duplicate the problem. C was advised to call NNA. C would like Nissan to check the veh lunging forward as it is

SUMMARY\*\*\*\*\*

a safety issue.C would like the veh to be fixed properly .

C CALLED INTO NNA WITH COMPLAINT THAT PUSH DOWN FAR AND VEH SOMETIMES LUNGES F

CRR-RV advised c that file will be transferred to rcas for review.

ROM STOP. RAS FOUND NO DUPLICATION. C ADVISED 1ST STEP TO ASSIST C IS TO GET D

CRR-RV advised c to expect a call within the next business day.

PLICATION. C WANTS 2ND OPINION FROM ALTERNATE DLR. RCAS PROVIDED C 2 OTHER DL

c understood.

R INFO ON VMX. CALL ENDED

\*\*\*\*\*

CRR-RV offered further assistance, c declined.

CRR-RV provided name, ext and file number.

CRR-RV leaving file open, transferring resp to rcas.

Created by ZRV177N at 2014-06-06 12:42:43

Vehicle Concern

Created by ZRV177N at 2014-06-06 12:42:24

CRR-RV received call from c

CRR-RV verified c's contact information,

C stated that brakes will go down all the way after stopping it does not do

all the time but now c is getting afraid as c's foot is on the brake pedal the

veh will lunge forward but not all the time, c was told that the dealer could

not duplicate the problem. Also c has a problem with the gas mileage. SA Sha

un, head mechanic Michael kennon assisted c, c was given a loaner vehicle but

was called today that dealer was not able to duplicate the problem. C was advi

sed to call NNA. C would like Nissan to check the veh lunging forward as it is

a safety issue.C would like the veh to be fixed properly .

CRR-RV advised c that file will be transferred to rcas for review.

CRR-RV advised c to expect a call within the next business day.

c understood.

CRR-RV offered further assistance, c declined.

CRR-RV provided name, ext and file number.

CRR-RV leaving file open, transferring resp to rcas.

Created by ZLJ000N at 2014-06-09 13:38:38

Rcas placed call to SM-Dan and was advised that veh is not in now. C has compl

aint that veh will lunge forward at stop. No duplication after many test drive

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,272

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,273

REQUESTED BY: lattad

**CAR ID:** CA6644518

s

Dlr asked c to drive veh with tech to see if can get to occur. c refused and advised is dlr problem if c gets into accident. c states is dlr job just to fix

Rcas thanked SM for info and call ended

Created by ZLJ000N at 2014-06-09 13:58:14

Rcas placed call to c [REDACTED]

Rcas spoke with c and verified complaint.

Rcas apologized for concerns and frustrations to c

Rcas explained dlr was contacted and advised of many test drive to try and replicate complaint

Rcas was advised dlr was unable and that c refused to test drive veh with dlr

C states is correct as c had company in from out of town that c had not seen in 13 yrs. c states was not going to waste c time in a dlrshp.

Rcas explained dlr must first have concern replicate, before any repairs can b

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**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

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,274

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,275

REQUESTED BY: lattad

**CAR ID:** CA6644518

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 06/09/14

**MICROFILM:**

**RESP CAA:** RHONDA CALICO

**OLM:** MEEKS FRED L

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,276

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**TIME:** 9:19:07 AM

**PAGE:** 3,277

**CAR ID:** CA6644518

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/31/14

**TIME:** 9:19:07 AM

**MODEL YEAR:** 2014

**MAKE:** N

**MODEL LINE:** VER

**NAME:** [REDACTED]

**VIN:** 3N1CE2CP7EL [REDACTED]

**IN SCV DATE:** 07/18/05

| SEQ NO. | CONTRACT NO | DEALER NUMBER | ST    | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE | CANCEL DATE | TRANSFER DATE |
|---------|-------------|---------------|-------|----------------|-------------|----------------|-------------|---------------|
| 0       |             | 3939          | Texas |                |             |                |             |               |

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,278

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,279

REQUESTED BY: lattad

**CAR ID:** CA6644518

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3939

**STATE:** TX

**DEALER NAME:** NISSAN OF MCKINNEY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 31/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 9:19:07 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3,280

REQUESTED BY: lattad